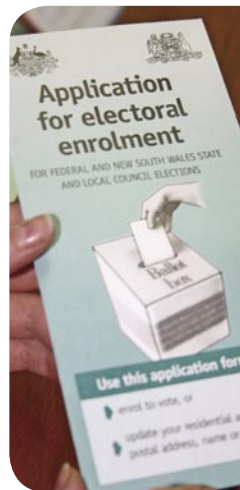




Australian Electoral Commission

Corporate Plan 2006–07



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Message from the Electoral Commissioner

The work of the Australian Electoral Commission (AEC) in delivering our services supports Australian democracy. At the AEC we take this responsibility seriously. Our 2006–07 Corporate Plan highlights the AEC's purpose and commitment and provides direction to improving the electoral services that we provide to the Australian community.

The 2006–07 financial year is an important one for the AEC. Not only is it time to intensify our preparations for the next federal election, but a major priority will be implementing those recommendations of the Joint Standing Committee on Electoral Matters' review of the 2004 election that are supported by Government, and where necessary, passed by the Parliament.

Another priority will be managing the conduct of protected action ballots under the *Workplace Relations Amendment (Work Choices) Act 2005*. This is a significant extension of the AEC's responsibilities in industrial ballots and elections.

We will more actively pursue opportunities for increasing our involvement in commercial election activities. The conduct of commercial elections provides a diversity of electoral activity for staff, raises the profile of the AEC in the community and provides valuable training between federal elections.

We also need to focus on positioning the AEC for the future to meet the community's changing needs and expectations about the electoral services we provide. To do this we need to improve our business capability in areas of our:

- IT infrastructure;
- internal & external communications;
- business planning and performance analysis;
- information management; and
- staff learning and development.

Another area where the AEC makes a valuable contribution is by providing electoral assistance and advice to emerging democracies, particularly in the Asia-Pacific region. I expect that this activity, which is funded through AusAID programs, will continue in 2006–07 at a similar level.

This Corporate Plan should help all AEC staff and managers, located in division, state and territory offices and national office, prepare their own business plans so they can relate their daily work to the overall direction of the organisation and priorities for the 2006–07 year.

I look forward to working with you to meet the challenges we face in preparing for the next election and building a stronger and more resilient AEC for the future.

Ian Campbell
Electoral Commissioner

Our Purpose, Aim and Values



Our Purpose

Our purpose is to help people have their say in who will represent them in the Parliament of Australia. We do this by providing impartial and accessible electoral services.

Our Aim

Our aim is to be recognised as an organisation that provides excellence in the management and delivery of electoral services.

Our Values

Our values reflect the behaviours that the Australian people expect of us. That is, we:

- conduct our business with **fairness** and **impartiality**;
- maintain high standards of **integrity** and **ethical behaviour**;
- respect and **uphold the law**;
- are **open, transparent** and **accountable** for what we do;
- **respect and listen** to our clients and stakeholders and each other; and
- **serve** the Australian people and the Federal Parliament.

Our Environment and Outcomes

Our Environment

Being aware of and responding to changes in the external environment and in stakeholder expectations will impact on the AEC's ability to deliver quality electoral services in the future. Key environmental issues include:

- the changing and different needs and expectations of AEC clients and stakeholders about the electoral services we deliver;
- the unique challenge presented by the AEC's dispersed geographical structure of national, state and divisional offices in the way we deploy resources and deliver our services;
- an increasing focus on the delivery of programs and services through partnerships with other providers and whole of government initiatives;
- a demand for electoral assistance and support for developing democracies overseas;
- the rapid change in information technology and the opportunity this can provide to improve all electoral products and services;
- changes to legislation; and
- the Government's expectation that all agencies will realise efficiencies through the introduction of smarter business practices.

Our Outcomes

The AEC is funded to deliver three specific outcomes:

1. An effective electoral roll

Australians have an electoral roll that ensures their voter entitlement and provides the basis for the planning of electoral events and electoral redistributions;

2. An impartial and independent electoral system

Stakeholders and clients have access to, and advice on, impartial and independent electoral services and participate in electoral events; and

3. An informed community

An Australian community which is well informed about electoral matters.

