Early
Voting
Centre

You don't need a reason
to vote early.

VEC Victorian
Electoral
Commission

Victorian Electoral Commission

Evaluation of services at the
26 November 2022 Victorian State election

Integrated
Report
FINAL

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1. Executive summary

1.1. Summary of findings for voters

Satisfaction with voter services overall

In 2022, 82% of voters were satisfied with the VEC's services at the State election. This level of satisfaction was slightly lower than the findings from 2018 (84%). The very large sample used for the survey means that even very small differences in ratings are statistically significant. The decrease of two percentage points is not necessarily an indication of a noteworthy drop in service quality.

Ordinary voters and voters from interstate/overseas (79% and 65% respectively) were generally less satisfied than CALD and early voters (88% and 87% respectively).

Satisfaction levels specifically relating to Telephone Assisted Voting services were also high. Over eight in ten (85%) of these voters were satisfied with the service, even though some of these voters may have preferred to vote in another way.

High levels of satisfaction were also seen for specific aspects of the VEC's services. Over four in five voters were satisfied with the security, fairness, and impartiality of election services (86%, 84% and 84% respectively).

Recall of the VEC's information

Three quarters of voters recalled some form of information from the VEC (75%), lower than for 2018 (85%). Free-to-air TV was by far the most frequently recalled communication channel in the lead up to the election in 2022 (38%). This finding was similar to that of 2018 (35%).

The most frequently recalled message by voters tended to be functional and procedural in nature. For example, the date of the election (59%) and how to vote before Election Day (49%). This was a good outcome assuming the primary aim of the campaigns was to get people enrolled and voting.

Three quarters of voters who recalled any information from the VEC believed that it was effective (74%). The main suggestions for improvement included the need for clearer information and more information on specific aspects of voter services.

Three quarters of voters had all the information that they needed to cast their vote (74%). Of those who felt they required additional information, 42% wanted more information about candidates and parties and 37% wanted more information about where to vote.

Calls for more information about candidates and parties were frequent suggestions for improvements to a number of the VEC's services. It is acknowledged that the VEC may not be able or permitted to provide the information that voters want in relation to parties/candidates.

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The VEC EasyVote Guide and website

One tenth of voters used the EasyVote Guide (8%), most of whom agreed that the Guide was useful (89%) and easy to understand (91%). These figures are the same as the findings from the 2018 evaluation.

Three in five voters searched online for information about voting in the 2022 State election (58%). This figure was significantly higher than the finding for 2018 (51%).

Four in five voters were aware of the availability of information for voters on the VEC's website (80%). Over half had used the website in the lead-up to the election (53%). Overall awareness of the VEC's website had not changed substantially since the last iteration of this research in 2018 (77% awareness). However, actual usage increased (45% to 53%).

Overall, it appears that a greater proportion of voters were using online resources such as the VEC's website to inform themselves about the election. The VEC's website played a more central role in information provision than it did in 2018.

Most voters who used the VEC's website were satisfied with its content. Four in five were satisfied (83%). Only one in twenty were dissatisfied (6%). A small number of voters provided suggestions for improvements to the website, most commonly relating to the ease of navigation.

Voting centres

Overall satisfaction with voting centres was similar to that for the 2018 election. Early voters tended to report a better experience at voting centres compared with those who voted on the day (86% vs. 77%)[1].

Those who were dissatisfied were asked to make suggestions on how to improve voting centres. Amongst this relatively small number of voters, the most frequent suggestions related to reducing wait times, and understaffing (41%, 21%).

As has been the norm for Victorian elections, ordinary voters generally had to queue for longer than early voters. Specifically, 41% of ordinary voters needed to queue for eleven minutes or more compared with 11% of early voters.

Reported queue times for ordinary voters increased compared with the 2018 election – 29% had to queue for 11+ minutes in 2018 compared with 41% in 2022. Queue times for early voters was relatively stable (11% compared with 14%).

Voters were most satisfied with the helpfulness of staff, the ease of completing ballot papers and privacy while voting – between 87% and 92% gave high satisfaction ratings for these aspects. The lowest ratings related to signage at around 75% - 79%. These measures fluctuated slightly since 2018, though no substantial changes were observed.

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[1] This is a measure of services specifically at centres, as opposed to overall satisfaction with services cited on the previous page.

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Services for voters with additional support needs

Voters with a disability

The majority of voters with a disability did not require assistance to vote during the State election (69%). One quarter indicated that they required assistance (27%). Three quarters of those who received assistance were satisfied with the support they received (73%).

Telephone Assisted Voting (TAV)

TAV voters gave uniformly high ratings for all aspects of the service. High levels of satisfaction (around 85% very/extremely satisfied) were seen for all elements of the service including confidentiality, convenience, and timeliness. The small number of suggestions to improve TAV related to improvements to the operator service (15%) and more information about political parties (8%).

Most TAV voters would use the service again (81%) and recommend the service to others (90%).

Deaf or hard of hearing

Three in ten voters who were deaf or hard of hearing, were aware of the Auslan interpreting service (30%). Of the small number of voters who were deaf or hard of hearing and were aware of the service, only 9% used it. This equated to 3% of all voters who were deaf or hard of hearing.

Culturally and Linguistically Diverse (CALD) voters

One fifth of CALD voters accessed or received information in languages other than English in the lead-up to the election (22%), typically online or on the radio (10%, 8%). One tenth recalled in-language information at a voting centre (9%). Most of this small number of CALD voters thought the information was useful (91%).

Despite speaking languages other than English at home, most CALD voters did not require assistance to vote in English (90%). This finding mirrored that of 2018 (89%).

Three in five CALD voters were aware of the availability of the election language lines, though did not use the service (61%). The remaining four in ten were not aware of the lines at all (39%). No CALD voters in the survey called the election language line. Similarly, most CALD voters did not use the VEC's website to read materials translated into their first language (93%), with only a very small proportion doing so (4%). The reader should note that the survey was conducted in English only, and therefore was unlikely to include voters with very low levels of English proficiency.

Findings from media tracking

In addition to an evaluation of services at the election, Kantar Public also tracked advertising awareness of the VEC's communications in the four weeks leading up to the State election among younger voters (18-29 years). Each week n=250 responses were collected from younger voters.

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Overall recall of any the VEC's communications fluctuated slightly over the four weeks ranging from 56% and 69%. These levels of awareness were slightly lower than the finding for the 2018 election where awareness peaked at 85%.

However, awareness of the election did show a steady increase over time – 67% were aware of the election in the first wave of the survey, rising to 94% in the fourth wave. Only 27% were aware of the exact election date in the first wave, climbing to 83% by the fourth wave.

1.2. Summary of findings for candidates

Overall satisfaction with the VEC

Over two thirds of candidates were satisfied with the services provided at the 2022 state election (68% total satisfaction). The highest levels of satisfaction were seen for the VEC's transparency (77%) the lowest for applying rules fairly (63%).

Correspondingly, suggestions for improvement often related to the application of rules. Capacity and resourcing at voting centres was also identified as an issue.

Satisfaction with Election Manager

Candidates were generally satisfied with the services provided by the Election Manager. Candidates were most satisfied with the managers' impartiality (80%) and provision of accurate information (74%). However, lower levels of satisfaction were seen for providing information specifically during the counting process (68%).

Information services from the VEC

Three quarters of candidates accessed the Candidate Information Kit (76%). Most of these candidates believed that the Kit was effective (78%). The small number of candidates who were dissatisfied with the handbook perceived it to be too complicated and difficult to understand.

Over half of candidates recalled receiving information from the VEC about How To Vote Cards (HTVC, 55%). Of those who received this information, 68% believed that it was helpful.

Eight in ten candidates recalled seeing some form of information or advertising from the VEC in the lead-up to the election (82%) most commonly on free-to-air TV and/or social media (each 30% of candidates who saw communications from the VEC).

Almost two thirds of candidates believed that these communications were effective (63%). Candidates made a number of general suggestions to improve the VEC's communications, typically focusing on the voting process for different types of voters.

Two thirds of candidates were satisfied with the VEC's website (67%). A similar proportion were satisfied with content on the site (65%). Candidates were most satisfied with the readability, clarity and helpfulness of the content on the site (78%, 73% and 73% respectively). The lowest levels of satisfaction related to ease of navigation and information finding (58% and 56% respectively). Correspondingly, suggestions for improvement often focussed on navigability.

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Satisfaction with voting facilities

Seven in ten candidates were satisfied with the VEC's services on election day (70%). A similar proportion were satisfied with services at early voting centres (67%). Relatively low levels of satisfaction were seen for the accessibility and location of voting centres (60% and 58%).

Suggestions for election day services typically related to capacity and staffing. Suggestions for early voting centres often related to facilities and infrastructure.

Voters who require additional assistance

Four in ten candidates believed that the VEC needed to improve its services for voters with a disability (38%). This being said, half felt that these supports were adequate (49%). The most common perceptions about the need for improvement related to choice of venue and assistance available.

A slightly higher proportion believed that the VEC needed to improve its services for voters from Culturally and Linguistically Diverse backgrounds (50%). Suggestions for improvement related to a greater volume of targeted information in-language.

Vote counting

Six in ten candidates were satisfied with the vote counting process (60%). However, a relatively high proportion were either dissatisfied (10%) or extremely dissatisfied (11%). Suggestions for improvement related to both time and process.

1.3.   Summary of findings for parties

Overall satisfaction

Overall, party representatives were satisfied with the quality, timeliness and professionalism of the VEC's services at the 2022 state election. On a scale of one-ten, representatives scored the VEC between seven to nine.

Reputation and Trust

All party representatives were asked to share their views of the VEC's service delivery in terms of for four key characteristics: impartiality, safety, community engagement and trustworthiness.

- Impartiality: Party representatives did not question the VEC's impartiality. An inherent sense of trust in the VEC's impartiality was evident for party representatives.
- Safety: Party representatives were also generally positive in the efforts that the VEC made to ensure a safe election. However, several issues were raised that the VEC had to deal with. Primarily, these issues were thought to relate to an elevated level of conspiratorial and far-right extremism in 2022 compared with previous elections and the VEC was seen to have addressed these issues.

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Party representatives did not generally have direct experience of violence or aggression. Rather, it was something they were aware of happening in other locations. In terms of solutions to the isolated incidents of violence and aggression, one party representative suggested a strengthened relationship between the VEC and the Victorian Police, similar to arrangements stated to be in place for the Australian Electoral Commission.

- Engagement: Party representatives generally felt that the VEC had been effective, though more could be done to engage the disengaged, and promote the importance of voting to discourage informal votes.

- Trust: Most party representatives expressed an implicit trust in the VEC to handle the political process during the election. One representative raised the issue of misinformation and conspiracy in relation to trust.

Enrolment & Nominations

Overall, the enrolment and nomination processes were thought to be good, particularly for smaller parties with correspondingly fewer candidates. Representatives from these smaller parties described the process as straightforward and praised the VEC for its responsiveness to queries.

Several issues were identified by some party representatives from larger parties with many candidates. These issues primarily centred on a lack of digital resources available, and an over-reliance on hard-copy documentation and procedures.

How-to-vote cards

In general, party representatives acknowledged that the VEC strived to make the HTCV process as easy as possible. The VEC staff were often praised for the knowledge and professionalism throughout the process. However, multiple issues were raised, with many representatives making strong recommendations about how the process could be improved. The first again related to a lack of modern digital platforms.

Party representatives also identified the lack of time to satisfactorily complete the process as an issue that could have been avoided. Many representatives strongly suggested that HTVC lodgement should commence earlier if the process is to be unaltered from previous elections.

Early voting

Most party representatives perceived that the VEC were effective in the overall management of early voting centres.

Three issues were thought to impact on the delivery of services during early voting: the large number of early voting centres, the timeframe for early voting and the quality of available infrastructure.

1. Number of voting centres: Some party representatives believe that the large number of early voting centres in 2022 was unnecessary given voter volumes, leading to unnecessary work for the VEC.

2. Timeframe: Some party representatives believed that the two-week period for early voting was excessive and again led to resourcing burdens for both VEC and parties. Some perceived that one week of early voting is sufficient.

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3. Infrastructure: Other issues raised related to the infrastructure used for early voting. In particular, the use of shopping centres was criticised by many party representatives. Several representatives described tensions between political parties, the VEC and centre management.

Voting centres – on the day, in-person

In general, party representatives believed that the VEC performed fairly well in providing services on election day. However, a range of issues were raised and suggestions for improvement put forward, many of which were like comments made about early voting.

Some party representatives raised issues about the potentially excessive number of voting centres available, inconsistency of interpretation of rules, and the lack of a clear path to escalate incidents.

Communicating with the community and candidates

In general, it was clear that representatives paid minimal attention to communications aimed at the general public, though had more to say about engagement between the VEC and parties.

Party representatives were generally very positive in their views on the availability, responsiveness and clarity of the VEC's communications before and during the election. This applied to both the qualities of the staff who provided information, and mass communications such as circulars.

Provision of results

Party representatives were overall satisfied with the counting process at the 2022 election.

Minor issues were raised - for example, perceptions that some projections were released too soon which misled parties. Other party representatives again called for better technology platforms to keep parties informed during the counting process.

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1.4. Common findings across surveys and interviews

The VEC has maintained high levels of satisfaction with voters in 2022, though ratings of services by candidates have declined.

Over eight in ten voters were satisfied with voting services in 2022 (82%). This is a slight, though significant decline compared with 2018, however the shift is not considered 'clinically significant'. To have maintained these high levels of satisfaction with voters is an accomplishment for the VEC given increasing voter expectations.

Less than seven in ten candidates were satisfied with the VEC's services in 2022 (68%). This represents a decline since 2018 (89%) and was notably lower than satisfaction levels for voters (82%). No change in reported satisfaction was apparent for party representatives.

The exact reason for this dip in satisfaction could not be identified in the survey, though may be in some way related to the final finding in this section relating to the 'mood' of the election in 2022 compared with 2018.

Victorians trust the VEC to deliver a safe, fair and impartial election

The trust that Victorians (including party representatives and candidates) place in the VEC was evident across all aspects of the research.

- For voters, over four in five were satisfied with the security, fairness and impartiality of election services (86%, 84% and 84% respectively).
- Candidates were generally satisfied that the VEC acted transparently and impartially in the 2022 election (77% and 76% respectively).
- Party representatives mostly expressed an implicit confidence in the VEC in terms of being impartial, independent, and delivering a safe election.

The one exception to these very high ratings was seen for candidates – lower satisfaction ratings were given for perceptions of fairness (63%). In context, it should be noted that not all candidates won their seats, which may negatively impact on perceptions of fairness.

This aside, almost all voters, candidates and parties perceive that the VEC is an organisation that embodies its core values: impartiality, trust, safety, and fairness.

Investment in technology may enhance satisfaction levels

The VEC is, however, seen as lagging in their offer of technology platforms to support voting and campaigning.

The VEC website is becoming an increasingly used resource, and voters sometimes perceived that the navigability of the website could be improved. Candidates and parties often suggested that the manual and hard-copy based systems used in the lead-up to the election could be improved.

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Additional investment in technology platforms and potentially changes to legislation are called for in future elections.

Long-standing process issues have not been fully addressed in 2022

Several procedural issues identified in 2018 remain in 2022. For example: the process of 'email' voting, clarity around rules for signage at voting centres, the manual nature of HTVC registration. New technology platforms may address some of these ongoing issues. Specifically:

- Email voters are the least satisfied across all voting types (65% satisfied compared with 82% for all voters) – the process of returning the vote was seen as most problematic;
- The two primary complaints from voters, candidates, parties related to manual processes such as the How to Vote Card registration; and a lack of clarity of rules at voting centres. For example, signage at voting centres was rated lowest of all aspects of voting services by voters. Many comments were provided by candidates about the How to Vote Card registration process – particularly for larger parties with many candidates.

This research cannot go so far as to make specific recommendations on how to address these issues for the election in four years' time beyond the simple recommendation for enhanced technology platforms above. We are also aware that the VEC is doing what it can to address these known issues. Further research on these specific issues may be warranted.

The 'mood' of the 2022 election was qualitatively different to the 2018 election.

This final observation is not specifically backed by survey data, but rather a more general sense that 'much has changed' since the 2018 election (COVID19, Trumpism etc) and that correspondingly, expectations, behaviours and the general 'mood' at the election in 2022 was different to 2018. Most specifically for parties: some perceived elevated levels of extremism and misinformation. The VEC was not always seen as responding well to these emerging negative aspects of Victorian elections. Qualitative research with voters may be required to understand this more esoteric set of issues further, and determine ways for the VEC to effectively address issues such as misinformation, extremism etc.

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2. Methodology

The methodology for the evaluation used several data capture techniques:

- Online survey and telephone interviewing for voters (quantitative);
- Telephone interviewing for candidates (quantitative); and
- In-depth interviewing for representatives from parties (qualitative).

Each is described in more detail below.

2.1. Voter survey

Online and telephone interviewing was conducted for the voter survey.

Questionnaire design – All voters

In order to evaluate the services to voters at the 2022 Victorian State election a modular questionnaire was used. This questionnaire was tailored to the experience of individual voters depending on their experience leading up to and during the 2022 Victorian State election. The results of each component are presented together in this report.
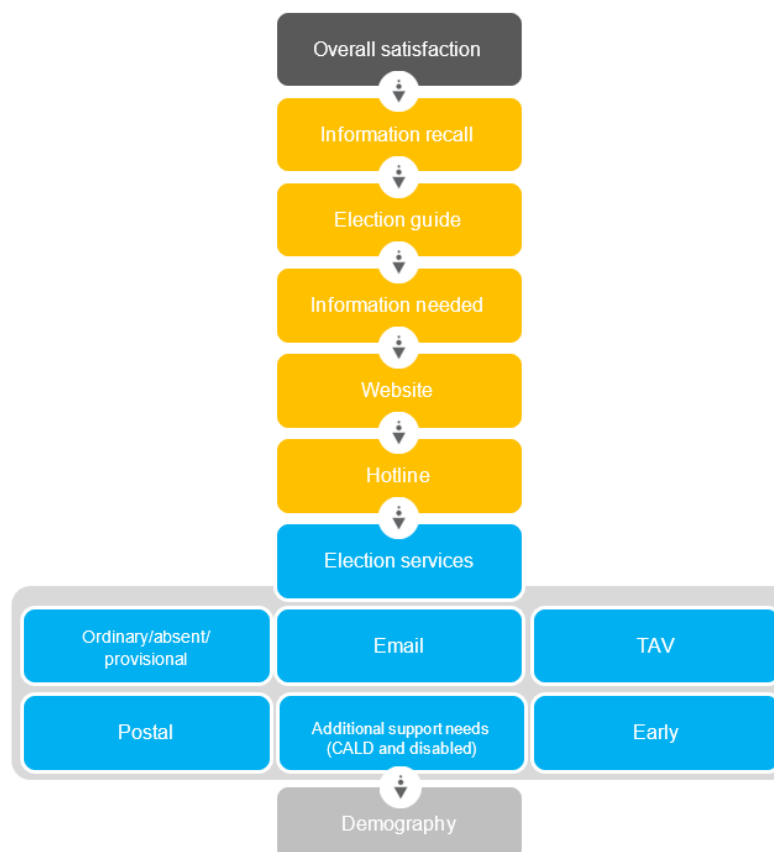
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Media tracking for younger voters

Additionally, Kantar Public conducted a separate survey of young voters to track their awareness of communications in the lead-up to the elections, and the impact that communications had on their attitudes towards voting. A summary of these findings is contained in Appendix 1.

Research sample

The findings in this report are based primarily on an online survey of Victorian voters. The VEC provided the sample list to Kantar Public, who sent email invitations to potential respondents. The fieldwork was conducted between 29 November and 20 December 2022. In total n=2,992 surveys were completed across the following voter types[2].

Voting method	n=	Mode
Ordinary and absentee voters, who voted in-person on Election Day	(n=855)	Online
Email voters, who received their ballots via email and returned by post	(n=144)	Online
Postal voters, who received and returned their ballots via post	(n=617)	Online
Telephone Assisted Voters, who voted over the phone	(n=144)	Computer Assisted Telephone Interviewing (CATI)
Early voters, who voted in-person prior to Election Day	(n=1,200)	Online
Provisional voters, who enrolled and voted at a voting centre early or on Election Day	(n=66)	Online

Data weighting

Total figures presented in this report have been weighted. Weighting was based on voter type, to accommodate for the proportion of each voter type from the survey compared to the proportion of each voter type in the population. The weight factors used are listed in Appendix 3 of this report.

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[2]   The figures in this table cannot be summed to reflect the total in the text. This is because provisional voters overlap with other voter types. Non-voters in the survey have also been excluded from the table.

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2.2.   Candidates and parties

In order to evaluate the services to candidates and their parties at the 2022 Victorian state election both a quantitative questionnaire and qualitative in-depth interviews were used to capture data. The results of each component are presented together in this report.

2.3.   Research Sample

The VEC provided the sample list to Kantar Public, who contacted parties and candidates via telephone. The quantitative survey was conducted with candidates via computer assisted telephone interviewing (CATI), while in-depth interviews were conducted with party representatives.

- Fieldwork was conducted between January and February 2023.
- n=100 surveys were completed, of which n=16 were independent candidates and n=84 were members of parties. Of these parties:
  - n=35 were from large parties, 49 were from small parties;
  - n=47 were from left-of-centre parties, n=37 were from right-of-centre;
  - n=56 were classified as established parties, n=28 were from new parties.

Qualitative in-depth interviews were conducted with n=10 party representatives. A mix of parties was selected to represent large/small, established/new, and left/right of centre ideology.

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3. Reading this report

The reader should note that the three groups of stakeholders in this evaluation (voters, candidates, party representatives) brought different perspectives and levels of knowledge to the project.

For example, most voters have minimal interaction with the democratic process outside of election periods. They were generally aware of voting procedures at the time of the election; though likely had minimal understanding of the complexities of the services and processes managed by the VEC outside of the immediate experience of casting a ballot. On the other hand, parties employ spokespeople with a great deal of experience and knowledge and tended to assess proceedings at the election at a higher level. Candidates fall somewhere in between. They have a greater exposure to VEC's processes and requirements than voters; though generally have less experience of contesting an election than party representatives.

These varying levels of knowledge and experience should be borne in mind when reading findings from surveys and opinions put forward from these different stakeholders.

3.1. Interpreting quantitative findings

Throughout the report, types of respondents are represented with icons in tables and charts for easy identification. Where applicable, the total sample of all voter types is also shown;

All voters

Individual voter types					
Ordinary voters (includes absent and provisional)	Email voters	Postal voters	Telephone voters	CALD voters	Early voters
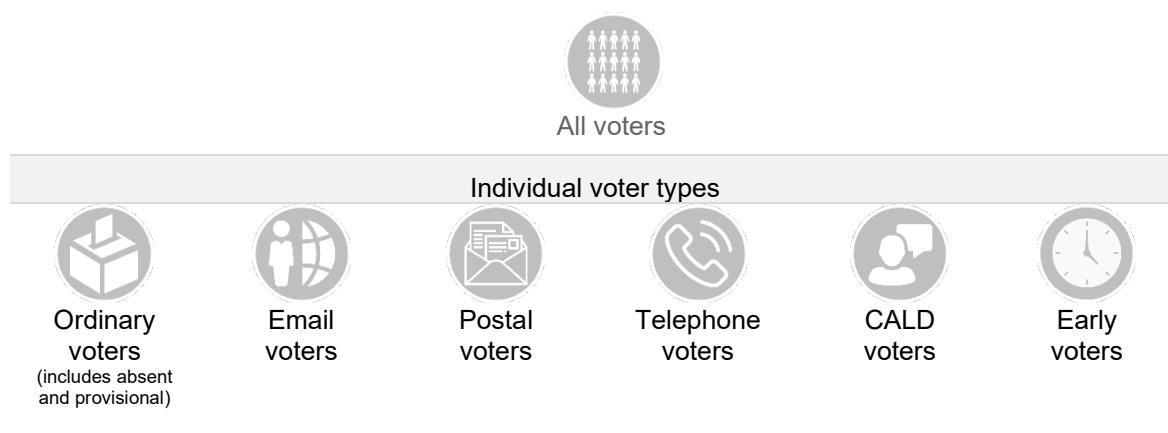
3.2. Single and multiple response questions

Respondents answering single response questions (SR) were only allowed to select one response option, therefore percentages in these charts will add to 100%. Respondents answering multiple response questions (MR) were allowed to select more than one response option if they desired, and as a result percentages in these charts may add to more than 100%.

3.3. Determining who answered a question

Information pertaining to who answered each question is presented below each chart or table, as indicated by the 'Base'.

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3.4. Sorting of results

In all tables, rows are sorted from most frequent response to least, and columns are sorted by total responses. In all charts, statements are sorted from highest to lowest ratings.

3.5. Quotations

Quotes from open ended questions in the survey or from transcribed in-depth interviews are marked with: ❝. Very minor edits were made to quotes to correct typos etc. None of the edits altered the intent of the quotation.

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4. Findings for voters

4.1. Overall satisfaction with voting services

All voters were asked to rate their satisfaction with their overall voting experience.

Just over eight in ten (82%) were satisfied with services during the election, a finding that is slightly lower to that in 2018 (84%). One in ten were dissatisfied (8% extremely/dissatisfied).

Ordinary voters and voters from interstate and overseas were significantly less satisfied with the services they received (79% and 65% respectively). CALD and early voters were each more satisfied with the VEC's services (88% and 87% respectively). Again, these patterns in satisfaction levels were in line with findings from 2018.

Figure 1:   Overall satisfaction with voting services

Total satisfaction

Ordinary 79%▼	Email 65%▼	Postal 85%	Telephone 78%	CALD 88%▲	Early 87%▲
(n=847)	(n=144)	(n=613)	(n=144)	(n=309)	(n=1,196)

Q81   And considering all aspects of the 2022 State election, how satisfied or dissatisfied were you with your overall voting experience?
This includes the process leading up to the election and your experience voting. Please rate on a scale from 1 to 10, where 1 is 'extremely dissatisfied' and 10 is 'extremely satisfied'.
Base: All voters, don't know responses excluded (n=2,965)
Note: ▲ / ▼ indicates sub-group is significantly higher or lower at 95% confidence when compared to the total.
Ordinary voters includes Absent and Provisional voters.

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Similarly, high levels of satisfaction were seen for specific qualities of the VEC's services. Over four in five voters were satisfied with the security, fairness and impartiality of election services (86%, 84% and 84% respectively). No significant differences were seen by voter type for these measures. These questions were introduced in 2022, so no time series comparison can be made.
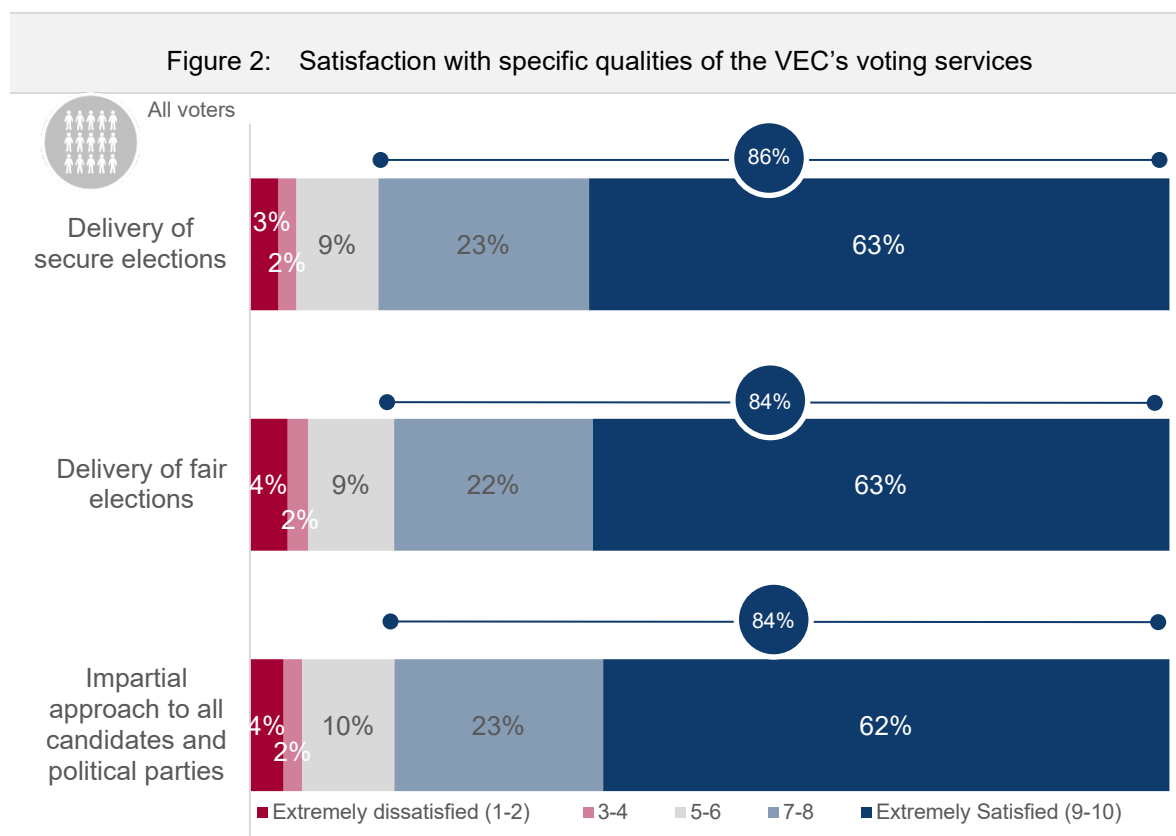
Figure 2: Satisfaction with specific qualities of the VEC's voting services

Total satisfaction					
Ordinary (n=847)	Email (n=144)	Postal (n=613)	Telephone (n=144)	CALD (n=309)	Early (n=1,196)
Secure elections					
87%	80%	84%	89%	88%	87%
Fair elections					
85%	80%	83%	85%	89%	85%
Impartial approach					
86%	82%	82%	86%	90%	85%

Q81a   … and how satisfied were you with these specific aspects of the VEC's services?
Base: All voters, don't know responses excluded (n=2,699 – 2,764)
Note: ▲ / ▼ indicates sub-group is significantly higher or lower at 95% confidence when compared to the total.
Ordinary voters includes Absent and Provisional voters.

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4.2. Information recall

All voters were asked about their recall of and satisfaction with information provided by the VEC about the election.

Overall information recall

Three quarters of voters recalled seeing/receiving some form of information from the VEC (75%). This rate of recall was lower than that for 2018 (85%).

Recall was highest for ordinary and early voters (78% each) and lower for email voters (51%). This may be expected as these voters were not in the state where communications were targeted, at the time of the election.

Figure 3:   Awareness of the VEC's communications
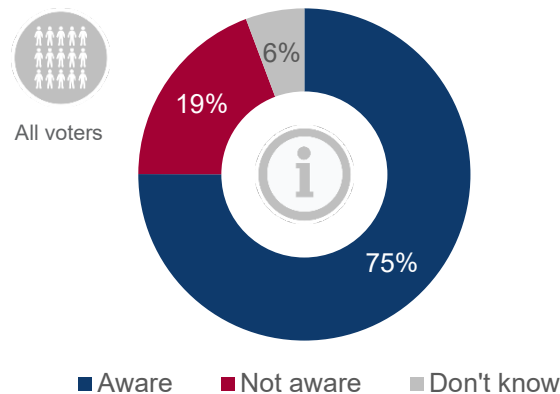
All voters

6%
19%
75%

■ Aware   ■ Not aware   ■ Don't know

Aware					
Ordinary 78%▲	Email 51%▼	Postal 72%	Telephone 78%	CALD 71%	Early 78%▲
(n=855)	(n=144)	(n=617)	(n=144)	(n=317)	(n=1,200)

Q17   In the period leading into this election, did you see or hear any communications by the Victorian Electoral Commission?
Base: All voters (n=2,992)
Note: ▲ / ▼ indicates sub-group is significantly higher or lower at 95% confidence when compared to the total.

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Channels recalled

Free-to-air TV was by far the most frequently recalled communication channel in the lead up to the election in 2022 (38%). This finding was similar to that of 2018 (35%).

However, this was where the similarities to the previous election ended. Email was far less frequently recalled as a communication channel in 2022 (19%, down from 31% in 2018). Likewise, hardcopy information in the post was far less recalled (12% vs. 32%); as was text messaging (17% vs. 26%).

Figure 4:   Recall of election communication channels (prompted)

Channel	Percentage
Free to air TV	38%
Email	19%
Text	17%
Internet – social media site	14%
Radio	13%
Mail	12%
Internet – general	11%
Newspaper articles	9%
VEC website	3%
Outdoor advertising	2%
Posters	1%
Phone	1%
Internet – search	1%
Internet - music streaming sites	0%
Elsewhere	5%
Don't know	3%

All voters

Q18   Where did you see or hear that communication from the Victorian Electoral Commission? Please write all the places you saw or heard communications.
Base: All voters, who saw communications from the VEC (n=2,246)

Most voters recalled receiving information via conventional channels such as free-to-air TV (40%) and radio (30%). The voter alert service was also a commonly cited source of information (30%).

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Aside from the voter alert services, fewer voters recalled receiving information via digital channels such as social media (27%), internet searches (14%) and video-sharing websites (10%). Two in ten voters used the VEC's website (18%). Only 1% called the hotline.

