

**From:** [Kath Gleeson](#)  
**To:** s 47F  
**Cc:** [Tania Wilson](#); s 47F  
**Subject:** RE: Scripts re ticks and crosses [SEC=OFFICIAL]  
**Date:** Friday, 25 August 2023 4:34:25 PM  
**Attachments:** [image003.gif](#)  
[image004.gif](#)  
[image005.jpg](#)

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Thanks s 47F I really appreciate the update and the work being done by the team.

Please pass on thanks to them all, too.

Have a nice weekend.

**Kath Gleeson | First Assistant Commissioner & National Election Manager**  
Service Delivery Group  
Executive Leadership Team  
Australian Electoral Commission

s 47F

[Redacted]



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**From:** s 47F  
**Sent:** Friday, August 25, 2023 4:27 PM  
**To:** Kath Gleeson s 47F  
**Cc:** Tania Wilson s 47F  
**Subject:** RE: Scripts re ticks and crosses [SEC=OFFICIAL]

s 22

[Redacted]

- We have received approximately 500 emails on the “ticks and crosses” issue. Almost all have been actioned. There are about 9 unread (as at 4pm) and another 40 (approx.) to be followed up.
- It is difficult to estimate the number of phone calls we actioned due to system limitations, but anecdotally we would estimate it was around 200 calls on this issue.
- We have been responding using standard wording developed by media and as present in ECCA.
- A large number of clients have asked for the ballot paper's design to be changed. We have advised that the design of the ballot paper is set out in the R(MP)A and that this would require legislative change.
- s 22

[Redacted]

§ 22

§ 47F

§ 47F | Director  
Operational Services Strategy, Design and Data  
Service Design & Foundations Branch  
Australian Electoral Commission  
§ 47F

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**From:** Kath Gleeson § 47F  
**Sent:** Friday, August 25, 2023 8:53 AM  
**To:** § 47F § 47F § 47F >  
**Cc:** Tania Wilson § 47F; Cathie Kennedy § 47F  
§ 47F  
**Subject:** RE: Scripts re ticks and crosses [SEC=OFFICIAL]

§ 22

**ECCA script (approved by SDFB):**

The prescribed method of voting is to write 'yes' or 'no' on a referendum ballot paper. If the voter's intention is not clear, ballot papers will not be counted as formal. As **ticks** alone are capable of clearly demonstrating a voter's intention, they are counted as formal for 'yes'. As crosses can mean either 'yes' or 'no', they are not counted as formal.

To this:

The prescribed method of voting is to write 'yes' or 'no' on a referendum ballot paper. If the voter's intention is not clear, ballot papers will not be counted as formal. As **ticks** alone are capable of clearly demonstrating a voter's intention, they **may be** counted as formal for 'yes'. As crosses can mean either 'yes' (for example, on many forms people in Australia use in daily life, and in some other languages, a cross represents a 'check mark' indicating yes) or 'no', they are not counted as formal.

Many thanks,

**Kath Gleeson | First Assistant Commissioner & National Election Manager**

Service Delivery Group  
Executive Leadership Team  
Australian Electoral Commission

s 47F



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**From:** s 47F s 47F  
**Sent:** Friday, August 25, 2023 8:47 AM

**To:** Kath Gleeson s 47F

**Cc:** Tania Wilson s 47F

s 47F

**Subject:** RE: Scripts re ticks and crosses [SEC=OFFICIAL]

s 22

We review them yesterday as we started to see complaints come in – we were at 10 yesterday morning and we are sitting somewhere over 200 this morning (approx. 130 still open and will aim to resolve today) on this issue.

The scripts from both ECCA and media are attached. We use both of these when responding to enquiries and both are consistent in content.

There is an ad hoc NOC already scheduled to go out this morning to advise on the stand up of the Service Centre on Monday and in this NOC it also contains a link for staff to access ECCA scripts. The media script is on the Referendum FAQ section of the AEC website ([Referendum 2023 - FAQs \(aec.gov.au\)](#)).

s 22

Thanks

s 47F

s 47F | Director  
Operational Services Strategy, Design and Data  
Service Design & Foundations Branch  
Australian Electoral Commission

s 47F

**From:** Kath Gleeson s 47F

**Sent:** Friday, August 25, 2023 7:57 AM

**To:** s 47F s 47F

**Cc:** Tania Wilson s 47F

**Subject:** Scripts re ticks and crosses [SEC=OFFICIAL]

Hi s 47F - can you please review the scripts for call centre and wizard cell on use of ticks and crosses (and formality generally) in light of media in the last 24 hours? Grateful if we can ensure it is very explicit that voters must write yes or no and be very careful around how it deals with the savings provision; please check with Evan that it is consistent with what we are saying in other external forums.

Happy to discuss or review as needed.

s 47F - s 22

Thank you,

Kath