Our Business and Business Planning

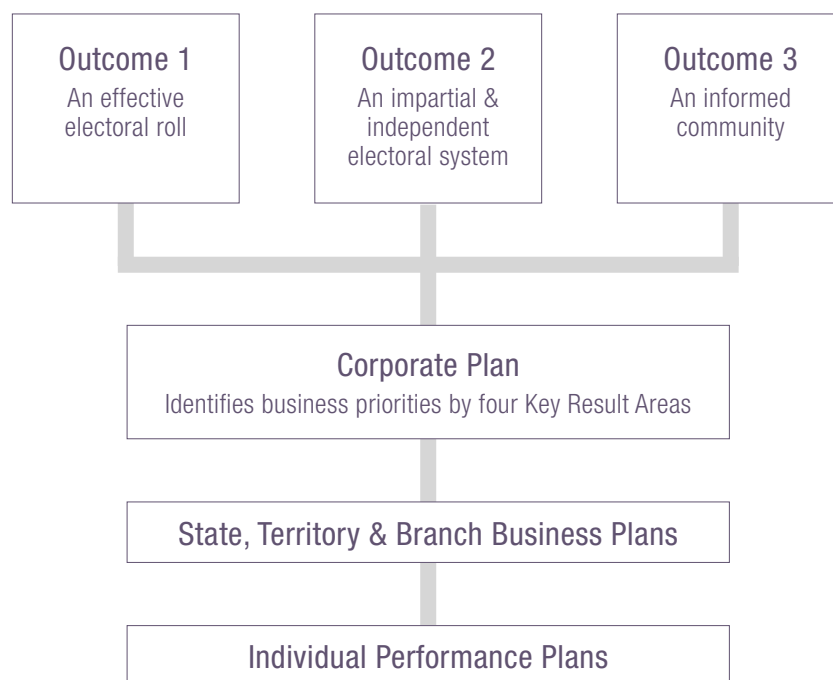
Our Business

To deliver these outcomes the AEC has seven core business functions. These are to:

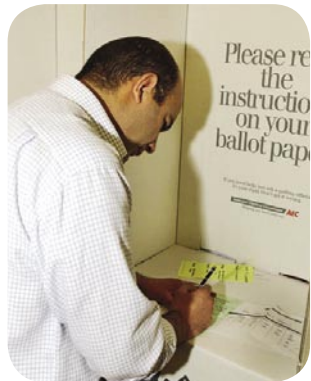
- conduct elections;
- manage the electoral roll, which is used by all levels of government;
- educate and inform the community about electoral responsibilities;
- provide research, advice and assistance on electoral matters;
- provide assistance in overseas elections and referendums;
- administer election funding, financial disclosure and party registration requirements; and
- undertake electoral redistributions.

Our Business Planning

Business plans will identify activities to be undertaken in line with the Corporate Plan priorities to achieve the AEC's outcomes and improve our performance.



Key Result Areas



In all our business activities we will improve our services and build our capability in the four Key Result Areas (KRAs) of:

- interactions with our clients and stakeholders and understanding and responding to their needs;
- delivery of our services and products;
- supporting our people; and
- accountable management of finances, risk and corporate information.

KRA 1 Our Clients and Stakeholders

KRA 2 Our Services and Products

KRA 3 Our People

KRA 4 Our Financial, Risk and Information Management

Key Result Areas

KRA 1

Our Clients and Stakeholders



Objectives

- A high level of client and stakeholder trust and confidence in AEC electoral services and advice.
- An increased level of enrolment and participation by eligible Australians in electoral events.
- Clients and stakeholders who are well informed about electoral matters and activities including their electoral responsibilities and entitlements.

Business Priorities

- Conduct research and performance analysis to better understand client and stakeholder needs to identify ways to improve the delivery of our services and information.
- Develop and implement a communication strategy that will better target the needs of different clients and stakeholders in the community.
- Strengthen relationships with state and territory electoral authorities including through Joint Roll Arrangements.
- Provide quality and timely electoral information and advice to the Parliament, Joint Standing Committee on Electoral Matters (JSCEM), the Minister, electors and other stakeholders.
- Develop strategies to increase the level of enrolment and participation in electoral events particularly for younger Australians, new citizens, indigenous Australians and people living in rural and remote areas.
- Further develop the AEC internet and Virtual Tally Room capability.
- Ensure political parties, parliamentarians, candidates and other relevant groups and individuals are well informed to enable them to comply with registration, funding and disclosure requirements.