Figure 5:   Recognition of election communication channels
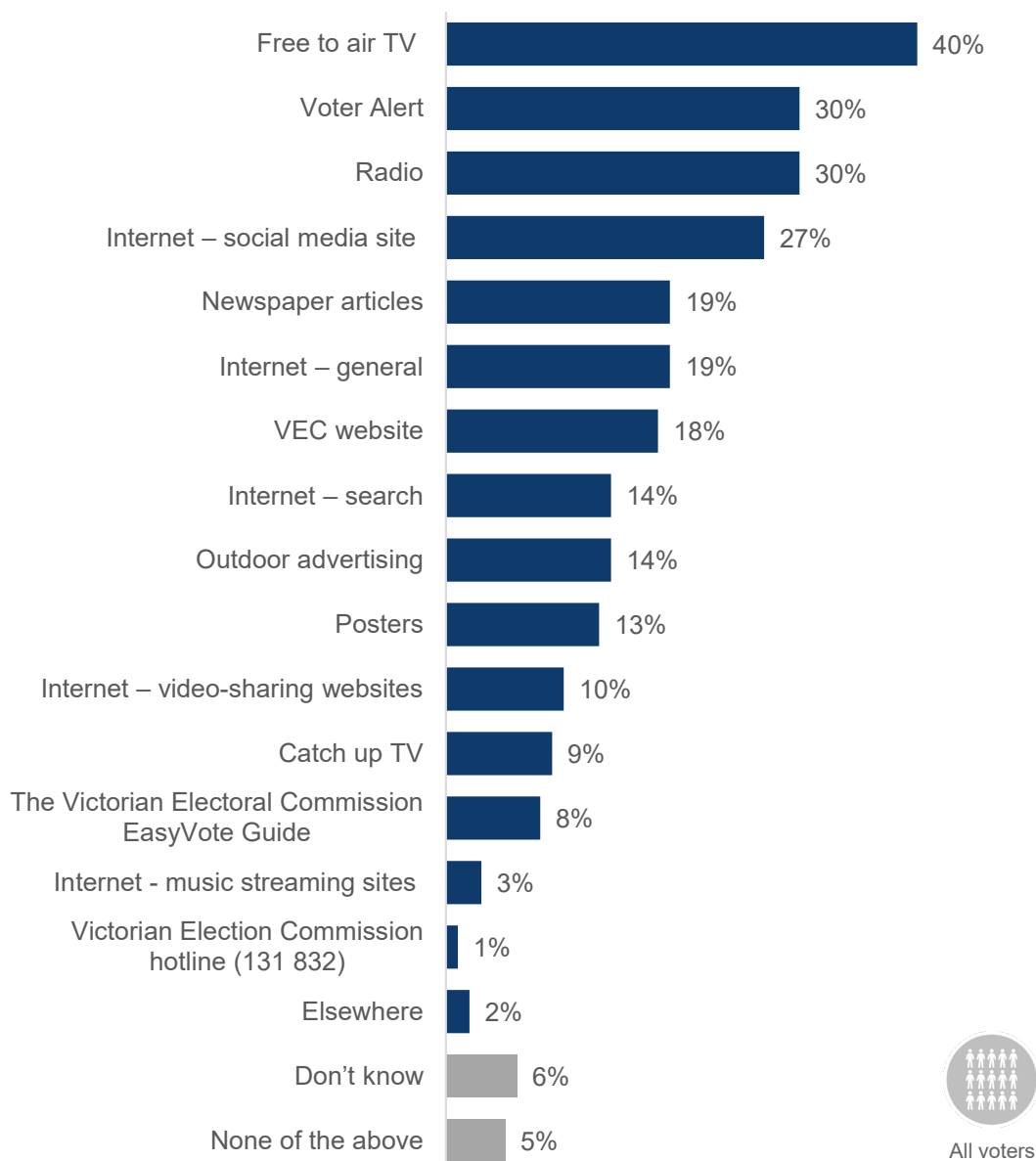
Channel	Percentage
Free to air TV	40%
Voter Alert	30%
Radio	30%
Internet – social media site	27%
Newspaper articles	19%
Internet – general	19%
VEC website	18%
Internet – search	14%
Outdoor advertising	14%
Posters	13%
Internet – video-sharing websites	10%
Catch up TV	9%
The Victorian Electoral Commission EasyVote Guide	8%
Internet - music streaming sites	3%
Victorian Election Commission hotline (131 832)	1%
Elsewhere	2%
Don't know	6%
None of the above	5%

All voters

Q19   And did you hear or see any communication anywhere else? Please select all that apply, include any you may have mentioned earlier.
Base: All voters, who saw communications from the VEC (n=2,246)

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Different types of voters received information about the election differently. For example, email voters were more likely to use the VEC's website, presumably as they were in an area not targeted by other forms of advertising. Postal voters were more likely to recall seeing information on TV, perhaps reflecting the older age of these voters. CALD voters were more likely to recall seeing information on posters in their community. (The blue bars in the tables below cited indicate sources of information that were significantly higher than the total sample of voters.)

Figure 6: Top five prompted sources of information for different voter cohorts

Ordinary
(Base n=669)

Source	%
Voter Alert	39%
Free to air TV	37%
Social media	30%
Radio	29%
Internet – general	19%

Email
(Base n=73)

Source	%
VEC website	42%
Free to air TV	25%
Voter Alert	23%
Internet – general	23%
Newspaper articles	22%

Postal
(Base n=444)

Source	%
Free to air TV	47%
Radio	34%
Social media	25%
Newspaper articles	24%
VEC website	21%

Phone
(Base n=112)

Source	%
Free to air TV	41%
VEC website	31%
Radio	29%
Voter Alert	26%
Internet – general	21%

CALD
(Base n=223)

Source	%
Voter Alert	33%
Free to air TV	31%
Social media	30%
Radio	26%
Posters	24%

Early
(Base n=932)

Source	%
Free to air TV	40%
Radio	29%
Voter Alert	27%
Social media	26%
Newspaper articles	21%

Q19   And did you hear or see any communication anywhere else? Please select all that apply, include any you may have mentioned earlier. Note: ■ indicates sub-group is significantly higher at 95% confidence when compared to the total.

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Message takeout

The most frequently recalled message by voters tended to be functional and procedural in nature. For example, the date of the election (59%) and how to vote before Election Day (49%). This was a good outcome assuming the primary aim of the campaigns was to get people enrolled and voting.

Broader, more conceptual information was the next frequently recalled information such as the importance of voting (37%) and how votes shape Victoria (36%).

Information about specific types of voting were less frequently recalled – for example phone voting (12%) and voting in a different language (11%). Information about specialised topics such as the role of the VEC in dealing with misinformation (7%) and close elections (5%) were far less frequently recalled.

Figure 7:   Message takeout

Category	%
The date of the election	59%
How to vote before election day	49%
Enrolling to vote	44%
The importance of voting	37%
Your vote will help shape Victoria	36%
Instructions for completing ballot papers correctly	34%
Where to vote on election day	29%
Where to find more information about the election	27%
Assistance for Voting – By telephone	12%
Assistance for Voting – In a different language	11%
Assistance for Voting – Helping someone at a voting centre	10%
The role of the VEC in dealing with misinformation or disinformation	7%
How to identify incorrect electoral information	6%
Close elections	5%
Other	2%
Don't know / not sure / don't recall	6%
None of the above	1%

All voters

Q20   Thinking about the Victorian Electoral Commission communication you saw or heard, what information did it contain?
Base: All voters, who saw communications from the VEC (n=2,246)

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Minor differences in message recall were seen for different voter types. For example, ordinary voters were more likely to recall information about how to enrol to vote. As might be expected, phone voters were more likely to recall information about phone voting, and early voters were more likely to recall information about early voting.

Figure 8:   Top five message takeouts for different voter cohorts

Ordinary (Base n=669)

The date of the election	63%
Enrolling to vote	49%
How to vote before election day	43%
The importance of voting	36%
Your vote will help shape Victoria	36%

Email (Base n=73)

The date of the election	52%
How to vote before election day	49%
Instructions for completing ballots	36%
Enrolling to vote	32%
Finding information about the election	32%

Postal (Base n=444)

The date of the election	56%
How to vote before election day	52%
Enrolling to vote	42%
Your vote will help shape Victoria	41%
The importance of voting	40%

Phone (Base n=112)

The date of the election	57%
Assistance for voting by telephone	54%
How to vote before election day	49%
Instructions for completing ballots	38%
Enrolling to vote	38%

CALD (Base n=223)

The date of the election	66%
How to vote before election day	50%
Enrolling to vote	49%
The importance of voting	42%
Your vote will help shape Victoria	39%

Early (Base n=932)

The date of the election	57%
How to vote before election day	53%
Enrolling to vote	40%
The importance of voting	38%
Instructions for completing ballots	36%

Q20   Thinking about the Victorian Electoral Commission communication you saw or heard, what information did it contain?
Note: ■ indicates sub-group is significantly higher at 95% confidence when compared to the total.

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Effectiveness of communications

Three quarters of voters who received information from the VEC considered the communication to have been effective (74%). This was slightly higher than the findings from 2018 (70%). Only one in ten did not consider the communication to be effective (10%).

No significant differences were seen by voter type, suggesting that the VEC's communications have improved for all audiences in 2022.

The slight decline in information recall (see Page 17) appeared to be somewhat offset by an increase in the effectiveness of the VEC's communications.

Figure 9:   Effectiveness of the VEC communications

All voters

Effectiveness

Extremely ineffective (1-2)	3-4	5-6	7-8	Extremely effective (9-10)
5%	5%	17%	39%	35%

74%

■ Extremely ineffective (1-2)   ■ 3-4   ■ 5-6   ■ 7-8   ■ Extremely effective (9-10)

Total effective

Ordinary	Email	Postal	Telephone	CALD	Early
72%	67%	76%	74%	81%	75%
(n=641)	(n=73)	(n=431)	(n=105)	(n=216)	(n=894)

Q21   How effective was the communication you saw or heard in providing you with relevant information about the election? Please use a scale from 1 to 10, where 1 is 'extremely ineffective' and 10 is 'extremely effective'?
Base: All voters, who saw communications from the VEC, excluding don't know responses (n=2,160)
Note: ▲ / ▼ indicates sub-group is significantly higher or lower at 95% confidence when compared to the total.

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Improvement to communications

Voters who gave lower ratings for the effectiveness of the VEC's communications were asked to suggest any improvements to the VEC's communications in the lead up to the 2022 State election. In all, 59% made some sort of suggestion and 41% either said nothing, or not applicable. The main suggestions for improvement included the need for clearer information (15%) and more information on specific aspects of voter services (early, postal etc – 9%). Again, a small proportion of voters wanted more information on candidates and parties (8%), noting that it is unlikely that the VEC was permitted to provide the types of information that these voters desire.

Figure 10: Reasons for effectiveness or ineffectiveness

Clearer information	15%
More information on voter services (i.e. early voting, postal voting, assistance)	9%
More information on candidates and parties	8%
More advertising (i.e. improve reach, new media types)	5%
Candidates are respectful to others / honest / less negative media tactics	5%
Negative comments - corruption / rigged election	4%
More time / earlier notification	3%
Change voting process - not compulsory / how preferences work	2%
Improve access - for those with disability / multilingual information	2%
Information about how to complain	1%
Other	9%
Dont know	8%
Nothing / not applicable	41%

All voters — 59%

Q22   What do you think would improve the effectiveness of the communications?
Base: All voters who thought the VEC communications could be improved (rated 3 or lower) (n=150)

Below are examples of suggested improvements to the VEC's communications in the words of voters themselves.

> *As I don't watch TV or read newspapers a direct text to my phone was helpful. So for me direct communication rather than a blanket approach worked."*
> – Voted on Election Day

> *Explaining how to vote prior to the day, as instructions given by assistant was vague for a first-time voter."* – Voted on Election Day

> *I really wanted to know who and what parties were running in my electorate. I could not find this info online or through your website. I didn't know who was running until I received my ballot paper."* – Postal voter

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4.3. EasyVote Guide

The EasyVote Guide provided information about different modes of voting such as early, ordinary, postal etc. The Guide also provided updates on boundary changes and a referral contact for further information.

Voters who used EasyVote were asked about how they accessed the Guide and their perceptions of its quality.

EasyVote Guide access

Overall, 8% of voters used the EasyVote Guide. Of these, one third accessed it using a link provided by the VEC (31%) and one quarter accessed the service directly on the VEC's website (25%). One third could not remember how they accessed the Guide (34%).

Figure 11: EasyVote Guide access channels

Q22a   How did you access the digital EasyVote Guide?
Base: All voters who recall accessing the Victorian Electoral Commission EasyVote Guide (n=194)

Usefulness of EasyVote Guide

Three quarters of voters who used the Guide thought the product was useful (75%). Only one tenth perceived it as not useful (11%). No significant differences were seen for this measure across different voter types. However, the small base size of EasyVote users meant that significant differences cannot be detected with confidence; and some subgroups of voters cannot be reported on here due to very small sample sizes.

Figure 12: Usefulness of EasyVote Guide

All voters

13%

11%

75%

■ Yes ■ No ■ Don't know
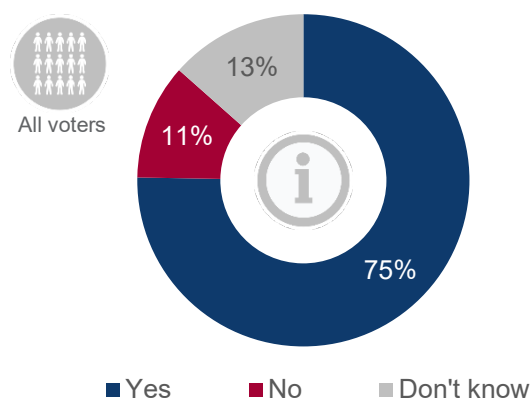
Helpful

Ordinary	Email	Postal	Telephone	CALD	Early
68%	-	81%	-	-	72%
(n=38)		(n=43)			(n=94)

Q23   Did the EasyVote Guide provide you with useful information about voting in this election?
Base: All voters who recall accessing the Victorian Electoral Commission EasyVote Guide (n=194)
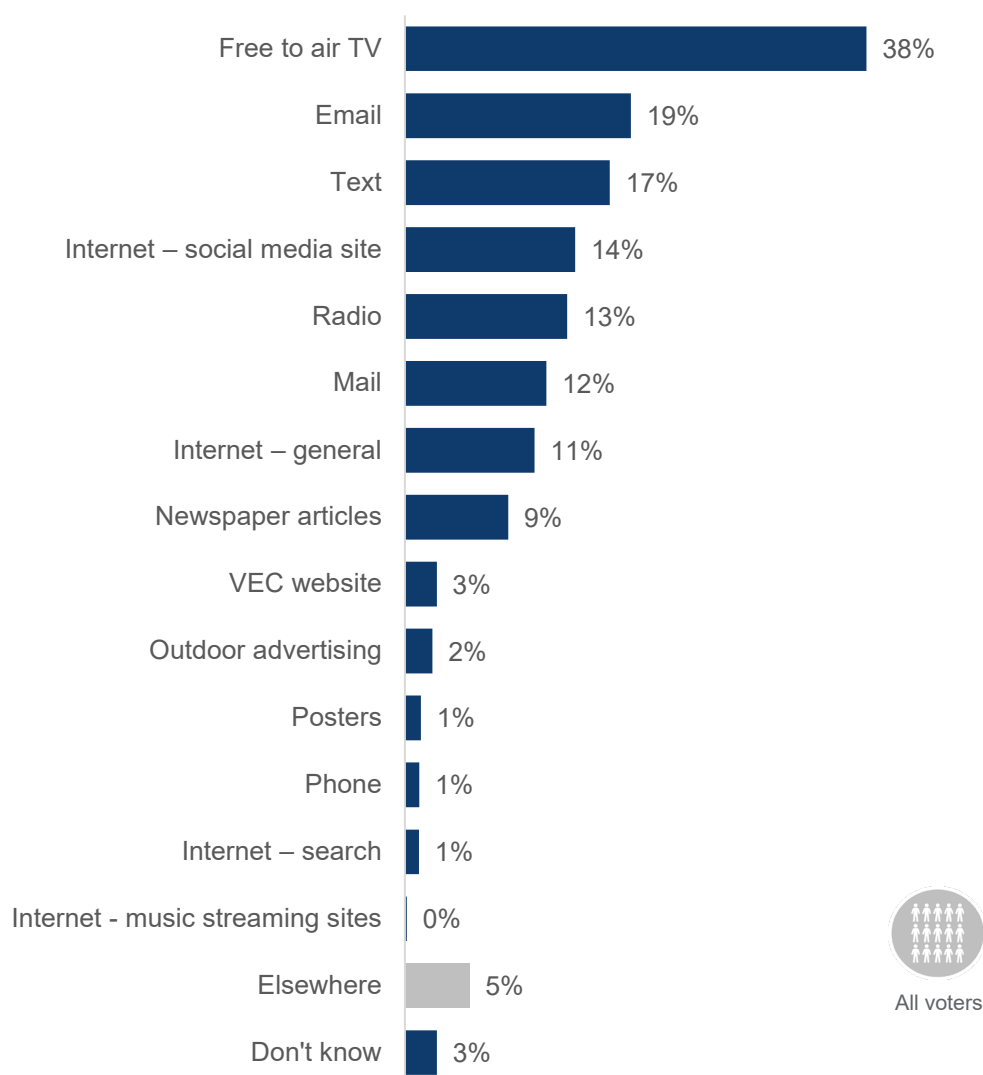Note: Voter types with a base of n=<30 have not been reported on.
Note: ▲ / ▼ indicates sub-group is significantly higher or lower at 95% confidence when compared to the total.

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Most useful information in the EasyVote Guide

Those voters using the EasyVote Guide thought that technical information such as how to vote correctly (27%) and voting options (23%) were most important. Interestingly, the most fundamental aspects of voting such as when and where to vote, were seen as less important (9% and 19%, respectively). Presumably, users of the Guide had received this information from another source, and were more interested in specific aspects of the voting process.

Very specific information such as boundary changes were seen as least important (3%).

Figure 13: Most important information in the EasyVote Guide
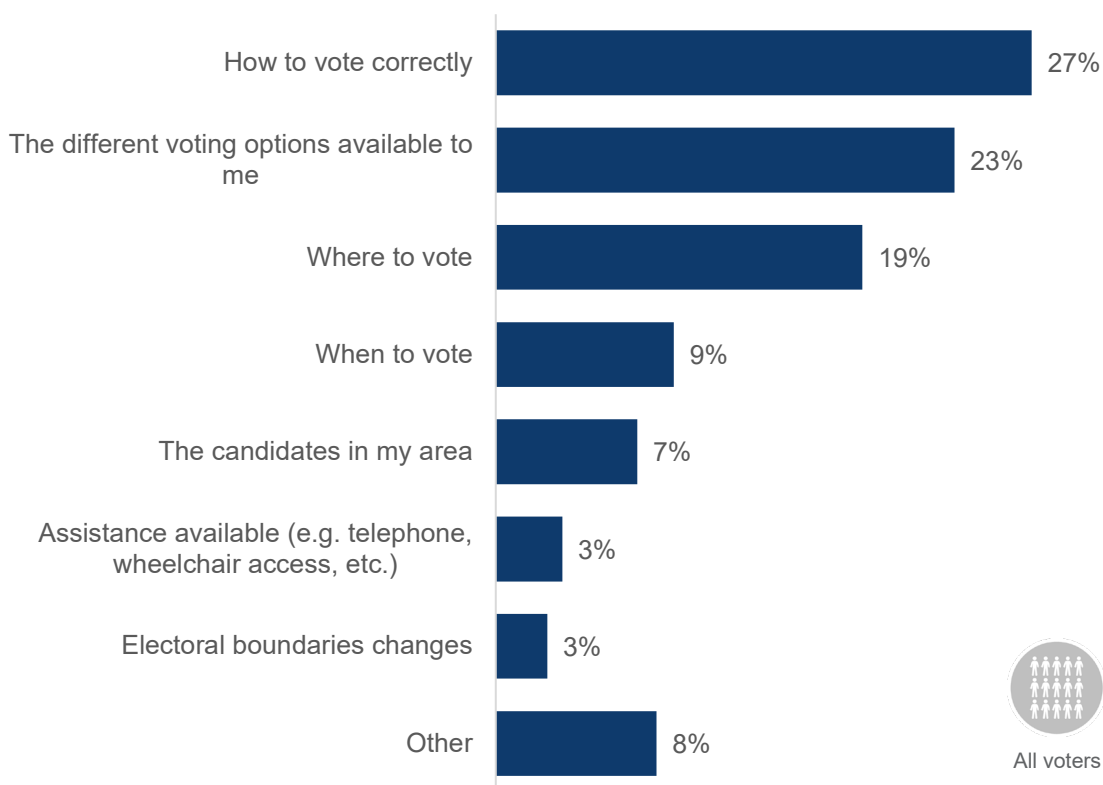
Q24   What was the most important information for you in the Guide? (SR)
Base: All voters who recall accessing the Victorian Electoral Commission EasyVote Guide (n=194)

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Few differences were seen for the perceived importance of different aspects of the Guide by voter type. Early voters were slightly more likely to know about voting locations compared with other voter types.

Figure 14: Most important (top 5) types of information in the Guide

Ordinary
(Base n=38)

Information type	%
How to vote correctly	29%
Where to vote	24%
The different voting options available to me	13%
When to vote	11%
The candidates in my area	5%

Postal
(Base n=43)

Information type	%
How to vote correctly	33%
The different voting options available to me	30%
When to vote	14%
The candidates in my area	14%
Electoral boundaries changes	5%

Early
(Base n=94)

Information type	%
Where to vote	30%
How to vote correctly	22%
The different voting options available to me	22%
When to vote	6%
The candidates in my area	6%

Q24   What was the most important information for you in the Guide?
Note: ■ indicates sub-group is significantly higher at 95% confidence when compared to the total.

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Ease of understanding the EasyVote Guide

Almost all voters who read the EasyVote Guide found it easy to understand (91%) - only 1% thought the Guide was difficult to understand. This finding was consistent across all voter types again noting the relatively small base size.

These very positive findings for the EasyVote Guide were consistent with those from 2018 (92% easy to understand).

Figure 15: Ease of understanding EasyVote Guide

All voters

Effectiveness

91%

| 8% | 33% | 58% |

■ Extremely difficult (1-2)   ■ 3-4   ■ 5-6   ■ 7-8   ■ Extremely easy (9-10)

Total easy

Ordinary	Email	Postal	Telephone	CALD	Early
-	-	88%	-	-	95%

(n=40)   (n=80)

Q25   Was the information in the Guide easy to understand? Please rate on a scale from 1 to 10 where 1 is 'extremely difficult' and 10 is 'extremely easy.'

Base: All voters who recall accessing the Victorian Electoral Commission EasyVote Guide, don't know responses excluded (n=166)

Note: Voter types with a base of n=<30 have not been reported on.

Note: ▲ / ▼ indicates sub-group is significantly higher or lower at 95% confidence when compared to the total.

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Usefulness of EasyVote Guide

Nearly all voters who used the EasyVote Guide thought it was useful (89%). No differences were seen by voter type for this measure. Again, these findings were similar to that from 2018 for this measure (88%).

Figure 16: Usefulness of EasyVote Guide

Usefulness	Strongly disagree (1-2)	3-4	5-6	7-8	Strongly agree (9-10)
All voters	4%		6%	32%	57%

89%

Total useful

Ordinary	Email	Postal	Telephone	CALD	Early
90%	-	90%	-	-	89%
(n=31)		(n=40)			(n=84)

Q26   And to what extent do you agree that the EasyVote Guide was useful? Please rate on a scale from 1 to 10, where 1 is 'strongly disagree and 10 is 'strongly agree.
Base: All voters who recall accessing the Victorian Electoral Commission EasyVote Guide, excluding don't know responses (n=174)
Note: Voter types with a base of n=<30 have not been reported on.
Note: Note: ▲ / ▼ indicates sub-group is significantly higher or lower at 95% confidence when compared to the total.

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Improvement to EasyVote Guide

Voters were asked to make suggestions to improve the EasyVote Guide. Relatively few suggestions were made – 29% provided suggestions, the remaining 71% either made no suggestions or indicated 'don't know'. The only suggestion to exceed a 5% response was the need for better explanation on how to vote (6%).

Figure 17: Improvement to EasyVote Guide
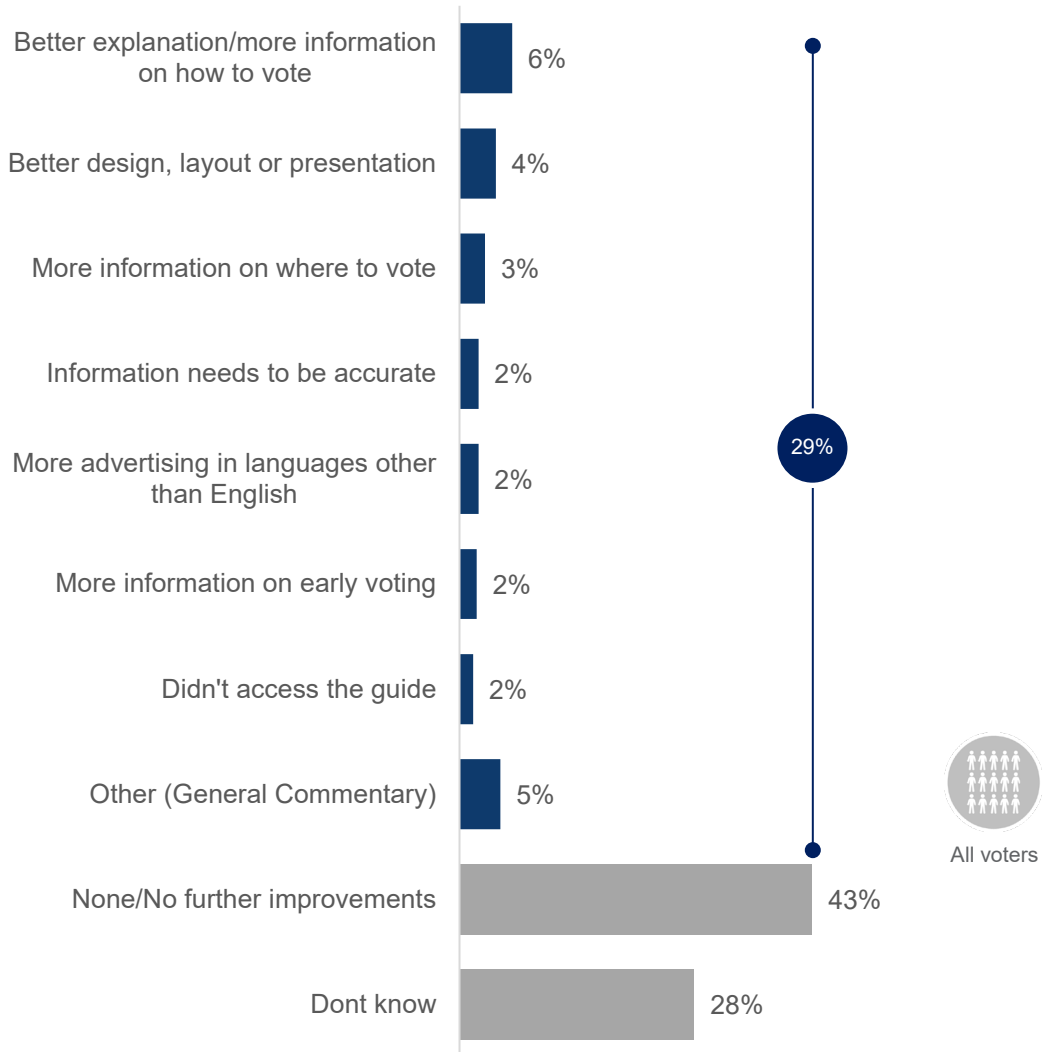
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Preference for future email communications

Voters who used the Guide were asked if they would be interested in registering for the VEC's VoterAlert service. These voters were divided on this service – 45% said they would be interested, 42% said they would not. The remaining 13% were not sure. There were no differences by voter type for this measure.

Figure 18: Preference for the VEC's VoterAlert service

All voters

45%

42%

13%

■ Yes ■ No ■ Don't know
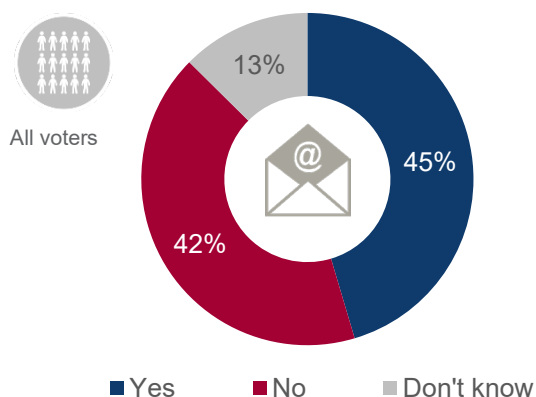
Interested in registering for the VEC's VoterAlert service

Ordinary	Email	Postal	Telephone	CALD	Early
42%	-	58%	-	-	38%
(n=38)		(n=43)			(n=94)

Q27   If you looked it up on the VEC's website, would you be interested in registering for the VEC's VoterAlert service to have it sent to you directly?
Base: All voters who recall accessing the Victorian Electoral Commission EasyVote Guide (n=194)
Note: Voter types with a base of n=<30 have not been reported on.
Note: ▲ / ▼ indicates sub-group is significantly higher or lower at 95% confidence when compared to the total.

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4.4. Information needed

All voters were asked if they required additional information in the lead up to the election.

Overall perception of information needed

Most voters had all the information that they needed to cast their vote. Voters were asked if there was any additional information they needed – only 17% said they required more information. Phone voters were more likely to indicate that they required additional information (26%) suggesting that additional investment in communications may be required for this voting method.

Figure 19: Overall perception of information needed

All voters

17% Yes
74% No
8% Don't know

More Information needed					
Ordinary	Email	Postal	Telephone	CALD	Early
19%	23%	14%▼	26%▲	18%	15%▼
(n=855)	(n=144)	(n=617)	(n=144)	(n=317)	(n=1,200)

Q29 Was there any additional information related to voting in the election that you would have liked to receive?
Base: All voters (n=2,992)
Note: ▲ / ▼ indicates sub-group is significantly higher or lower at 95% confidence when compared to the total.

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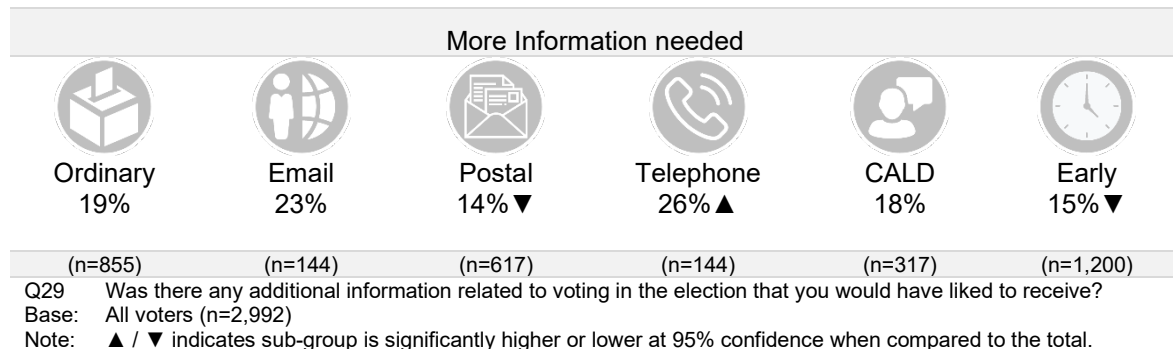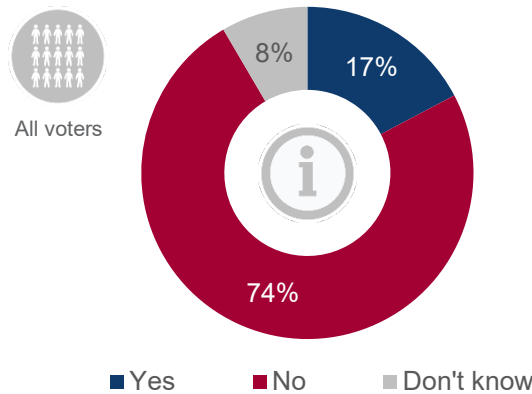
Types of information needed

Voters who needed more information were asked what types of information they would have liked.

Most frequently, these voters desired more information on candidates and parties (42% - a function that the VEC cannot necessarily fulfill). A relatively high proportion of voters desired more information on where to vote (37%).

Relatively few voters wanted more information on technical functions of Victorian elections such as security measures, the VEC's role, and the role of scrutineers (12%, 8%, 7% respectively).

Figure 20: Types of information needed

Information on candidates and parties	42%
Where to vote	37%
How to complete my ballot papers correctly	27%
Preferential voting	26%
The responsibilities of the State (compared to local or Federal government)	22%
How to vote	19%
The way the votes are counted	19%
When to vote	17%
Proportional representation	14%
Electoral misinformation and disinformation	13%
The security measures in place to ensure a safe and fair election	12%
The role of the VEC	8%
The role of scrutineers	7%
Other	24%

All voters

Q30   What else would you have liked to receive information on?
Base: All voters that would like to receive additional information (n=507)

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No significant differences were observed by voter type for the 'more information required' measure. The small base sizes for some voter types for this measure should be noted – only those that required more information were asked this question.

Figure 21: Top five types of information needed for different voter cohorts

Ordinary
(Base n=165)

Information on candidates and parties	42%
Where to vote	42%
How to complete my ballot papers correctly	27%
The responsibilities of the State	27%
Preferential voting	26%

Email
(Base n=33)

Information on candidates and parties	45%
Other	30%
How to complete my ballot papers correctly	27%
Where to vote	24%
Preferential voting	24%

Postal
(Base n=86)

Information on candidates and parties	49%
How to complete my ballot papers correctly	29%
Preferential voting	28%
Other	24%
Where to vote	24%

Phone
(Base n=37)

Other	43%
Information on candidates and parties	38%
How to vote	24%
When to vote	22%
How to complete my ballot papers correctly	19%

CALD
(Base n=55)

Where to vote	47%
Information on candidates and parties	44%
How to complete my ballot papers correctly	44%
When to vote	27%
The responsibilities of the State (compared to local or Federal government)	27%

Early
(Base n=175)

Where to vote	46%
Information on candidates and parties	41%
How to complete my ballot papers correctly	31%
Preferential voting	30%
The responsibilities of the State	22%

Q30 What else would you have liked to receive information on? *Please select all that apply.*
Note: ■ indicates sub-group is significantly higher at 95% confidence when compared to the total.

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A new set of questions was asked in 2022 relating to voters' perceptions or expectations of the VEC's role during or in the lead-up to the election. Responses to these new items was mixed. Three quarters of voters believed the VEC should provide information to me about important election dates (73%). Slightly fewer voters believed that the VEC should do more to correct misleading or incorrect electoral information (67%). Fewer again believed the VEC should make sure their enrolment details are up-to-date (64%). Together, these findings suggested that voters generally saw the VEC's role as communicating logistical information about elections in general, though fewer see its role to manage individuals' arrangements for voting.

