

s 47F

From: Kath Gleeson
Sent: Friday, 25 August 2023 10:14 PM
To: Executive Leadership Team; s 47F
Subject: FW: Scripts re ticks and crosses [SEC=OFFICIAL]

FYI below re feedback on ticks and crosses today to the complaints team.

s 22 the scripts are updated to support answers to the tick/cross question. s 22

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Cheers – Kath.

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 >
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]

Hi Kath

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- 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.
- Approximately one in four people are responding a second time to our emails. These are being handled by senior Wizard Cell supervisors (Adam, Sam and Kate), and are essentially reiterating advice already provided.

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Thanks

s 47F

s 47F | Director

Operational Services Strategy, Design and Data
Service Design & Foundations Branch
Australian Electoral Commission

s 47F



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From: Kath Gleeson s 47F

Sent: Friday, August 25, 2023 8:53 AM

To: s 47F

Cc: Tania Wilson s 47F

; Cathie Kennedy s 47F

Michael Lynch

s 47F

s 47F

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

Thanks s 47F, please keep me posted on the progress of complaints (and escalate any that come from high profile individuals or that demonstrate any level of coordination).

Can we also soften the ECCA script please from this:

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
[Redacted]



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Authorised by the Electoral Commissioner, Canberra

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

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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 \(aec.gov.au\)](http://Referendum 2023 - FAQs (aec.gov.au))).

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Thanks

s 47F

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



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From: Kath Gleeson s 47F
Sent: Friday, August 25, 2023 7:57 AM
To: s 47F
Cc: Tania Wilson s 47F; Cathie Kennedy s 47F; Lynch
s 47F
Subject: Scripts re ticks and crosses [SEC=OFFICIAL]

H 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 s 47F that it is consistent with what we are saying in other external forums.

Happy to discuss or review as needed.

s 47F - do we have good FAQs to support staff in Divs answering these questions if they come in today?

Thank you,

Kath