Key Result Areas

KRA 2

Our Services and Products



Objectives

- The delivery of quality and timely services and products in line with performance standards and targets.
- An accurate and complete as possible electoral roll is available to meet different user needs.
- The AEC is fully prepared to conduct elections, including federal elections and by-elections.
- Continuous improvement and innovation is apparent in the way we deliver our services and products.

Business Priorities

- Support the redistributions of federal electoral boundaries in Queensland and New South Wales to be completed in 2006–07.
- Implement recommendations of the Joint Standing Committee on Electoral Matters review of the 2004 election that are supported by Government and where necessary passed by Parliament.
- Complete election preparation activities as outlined in the AEC's Divisional, State and National Election Preparation Plans.
- Conduct non-parliamentary elections and ballots, including protected action ballots, and state and local government elections where contracted by State and Territory Electoral Commissions.
- Identify opportunities to provide electoral services for commercial elections, where this does not adversely impact on core AEC electoral services and priorities.
- Enhance IT infrastructure and systems to support AEC business activities, including the replacement of the roll management and electoral support information systems (GENESIS Project).
- Improve consistency in the delivery of our services and products through the application of national procedures, processes and training.
- Improve the effectiveness of the AEC's electoral education programs, including through the Electoral Education Centres.
- Undertake roll management improvements, particularly for the Address Register and Continuous Roll Update (CRU) programs.
- Continue to ensure effective and transparent arrangements for registering of political parties, monitoring compliance with financial disclosure requirements and making expeditious payment of election public funding entitlements as required.
- Improve our performance monitoring, analysis and evaluation of the effectiveness of our products and services.
- In line with Australia's foreign policy programs and with the support of AusAID, provide effective international electoral assistance.

Key Result Areas

KRA 3 People



Our People

Objectives

- A workforce that has the necessary skills and flexibility to meet the AEC's business needs now and into the future.
- Staff who can perform their work effectively by acquiring the necessary knowledge and skills through access to learning and development programs and corporate information.
- Effective communication and information sharing across the national and state offices and the divisional office network.
- Managers and staff who demonstrate the Australian Public Service and AEC values and code of conduct in their work and model those behaviours to others.

Business Priorities

- Develop a new workforce planning strategy and action plan to improve the AEC's staff recruitment processes, retention strategies and learning and development programs to meet current and future business needs.
- Ensure workloads are distributed equitably across national and state offices and the divisional office network.
- Develop national training packages for delivery of effective and consistent management of the roll and roll management services and for contract management and procurement processes.
- Implement AEC wide leadership activities based on Australian Public Service and AEC values.
- Develop and implement better people management and corporate support practices and services.
- Improve internal communications across the national and state offices and the divisional office network.
- Develop the AEC intranet and e-learning products to provide staff with timely access to business knowledge and information.

Our Financial, Risk and Information Management

Key Result Areas

KRA 4



Our Financial, Risk and Information Management

Objectives

- Resources, including financial and information resources, are managed efficiently, effectively and responsibly in achieving the AEC's outcomes.
- Corporate risks are systematically identified and managed in our work, including through effective business assurance programs.
- Corporate information is retained, protected and effectively managed.

Business Priorities

- Improve our financial management, including our forecasting and monitoring.
- Develop and implement a new three year information management strategy and action plan to improve recordkeeping and access to, and protection of, the AEC's corporate information.
- Ensure audit, fraud, business continuity and insurable risks are effectively managed.
- Provide national training, frameworks and tools to enable staff to undertake risk assessments and manage risks for new projects and ongoing business activities.
- Ensure contract, procurement and project management activities are consistent with Commonwealth legislation and guidelines and are in line with best practice.

Measuring our Performance

We will measure our performance against the AEC's outcomes using the performance indicators identified in the Finance and Administration Portfolio Budget Statement and other indicators set out in our business plans.

Some key indicators include:

- accuracy and completeness of the electoral roll;
- extent to which clients and stakeholders have access to impartial and independent electoral advice and services; and
- client and stakeholder satisfaction with our services and products.