Figure 22: Perceptions of the VEC's role

All voters

	Strongly disagree (1-2)	3-4	5-6	7-8	Strongly agree (9-10)	Total
Provide information to me about important election dates	6%	4%	17%	19%	54%	73%
Do more to correct misleading or incorrect electoral information	8%	5%	20%	20%	47%	67%
Make sure my enrolment details are up to-date	11%	6%	20%	17%	47%	64%

Legend: ■ Strongly disagree (1-2) ■ 3-4 ■ 5-6 ■ 7-8 ■ Strongly agree (9-10)

Total satisfaction
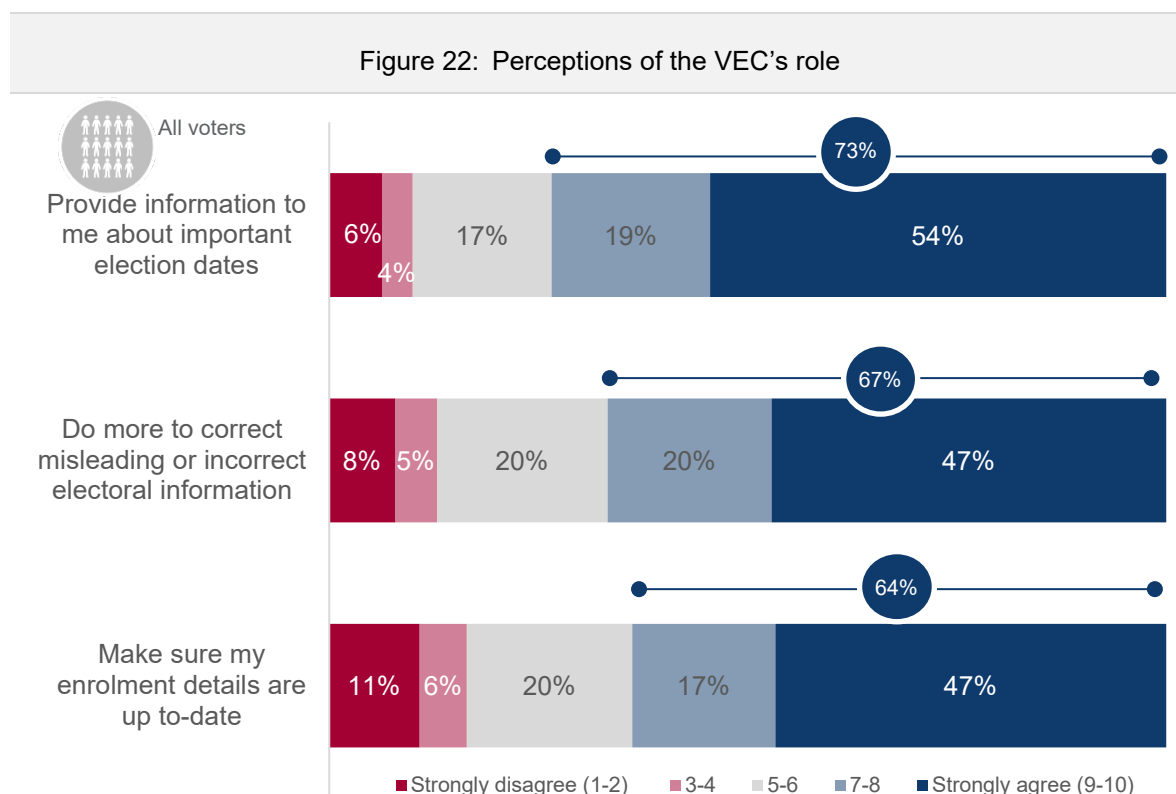
	Ordinary (n=847)	Email (n=144)	Postal (n=613)	Telephone (n=144)	CALD (n=309)	Early (n=1,196)
Information about important election dates	75%	68%	73%	70%	78%	73%
Correct misleading or incorrect electoral information	67%	71%	66%	62%	61%	68%
Make sure my enrolment details are up to-date	65%	59%	65%	54%	79%▲	64%

Q30a   How much would you agree or disagree with the following statements? The VEC should…
Base: All voters, don't know responses excluded (n=2,709 – 2,898)
Note: ▲ / ▼ indicates sub-group is significantly higher or lower at 95% confidence when compared to the total.
        Ordinary voters includes Absent and Provisional voters.

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4.5. The VEC's website

The VEC's website contained a wide range of information in the lead-up to the election including instructions on how to vote, the location of polling booths and how to enrol to vote.

All voters were asked if they searched online for information about the 2022 State election, and if they visited the VEC's website. A series of questions were then also asked about their experience with the VEC's website.
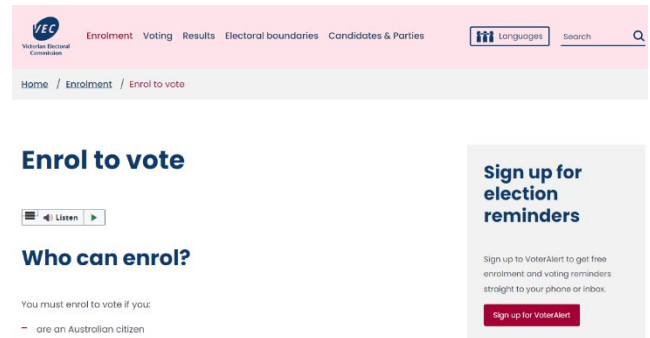
Any searching online during election

Nearly three in five voters searched online for information about voting in the 2022 State election (58%). This figure was significantly higher than the finding for 2018 (51%). This suggests that voters are conducting more of their own research in the lead up to the election; or that preference for the internet as a source of information has increased.

A substantially greater proportion of email voters searched online for information (80%), again noting that these voters would have been in locations that were not targeted by the VEC's communications. The same was true for telephone voters (73%), who generally required more information on how to vote in the 2022 State election.

Figure 23: Any searching online during election

All voters

1%
41%
58%

■ Searched ■ Did not search ■ Don't know

Searched online

Ordinary	Email	Postal	Telephone	CALD	Early
53%▼	80%▲	58%	73%▲	60%	59%
(n=855)	(n=144)	(n=617)	(n=144)	(n=317)	(n=1,200)

Q49   Did you search online for information about the 2018 Victorian State election?
Base: All voters (n=2,992)
Note: ▲ / ▼ indicates sub-group is significantly higher or lower at 95% confidence when compared to the total.

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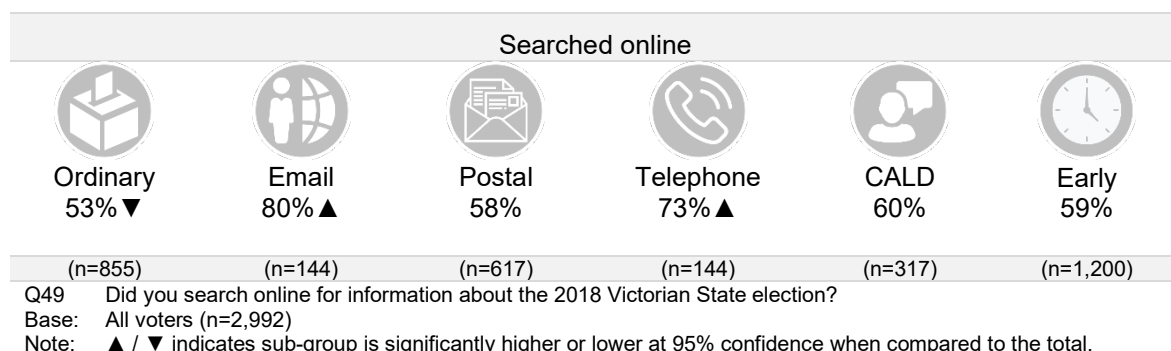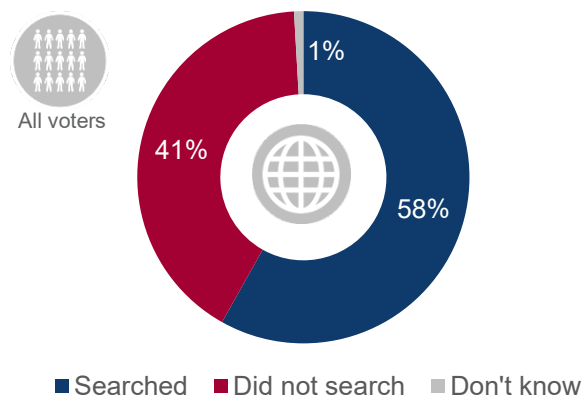
Awareness and usage

Voters were then asked specifically about the VEC's website[3]. Overall, four in five voters were aware of the availability of information for voters on the VEC's website (80%). Half of all voters (53%) had used the website; the remaining quarter were aware of the site but had not used it.

Overall awareness of the VEC's website had not changed substantially since the last iteration of this research in 2018 (total 77% awareness). However, actual usage increased (45% in 2018, 53% in 2022). Again, this suggested a greater desire for more information or an uptick in online media usage over the last four years.

Like the findings on the previous page, usage of the VEC's site was higher for email and phone voters (77% and 74%).

Figure 24: Awareness and usage of the VEC's website

All voters

Total aware: 80%

53%

20%

27%

■ Not aware   ■ Aware, not used   ■ Aware and used

Used website					
Ordinary 47%▼	Email 77%▲	Postal 53%	Telephone 74%▲	CALD 54%	Early 52%
(n=843)	(n=142)	(n=614)	(n=144)	(n=313)	(n=1,191)

Q50 Did you know the Victorian Electoral Commission has a website, so voters could get information about the election?
Q51 Did you use the Victorian Electoral Commission website (VEC.vic.gov.au) to get information about the election?
Base: All voters, don't know responses excluded (n=2,966)
Note: ▲ / ▼ indicates sub-group is significantly higher or lower at 95% confidence when compared to the total.

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[3] Note that this question is different in nature to media channels described in Section 5.2. These measures relate to active seeking of information, as opposed to passive receipt of communications from the VEC.

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Information available on website

Most voters who used the VEC's website were satisfied with its content. Four in five were satisfied (83%) and only one in twenty were dissatisfied (6%). These figures are virtually identical to those from 2018.

As is often the case for satisfaction-based metrics, email voters were least satisfied with the VEC's website (73%).

Figure 25: Information available on website

	All voters	Information available
		83%

Information available: Extremely dissatisfied (1-2) 2%, 3-4 4%, 5-6 11%, 7-8 36%, Extremely satisfied (9-10) 48%

■ Extremely dissatisfied (1-2) ■ 3-4 ■ 5-6 ■ 7-8 ■ Extremely satisfied (9-10)

Total satisfaction

Ordinary	Email	Postal	Telephone	CALD	Early
81%	73%▼	87%	77%	89%	86%
(n=395)	(n=109)	(n=326)	(n=105)	(n=171)	(n=605)

Q52   Were you satisfied or dissatisfied with the information available on the website? Please use a scale from 1 to 10, where 1 is 'extremely dissatisfied' and 10 is 'extremely satisfied'.
Base: All voters who used the Victorian Electoral Commission website, don't know responses excluded (n=1,550)
Note: ▲ / ▼ indicates sub-group is significantly higher or lower at 95% confidence when compared to the total.

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Finding information on the website

Similar to satisfaction with the VEC's website, over four in five voters stated that it was easy to find the information they needed (82%), at a rate virtually unchanged since the 2018 evaluation (83%). Once again, email voters were least satisfied with the 'findability' of information on the site (70%).

Figure 26: Finding information on the website

Ordinary 80%	Email 70%▼	Postal 86%	Telephone 74%	CALD 93%	Early 85%
(n=393)	(n=109)	(n=326)	(n=105)	(n=173)	(n=599)

Q53   How easy was it to find information on the website? Please use a scale from 1 to 10, where 1 is 'extremely difficult' and 10 is 'extremely easy'.

Base: All voters who used the Victorian Electoral Commission website, don't know responses excluded (n=1,542)

Note: ▲ / ▼ indicates sub-group is significantly higher or lower at 95% confidence when compared to the total.

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Improvements to the website

Those who were dissatisfied with the VEC's website were asked to provide feedback on possible improvements. The primary criticism related to the navigability of the site (39%).

These findings were somewhat different to those from 2018. For example, suggestions about site navigation were less frequent in 2018 (11% vs. 39% in 2022); whereas requests for more information about political parties was far more frequent (28% vs. 5% respectively). The reader should note the relatively low base size for this measure – which means that small movements in the number of respondents in a given category leads to a large shift in proportions.

Figure 27: Improvements to the website

Category	Percentage
Easier website navigation	39%
Make information clearer / more succinct / relevant	10%
More detailed information about voting/how to vote	10%
Voting centre locator to be updated / user-friendly	7%
Information needs to be updated /accurate /relevant for current Election	7%
More information about political parties/candidates	5%
Improve website design/layout/presentation	2%
Make the website load faster	2%
More information when checking enrolment status	1%
Other	14%
Dont know / not sure	3%

All voters

Q54   And how could the Victorian Electoral Commission website be improved?
Base: All voters who thought the Victorian Electoral Commission website could be improved (rated 3 or lower) (n=72)

Below were specific examples of how to improve the VEC's website in the words of voters themselves.

> *I would have liked to check my enrolment status regarding postal voting. I am a general postal voter but was unsure if this applied to State Elections as well as Federal. In future I think it would be helpful if my enrolment details show that I am a general postal voter."* – Voted on Election Day

> *Information seems to be scattered around in various locations. Every time I go to the site, I have to search around to find what I am after."* – Voted on Election Day

> *I found it extremely difficult to find information about how to vote when Email. Only after I called the VEC did I understand what I need to do when Email. The website did not make this clear at all."* – Voted via email ballot

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4.6. Voting Centre Locator

The Voting Centre Locator was a tool provided on the website so voters could search for voting centres across the state. Voters who had used the VEC's website were asked about the locator.

Usage of Voting Centre Locator

Half of voters who accessed the VEC's website used the Voting Centre Locator (48%). Half did not (50%). This equates to 38% of all voters using the Voting Centre Locator.

For obvious reasons, usage of the Locator was higher for voters who used voting centres (53% ordinary, 63% early) and lower for those that did not (18% postal, 38% email).

This being said, the fact that these postal/email voters used the Locator at all suggests that the service did play some role in people's decisions about how to vote.

Figure 28: Usage of Voting Centre Locator

All voters

2%
48%
50%

Yes   No   Don't know

Used Locator					
Ordinary 53%▲	Email 38%▼	Postal 18%▼	Telephone 40%	CALD 58%▲	Early 63%▲
(n=676)	(n=124)	(n=486)	(n=129)	(n=247)	(n=955)

Q55   Did you use the Voting Centre Locator on the website?
Base: All voters who used the Victorian Electoral Commission website (n=1,542)
Note: ▲ / ▼ indicates sub-group is significantly higher or lower at 95% confidence when compared to the total.

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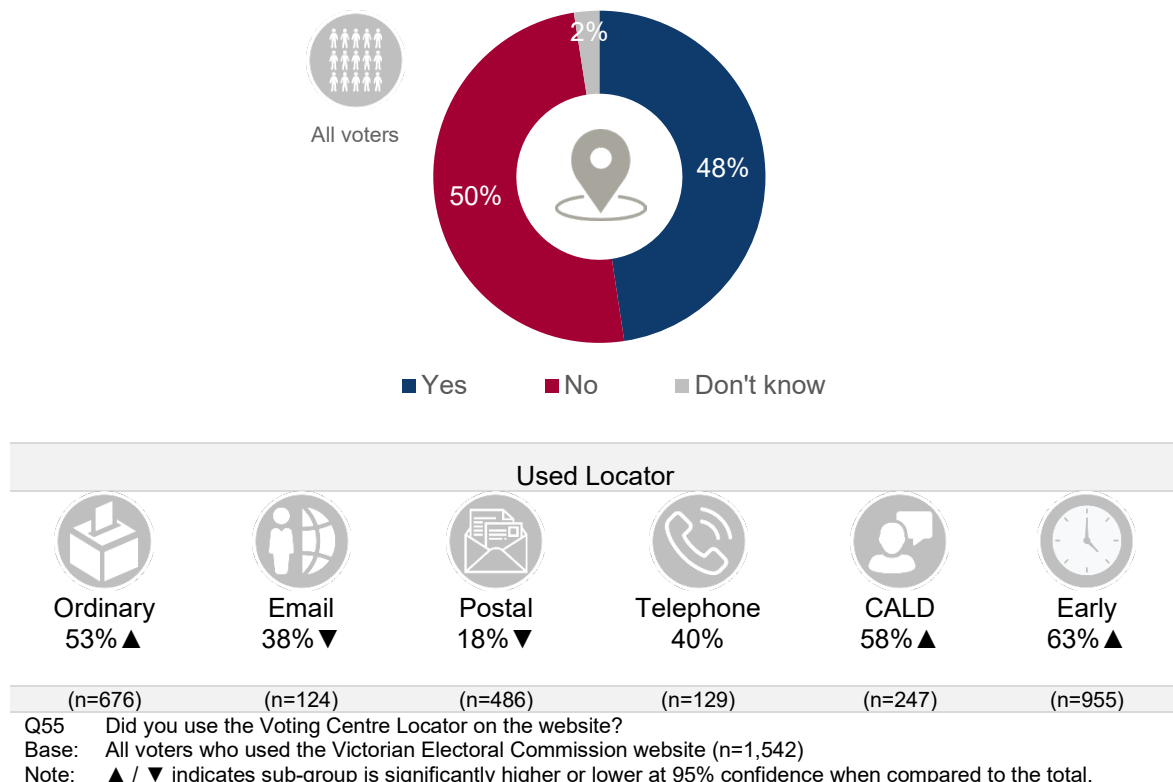
Ease of use of Voting Centre Locator

Almost all voters who used the Voting Centre Locator thought that the service was easy to use. This was slightly lower than the finding for 2018 (90%). No differences were observed by voter type for this measure.

Figure 29: Ease of use of Voting Centre Locator

All voters

Ease

| 4% | 10% | 32% | 53% |

85%

■ Extremely difficult (1-2)   ■ 3-4   ■ 5-6   ■ 7-8   ■ Extremely easy (9-10)

Total satisfaction

Ordinary 85%	Email 78%	Postal 78%	Telephone 84%	CALD 90%	Early 88%
(n=360)	(n=46)	(n=87)	(n=51)	(n=145)	(n=599)

Q56   How easy was it to use the Voting Centre Locator feature on the website? Please use a scale from 1 to 10, where 1 is 'extremely difficult' and 10 is 'extremely easy'.
Base: All voters who have used the Voting Centre Locator feature on the website, don't know responses excluded (n=1,150)
Note: ▲ / ▼ indicates sub-group is significantly higher or lower at 95% confidence when compared to the total.

Below are specific examples of how the Voting Locator could be improved.

" *"On the mobile version of the website, the Voting Locator was difficult to find. The Locator itself worked well and was easy to use, but it was difficult to access it in the first place."* – Voted on Election Day

" *"Difficult to navigate initially for someone who has never used it and not the most friendly on mobile devices."* – Voted on Election Day

" *"Hard to see if it was an early voting centre or just on the day of election."* – Voted on Election Day

" *"To have this available in local council websites in different languages."* – Voted on Election Day

" *"Locator should have opening and closing times and days of operations. Also links to other nearby locations."* – Voted on Election Day

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Improvements to Voting Centre Locator

Similar to responses to questions asking for suggested 'improvements', relatively few voters could suggest enhancements to the Voting Locator. Two in five made at least one suggestion (41%), though the majority either said 'no improvements required' or 'don't know' (59% total).

The one suggestion to reach a 5% response rate was improvements to the navigability of the locator.

Figure 30: Improvements to Voting locator
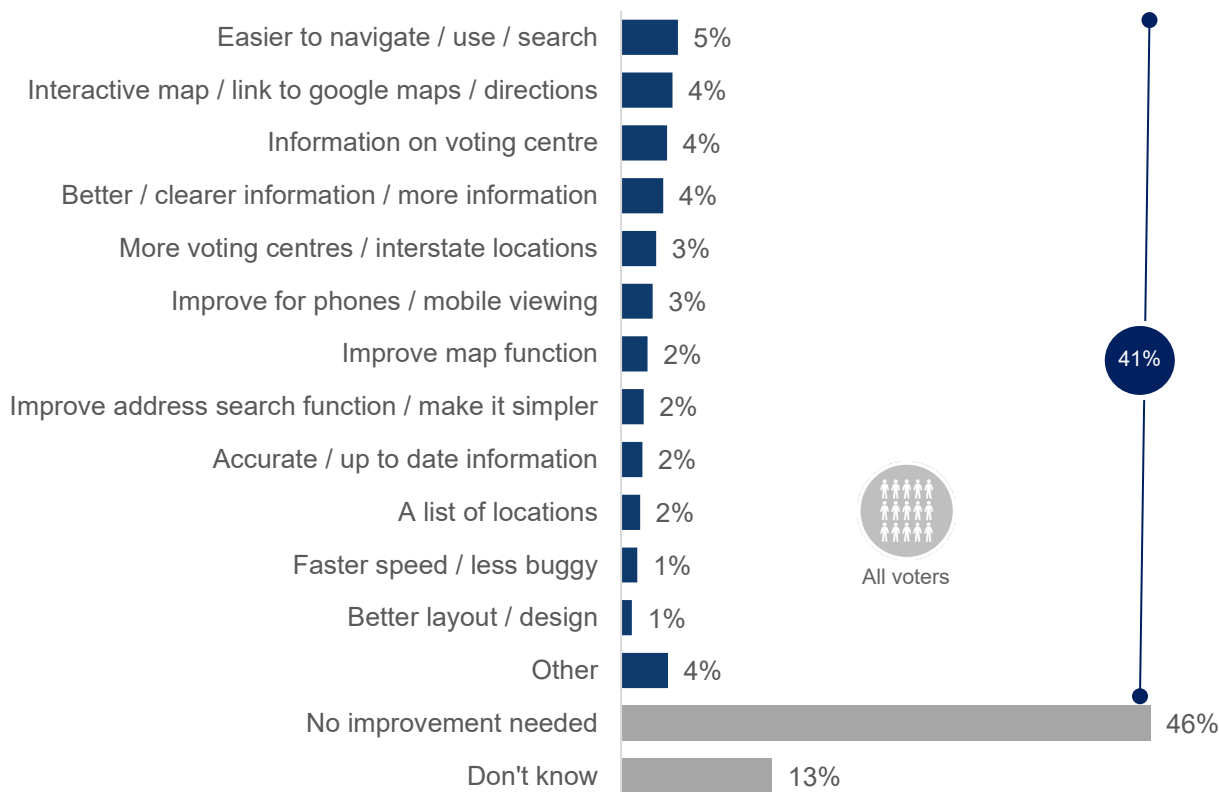
Q57   How could the VEC's Voting locator be improved?
Base: All voters who have used the Voting Centre Locator feature on the website (n=1,159)

Below were specific examples of how to improve the VEC's locator in the words of voters themselves.

> *Advertise the website more and that you can find both your local voting centre and early voting centres - estimated queue times on the day would be good to know too - would have been quicker for me to drive to next voting centre than wait in the queue I did."* – Voted on Election Day

> *I was on my mobile. Most likely because of my device, but the page kept lagging and the information would jump around until the page completely loaded. A simplified page could assist with this. Search box for postcode on one page. List of locations on the next page with a map as an optional view on a new page or link to the phone's map app* – Voted on Election Day

> *The layout on a mobile browser was not entirely intuitive. It was required to scroll from the bottom third to get additional results, this was not obvious, as map was occupied the majority of the display."* – Voted on Election Day

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4.7. Hotline

The VEC Hotline was available to all voters in the lead-up to the election. Hotline staff provided advice on how and where to vote. All voters were asked if they were aware of the VEC's Hotline and if they had used it. A series of questions were then also asked about voter's experience of the Hotline, had they used it.

Awareness of Election Hotline

Two in five voters were aware of the Election Hotline in 2022 (40%) – this level of awareness was slightly higher than that of 2018 (36%).

Awareness of the service was higher for postal voters (45%) and lower for ordinary voters (36%). This was perhaps a function of the greater service needs of postal voters who required additional steps to vote, such as the mailing of ballot papers.

Figure 31: Awareness of Election Hotline

Aware					
Ordinary 36%▼	Email 49%	Postal 45%▲	Telephone 49%	CALD 40%	Early 38%
(n=855)	(n=144)	(n=617)	(n=144)	(n=317)	(n=1,200)

Q57b   Did you know the Victorian Electoral Commission has an election Hotline, so voters can get information about the election?
Base: All voters (n=2,992)
Note: ▲ / ▼ indicates sub-group is significantly higher or lower at 95% confidence when compared to the total.

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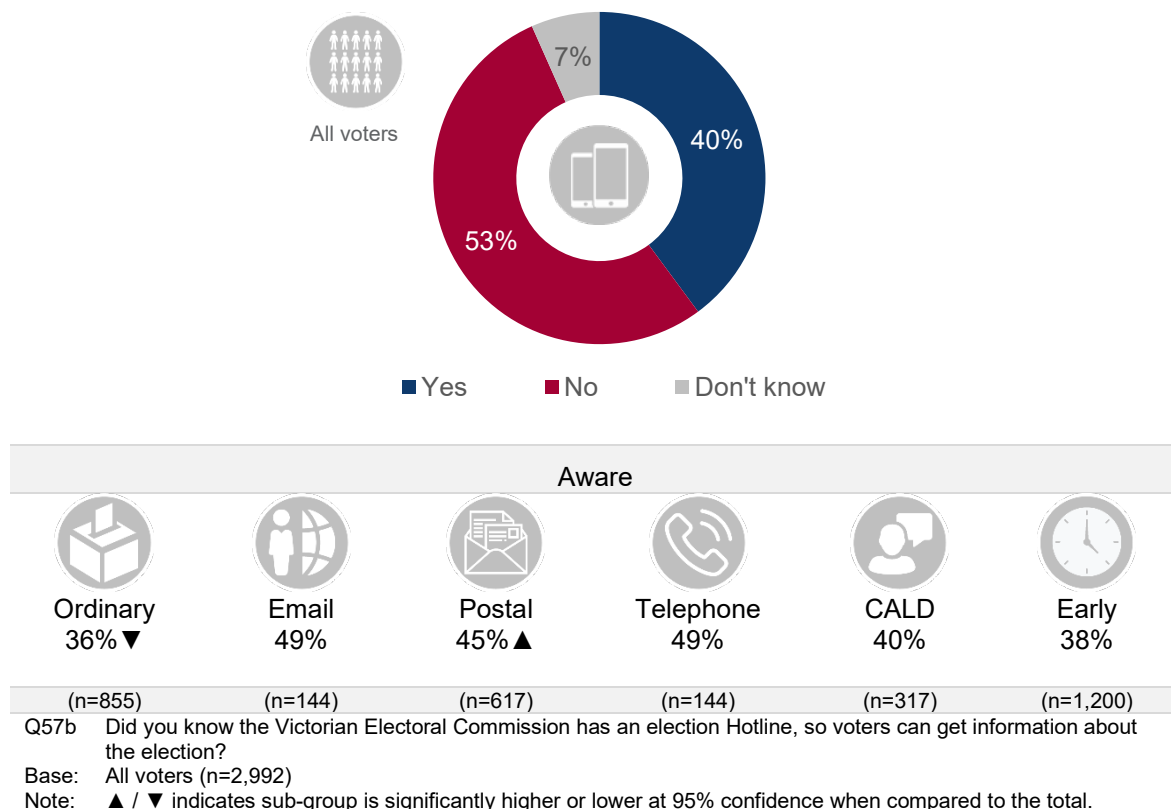
How voters found out about the Hotline

Most voters who were aware of the Hotline, found out about it from the VEC's website (34%). This figure was notably higher than the findings from 2018 when 24% of these voters learnt about the Hotline from the website, again suggesting a general increase in usage of the VEC's online resources.

'Passive' sources of awareness such as free-to-air TV and radio were less frequently cited by these voters (18% and 14%), which suggests that voters were more inclined to actively seek information about this type of service, rather than rely on traditional advertising.

Figure 32: How voters found out about the Hotline

Source	%
Victorian Electoral Commission website	34%
Free to air TV	18%
Radio	14%
Internet – search	14%
Internet – general	11%
The VEC's EasyVote Guide	9%
Voter Alert	9%
Internet – social media site	9%
Newspaper articles	7%
Internet – video-sharing websites	4%
Catch up TV	3%
Posters	3%
Outdoor advertising	2%
Internet - music streaming sites	1%
Elsewhere	4%
Don't know	11%
None of the above	3%
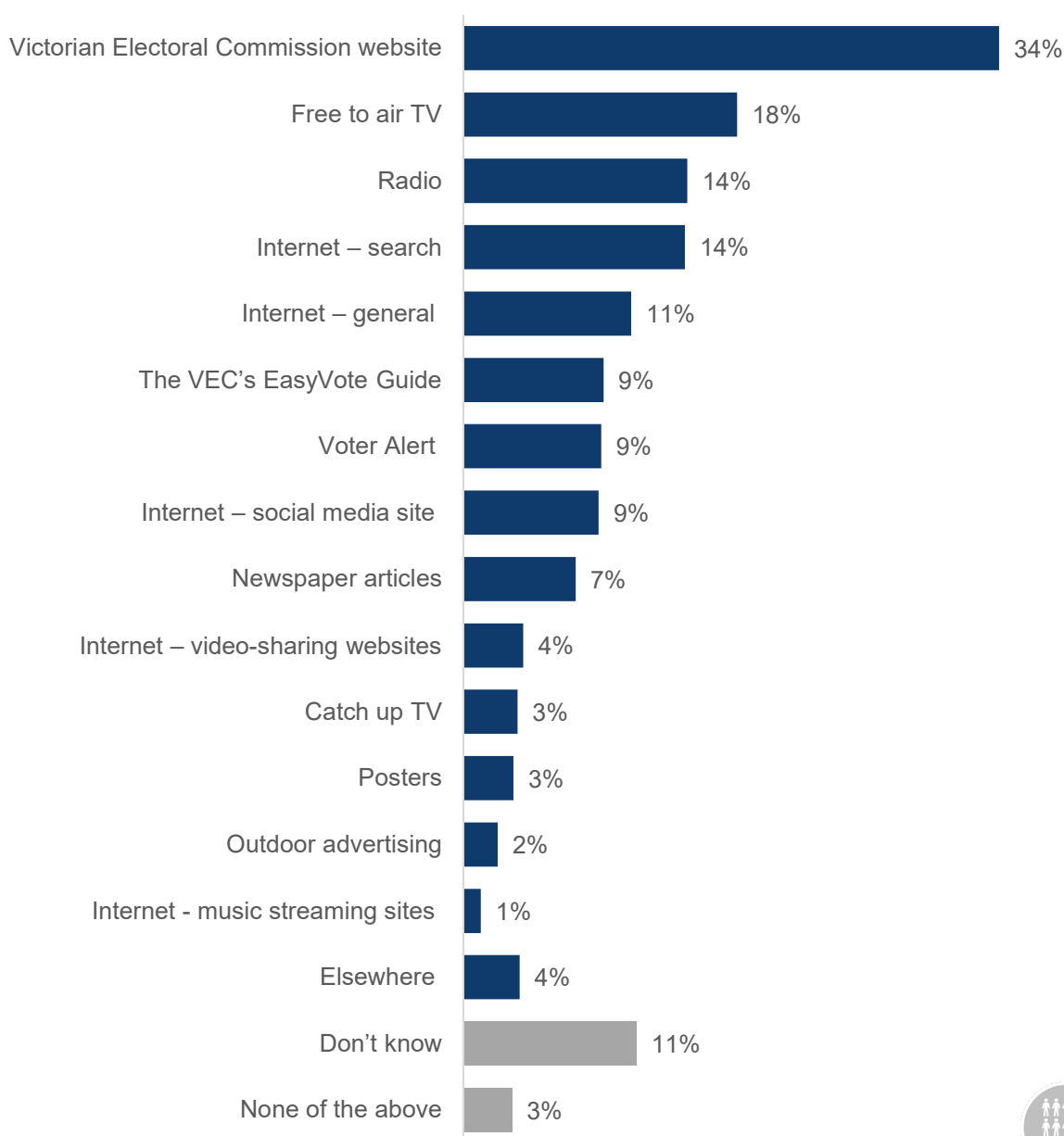
Q58   How did you find out about the Victorian Electoral Commission Hotline? Please select all that apply.
Base: All voters who are aware of the Election Hotline (n=1,196)

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Use of the Election Hotline

Voters who were aware of the Hotline were asked if they used the service. Amongst these voters, one in twenty used the Hotline (7%). This equated to 3% of all voters having used the Hotline.

Again, voters who required additional support to vote, were more likely to use the Hotline including email voters (19%) and phone voters (44%).

Each of these findings were virtually identical to those of 2018.

Figure 33: Usage of Election Hotline

All voters

7%

93%

■ Yes ■ No ■ Don't know

Aware

Ordinary	Email	Postal	Telephone	CALD	Early
2%▼	19%▲	8%	44%▲	6%	2%
(n=306)	(n=70)	(n=279)	(n=70)	(n=127)	(n=459)

Q59   Did you call that Hotline during the election?
Base: All voters who are aware of the Election Hotline (n=1,196)
Note: ▲ / ▼ indicates sub-group is significantly higher or lower at 95% confidence when compared to the total.

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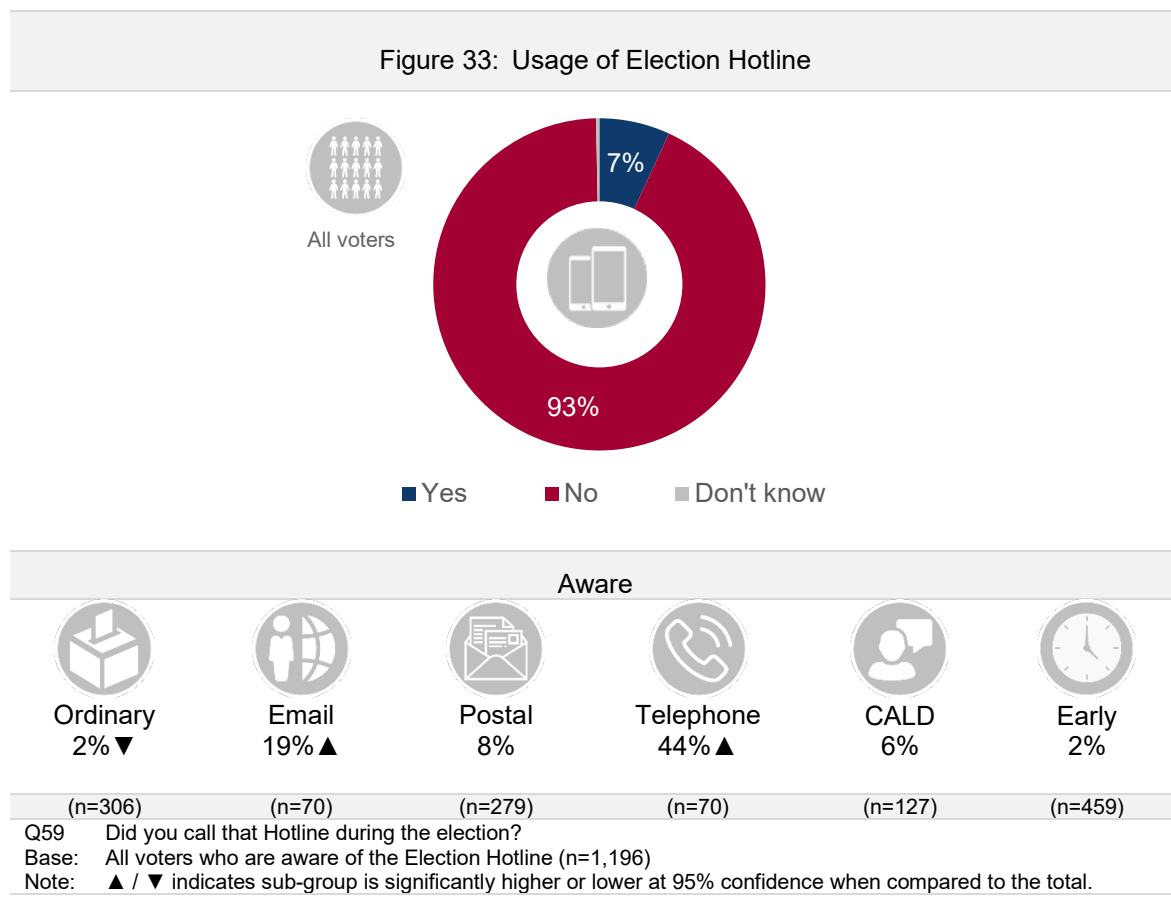
Ratings of the Election Hotline

Voters who used the Hotline were generally happy with the quality of the service provided. For example, most perceived the person they spoke with to be courteous (86%) and to have provided accurate information (73%). These voters were less satisfied with other aspects of the service such as wait times (65%).

These findings were similar to those of 2018, noting the small base size of those using the services meaning, a lesser ability to detect statistically significant differences.
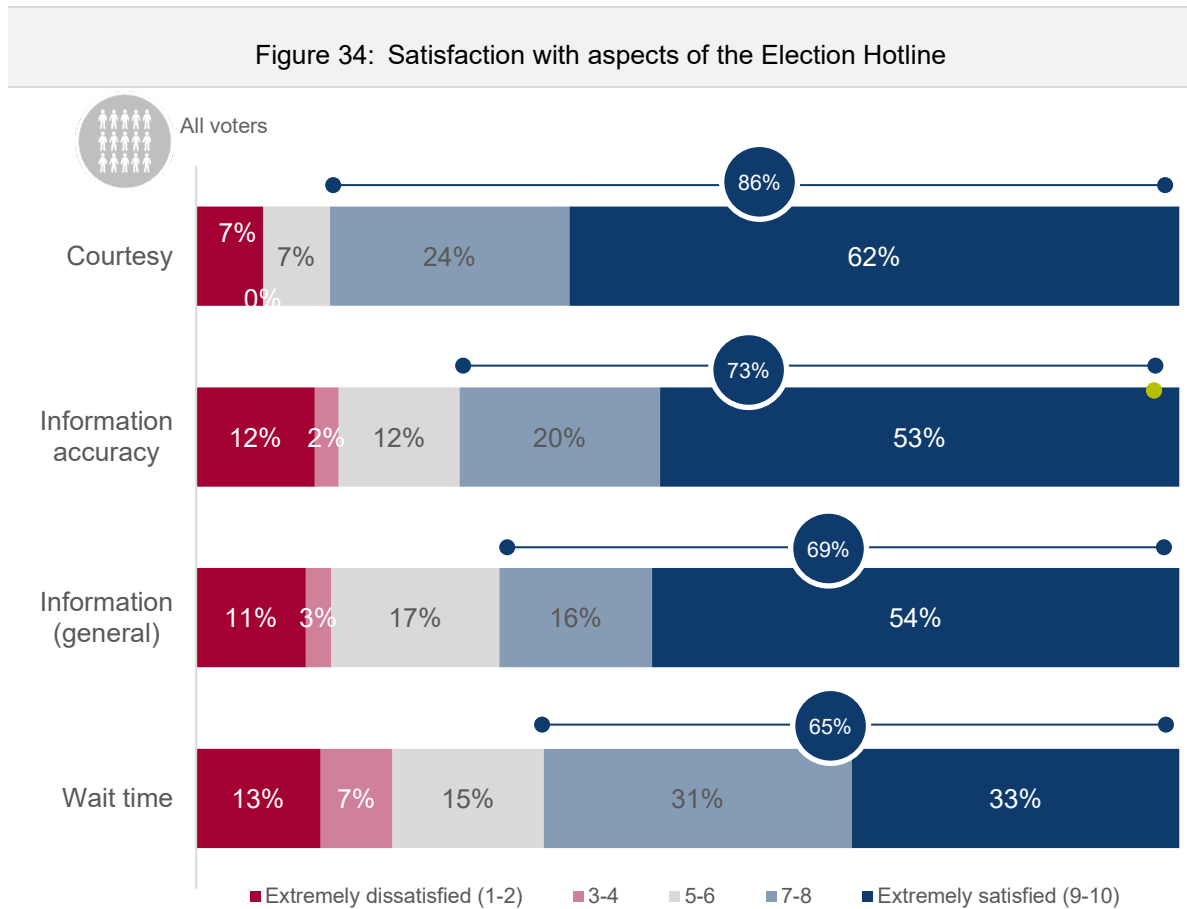
Figure 34: Satisfaction with aspects of the Election Hotline

Q60 Here are several aspects relating to your experience of the Hotline. Please rate each of these on a scale from 1 to 10, where 1 is 'extremely dissatisfied' and 10 is 'extremely satisfied'.
Base: All voters who called the Election Hotline, don't know responses excluded (n=75-80).
Note: ▲ / ▼ indicates sub-group is significantly higher or lower at 95% confidence when compared to the total.

Below were specific examples of why voters were dissatisfied with the hotline.

> *"Couldn't really assist me with my question. Told me he didn't know."* – Used hotline

> *"Didn't get through, was on hold for too long and hung up."* – Used hotline

> *"Could not answer the basic question as to whether or not our voting pack had been sent and by what means."* – Used hotline

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4.8. Voting centres – early and on-the-day

The following sections review the actual process of voting, with the findings presented by voter type where appropriate. Voting centres were used by both ordinary and early voters and therefore these findings are presented together due to their similar experiences.

Satisfaction with voting centres

Early voters tended to report a better experience at voting centres compared with those who voted on election day (86% vs. 77%). These levels of satisfaction were not significantly different compared with the 2018 election.

Figure 35: Satisfaction with voting centre

Q31   Was your experience at the voting centre this election satisfactory or unsatisfactory? Please rate on a scale from 1 to 10, where 1 is 'extremely unsatisfactory and 10 is 'extremely satisfactory'.
Base: All ordinary voters, (n=850). All early voters, (n=1,196). Don't know responses excluded.

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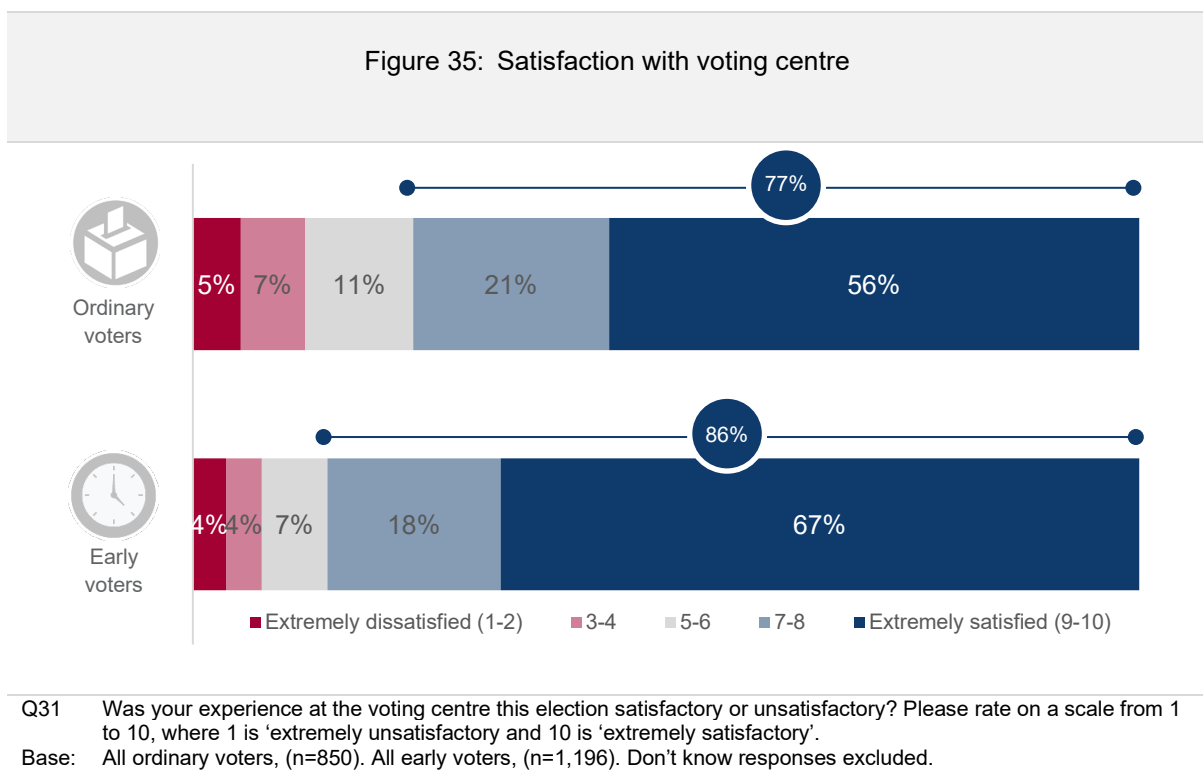
Improvements to voting centres

Voters suggested a number of potential improvements to voting centres. The most frequently suggested improvements related to queue times (54% ordinary voters, 21% early voters) and understaffing (31% ordinary, 4% early) unhelpful staff (21% ordinary, 18% early) and unwanted harassment from campaign volunteers (8% ordinary, 25% early).

Ordinary voters were more likely to make the first two suggestions than early voters (queues and understaffing). Early voters were more likely to make suggestions relating to unwanted harassment from volunteers.

Figure 36: Improvements to voting centres

	Ordinary Voters	Early Voters
Long queues/waiting times/slow service	54%▲	21%▼
Voting centre was understaffed	31%▲	4%▼
Unhelpful /incompetent staff	21%	18%
Unwanted harrassment from campaign volunteers	8%▼	25%▲
Voting centre was inappropriate/inconvenient	4%	16%
Disorganised / ran out of ballot papers	10%	6%
Was satisfactory / positive	6%	9%
No shelter from the weather	7%	6%
Poor layout and organisation of voting centre (i.e. inaccessibility)	4%	10%
Lack of parking	1%	10%
Poor signage at the voting centre	6%	3%
Difficulties with electoral roll	4%	3%
Lack of information on candidates and parties	3%	4%
Voting centre was overcrowded	1%	6%
Paper ballot is outdated, electronic voting preferred	1%	0%
Preferred party not an option on ballot/not enough representatives running for electorate	1%	0%
Lack of interest in the Election or voting in general	0%	1%
Other	8%	7%
None	3%	6%

Q32   And why was your experience at the voting centre unsatisfactory?
Base: All ordinary voters who thought the experience at the voting centre was unsatisfactory (rated 3 or lower) (n=139)
▲ / ▼ indicates sub-group is significantly higher or lower at 95% confidence when compared to other sub-groups.

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Queuing at voting centres

As has been the norm for Victorian elections, ordinary voters generally had to queue for longer than early voters. Specifically, 41% of ordinary voters needed to queue for eleven minutes or more compared with 11% of early voters.

One quarter of ordinary voters did not need to queue at all, compared with nearly half of early voters (24% vs. 49%).

Reported queue times for ordinary voters increased compared with the 2018 election – 29% had to queue for 11+ minutes in 2018 compared with 41% in 2022. Queue times for early voters was relatively stable (11% compared with 14%).

Figure 37: Queuing at the voting centre

Total 11 mins+: 41%

2%
23%
18%
32%
24%
Ordinary voters

Total 11 mins+: 14%

3%
5%
9%
35%
49%
Early voters

■ No queue ■ 1-10 minutes ■ 11-20 minutes ■ 21+ minutes ■ Don't know

Q33   Did you have to queue before you received your ballot papers?
Q34   And approximately how many minutes did you have to queue for?
Base: All ordinary voters (n=855), all early voters (n=1,200)

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Quality of the voting centre

The chart and table below show two sets of measures relating to the quality of services at voting centres. The bar chart shows quality ratings for all voters who voted at centres – ordinary and early combined; the table to the right shows total quality ratings for each voter type (a rating of seven and above on an eleven-point scale).

Overall, these voters were most satisfied with the helpfulness of staff, the ease of completing ballot papers and privacy while voting – between 87% and 92% gave high satisfaction ratings for these aspects. Lowest ratings related to signage at around 75% - 79%. While this aspect of service was *ranked* lowest, it should be noted that these ratings were generally positive, with only 3% giving a very unfavourable rating.

Several differences were noted for the ratings of early vs. ordinary voters, though no clear pattern of response was observed. For example, early voters were more satisfied with the helpfulness and efficiency of staff compared with ordinary voters. On the other hand, early voters were less satisfied with the accessibility of voting centres for people with mobility issues, and the behaviour of candidates.

These measures fluctuated slightly since 2018, though no substantial changes were observed. A detailed time series comparison is provided at the end of this report.

Figure 38: Quality of the voting centre

		Ordinary	Early
Helpfulness of the staff	2% 7% 19% 72%	89% ▼	92% ▲
Ease of completing your ballot papers	2% 8% 24% 64%	88%	88%
Privacy when voting	3% 8% 23% 64%	88%	87%
Efficiency of the staff	3% 8% 21% 66%	84% ▼	90% ▲
Information available about how to vote	4% 1% 23% 60%	81% ▼	85% ▲
Layout and organisation inside	4% 1% 27% 55%	83%	82%
Accessibility of the voting centre for people with mobility issues	5% 5% 12% 22% 56%	81% ▲	75% ▼
Behaviour of party and/or candidate volunteers	4% 5% 13% 26% 52%	81% ▲	75% ▼
Signage outside indicating it was a voting centre	3% 5% 14% 25% 51%	79%	75%

■ Extremely unsatisfactory (1-2)　■ 3-4　■ 5-6　■ 7-8　■ Extremely satisfactory (9-10)

Q35　Here are several aspects relating to your experience at the voting centre. Please rate each of these on a scale from 1 to 10, where 1 is 'extremely unsatisfactory and 10 is 'extremely satisfactory'.
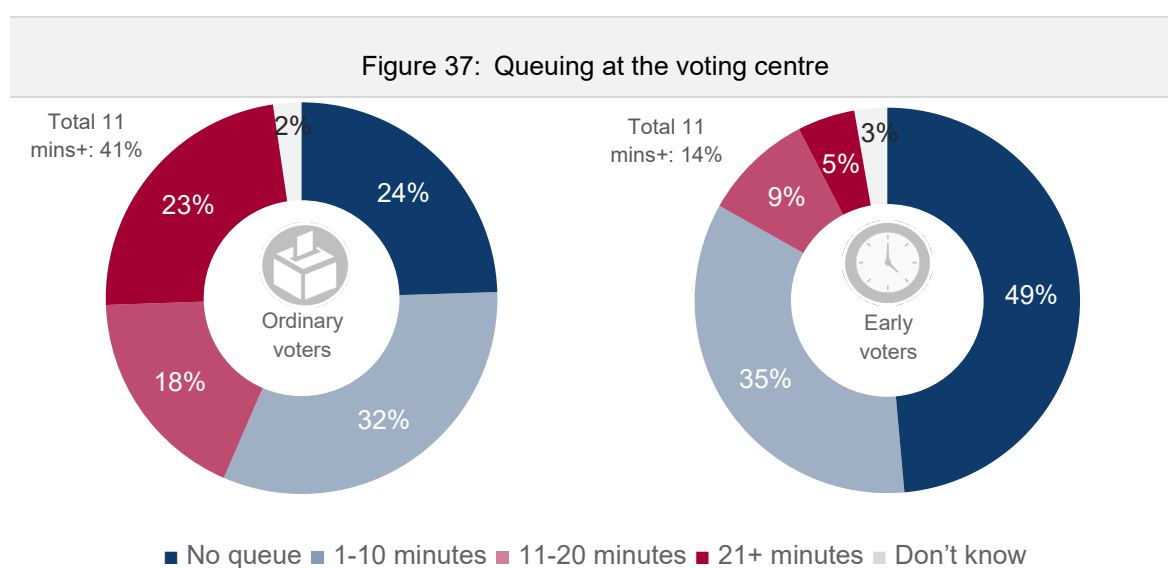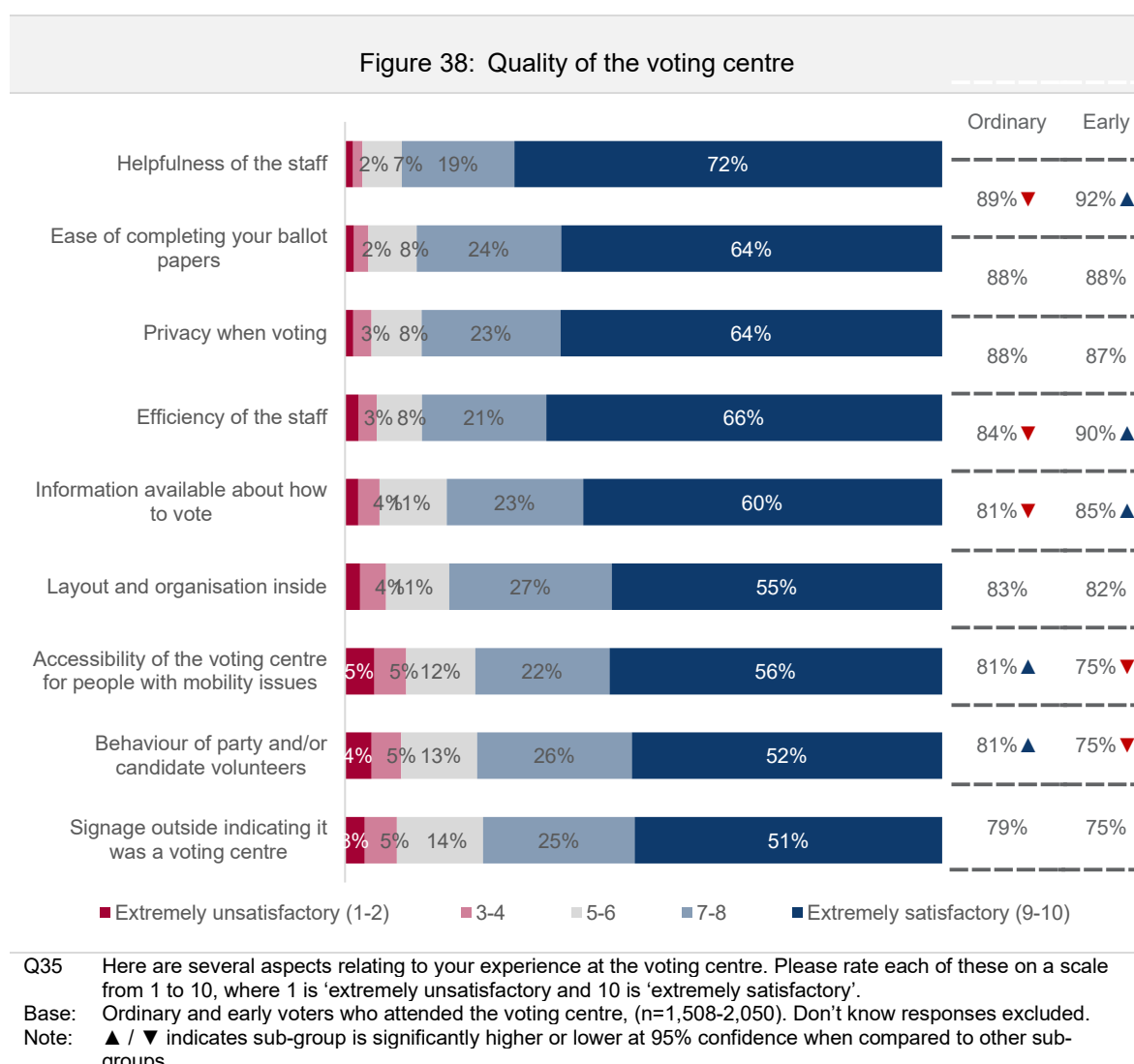Base:　Ordinary and early voters who attended the voting centre, (n=1,508-2,050). Don't know responses excluded.
Note:　▲ / ▼ indicates sub-group is significantly higher or lower at 95% confidence when compared to other sub-groups.

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How voters knew where to vote

Again, the internet proved to be the most commonly used source of information to inform voters of where to vote. Around one third used the VEC's Voting Centre Locator, or used Google search (35%, 29%). Far fewer used hard-copy resources such as newspaper advertising (2%). These sources of information were unchanged since the 2018 election.

Figure 39: How voters knew where to vote
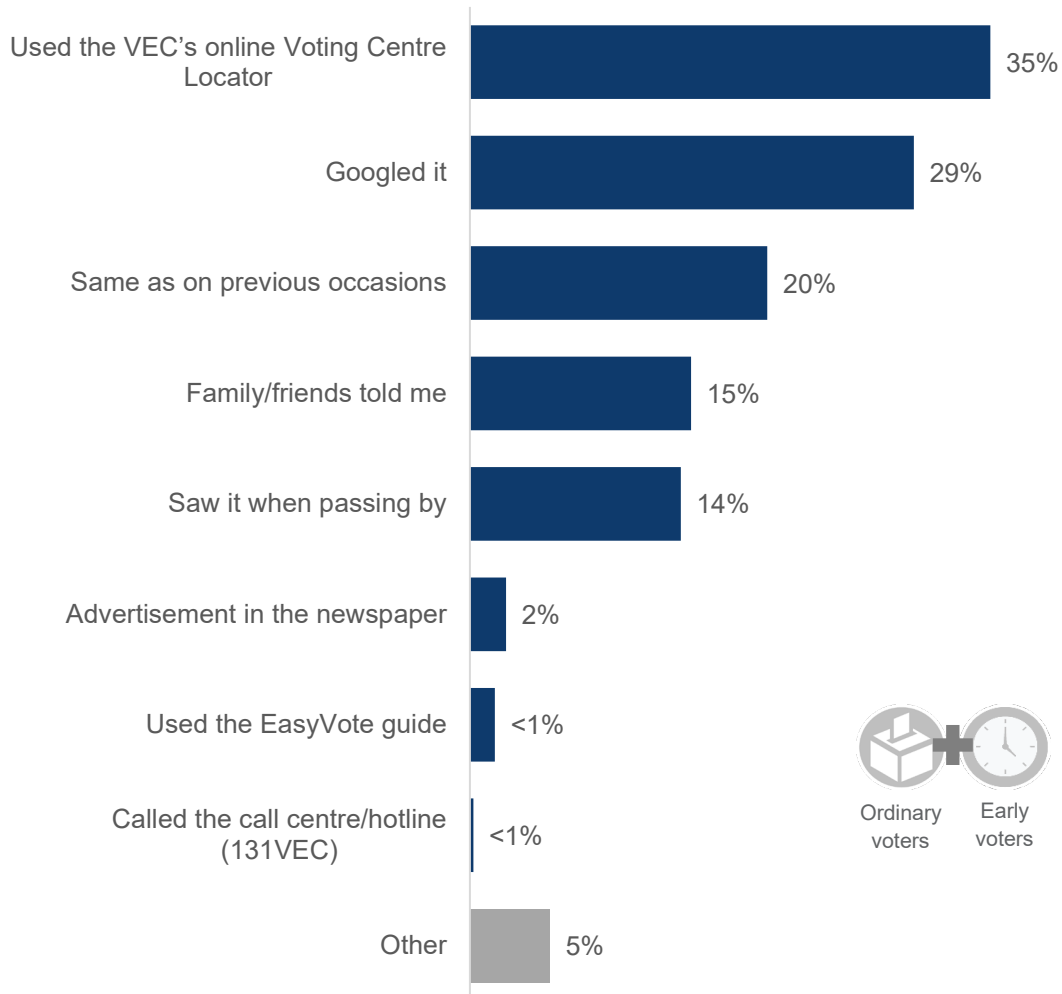
Q36   How did you know which voting centre you should go to? Please select all that apply.
Base: All ordinary and early voters (n=2,055)

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Absentee voters

'Absentee voters' refers to voters who did not vote at a voting centre within their enrolled electorate. They were treated as a subset of ordinary voters.

The most frequent reasons for absentee voting related to social or family commitments outside of voters' electorates (18% and 17% respectively). Being in another part of the state for work or holidays was far less common (8% short term, 7% longer term).

Again, these reasons for absentee voting were much the same as in the 2018 election.

Figure 40: Reasons for absentee voting
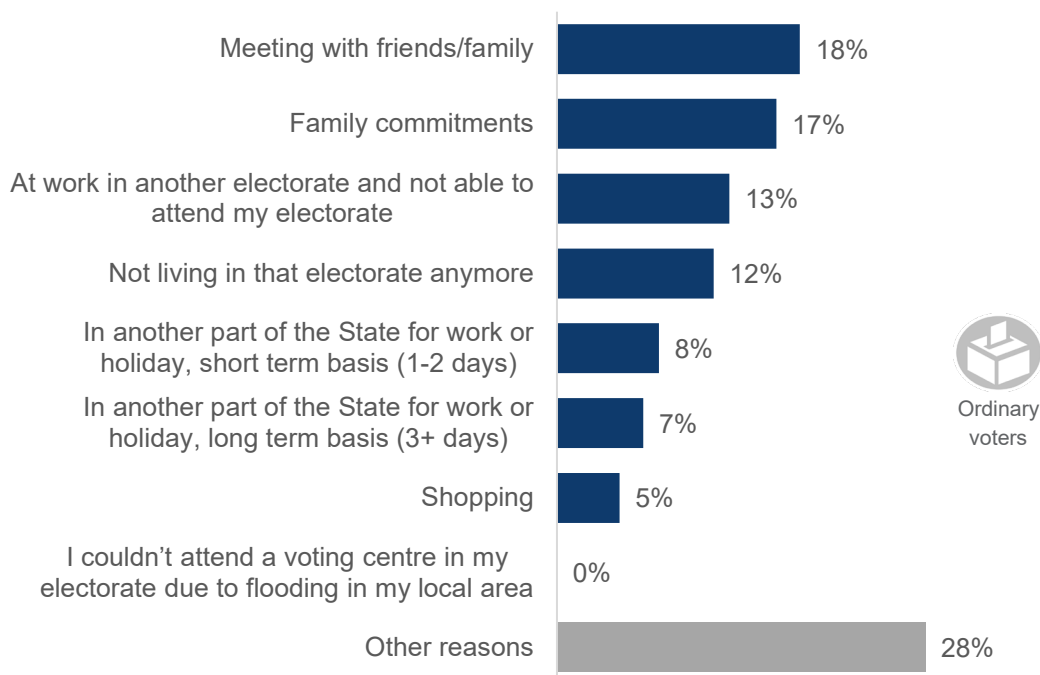
Q4   What were the main reasons you voted outside your electorate? Please select all that apply.
Base: All absentee voters (n=169)

'Other' reasons from the survey were varied and did not fit neatly into a manageable range of codes. For example:

- Long lines at voting centres in their electorate.
- Boundary changes not being communicated to voters.
- Living on the border of an electorate, meaning the nearest and most convenient voting centre was in the neighbouring electorate.

> "The zone was changed - we are on the border and it is in our street but had to do absentee" – Absentee voter

> "The boundary has moved and it wasn't communicated so I went to my usual voting station to be told they couldn't find me and the boundary had changed!" – Absentee voter

> "Line was too long at my electorate" – Absentee voter

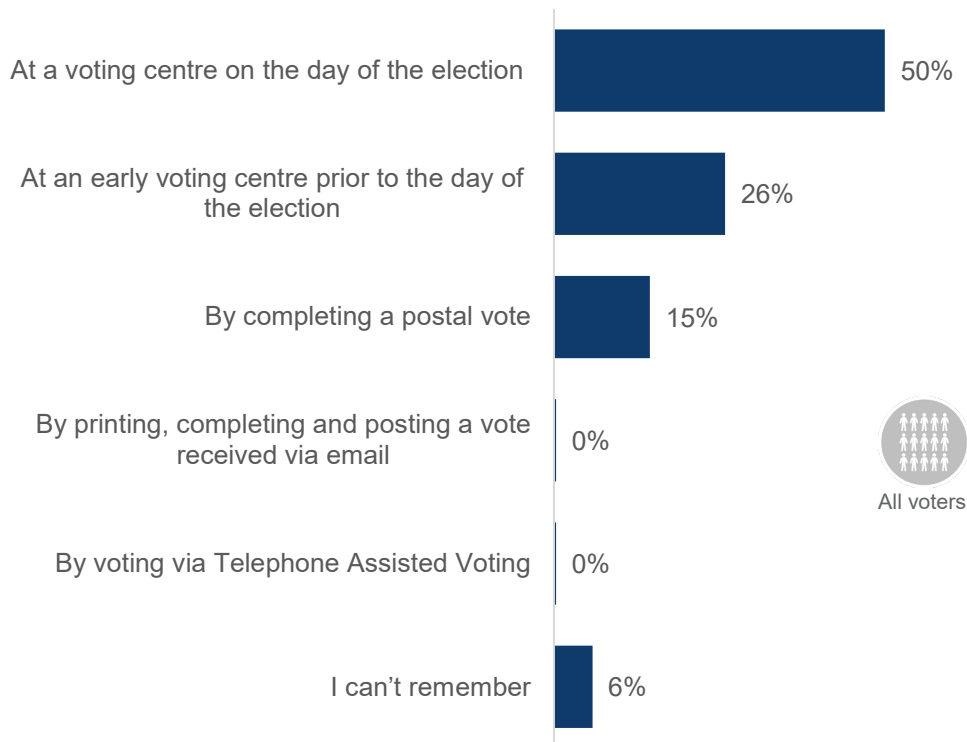KANTAR PUBLIC

Past voting experience

Nine in ten voters had voted before the 2022 State election (90%) – for one in ten, this was their first election (9%). Half of those who had voted previously did so on the day in 2018, while one quarter voted early (26%).

Figure 41: Past voting experience

■ Yes – voted at previous State election   ■ No – first time   ■ Don't know
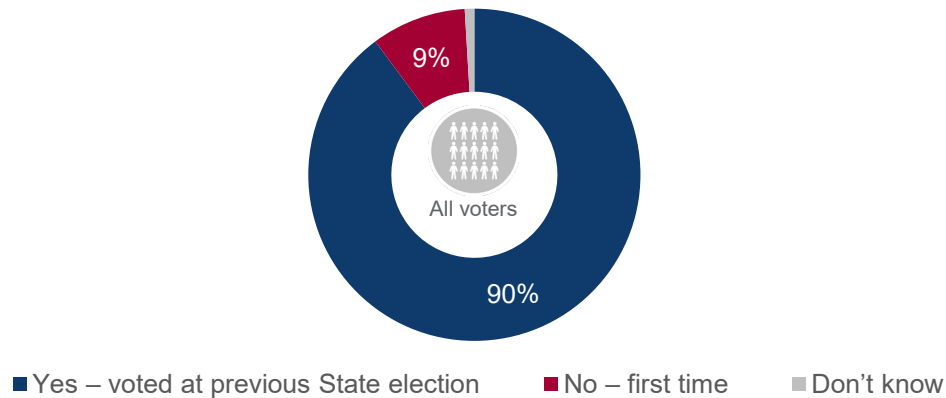
Q5   Had you voted in a State election before?
Base: All voters (n=2,992)

Figure 42: Method of voting in 2018 Victorian State election

|	
At a voting centre on the day of the election	50%
At an early voting centre prior to the day of the election	26%
By completing a postal vote	15%
By printing, completing and posting a vote received via email	0%
By voting via Telephone Assisted Voting	0%
I can't remember	6%

Q5a   How did you vote in the previous (2018) Victorian State election?
Base: All voters who have voted in a previous state election (n=2,693)

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Reasons for early voting

Early voters were asked why they chose this mode to cast their vote. Most simply stated that it was more convenient for them (69%).

Far smaller proportions were motivated to vote early to avoid feeling rushed (18%) or being at work (8%). Very few voted early due to plans to be interstate or overseas at the time of the election (4% and 2% respectively).

Figure 43: Reasons for early voting
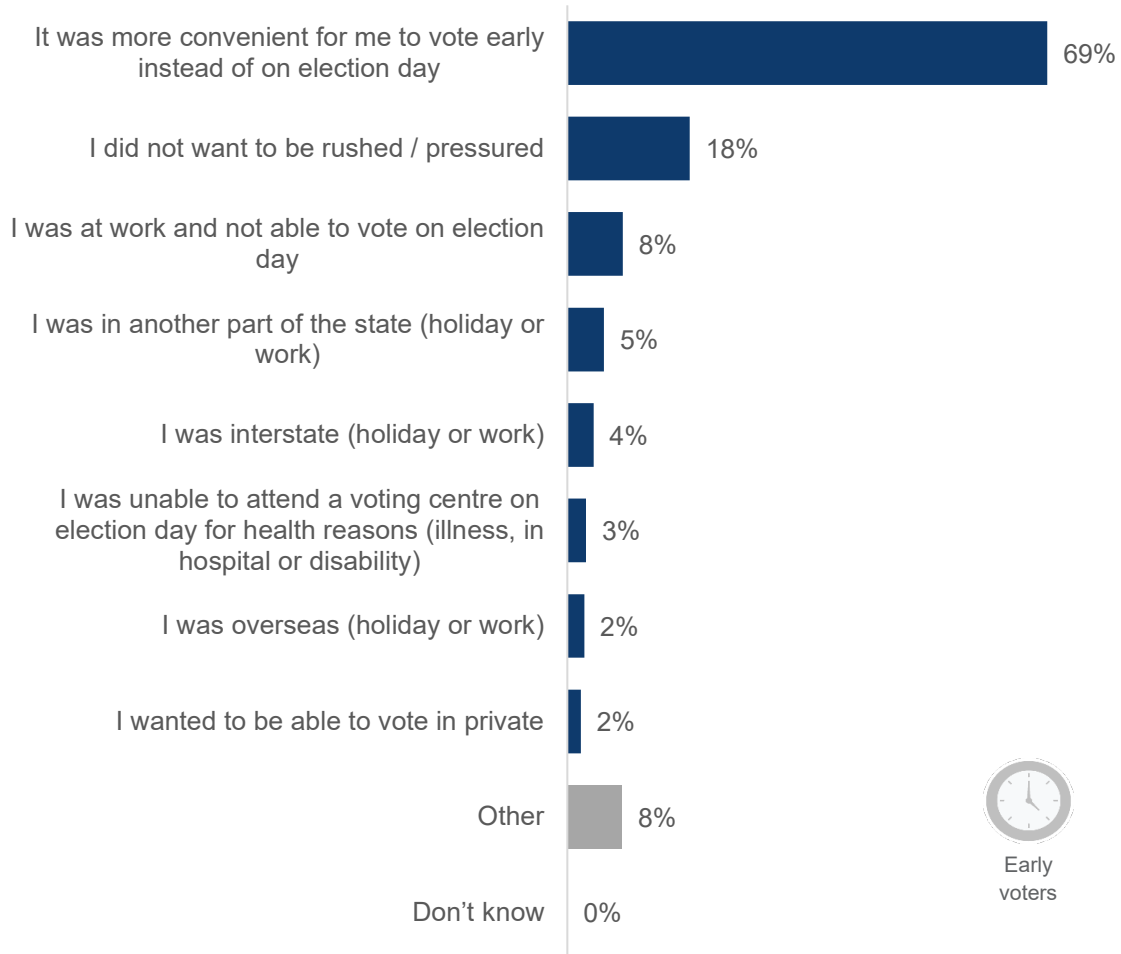
Q2   Why did you choose to vote at an Early Voting Centre? Please select all that apply.
Base: All early voters (n=1,200)

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Early voting period when vote was cast

Three in five early voters voted in the second week after the polls opened (57%). Two in five voted in the first week (40%).

Figure 44: Early voting period when vote was cast

First week — 40%
Second week — 57%
I can't remember — 3%

■ First week   **■ Second week**   **■ I can't remember**
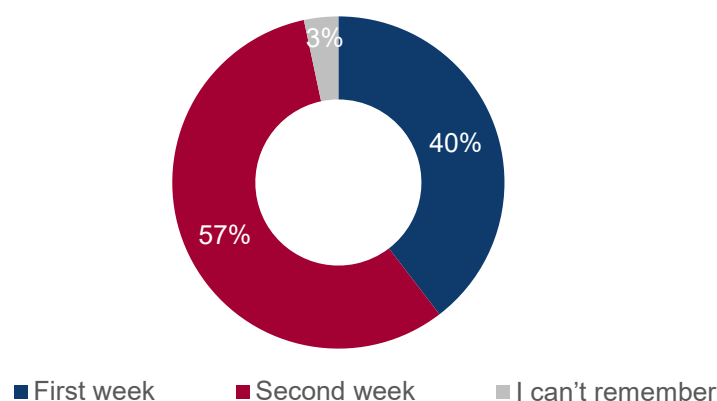
Q3   In what week of the early voting period did cast your vote?
Base: All early voters (n=1,200)

Reasons for choosing the first week of the early voting period to vote included convenience, to 'get it over and done with', to avoid longer queues, and because of travel plans on Election Day.

> *"I had long decided on my vote and wished to make my vote at my earliest convenience. I also do not like being bothered or harassed by canvassers."* Early voter

> *"I was keen to get it done when I could as I was unsure of my availability on Election Day."* Early voter

> *"Save standing in line and I was in the area at the time."* Early voter

People had similar reasons for casting their vote in the second week of the early voting period.

> *"Wanted to get in before the lines on Election Day and had plans I needed to be on time for."* Early voter

> *"I'd noticed that lots of people were voting early at a polling booth near my house and decided that I might as well vote while I had some spare time during the week. I thought that I might be busy on Election Day."* Early voter

> *"I was working on the election weekend at the Castlemaine Truck Show, and wanted to vote early, was not able to vote in the Week before."* Early voter

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Absentee voting

Four in five ordinary voters voted in their own electorate (79%). One in five voted outside their electorate (20%).

Figure 45: Electorate where vote was cast

Legend: ■ Own electorate ■ Outside own electorate ■ Don't know
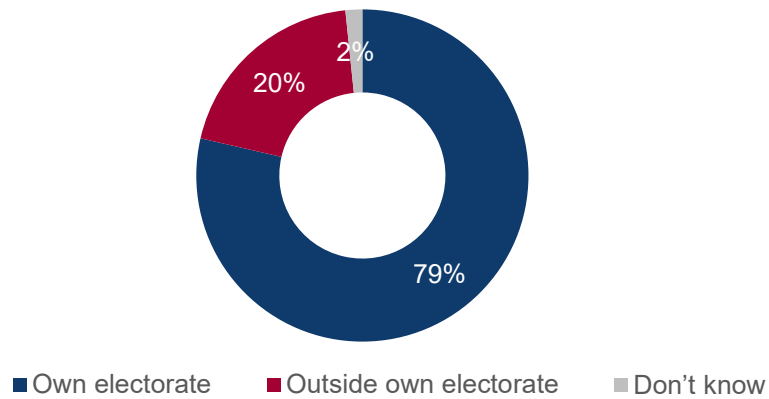
Q4C	Was the voting centre where you voted in your own electorate, or did you cast your vote in a different electorate?
Base:	All ordinary voters (n=855)

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4.9. Email voters

At the 2018 Victorian State election, voters were able to register to receive their ballot papers via email. Voters were then required to print, complete and post these back to the VEC. This method is primarily offered to voters who were either interstate or overseas during the election period.

How voters found out about email voting

The most frequent method for seeking information about postal voting was to consult the VEC's website – 67% of email voters. This finding was similar to that of 2018 (73%).

All other sources of information were used by 10% or fewer email voters.

Figure 46: How voters found out about email voting
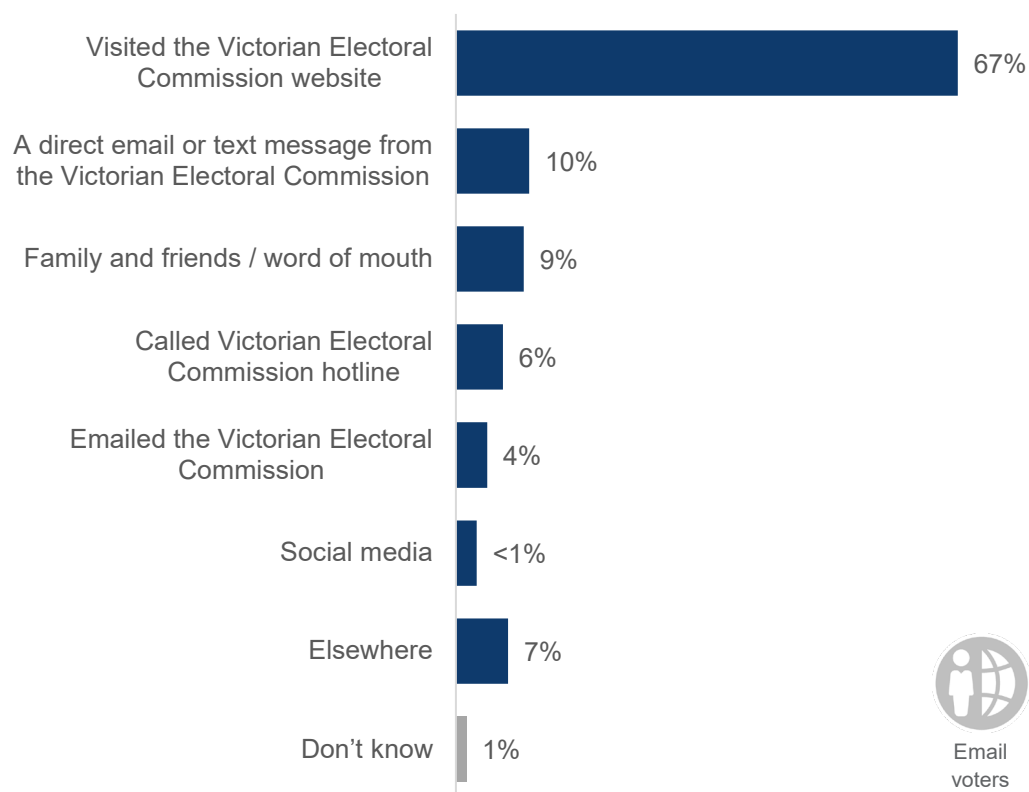
Q12   How did you find out about receiving your ballot papers by email? Please select all that apply
Base: All email voters (n=144)

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Reasons for email voting

Half of email voters voted in this way for the simple reason that they were unable to get to a voting centre in Victoria at the time of the election (50%). A similar proportion stated that they were determined to vote in the election, even though they were not in the state (45%).

Figure 47: Reasons for email voting
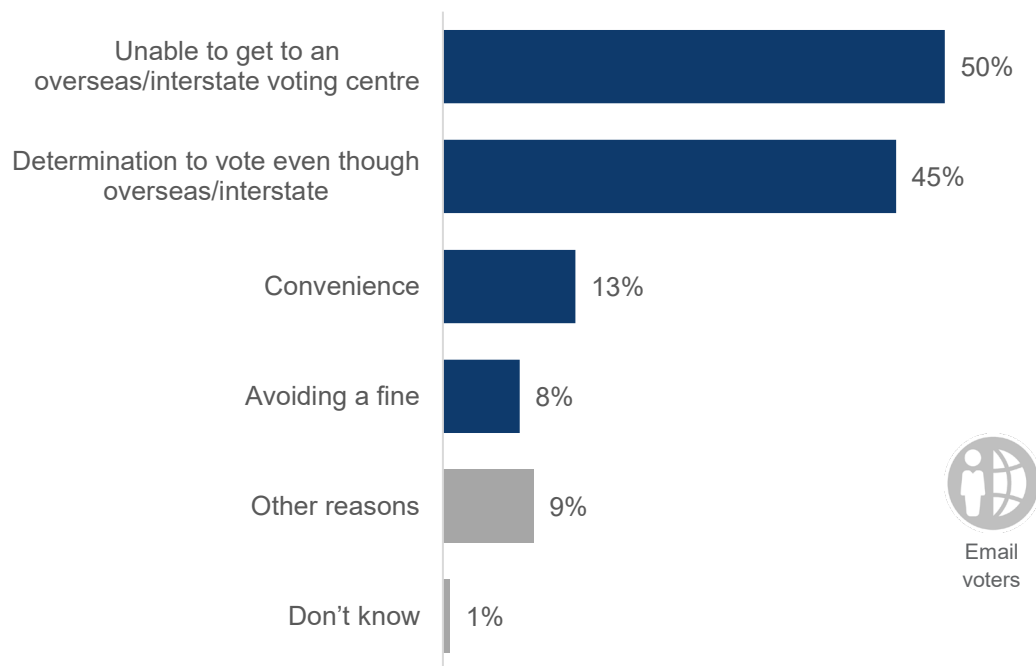
Q13   Why did you apply to receive your ballot papers by email? Please select all that apply
Base: All email voters (n=144)

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Quality of email voting

Satisfaction with email voting services, or lack thereof, followed a pattern that was virtually identical to that seen in 2018.

Most email voters were satisfied with receiving their email password and ballot papers (87% and 80% in 2022; 83% and 75% in 2018). The key pain-point for these voters came when they had to send their ballots back. In 2022, 62% were satisfied with the printing process and 47% were satisfied with having to fold and post their ballots (66% and 47% in 2018).

The issue of poor ratings for some aspects of email voting was identified in the 2018 evaluation and appears to remain unresolved in 2022.

Figure 48: Quality of email voting
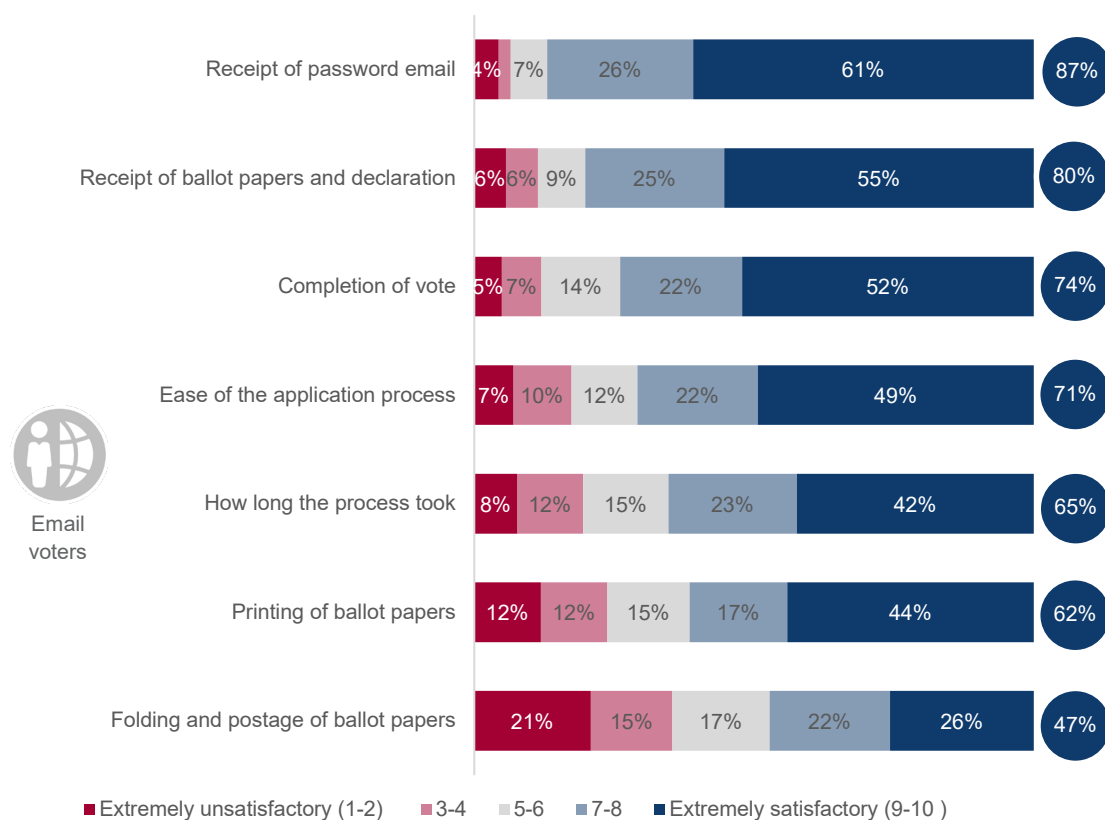
Q14   Here are several aspects relating to your experience voting with an email ballot paper. Please rate each of these on a scale from 1 to 10, where 1 is 'extremely unsatisfactory and 10 is 'extremely satisfactory'.
Base: All email voters, don't know responses excluded (n's ranging between 138 and 144)

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Returning ballot papers

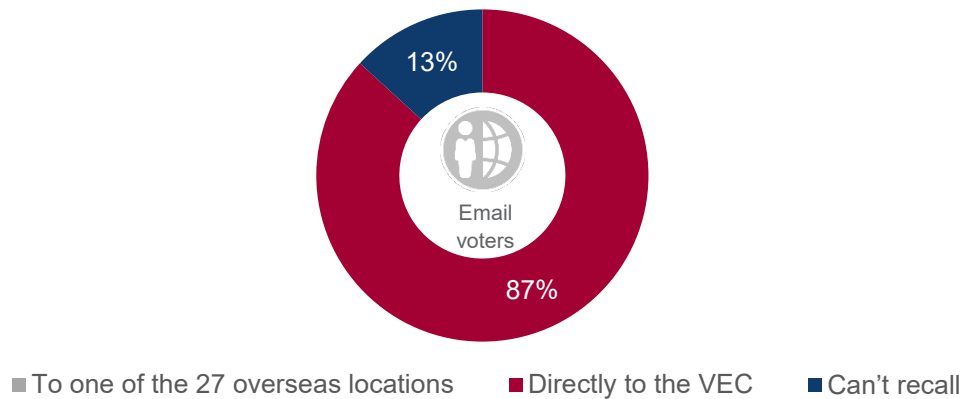Nine in ten email voters sent their vote directly to the VEC. The remainder could not recall (13%). No one stated that they sent their vote to one of the 27 overseas locations.

Figure 49: Email vote recipient

■ To one of the 27 overseas locations ■ Directly to the VEC ■ Can't recall

Q14a   Where did you email your vote?
Base: All email voters (n=144)

Email voters were asked if they were confident that their vote would have been received by the VEC by the deadline. Overall, over three in five were confident (63%), nearly one in five were either not confident (6%) or not at all confident (13%).

Figure 50: Confidence that vote was received before deadline of 2nd December

■ Not at all confident (0-1) ■ 3-4 ■ 5-6 ■ 7-8 ■ Extremely confident (9-10)
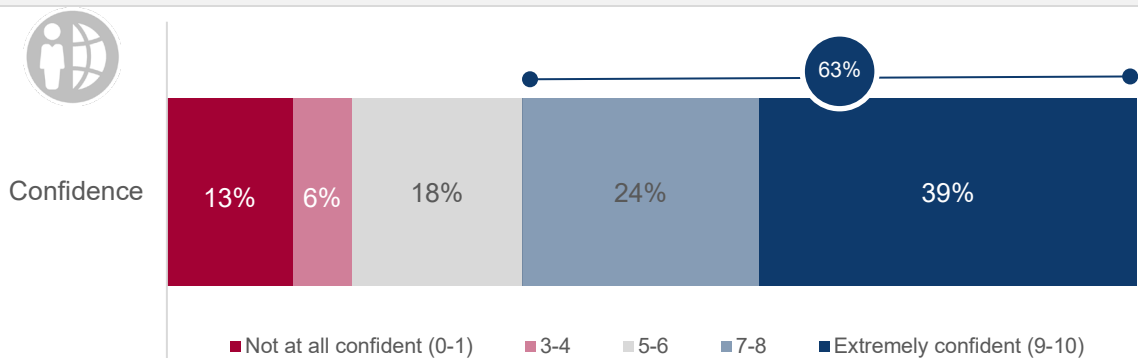
Q14b   How confident are you that your vote will have been received by the VEC by the deadline of 2 December?
Base: All email voters who sent their vote directly to the VEC, don't know responses excluded (n=131)

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Improvements to email voting

Email voters who were dissatisfied with at least one aspect of the email ballot process were asked to provide suggestions for improvement. Unlike other 'suggestions for improvement' measures, a number of enhancements to the email voting process were put forward. Of those suggested improvements, email voters most frequently suggested simplifying the process for printing and assembling papers, and a recommendation to bring the entire process online (64% and 29% respectively).

The same two suggestions were also most prominent in the 2018 election evaluation, though in a different order (24% online voting, 16% simplify printing/assembly).

Figure 51: Improvements to email voting
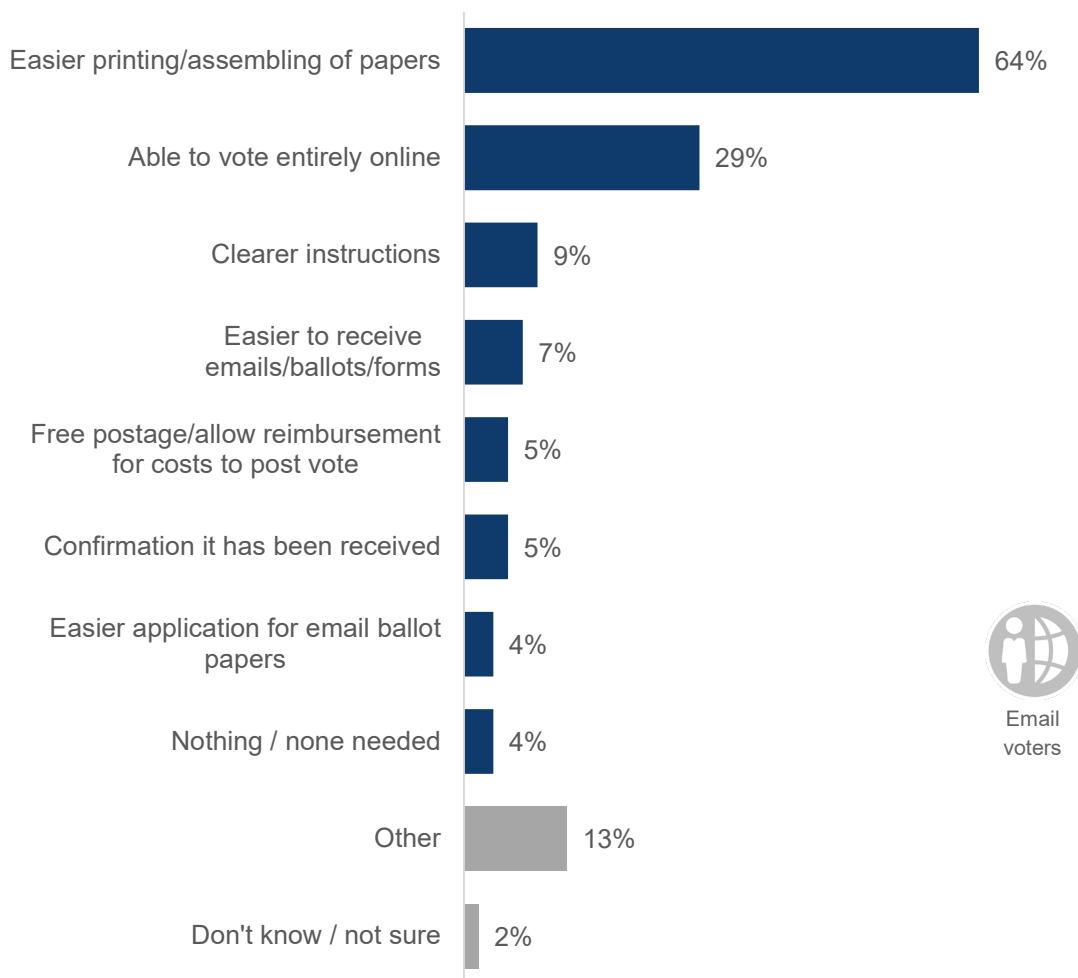
Q15   And what could be improved about the email ballot paper process?
Base: All voters who thought the email ballot paper process could be improved (rated lower than 3) (n=55)

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Intention to vote by email again

Seven in ten email voters would do so again (70%) at a rate similar to that of the 2018 evaluation (67%). This intention to vote by email in future elections was presumably due to voters' circumstances, i.e., they will likely reside outside of the state for future elections, rather than a preference for this form of voting.

Figure 52: Intention to vote by email again
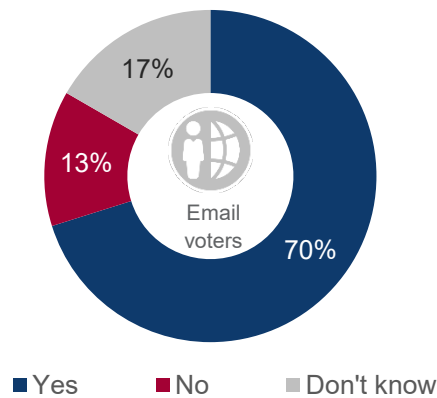
Q16   And would you choose to receive your ballot papers by email again?
Base: All email voters (n=144)

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4.10. Telephone Assisted Voting

Telephone Assisted Voting (TAV) is available at State elections for people who are unable to vote without assistance because they are blind, have low vision or have a motor impairment.

How voters found out about Telephone Assisted Voting

The VEC website was once again the primary source of information for voters, this time in relation to TAV (46%).

This was in stark contrast to the 2018 election where only 12% of TAV voters accessed information about voting by phone from the VEC's website. In 2018, TAV voters more frequently turned to the EasyVote Guide or materials from Vision Australia (20% and 18%). Support groups were rarely cited as a source of information in 2022 (for example, 3% for Vision Australia and other similar support groups such as Blind Citizens Australia).

As noted previously, TAV voters were more likely than other voter types to use the VEC's Hotline (15% accessed information specifically about TAV in this way). TV advertising was also a relatively frequent source of information for these voters (17%).

Figure 53: How voters found out about Telephone Assisted Voting

Source	Percentage
Vctorian Electoral Commission website	46%
Television advertisement	17%
Victorian Electoral Commission hotline	15%
Word of mouth / Friends or family told me	8%
Social media	6%
The VEC's EasyVote guide	6%
Other website	6%
Other radio	3%
Blind Citizens Australia staff or materials	3%
Communication from disability group	3%
Vision Australia staff or materials	3%
Emergency Relief Services people/flyer	2%
Vision Australia Radio (previously Radio 3RPH)	1%
Easy English guide on Voting	0%
Other (please specify)	11%
Don't know	1%

TAV voters

Q37   How did you find out about Telephone Assisted Voting? Please select all that apply.
Base: All TAV voters (n=144)

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Prior voting behaviour before Telephone Assisted Voting

TAV voters were asked how they had voted in earlier elections, prior to 2018 when this service first became available.

Four in ten had previously submitted postal votes (40%), while similar proportions had voted in-person either early (35%) or on the day (34%).

Figure 54: Previous voting before Telephone Assisted Voting available
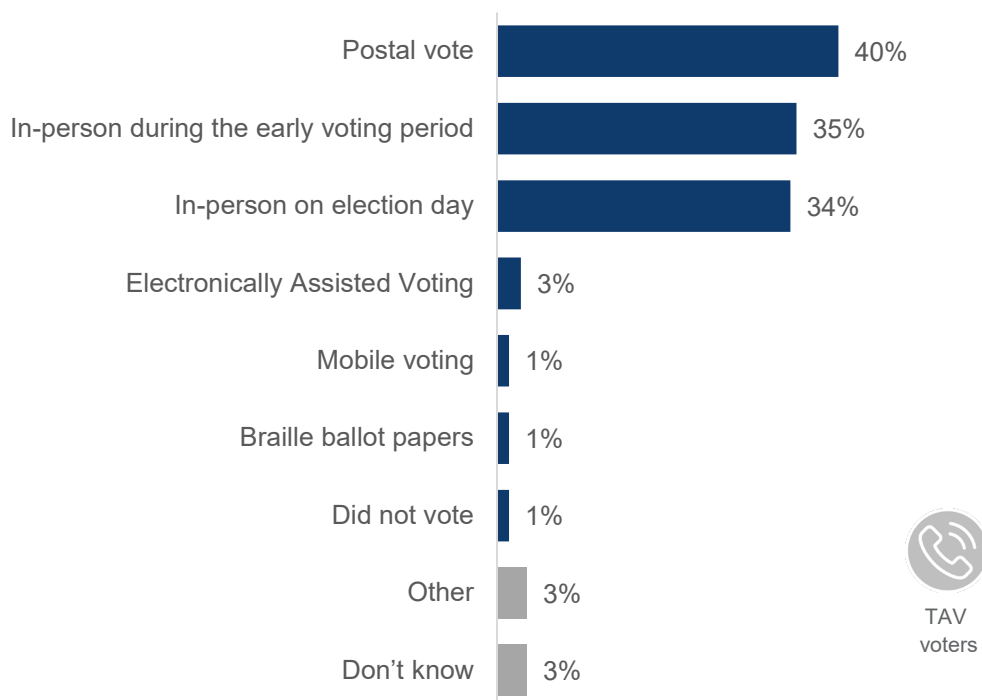
Q38   How would you have usually voted before Telephone Assisted Voting was available? Please select all that apply.
Base: All TAV voters (n=144)

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Quality of Telephone Assisted Voting

TAV voters gave uniformly high ratings for all aspects of the service. High levels of satisfaction (around 85% very/extremely satisfied) were seen for all elements of the service including confidentiality, convenience, and timeliness.

Similarly, high levels of satisfaction were seen in the 2018 election evaluation.
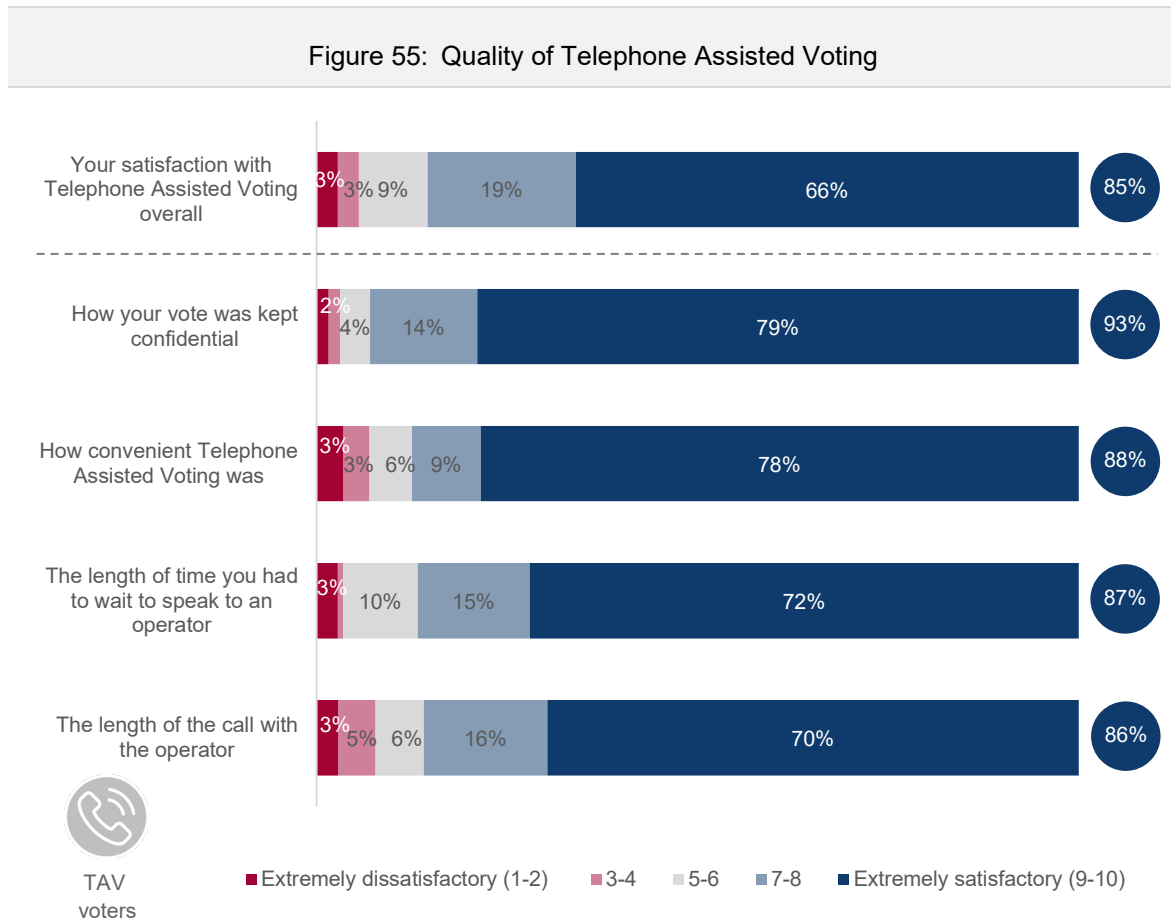
Figure 55: Quality of Telephone Assisted Voting

Q39   Here are several aspects relating to your experience with Telephone Assisted Voting. Please rate how satisfied you were about each of these on a scale from 1 to 10, where 1 is 'extremely unsatisfactory and 10 is 'extremely satisfactory'.
Base: All TAV voters, don't know responses excluded (n's ranging between 128–144).

Dissatisfaction with Telephone Assisted Voting

Very few TAV voters (n=17) were dissatisfied with aspects of the voting service. Of those that were, below are a selection of the suggestions for improvements.

> *"The first person I spoke to didn't understand me properly due to a language barrier, and being a disabled human made it harder for me."* Voted using TAV

> *"Access to candidate and political party information should have been available before I made the telephone call."* Voted using TAV

> *"No proof the vote was being witnessed or recorded correctly other than the word of the operator."* Voted using TAV

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Intention to vote by Telephone Assisted Voting again

Most TAV voters would use the service again (81%) and recommend the service to others (90%). Very few TAV voters responded in the negative to these questions (5%-6%). The balance did not know whether they would use again or recommend.

While being very positive, those that intended to use TAV in the future was lower than in 2018 (81% vs. 96%). Likelihood to recommend, however, was not significantly different (90% vs. 96%).

Figure 56: Future use and advocacy of Telephone Assisted Voting

■ Yes ■ No ■ Don't know

Q41   Would you use Telephone Assisted Voting again?
Q42   Would you recommend Telephone Assisted Vo ting to others who need it?
Base: All TAV voters (n=144)

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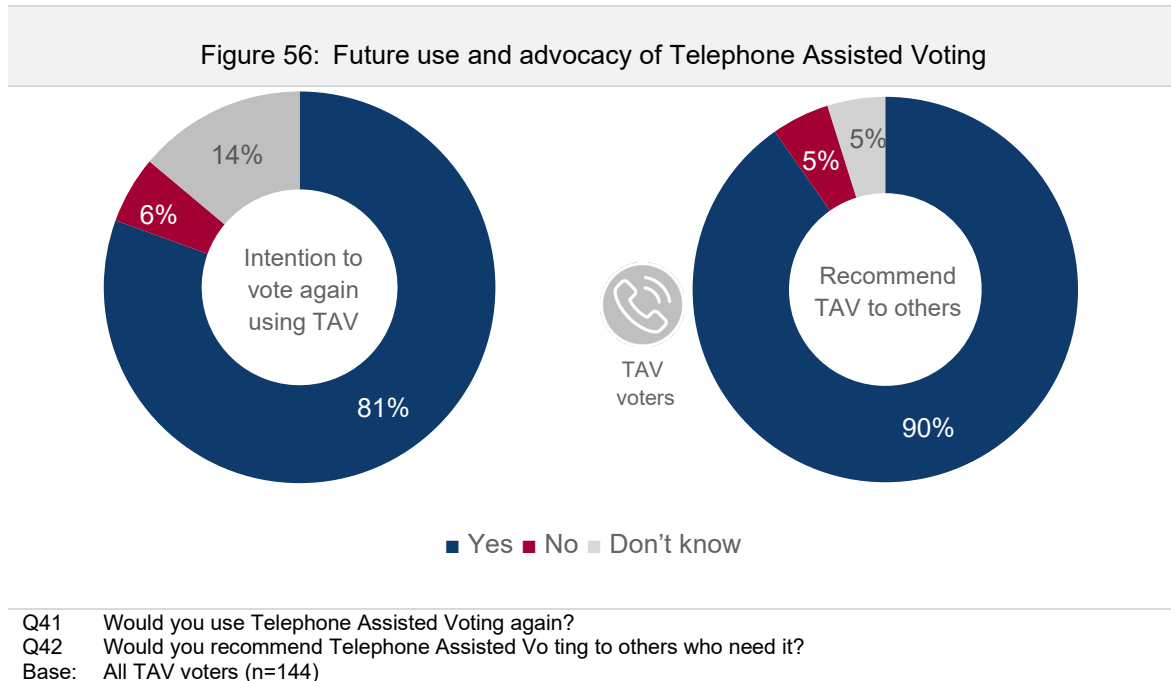
Comparison of voting experience

Three in five TAV voters considered their experience voting via TAV to be better than how they voted in previous years (58%).

Figure 57: Changes to Telephone Assisted Voting

Change in quality

TAV voters

7% | 7% | 28% | 10% | 49%

58%

■ A lot worse ■ A little worse ■ Neither ■ A little better ■ A lot better
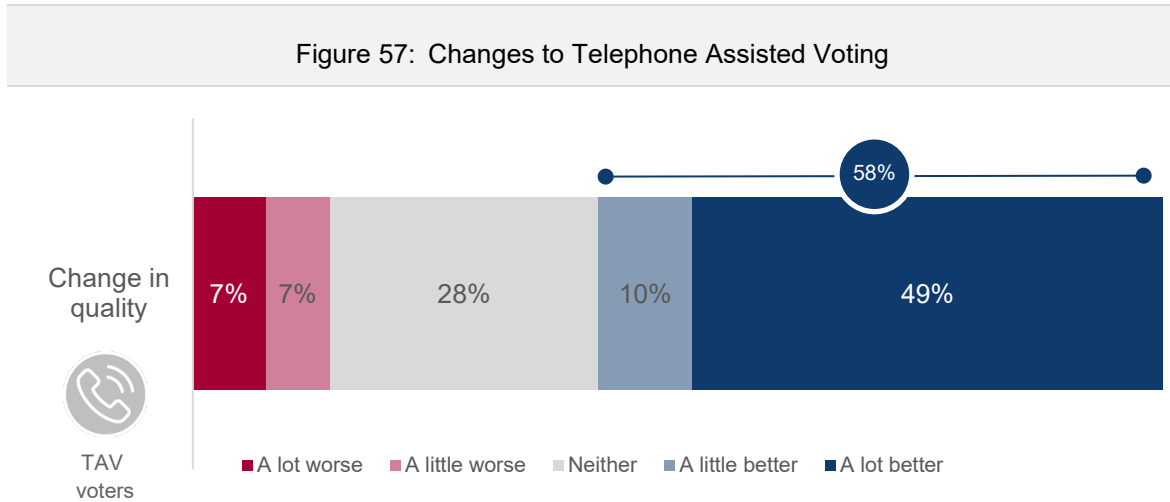
Q43   Compared to previous occasions would you say that voting in this election has been a better experience than voting on previous occasions?

Base: All TAV voters who had voted in previous State election, don't knows excluded (n=134)

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Suggestions for improvement to TAV

Overall, 49% of TAV voters suggested improvements to the service. This primarily related to general improvements to the operator service (15%), and more information on political parties and candidates (8% - noting that the VEC was limited as to the quantity and nature of information they can provide).

No notable differences were observed to this measure between 2018 and 2022.

Figure 58: Telephone Assisted Voting improvement suggestions
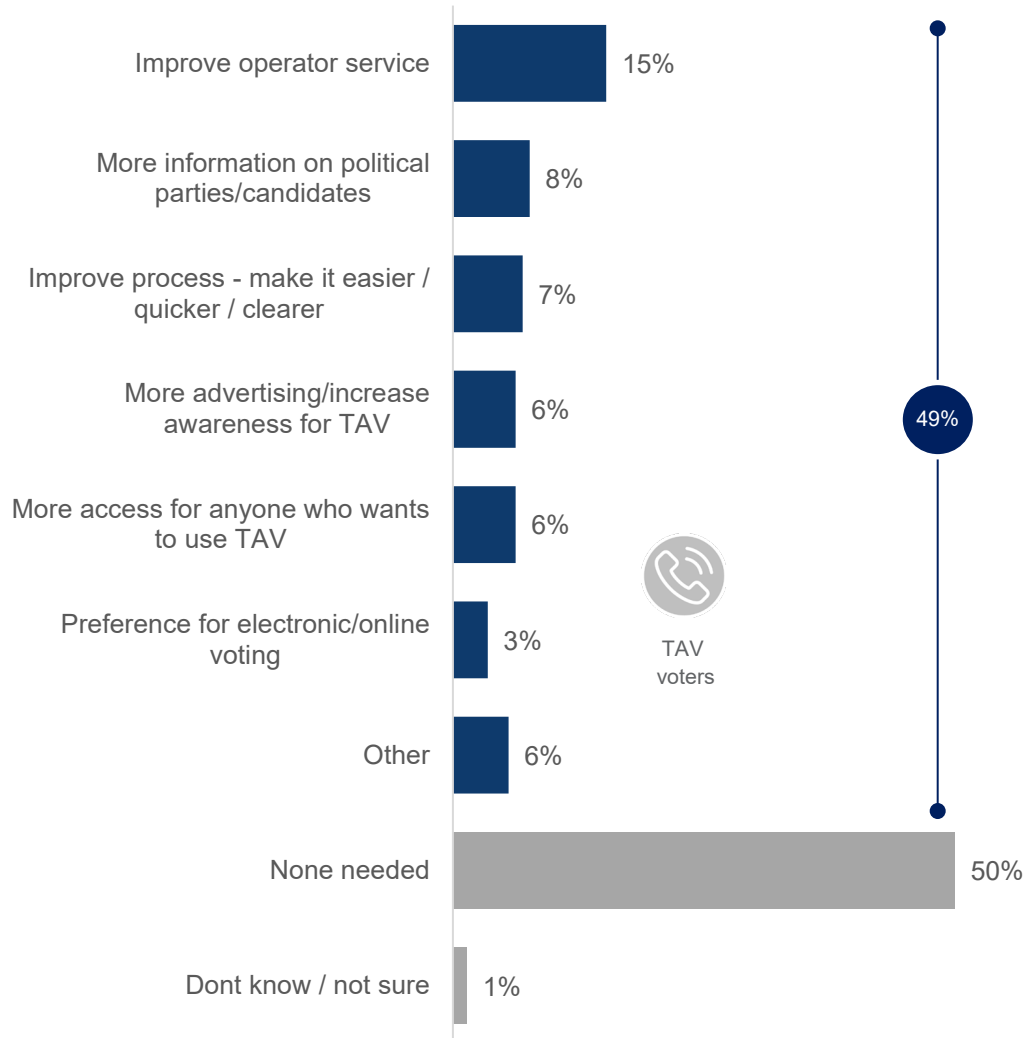
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Importance of voting in private

Three quarters of TAV voters thought that it was very important to be able to vote in private (75%) exactly the same proportion as seen in the 2018 election evaluation.

Figure 59: Importance of voting in private

Importance	Extremely unimportant (1-2)	3-4	5-6	7-8	Extremely important (9-10)
TAV	9%	3%	13%	13%	62%

75%

Q45   How important to you is keeping who you voted for confidential? Please use a scale from 1 to 10, where 1 is 'extremely unimportant' and 10 is 'extremely important'.
Base: All TAV voters, don't know responses excluded (n=143)

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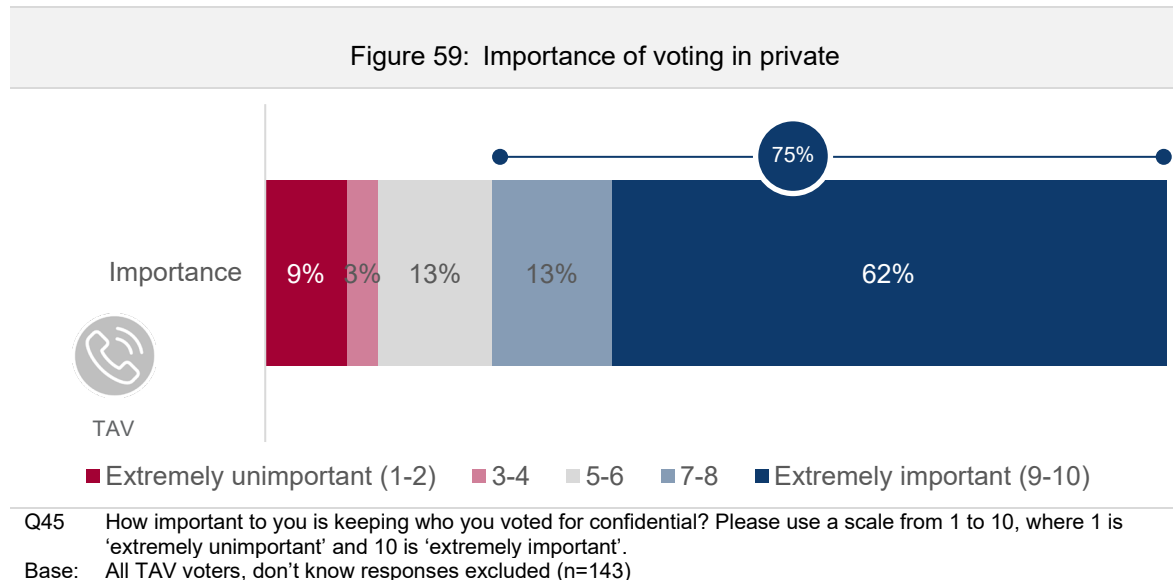
4.11. Postal voting

Postal voting is offered by the VEC for those who cannot for various reasons or prefer not to attend a voting centre either prior to, or on the day of election. Voters either must apply each election to receive their ballot papers via post or be registered as a general postal voter.

Reasons for postal voting

Nearly half of postal voters did so simply because it was more convenient than voting in person (47%). The next most common reason was being interstate (16%). Relatively few postal voters did so due to concerns over COVID (4%) or being impacted by flooding (3%).

Overall, reasons for postal voting have not changed since the 2018 election.

Figure 60: Reasons for postal voting

Reason	%
It was more convenient to vote by post	47%
I was interstate	16%
I always vote by post	12%
I was at work and not able to vote on election day	9%
I was unable to attend a voting centre because of health reasons	7%
I wanted to avoid the crowds at voting centres	6%
I was overseas	6%
I received an application in the mail from a political party	5%
I was concerned about COVID	4%
I was in another part of the State	4%
I wanted to avoid the party and/or candidate volunteers	3%
My area was impacted by flooding	3%
Other	4%

Postal voters

Q11   What were the main reasons you voted by post?
Base: All postal voters (n=617)

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Applying for a postal vote

Almost all postal voters applied for a postal vote using the VEC's website (93%). Very few used any other method.

This again represented a shift in behaviour since 2018. In the last election, the VEC's website was still the most common method for applying for a postal vote. However, only 63% used this channel as opposed to 93% in 2022. Other methods used in 2018 included applications sent by a political party (16%) and 'received as a general postal voter' (11%).

Again, these findings demonstrated the increasingly central role the VEC's website plays now, and presumably into the future.

Figure 61: Applying for a postal vote
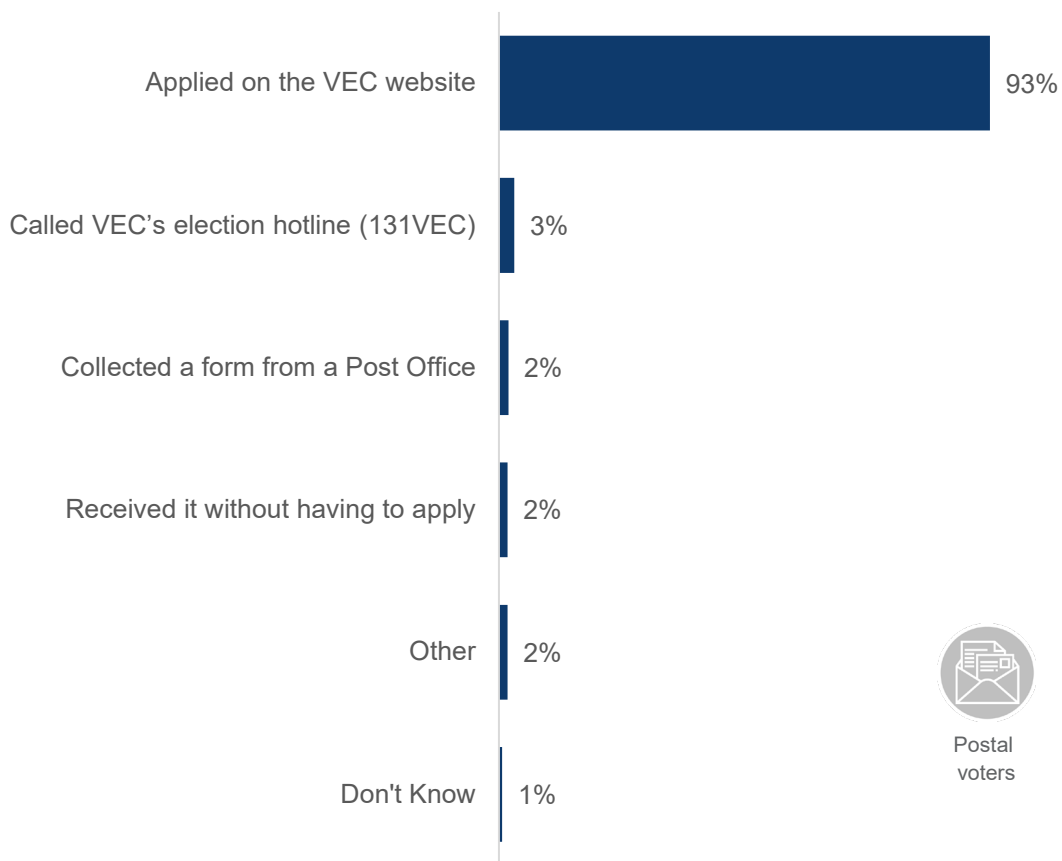
Q46   How did you apply for a postal vote? Please select all that apply.
Base: All postal voters (n=617)

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Quality of postal voting

Almost all postal voters were satisfied with the services they received. Nearly nine in ten were either very or extremely satisfied with information received about postal voting and the ease of the application process (87% and 89% respectively).
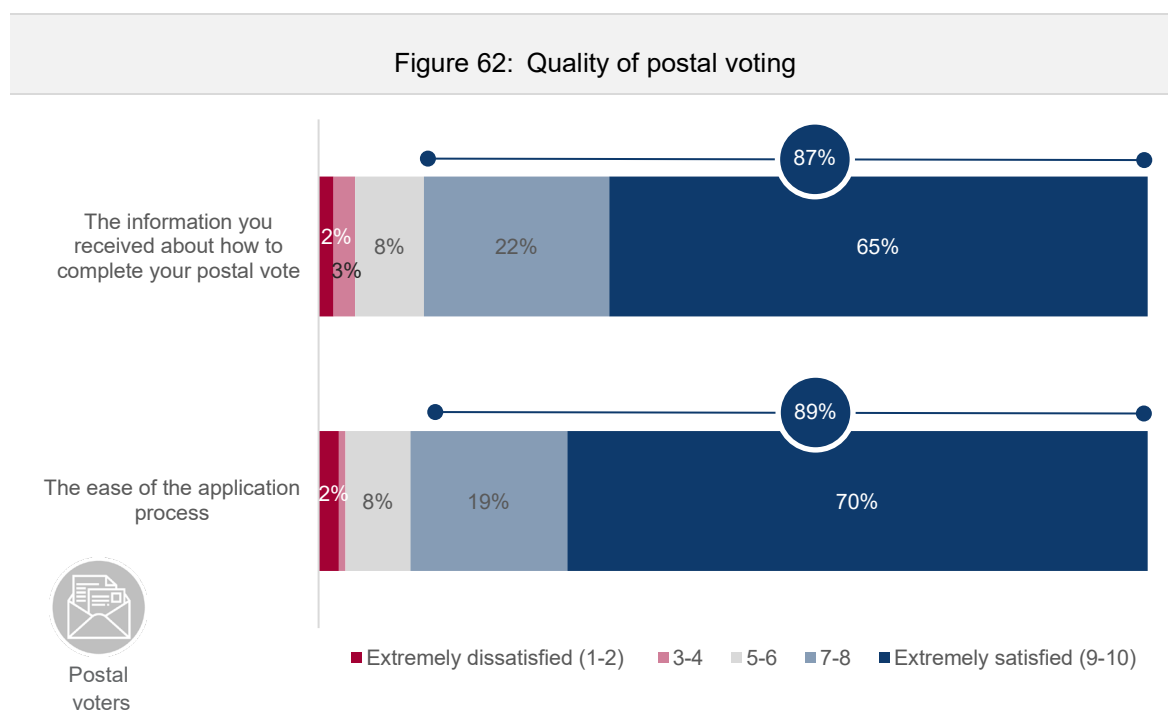
Similarly, high levels of satisfaction were seen in the 2018 election evaluation (both measures 87%).

Figure 62: Quality of postal voting

Q47   Here are several aspects relating to your experience with postal voting. Please rate each of these on a scale from 1 to 10, where 1 is 'extremely dissatisfied and 10 is 'extremely satisfied.
Base: All postal voters, don't know responses excluded (n=613)

Improvements to postal voting

For the small proportion who were dissatisfied with any aspect of their postal voting experience, suggestions for improvement primarily involved either receiving information or ballot papers earlier.

> *"The postal vote didn't come. I had to call several times as I was going on a holiday. When I called there was no extra information to help. The postal votes need to come quicker."* Postal voter

> *"So difficult to print everything off, then you had to tape the pages together and make the envelope yourself!!! I did not find it a simple process….at all."* Postal voter

> *"At no point prior to receiving the package, was there mention that I needed a witness."* Postal voter

> *"I received the postal vote 5 days before election even though I applied for it weeks before."* Postal voter
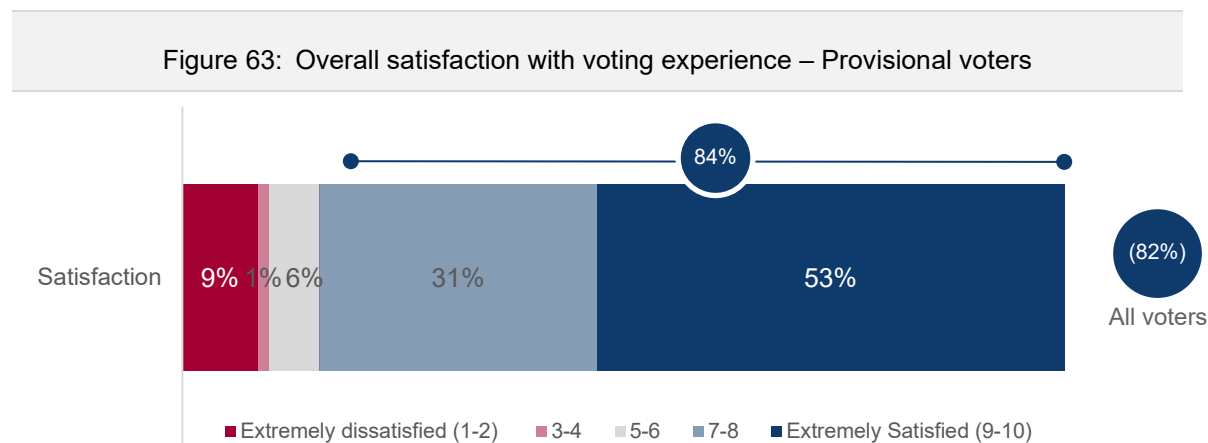
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4.12. Provisional voters

Provisional voters represent a subset of ordinary or early voters who are not on the electoral roll when arriving to vote. These voters complete a provisional voter application form and can vote at a voting centre as normal. (Their vote is provisional until their enrolment status is confirmed).

Comparison back to the 2018 election evaluation has not been made due to a low sample size for these voters.

Overall satisfaction with voting process

Provisional voters expressed overall satisfaction levels in line with all voters combined – 84% overall satisfaction for provisional and 82% for all voters.

Figure 63: Overall satisfaction with voting experience – Provisional voters

| | 84% | (82%) All voters |

Satisfaction: 9% | 1% | 6% | 31% | 53%

Legend: ■ Extremely dissatisfied (1-2) ■ 3-4 ■ 5-6 ■ 7-8 ■ Extremely Satisfied (9-10)

Q81   And considering all aspects of the 2022 election, how satisfied or dissatisfied were you with your overall voting experience?
This includes the process leading up to the election and your experience voting. Please rate on a scale from 1 to 10, where 1 is 'extremely dissatisfied' and 10 is 'extremely satisfied'.
Base: All provisional voters enrolled on Election Day, don't know responses excluded (n=65)
Note: ▲ / ▼ indicates sub-group is significantly higher or lower at 95% confidence when compared to all voters.

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Awareness of the VEC's communications

Seven in ten provisional voters recalled any of the VEC's communications in the lead up to the election (69%). Overall, this was similar to the rate of recall for all voters (75%).

Figure 64: Awareness of the VEC's communications – Provisional voters
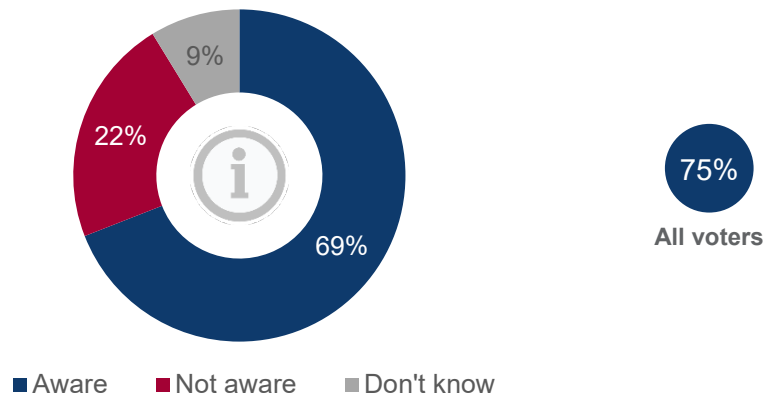
- Aware
- Not aware
- Don't know

Q17   In the period leading into this election, did you see or hear any communications by the Victorian Electoral Commission?
Base: All provisional voters (n=66)
Note: ▲ / ▼ indicates sub-group is significantly higher or lower at 95% confidence when compared to the all voters.

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Satisfaction with voting centre

Provisional voters had similar experiences at voting centres when compared to ordinary and early voters. Overall, 85% of provisional voters were satisfied or very satisfied with their experience, similar to the 81% of early and ordinary voters. No significant differences were seen for any of the quality measures relating to the voting centre between provisional and early/ordinary voters.

This again suggests that the extra step of completing a provisional enrolment/voting form had no negative impact on the experience of voting.

Figure 65: Quality of the voting centre – Provisional voters, overall satisfaction

	Ordinary and Early voters	Provisional
Overall satisfaction	81%	85%
Helpfulness of the staff	91%	93%
Ease of completing your ballot papers	88%	93%
Privacy when voting	87%	87%
Efficiency of the staff	87%	93%
Information available about how to vote	83%	88%
Layout and organisation inside	83%	85%
Accessibility of the voting centre for people with disabilities	78%	84%
Behaviour of party and/or candidate volunteers	78%	87%
Signage outside indicating it was a voting centre	77%	74%

Q31   Was your experience at the voting centre this election satisfactory or unsatisfactory? Please rate on a scale from 1 to 10, where 1 is 'extremely unsatisfactory and 10 is 'extremely satisfactory'.
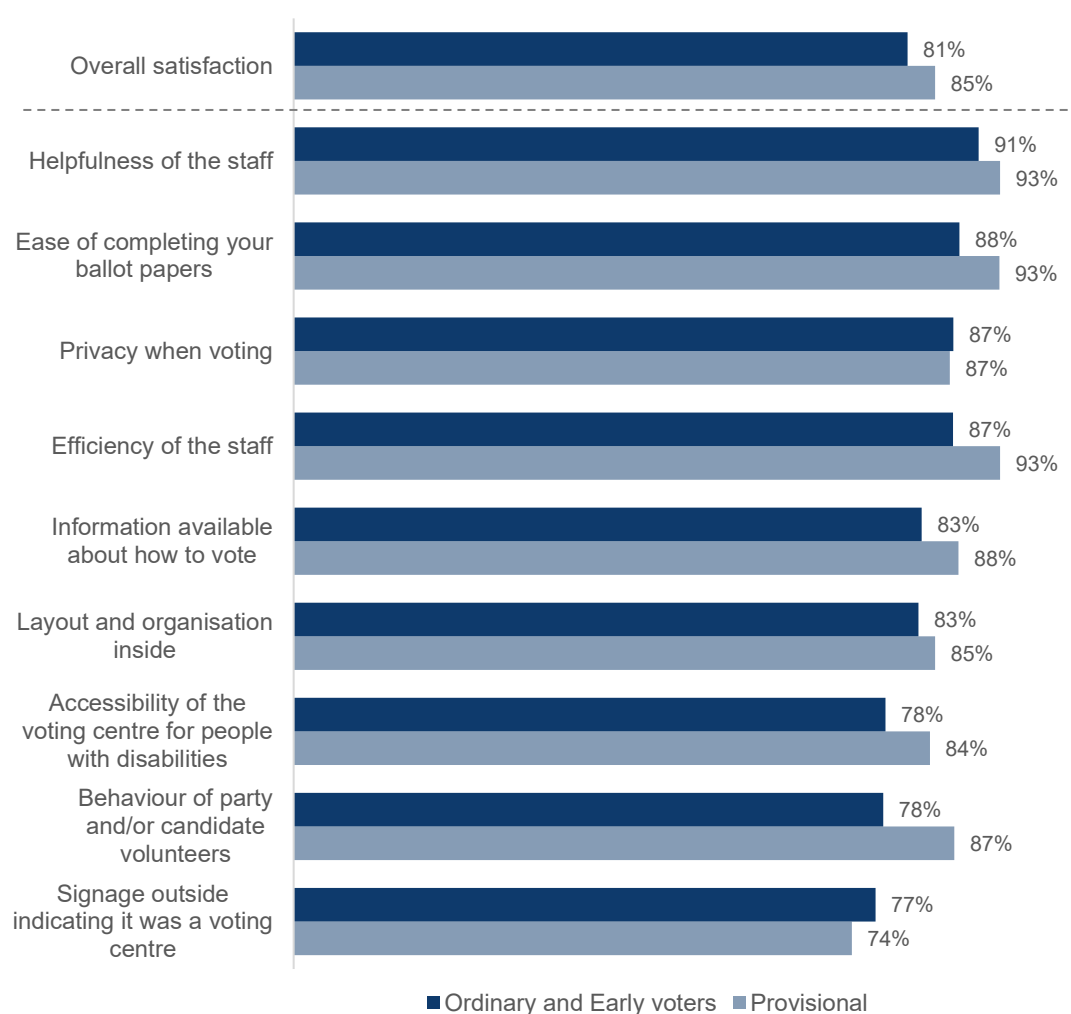
Q35   Here are several aspects relating to your experience at the voting centre. Please rate each of these on a scale from 1 to 10, where 1 is 'extremely unsatisfactory and 10 is 'extremely satisfactory'.

Base: Ordinary and early voters who attended the voting centre, (n=1,171-1,857).
Provisional voters (n=40-50). Don't know responses excluded. Note: Only Satisfied (7-10) responses shown

Note: ▲ / ▼ indicates sub-group is significantly higher or lower at 95% confidence when compared to the ordinary and early voters.

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Awareness of not being on the roll

One third of provisional voters were aware that they were unenrolled before voting on Election Day (32%). However, two thirds were aware that they could be enrolled on the day (65%).

Figure 66: Awareness of being a provisional voter

■ Yes ■ No ■ Don't know
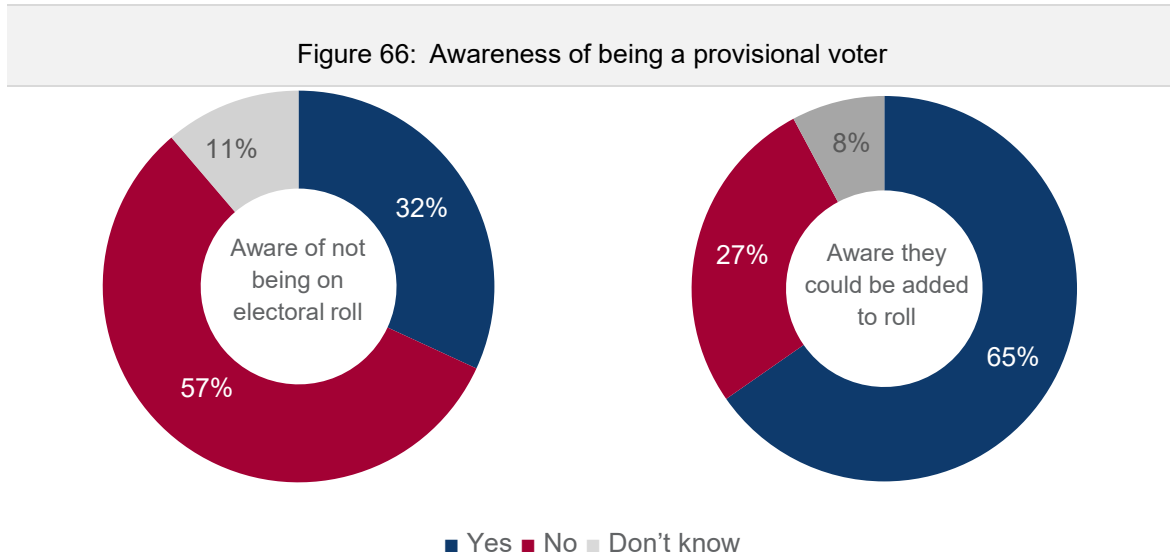
Q7   Were you aware you were not on the electoral roll before you went in to vote?
Q8   Were you aware that you could enrol and vote at a voting centre before you went in to vote?
Base: All provisional voters enrolled on voting day (n=66)

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Source of awareness for enrolling and voting provisionally

All provisional voters were asked how they found out they could enrol and vote provisionally on Election Day. One quarter saw information before Election Day (24%), while a similar proportion reported seeing signage on Election Day (20%).

Figure 67: Sources of awareness – Being added to the roll

Source	Percentage
Saw information from the VEC prior to going in to vote	24%
Found out on the day at the voting centre	20%
Sought advice from the VEC directly by phone/email or social media	16%
Was told by friends or family	14%
Other	19%
Don't know	10%
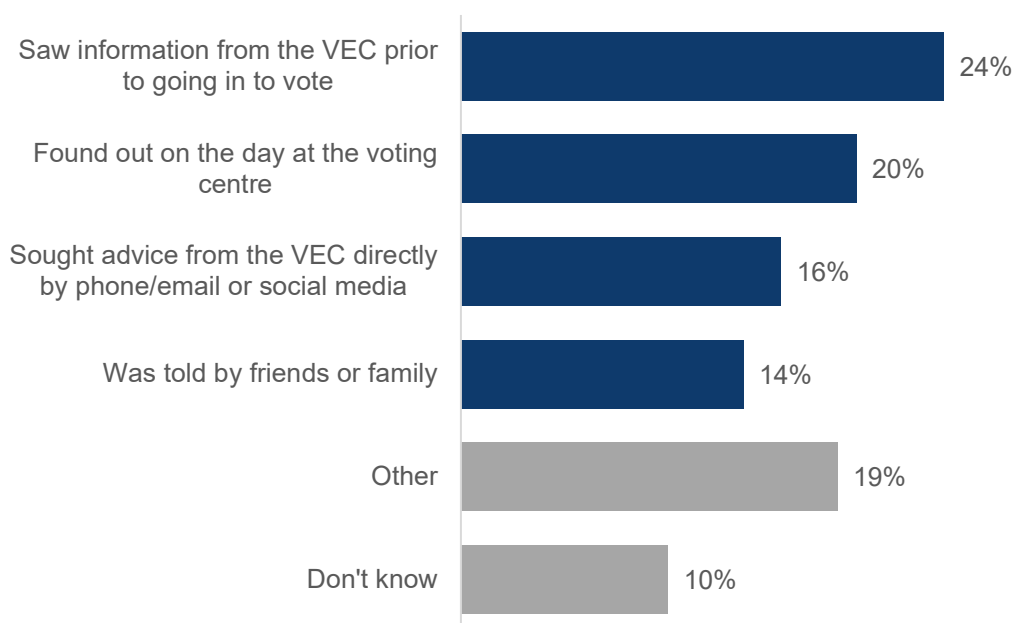
Q9   How did you find out that you could enrol and vote at a voting centre?
Base: All provisional voters enrolled on the day (n=66)

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Time taken to cast a provisional vote

Half of provisional voters recalled casting their vote in twenty minutes or less (30% 1-10 minutes, 23% 11-20 minutes). One seventh recalled the process taking longer (8% 21-30 minutes, 6% 31+ minutes).

Figure 68: Time taken to cast a provisional vote
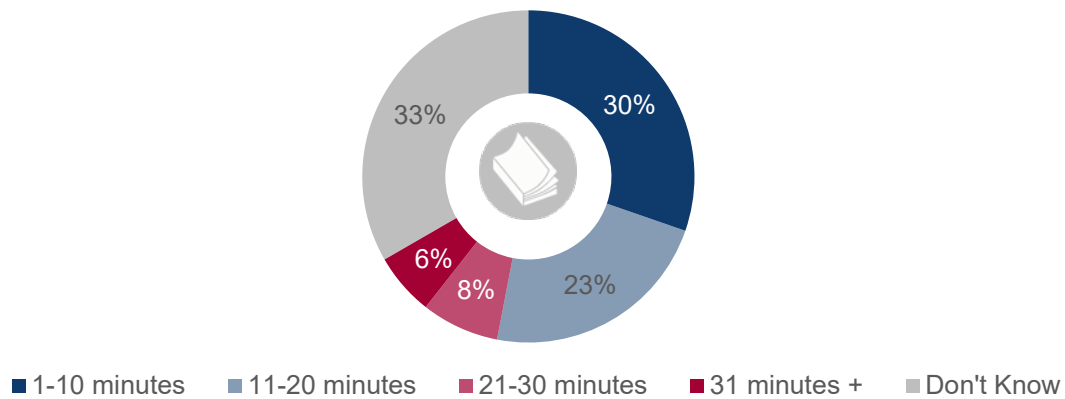
■ 1-10 minutes **■** 11-20 minutes **■** 21-30 minutes **■** 31 minutes + **■** Don't Know

Q10   Approximately how many minutes did it take from the time you turned up at the voting centre to the time that you cast your vote? Please include any extra time taken to fill out the form so you could vote.
Base: All provisional voters enrolled on the day (n=66)

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4.13. Services for voters with additional support needs

A series of questions were also dedicated to voters who may have required additional support when voting in the 2022 State election, including voters from Culturally and Linguistically Diverse (CALD) backgrounds or those with a disability.

CALD voters

CALD voters are defined in this study as voters whose first language is not English.

Information from media in other languages

Three fifths of CALD voters had not seen any communications from the VEC in a language other than English prior to Election Day (61%), while a further fifth were unsure if they did (17%). This left 22% of CALD voters who recalled in-language communications from the VEC, typically online (10%) or on the radio (8%). These findings were similar to those in 2018.

Figure 69: Information from media in other languages
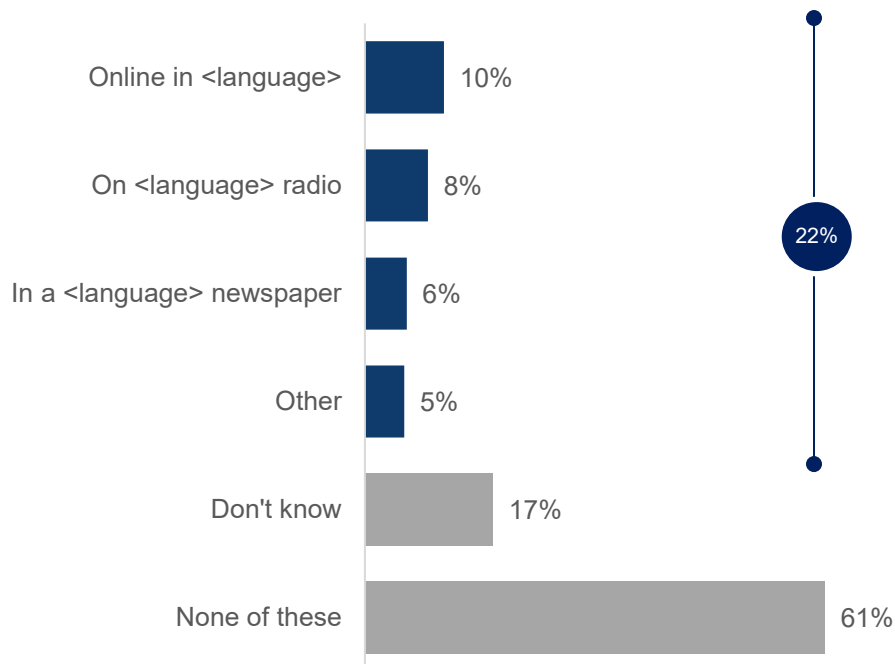
Q68   You mentioned that you speak <LANGUAGE> at home. Prior to Election Day, did you see or hear any of the following communications by the Victorian Electoral Commission? Please select all you saw or heard.
Base: All CALD voters (n=317)

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Information in other languages at voting centre

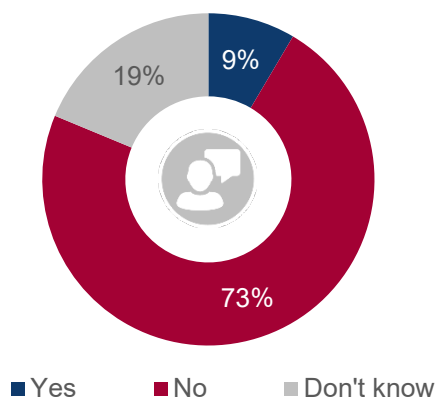Most CALD voters did not recall seeing in-language information at voting centres (73%), virtually identical to the finding in 2018 (72%).

Figure 70: Information in other languages at voting centre

Yes — 9%
No — 73%
Don't know — 19%

Q69   Did you see any information in the voting centre about the voting process in <LANGUAGE>?
Base: All CALD voters (n=317)

Helpfulness of information in other languages

For the one in ten who saw information in their first language, almost all perceived the information to be helpful (91%). This finding should be interpreted with caution due to the small base size.

Figure 71: Helpfulness of information in other languages

Helpfulness   9%   47%   44%   91%

Not at all helpful (1-2)   3-4   5-6   7-8   Extremely helpful (9-10)
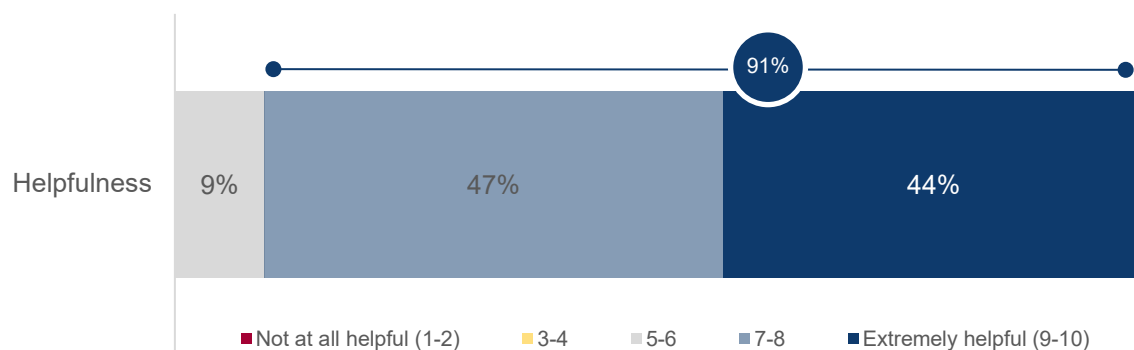
Q70   How helpful was the information you saw in <LANGUAGE> at the voting centre? Please use a scale from 1 to 10, where 1 is 'not at all helpful' and 10 is 'extremely helpful'.
Base: All CALD voters who had seen information in the voting centre about the voting process in other languages, don't know responses excluded (n=23).

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Required language assistance to vote

Despite speaking languages other than English at home, most CALD voters did not require assistance to vote in English (90%). This finding mirrored that of 2018 (89%).

Figure 72: Required language assistance to vote

■ Yes ■ No ■ Don't know
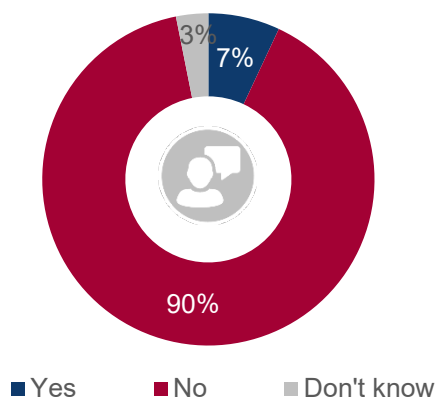
Q71   Did you require assistance from another person when you voted?
Base: All CALD voters (n=317)

Types of language assistance required

CALD voters who did require assistance typically turned to friends and family (47%) or a voting centre staff member (29%). Again, the very low sample size for this question should be noted.

Figure 73: Types of language assistance required
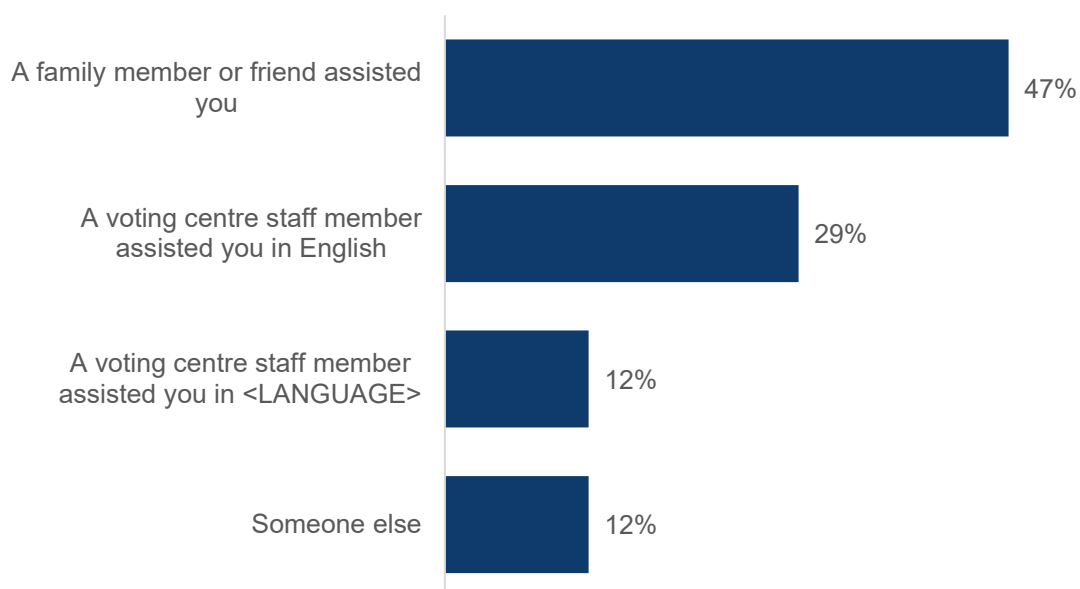
Q72   And what assistance did you require when you voted?
Base: All voters requiring voting assistance (n=23)

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Awareness and usage of language lines

Three in five CALD voters were aware of the availability of the election language lines, though did not use the service (61%). The remaining four in ten were not aware of the lines at all (39%). No CALD voters in the survey called the election language line. This level of awareness and usage was the same as that seen in 2018.

Figure 74: Awareness of language lines

Legend: ■ Aware, did call   ■ Not aware   ■ Aware, did not call

39%
61%
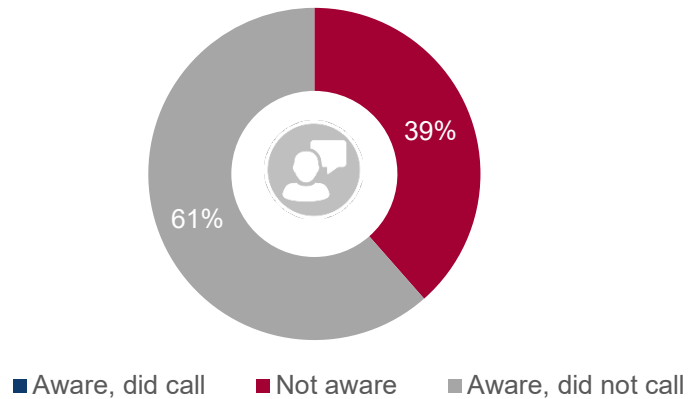
Q73   Did you know the Victorian Electoral Commission has election language lines, so voters can get information about the election in languages other than English?
Q74   Did you call the <LANGUAGE> language line during the election?
Base: All CALD voters excluding don't know (n=317)

Usage of translated materials on website

Similar to language lines, most CALD voters did not use the VEC website to read materials translated into their first language (93%), with only a very small proportion doing so (4%). Again, these numbers were unchanged since the 2018 evaluation.

Figure 75: Usage of translated materials on website

4% 4%

93%

Legend: ■ Yes   ■ No   ■ Don't know
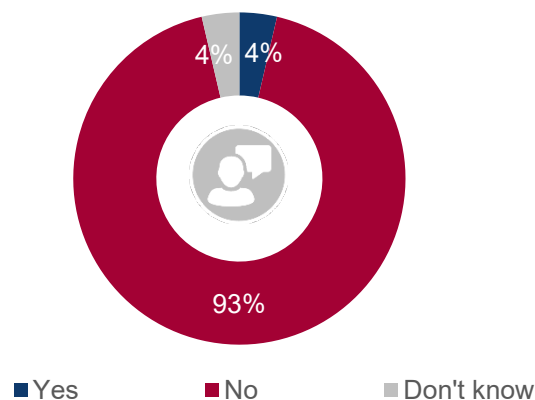
Q76   Did you visit the Victorian Electoral Commission website to read translated information in <LANGUAGE>?
Base: All CALD voters (n=317)

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Usage of translated materials on website

CALD voters were asked if they were aware of translated materials on the VEC's website, 31% of whom were aware, 51% were not and 18% were not sure.

Figure 76: Awareness of in-language information about voting on website
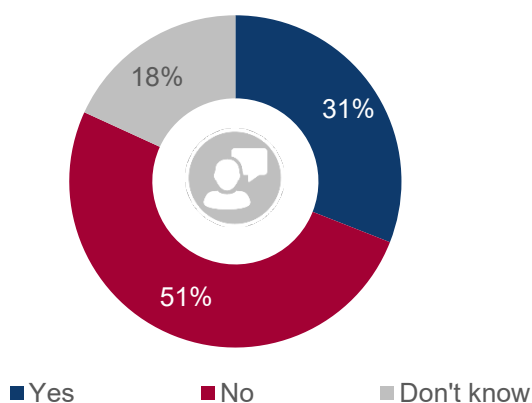
- 31% Yes
- 51% No
- 18% Don't know

■ Yes   ■ No   ■ Don't know

Q76a   Did you know the VEC has in-language information about voting available on its website?
Base: All CALD voters (n=317)

Means of accessing in-language information

CALD voters who were aware of the online in-language information were asked if and how they accessed it. Three in five did not access it at all (62%). Three in ten used the website directly and one in ten used social media (31% and 8% respectively).

Figure 77: Access of in-language information

I didn't access this information	62%
VEC website directly	31%
Social media (Twitter, Facebook, Instagram)	8%
QR code provided at a voting centre	1%
Other channels	1%
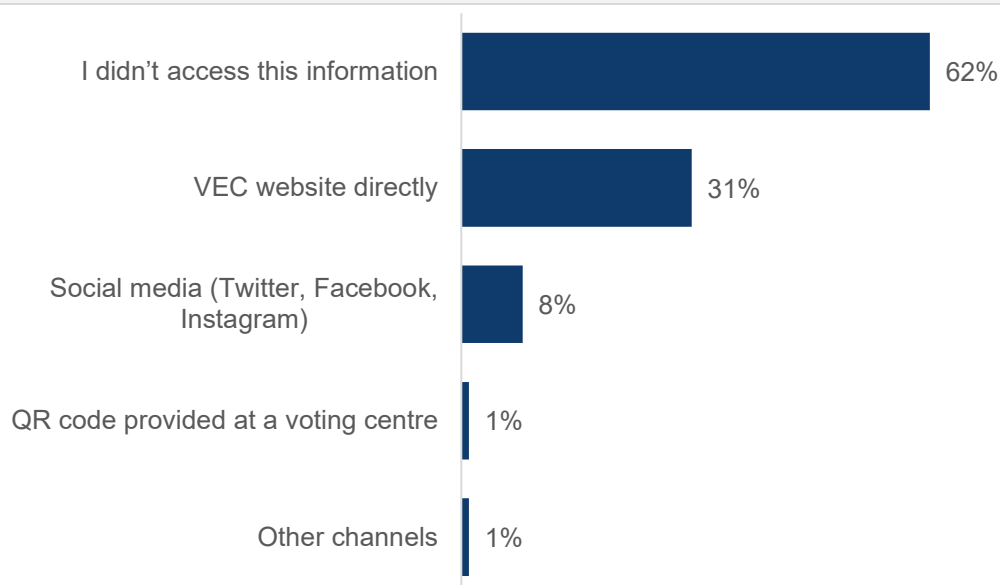
Q76b   How did you access this information?
Base: All CALD voters who were aware of in-language information about voting on the VEC's website (n=98)

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Type of information accessed

The small number of CALD voters who accessed in-language information online generally used the Easy English Guides (84%). Fewer used the in-language videos (22%). This equated to 9% and 2% of all CALD voters respectively.

Figure 78: Type of information accessed

Type	Percentage
Easy English guides on voting	84%
In-language video about voting/enrolment	22%
Other	3%
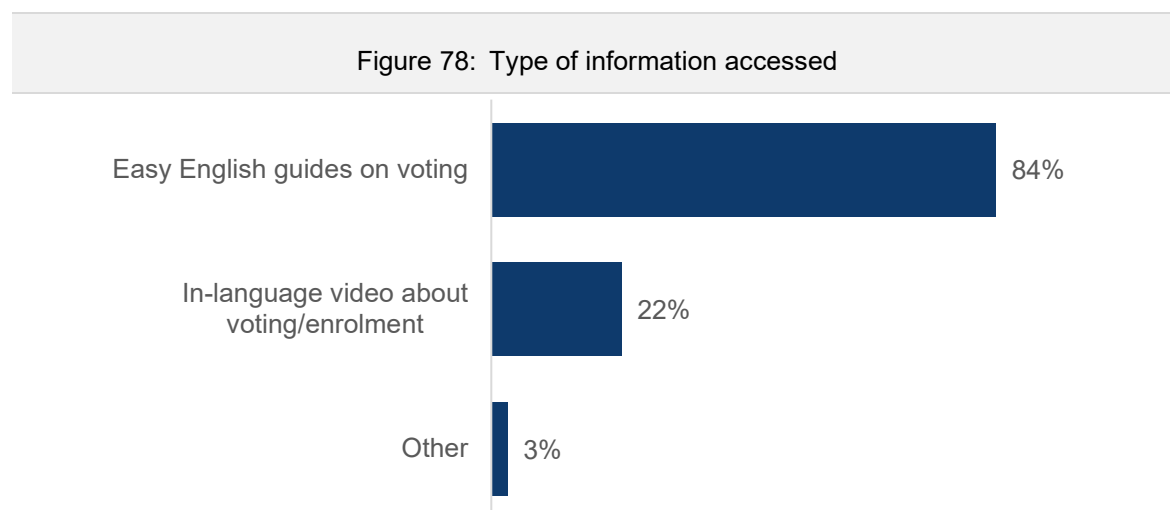
Q76c   What information did you access?
Base: All CALD voters who accessed information about voting on the VEC's website (n=37)

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Voters with disability

Voters with a disability were self-defined in the survey as being either blind or low-vision, in a wheelchair, having arthritis or impaired motor function or some other mobility restriction. Overall, 14% of all voters identified as having a disability.

Needed assistance when voting

Most voters with a disability did not require assistance to vote during the 2022 State election (69%). One quarter indicated that they required assistance (27%), which was the same as in 2018.

Figure 79: Needed assistance when voting

■Yes ■No ■Don't know
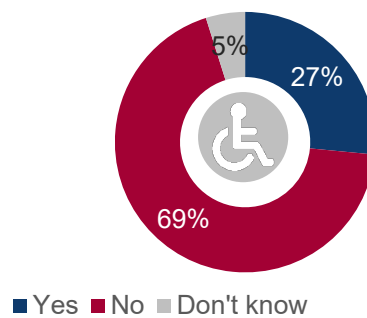
Q78   Did you need any assistance when voting in this election due to your disability?
Base: All voters with disability (n=434)

Satisfaction with the assistance provided

Three in four voters with a disability who required assistance were satisfied with the support they received (73%). Fewer than one in five were either dissatisfied (6%) or very dissatisfied (8%). Satisfaction with disability support increased since 2018 (73% vs. 60%).

Figure 80: Satisfaction with the assistance provided
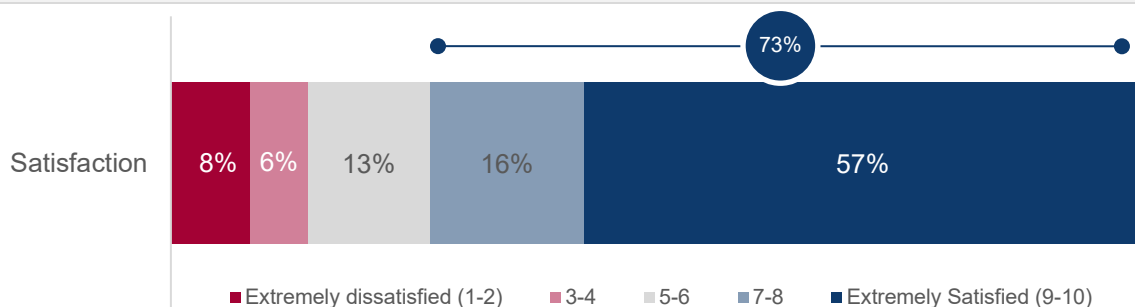
■Extremely dissatisfied (1-2) ■3-4 ■5-6 ■7-8 ■Extremely Satisfied (9-10)

Q79   Using a scale from 1 to 10 where 1 is 'extremely dissatisfied' and 10 is 'extremely satisfied', were you satisfied or dissatisfied with the assistance you received?
Base: All voters with disability who needed any assistance, 'don't know' responses excluded (n=111)

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Voters with a disability who were dissatisfied with the assistance they received were asked to explain their dissatisfaction. Voters provided feedback about specific centres that were not well enough equipped to cater for their condition - for example, not having adequate seating to wait on, or failing to provide magnifiers.

> *"No assistance offered for people who can't read and its embarrassing to ask another adult for help when you don't have a place you can just go without everyone hearing you can't read."* Voted on Election Day

> *"I have mobility problems, getting around. I did apply for postal vote, but it did not reach in time. So, I had to go to an early centre. I wish I did not have to go."* Voted on Election Day

> *"I had to do a postal vote because our voting centre was not accessible."* Voted on Election Day

> *"I was not offered any assistance in relation to my disability."* Voted on Election Day

Deaf or hard of hearing

All voters with a disability were asked if they were affected by deafness or were hard of hearing – of which 17% were affected. This equated to 2% of all voters.

Figure 81: Deaf or hard of hearing

■ Yes   ■ No   ■ Prefer not to say
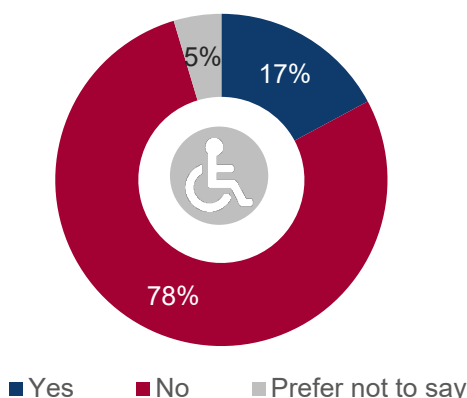
Q78a   Are you deaf or hard of hearing?
Base: All voters with disability (n=434)

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Awareness of Auslan interpreting service

Three in ten voters who were deaf or hard of hearing, were aware of the Auslan interpreting service (30%). The remaining seven in ten were not aware (70%).

Figure 82: Awareness of Auslan interpreting service
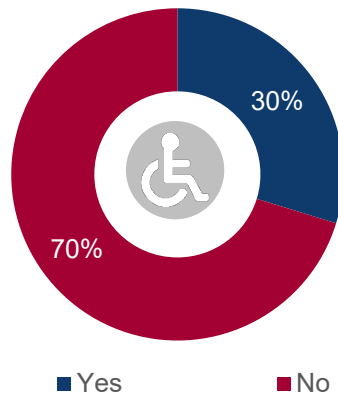
- Yes
- No

Q78b   Did you know the VEC provides an Auslan interpreting service you can access remotely to assist you to vote?
Base: All voters who are deaf or hard of hearing (n=77)

Use of Auslan interpreting service

Of the small number of voters who were deaf or hard of hearing and were aware of the service, only 9% used it. This equated to 3% of all voters who were deaf or hard of hearing.

Figure 83: Use of Auslan interpreting service

- Yes
- No
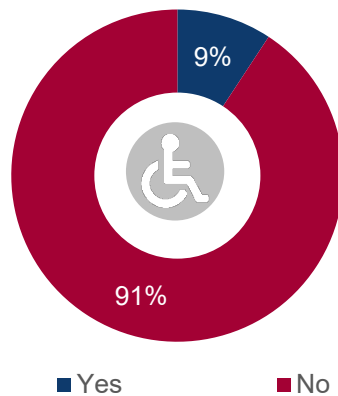
Q78c   Did you use this service to assist with voting?
Base: All voters who are deaf or hard of hearing and were aware of Auslan interpreting service (n=23)

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4.14. Non-voters

The 2022 evaluation questionnaire included a question for non-voters about the reason they did not vote.

Reason for not voting in 2022 State election

The primary reasons related to simply not being able to make it to a voting centre (31% of non-voters) or not receiving a postal vote on time (25%). The very small base size for this question means that these findings should be interpreted with caution.

Figure 84: Reason for not voting in 2022 State election

Reason	Percentage
I could not make it to a voting centre on the day	31%
I did not receive a postal vote in time	25%
The queues were too long at the voting centre	3%
I do not believe in voting	3%
I am not eligible to vote	3%
Something else, please specify	44%
I prefer not to say	6%

Q1a   Why didn't you vote?
Base: All respondents who did not vote in the 2022 State election (n=32)

'Other' responses included small groups of responses on a range of issues such as being overseas, traveling, having COVID, and forgetting the election date.

> *"I was not able to vote because I forgot the early voting and was travel overseas when I realise the early voting date."* Did not vote

> *"I was travelling on the polling day."* Did not vote

> *"I live overseas and was not organised enough to arrange a postal vote or go to the Embassy."* Did not vote

> *"I had COVID. Unable to drive and ineligible for phone voting."* Did not vote

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Among those who didn't vote in the 2022 State election, things that would make them more likely to vote in future elections included online voting, being able to vote in-person when interstate, and having more voting centres.

> *"Being able to vote somewhere whilst interstate."* Did not vote

> *"More vote centres."* Did not vote

> *"More time and closer voting centres."* Did not vote

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5. Demographics by key measures (all voters)

Key measures were selected from the survey for demographic comparison. Measures included overall satisfaction with services, recall of information and perceptions of quality for specific voting services such as voting centres. Responses to these questions were compared for voters of different genders, ages and locations.

Location was determined per ABS definitions for 'cities and major regional centres' and 'regional centres and other regional areas'. The demographic information collected about gender included the following categories.

… What gender do you identify as?

1. Non-binary / Gender queer
2. Woman
3. Man
4. I/They use a different term
5. Prefer not to say

The tables on the following pages make comparisons between the 'man' and 'woman' categories. The number of participants in the 'other' categories was too small to enable reliable comparisons.

A full version of the voter questionnaire is contained in Section 11.1.

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5.1. Demographic comparison – Overall satisfaction

Younger voters were generally less satisfied with voting services overall – 79% were satisfied compared with 84% of mid-aged and older voters. This lower level of satisfaction was offset by a higher proportion of neutral responses, rather than dissatisfaction. Metropolitan voters were more satisfied with voting services overall compared with their regional counterparts (84% vs. 79%). In this instance, regional voters were more likely to be dissatisfied (10% vs. 6%).

While statistically significant, all of these differences were relatively small.

Table 1: Demographic comparison – Overall satisfaction

		Sex			Age			Location	
	Total	Male	Female	18-34 years	35-54 years	55+ years	Metro	Regional
	(n=2,965)	(n=1,339)	(n=1,520)	(n=404)	(n=953)	(n=1,243)	(n=1,854)	(n=1,064)
Total dissatisfied	8%	8%	7%	7%	6%	8%	6%▼	10%▲
Neutral	10%	11%	10%	14%▲	10%	8%▼	10%	11%
Total satisfied	82%	81%	84%	79%▼	84%	84%	84%▲	79%▼

Q81   And considering all aspects of the 2022 election, how satisfied or dissatisfied were you with your overall voting experience?
This includes the process leading up to the election and your experience voting. Please rate on a scale from 1 to 10, where 1 is 'extremely dissatisfied' and 10 is 'extremely satisfied'.
Base: All voters, don't know responses excluded (n=2,965)
Note: ▲ / ▼ indicates sub-group is significantly higher or lower at 95% confidence when compared to the total.

5.2. Demographic comparison – Information recall

Younger voters were significantly more likely to recall seeing the VEC's communications via VoterAlert (40%) and less likely to have seen them on free-to-air radio or free-to-air TV (19% and 31% respectively). The reverse was true for older voters, who were more likely to have seen communication on free-to-air TV and less likely to see VoterAlert messages (46% and 26% respectively).

Regional voters were also significantly more likely to have seen the VEC's communications on free-to-air TV – 44% compared with 37% of metropolitan-based voters.

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Table 2:   Demographic comparison – Information recall

		Sex			Age			Location	
	Total	Male	Female	18-34 years	35-54 years	55+ years	Metro	Regional
	(n=2,246)	(n=1,013)	(n=1,165)	(n=295)	(n=717)	(n=995)	(n=1,419)	(n=807)
Free to air TV	40%	38%	42%	31%▼	35%▼	46%▲	37%▼	44%▲
Radio	30%	30%	29%	19%▼	32%	31%	28%	31%
Voter Alert	30%	28%	32%	40%▲	35%▲	26%▼	31%	28%

Q19   And did you hear or see any communication anywhere else? Please select all that apply, include any you may have mentioned earlier.
Base: All voters, who saw communications from the VEC (n=2,246)
Note: ▲ / ▼ indicates sub-group is significantly higher or lower at 95% confidence when compared to the total.

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5.3. Demographic comparison – Information required

Middle-aged voters were more inclined to feel that they required additional information from the VEC compared with older voters (20% vs. 15%). No other demographic differences were observed.

Table 3: Demographic comparison – Information required

		Sex		Age			Location	
	Total	Male	Female	18-34 years	35-54 years	55+ years	Metro	Regional
	(n=2,992)	(n=1,348)	(n=1,532)	(n=411)	(n=960)	(n=1,247)	(n=1,869)	(n=1,070)
Yes	17%	16%	18%	20%	20%▲	15%▼	18%	17%
No	74%	77%	74%	70%▼	72%▼	80%▲	74%	76%
Don't know	8%	7%	9%	10%	8%	6%▼	9%	7%

Q29 Was there any additional information related to voting in the election that you would have liked to receive?
Base: All voters (n=2,992)
Note: ▲ / ▼ indicates sub-group is significantly higher or lower at 95% confidence when compared to the total.

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5.4.   Demographic comparison – Use of the VEC's website

Sporadic differences by age were seen for usage of the VEC's website, though no clear pattern of response was evident. Metropolitan-based voters were more likely to have been aware of the website *and* to have used it compared with their regional counterparts (58% and 49% respectively).

Table 4:   Demographic comparison – Website usage

		Sex		Age			Location	
	Total	**Male**	**Female**	**18-34 years**	**35-54 years**	**55+ years**	**Metro**	**Regional**
	(n=2,966)	(n=1,295)	(n=1,469)	(n=400)	(n=923)	(n=1,198)	(n=1,792)	(n=1,027)
Aware and used	53%	56%	53%	56%	57%	54%	58%▲	49%▼
Aware not used	27%	29%	28%	22%▼	26%	31%▲	25%▼	32%▲
Not aware	20%	15%	19%	22%	17%	15%	17%	19%

Q50   Did you know the Victorian Electoral Commission has a website, so voters could get information about the election?
Q51   Did you use the Victorian Electoral Commission website (VEC.vic.gov.au) to get information about the election?
Base: All voters, don't know responses excluded (n=2,966)
Note: ▲ / ▼ indicates sub-group is significantly higher or lower at 95% confidence when compared to the total.

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5.5. Demographic comparison – Satisfaction with voting centres

Satisfaction with voting centres on the day of the election did not vary by any demographic factors.

Table 5: Demographic comparison – Satisfaction with voting centres

	Sex			Age			Location	
	Total	Male	Female	18-34 years	35-54 years	55+ years	Metro	Regional
	(n=850)	(n=371)	(n=453)	(n=158)	(n=358)	(n=249)	(n=539)	(n=302)
Total dissatisfied	12%	12%	11%	10%	11%	15%	10%	14%
Neutral	11%	12%	10%	16%	9%	10%	12%	10%
Total satisfied	77%	75%	79%	73%	80%	76%	77%	76%

Q31   Was your experience at the voting centre this election satisfactory or unsatisfactory? Please rate on a scale from 1 to 10, where 1 is 'extremely unsatisfactory and 10 is 'extremely satisfactory'.
Base: All ordinary voters, (n=850). Don't know responses excluded.
Note: ▲ / ▼ indicates sub-group is significantly higher or lower at 95% confidence when compared to the total.

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5.6. Demographic comparison – Satisfaction with early voting centres

Similar to voting in-person on Election Day, satisfaction with early voting centres did not vary by any demographic factors for early voters.

Table 6: Demographic comparison – Satisfaction with early voting centres

	Sex			Age			Location	
	Total	Male	Female	18-34 years	35-54 years	55+ years	Metro	Regional
	(n=1,196)	(n=563)	(n=589)	(n=165)	(n=353)	(n=527)	(n=754)	(n=429)
Total dissatisfied	7%	6%	7%	9%	7%	7%	7%	7%
Neutral	7%	7%	6%	7%	7%	6%	6%	8%
Total satisfied	86%	87%	86%	84%	87%	88%	87%	84%

Q31   Was your experience at the voting centre this election satisfactory or unsatisfactory? Please rate on a scale from 1 to 10, where 1 is 'extremely unsatisfactory and 10 is 'extremely satisfactory'.
Base: All early voters, (n=1,196). Don't know responses excluded
Note: ▲ / ▼ indicates sub-group is significantly higher or lower at 95% confidence when compared to the total.

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5.7. Demographic comparison – Satisfaction for postal voters

Like overall satisfaction with voting services, younger voters were more likely to give a neutral response regarding their satisfaction with postal voting (21% compared with 7% and 6% for mid-aged and older voters). No other differences were observed.

Table 7: Demographic comparison – Satisfaction for postal voters

	Sex			Age			Location	
	Total	Male	Female	18-34 years	35-54 years	55+ years	Metro	Regional
	(n=613)	(n=263)	(n=331)	(n=56)	(n=169)	(n=301)	(n=380)	(n=223)
Total dissatisfied	7%	8%	4%	5%	3%	6%	5%	9%
Neutral	9%	10%	8%	21%▲	7%	6%	8%	9%
Total satisfied	85%	82%	89%	73%	90%	87%	87%	82%

Q81   And considering all aspects of the 2018 election, how satisfied or dissatisfied were you with your overall voting experience?
This includes the process leading up to the election and your experience voting. Please rate on a scale from 1 to 10, where 1 is 'extremely dissatisfied' and 10 is 'extremely satisfied'.
Base: All postal voters, don't know responses excluded (n=613)
Note: ▲ / ▼ indicates sub-group is significantly higher or lower at 95% confidence when compared to the total.

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5.8. Demographic comparison – Likelihood to use email voting

The willingness to receive ballot papers by email did not vary by demographic factors for email voters. However, the small base size for this voter cohort should be noted when making comparisons.

Table 8:   Demographic comparison – Likelihood to use email voting

		Sex		Age			Location	
	Total	Male	Female	18-34 years	35-54 years	55+ years	Metro	Regional
	(n=144)	(n=81)	(n=57)	(n=11)	(n=33)	(n=84)	(n=80)	(n=54)
Yes	70%	72%	72%	73%	67%	75%	76%	61%
No	13%	16%	9%	27%	6%	14%	9%	19%
Don't know	17%	12%	19%	0%	27%	11%	15%	20%

Q16 And would you choose to receive your ballot papers by email again?
Base: All email voters (n=144)
Note: ▲ / ▼ indicates sub-group is significantly higher or lower at 95% confidence when compared to the total.

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6. Findings for candidates

This section contains quotations from candidates taken directly form the online survey. The reader should note that throughout this section, these quotes have been provided 'as-is' i.e., verbatim. Kantar Public has not investigated the accuracy of any claims made by candidates, nor the veracity of any allegations of sub-optimal conduct. These quotes solely reflect the perceptions and beliefs of the candidate who provided them.

6.1. Overall satisfaction with the VEC

Overall, two thirds of candidates were satisfied with the VEC's services in the 2022 election (68%). This represents a significant decline in satisfaction from 2018 (89%). Candidates were generally satisfied that the VEC acted transparently and impartially in the 2022 election (77% and 76% respectively). However, lower satisfaction ratings were given for perceptions of fairness (63%).

Figure 85: Satisfaction with the efforts of the VEC in managing the election

| Satisfaction | 10% | 8% | 13% | 41% | 28% |

68%

■ Not at all satisfied   ■ 3-4   ■ 5-6   ■ 7-8   ■ Extremely satisfied (9-10)
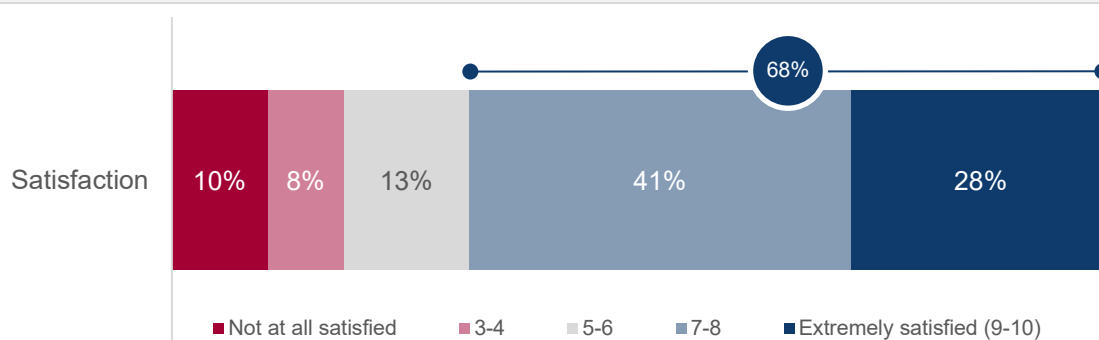
Q61   In thinking about all of the elements of your interactions with the VEC and the delivery of the election, from a candidate's perspective, how would you rate your overall level of satisfaction?. How satisfied or dissatisfied were you with the efforts of the Victorian Electoral Commission in managing the election?
Base: All respondents, 'don't know' responses excluded (n=98)

A note on response patterns

Comparisons by party type have not been made for this component of the evaluation – the relatively small sample size precludes detection of many such differences.

However, an analysis of response patterns for individual candidates revealed that within the sample, there was a group of approximately 10-15 candidates who routinely gave poor ratings to all aspects of the VEC's services. These candidates also tended to provide a greater volume of text/verbatim responses. These candidates tended to come from smaller parties, or to have been standing as an independent.

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Figure 86: Satisfaction with specific aspects of the VEC overall

Aspect	Extremely dissatisfied (1-2)	3-4	5-6	7-8	Extremely satisfied (9-10)	Top
Being transparent in processes and decisions	11%	7%	5%	38%	38%	77%
Taking an impartial approach towards candidates	14%	3%	7%	28%	48%	76%
Providing correct and up-to-date information to candidates	10%	2%	13%	46%	29%	75%
Providing relevant and useful advice to candidates when requested	10%	4%	14%	40%	31%	71%
Applying the campaigning rules fairly	16%	11%	11%	22%	40%	63%

■ Extremely dissatisfied (1-2) ■ 3-4 ■ 5-6 ■ 7-8 ■ Extremely satisfied (9-10)

Q60   How satisfied or dissatisfied were you with the VEC on the following.
Base: All respondents, 'don't know' / not applicable responses excluded (n=77-94)

Candidates were asked what could be done to improve the management of the election. The reader is reminded that the accuracy of any claim made by candidates has not been verified by Kantar Public. In candidates' opinions:

> More transparency on electoral boundary changes. Victorian Socialists were harassing people with how to vote.

> Easier to navigate websites, more information and easier to HTVC, non-corrupt vote counters. (Independent Candidate)[4]

> Provide accessible toilets to those working at the voting centres like those handing out HTVCs.

> Change unfair rules regarding signage of candidates. It is too many for political parties and too little for independents.

> As a whole there was under-resourcing on election day. Speaking to staff was tricky. Improvement needed in management candidate volunteers, i.e. number of volunteers permitted.

> More updates regarding HTVCs once rules were revised after VCAT hearings. More clarity regarding progress of the count for the legislative council.

> More early voting locations, because having one in the electorate was an arduous task. Maybe shorten the pre poll voting time to 1 week instead of the 2 weeks.

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[4]   In this section, all quotes are from candidates of registered parties. Instances where the candidate was in independent are noted in brackets.

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6.2. Satisfaction with Election Manager

Candidates gave generally high ratings for the services provided by the Election Manager. For example, almost all were satisfied with the way they arranged for their nomination to stand (93%). High levels of satisfaction were also given for the Election Manager's impartiality (80%).

Substantially lower ratings were seen for procedural services such as how vote cards, the computerised draw and the counting process (69%, 69%, 68% respectively).

Figure 87: Overall satisfaction with Election Manager

	Extremely dissatisfied (1-2)	3-4	5-6	7-8	Extremely Satisfied (9-10)	Total satisfaction
All candidates (n=100)						
Acting impartially at all times	7%	3%	9%	22%	59%	80%
Providing you with accurate information about election arrangements	10%	2%	13%	27%	47%	74%
The Election Manager's knowledge and capability	8%	1%	19%	33%	40%	73%
Responding to any enquiries that you raised	16%	3%	10%	20%	51%	71%
Overall arrangements at the voting centres on election day	9%	7%	14%	39%	32%	70%
Conducting the computerised draw for ballot paper positions	19%	3%	10%	20%	49%	69%
Counting the votes and keeping you informed via your scrutineers of the progressive results	14%	3%	15%	31%	37%	68%
Independent candidates only (n=16)						
Arranging for your nomination to stand in your electorate	7%			20%	73%	93%
Registration of your 'how to vote' cards	15%	8%	8%	31%	38%	69%

Q1   Using a scale from 1 to 10 where 1 is 'extremely dissatisfied' and 10 is 'extremely satisfied', how satisfied or dissatisfied are you with the Election Manager in terms of...

Base: All respondents, don't know responses excluded (n=13-89)

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Candidates expressed several opinions relating to the performance of the Election Manager:

> Just because when I asked about the polling stations, there was a lot of ambiguity and lack of clarity. We weren't allowed to have proper information about ballot boxes from scrutineers. 20,000 votes got missing and they didn't do anything about it.

> Did not consider that there was not have enough staff in some polling booths. Location was terrible in early voting; one was near a train station, and another had no parking.

> Not providing clear concise answers in a timely manner. For the how to vote card, I have to resubmit 4 different times for 4 different changes. I would appreciate if all 4 issues would highlight in one day. The election manager costed me 5 days of pre-poll and that was disgusting. Election manager seems incapable of making any value decision process, compared to any form of integrity, the election manager and process provide no confidence and seems to inflame the belief that any independent is on the receiving end of frustration, therefore I have no confidence in the electoral process. (Independent Candidate)

Candidates were also given the opportunity to suggest how the services of the Election Manager could be improved in the future. In their opinions:

> They need to do a better training course. They need some assessment on them before the job. Keep on doing what they are doing if they are good at it.

> Some of my volunteers were told they had run out of ballots consistently. All boxes should be on premise as this raises suspicion for those witnessing any boxes leaving. More transparency would be great. Not only boxes leaving but boxes returning too.

> They need to be better trained, look at employing them further before the election to further the training. Election manager seems to be biased most the time. They need to not take offense to criticism; they need to acknowledge a problem as a problem.

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6.3. Information services from the VEC

The VEC provided various resources for candidates, including candidate and scrutineer handbooks, a candidate kit and held an information session for independent candidates. These resources provided information relevant to nominating and running as a candidate in the 2022 State election including information about campaign material, HTVC registration, signage rules at voting centres, conduct at voting centres, different voting methods, the vote-counting process and funding.

All of these resources were available for download at: State election candidate resources | Victorian Electoral Commission (vec.vic.gov.au).
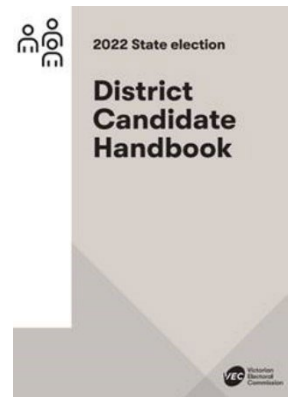
Candidate information kit, handbook, and information session

Three quarters of candidates accessed the Candidate Information Kit (76%). Most of these candidates believed that the Kit was effective (78%).

Amongst those that did not receive the Kit, one quarter downloaded a copy of the Candidate Handbook (25%, see chart on the following page).

Figure 88: Received or downloaded Candidate Information Kit
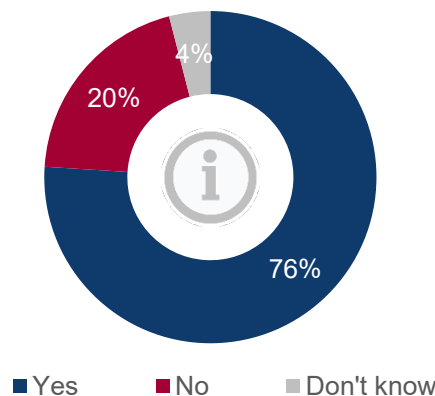
■ Yes   ■ No   ■ Don't know

Q4   Did you receive or download a copy of the Candidate Information Kit prepared by the Victorian Electoral Commission, the VEC?
Base: All respondents (n=100)

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Figure 89: Effectiveness of Candidate Information Kit/Handbook
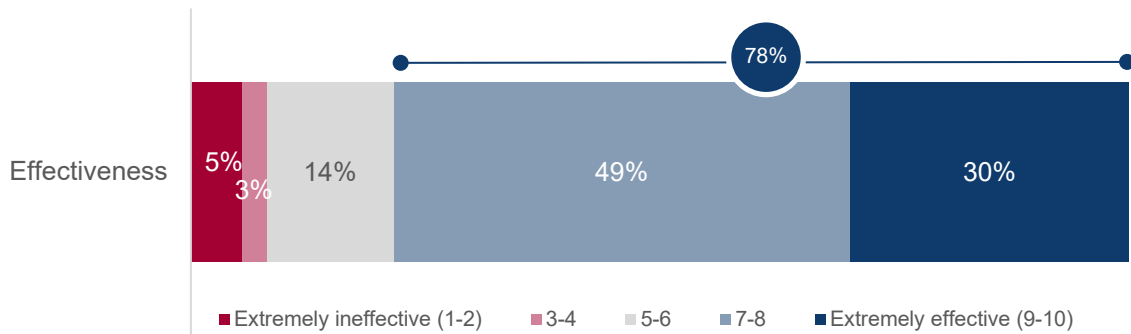
Q6	How effective or ineffective was the Candidates Information [Kit/Candidate Handbook] in providing you with information about standing as a candidate? Please use a scale where 1 is extremely ineffective and 10 is extremely effective.
Base:	Candidates who viewed either the Candidate's Information Kit or the Candidate Handbook, 'don't know' responses excluded (n=82)

The small number of candidates who expressed dissatisfaction with the Handbook were asked to explain why they were dissatisfied. In their opinions:

> *Difficult to understand. When contacting the VEC they could not provide an answer. Please provide training to telephone staff.*

> *It was way too complicated.*

Figure 90: Downloaded Candidate Handbook
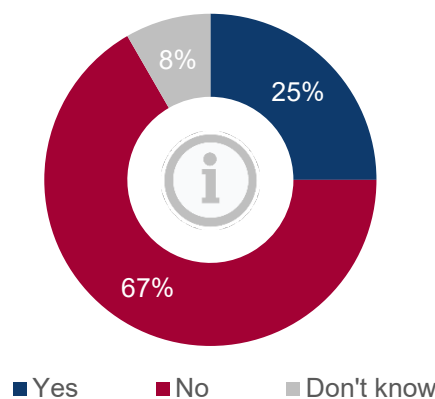
Q5	If you did not receive the Candidate's Information Kit, did you receive or download a copy of the Candidate Handbook prepared by the VEC?
Base:	Candidates who did not receive the Candidate's Information Kit (n=24)

Half of the Independent candidates viewed the Candidates Information Session (50%). However, only half perceived the Session to be helpful (50%, see chart on the following page). A relatively high proportion of candidates gave a neutral response (38%).

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Figure 91: Viewership of Independent Candidate Information Session

- Yes 50%
- No 44%
- Don't know 6%
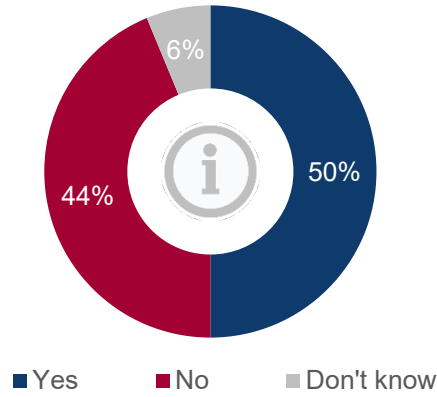
Q9   Did you view the information session for Independent candidates held on 30 October?
Base: Independent Candidates (n=16)

Figure 92: Helpfulness of Independent Candidate Information Session

Helpfulness	13%	38%	25%	25%

50%

- Not at all helpful (1-2)
- 3-4
- 5-6
- 7-8
- Extremely helpful (9-10)
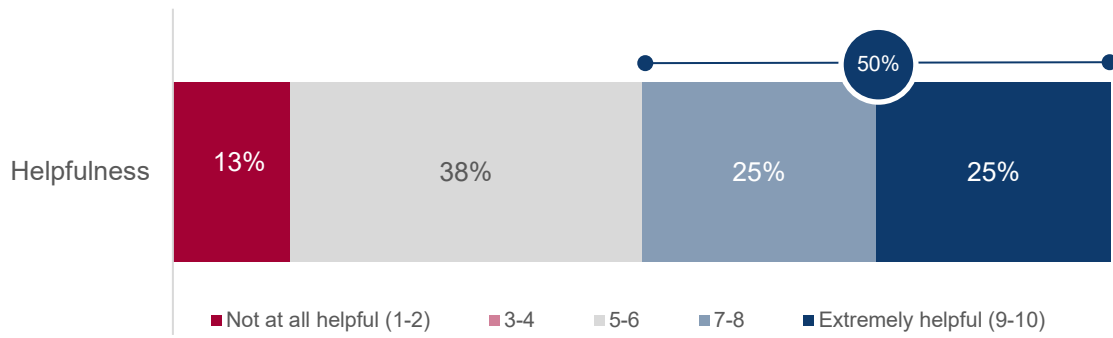
Q10   How helpful was the information provided by the VEC at the session? Please use a scale where 1 is not at all helpful and 10 is extremely helpful.
Base: Candidates who viewed the information session for Independent Candidates, 'don't know' responses excluded (n=8)

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Information about processes

Two thirds of candidates were satisfied with the process for disclosing political donations (64%). A relatively high proportion were either dissatisfied (10%) or extremely dissatisfied (14%).

Figure 93: Satisfaction with information on process for disclosing political donations
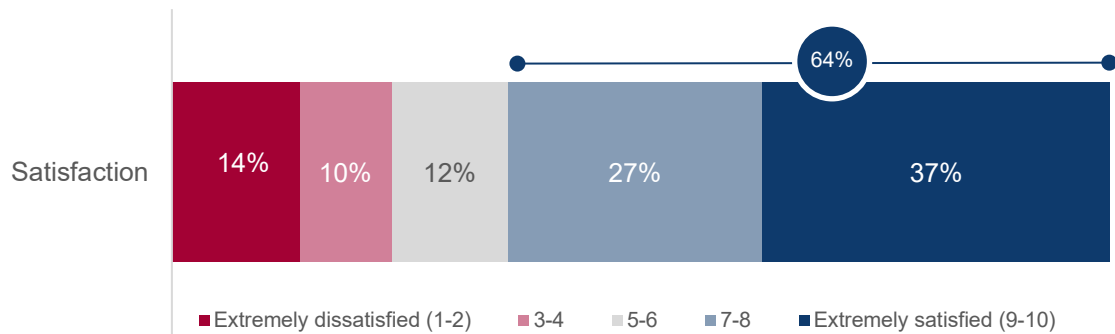
Q11   How satisfied or dissatisfied were you with the information provided by the VEC on the process for disclosing political donations? Please use a scale from 1 to 10 where 1 is 'extremely dissatisfied' and 10 is 'extremely satisfied'.
Base: All respondents, 'don't know' responses excluded (n=81)

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Similar levels of satisfaction were seen in support for disclosing political donations (65%). Again, a relatively high level of dissatisfaction was evident (6% dissatisfied, 16% extremely dissatisfied).

Figure 94: Satisfaction with support for disclosing political donations

| Satisfaction | 16% | 6% | 13% | 32% | 33% | 65% |

■ Extremely dissatisfied (1-2) ■ 3-4 ■ 5-6 ■ 7-8 ■ Extremely satisfied (9-10)
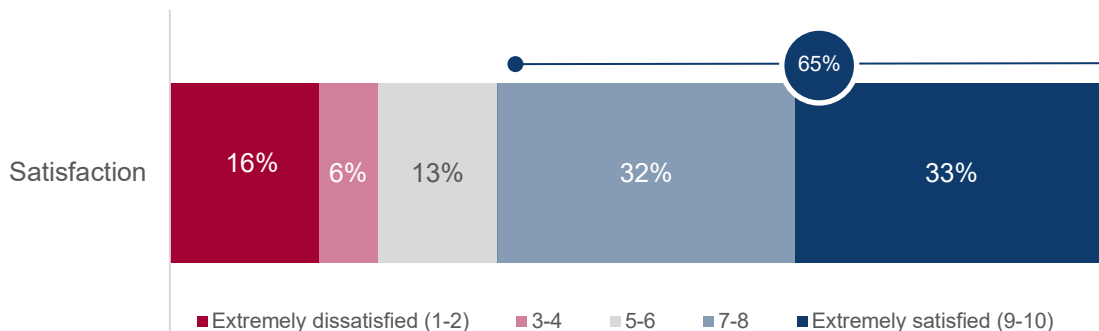
Q12   How satisfied or dissatisfied were you with the support provided by the VEC to assist you with the process for disclosing political donations? Please use a scale from 1 to 10 where 1 is 'extremely dissatisfied' and 10 is 'extremely satisfied'.
Base: All respondents, 'don't know' responses excluded (n=63)

Confidence was higher for candidates relating to disclosing political donations properly (net 82% satisfied). However, over one in ten expressed some level of dissatisfaction (14%).

Figure 95: Confidence with disclosing political donations properly

| Confidence | 10% | 4% | 4% | 28% | 54% | 82% |

■ Extremely unconfident (1-2) ■ 3-4 ■ 5-6 ■ 7-8 ■ Extremely confident (9-10)
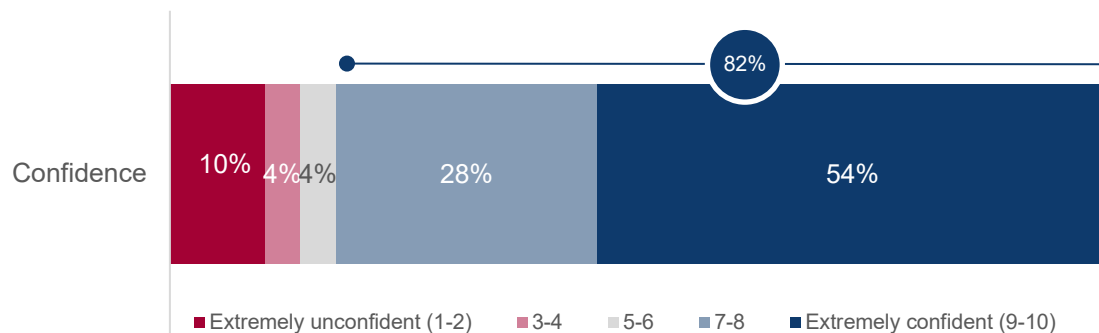
Q13   How confident or unconfident were you with disclosing any political donations appropriately? Please use a scale from 1 to 10 where 1 is 'extremely unconfident' and 10 is 'extremely confident'.
Base: All respondents, 'don't know' responses excluded (n=79)

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How to vote cards

Over half of candidates recalled receiving information from the VEC about how to vote cards (HTVC, 55%). One quarter claimed they did not, and the remainder could not remember receiving this information (25%, 20%, respectively).

Of those who received this information, 68% believed that it was helpful.

Figure 96: Information on HTVC registration requirements provided by the VEC

Yes **No** **Don't know**
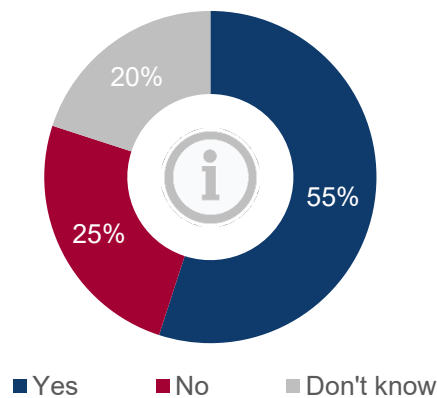
Q14   Did the VEC provide you with information on HTVC registration requirements?
Base: All respondents (n=100)

Figure 97: Helpfulness of information provided on HTVC registration requirements

Helpfulness: 8% | 24% | 28% | 40%

Not at all helpful (1-2) **3-4** **5-6** **7-8** **Extremely helpful (9-10)**
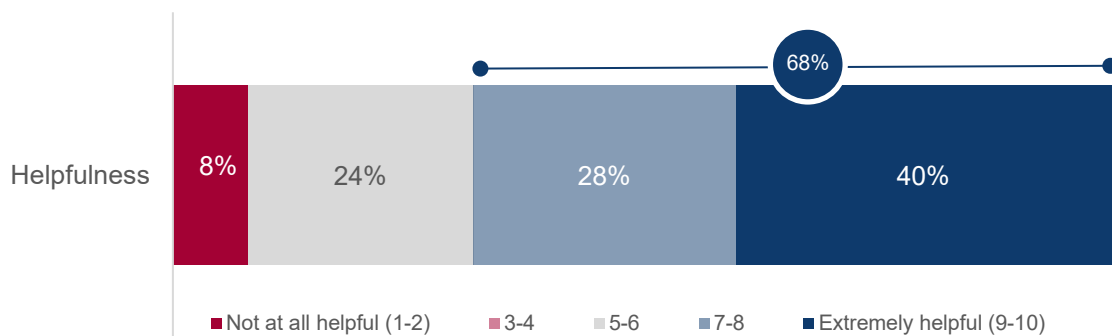
Q15   How helpful was the information provided by the VEC on HTVC registration requirements? Please use a scale from 1 to 10 where 1 is 'not at all helpful' and 10 is 'extremely helpful'.
Base: Respondents who received information from the VEC on HTVC registration requirements, 'don't know' responses excluded (n=50)

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The following suggestions were given by candidates on how the VEC could improve the process for registering HTVCs:

> Tell you exactly what you have to have on there, and what isn't allowed.

> Not enough time from the verification of the candidate being declared to the cut off time for HTVCs. It made it difficult to provided full information of preferences.

> The way it was explained was not clear; it should be in layman's terms. It's very ambiguous. It can be interpreted in multiple different ways. There's a very tight window. To make process full-proof - they should have a HTVC template. It would make things so simple.

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Mass media advertising

The majority of candidates recalled seeing some form of communications or advertising from the VEC (82%). However, 16% did not recall any form of communication from the VEC. The most frequently recalled sources of information were free-to-air TV and social media (each 30%). None recalled the EasyVote Guide. Two thirds of candidates believed that these communications or advertisements were effective (63%, figure on the following page)

Figure 98: Saw communications or advertising by the VEC during election
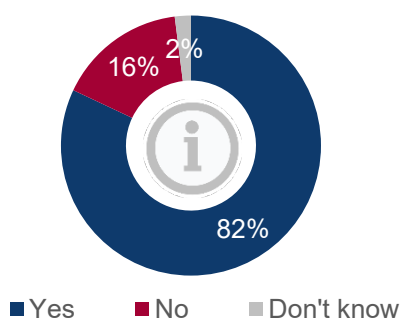
- Yes
- No
- Don't know

16% No
2% Don't know
82% Yes

Q17   During the election did you see or hear any communications or advertising by the Victorian Electoral Commission about enrolling to vote, the importance of voting, the date of the election, where to vote, how to vote or what to do if voters were away from home on election day?
Base: All respondents (n=100)

Figure 99: Recall of election communication channels (prompted)

Channel	%
Free to air TV	30%
Internet – social media site	30%
Catch up TV	25%
Radio	20%
Newspaper advertisements and articles	18%
Internet – search	17%
Internet – general	12%
Victorian Electoral Commission website	7%
Internet – video-sharing websites	4%
Posters	4%
Voter Alert	4%
Outdoor advertising	2%
The VEC Election Guide	1%
Victorian Electoral Commission hotline	1%
Internet - music streaming sites	0%
EasyVote Guide	0%
Elsewhere	17%
Don't know / none of the above	1%
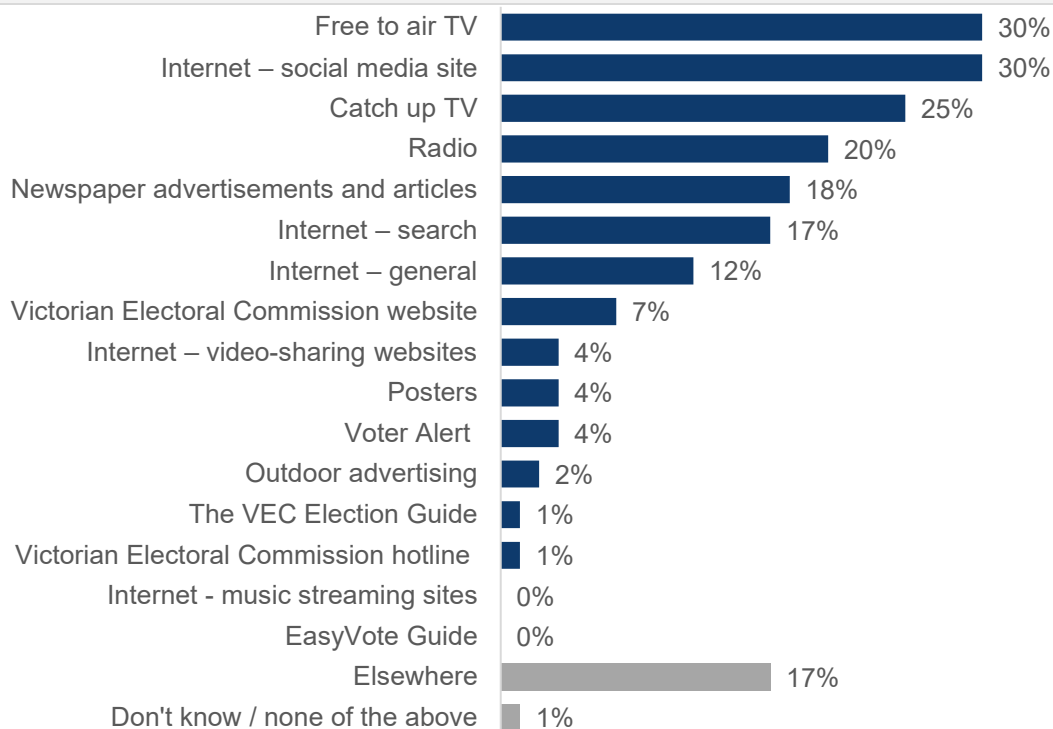
Q18   Where did you see that information? Please select all that apply.
Base: Respondents who saw communications from the VEC (n=83)

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Effectiveness	10%	3%	24%	41%	22%

63%

■ Extremely ineffective (1-2)   ■ 3-4   ■ 5-6   ■ 7-8   ■ Extremely effective (9-10)
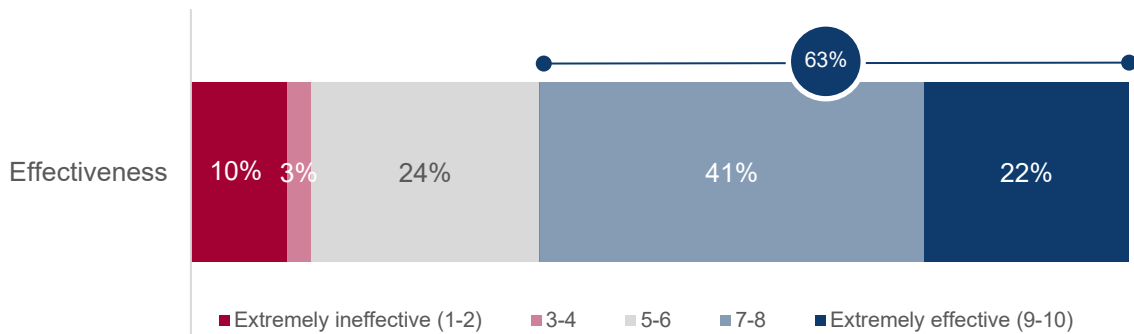
Q20   In your view how effective or ineffective were those communications in providing voters with all the information they needed about the election? Please use a scale from 1 to 10 where 1 is 'extremely ineffective' and 10 is 'extremely effective'.
Base: Respondents who saw communications from the VEC, 'don't know' responses excluded (n=78)

Amongst candidates that received any communication from the VEC, the most frequently recalled information related to enrolments and early voting (51% and 37% respectively). Almost no candidates recalled information about assistance for voting or close elections (1%).

Figure 101:   Recall of election communication messsaging (prompted)

Enrolling to vote	51%
How to vote before election day	37%
The date of the election	29%
Where to vote	18%
The importance of voting	12%
Where to find more information about the election	7%
Instructions for completing ballot papers correctly	6%
How to complete ballots correctly	5%
Electoral misinformation and disinformation	1%
Your vote will help shape Victoria	1%
Assistance for Voting – By telephone	1%
Assistance for Voting – Helping someone at a voting centre	1%
Close elections	1%
Assistance for Voting – In a different language	0%
Other	39%
Don't know / none of the above	10%

Q19   Thinking about the VEC communications/advertising, what information did it contain? What other information?
Base: Respondents who saw communications from the VEC (n=82)

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The following are suggestions given by candidates on how the VEC could increase the effectiveness of their communications / advertising. In some candidates' opinion:

> " Clearly articulating how to vote in multiple languages, because most people have no idea how to vote.

> " People are not educated enough on how to vote properly. they need to get more information out to the public. (Independent Candidate)

> " Explanation of what a political party is and what an Independent is. (Independent Candidate)

EasyVote Guide

After specific prompting, only 14% of candidates recalled seeing the EasyVote Guide. This may appear at odds with the previous findings about the Guide where candidates were asked to choose where they saw information from a longer list of media. Regardless, these findings together suggest that the Guide did not feature prominently in candidates' preparation for the election.

Eight in ten (79%) of the small number of candidates who recalled the Guide thought it was effective. The remainder said they did not know (21%). No negative responses were given for this measure. The reader should interpret this finding with caution given the very low base size (n=14).

Figure 102:   Saw the VEC's EasyVote Guide

- Yes   - No   - Don't know
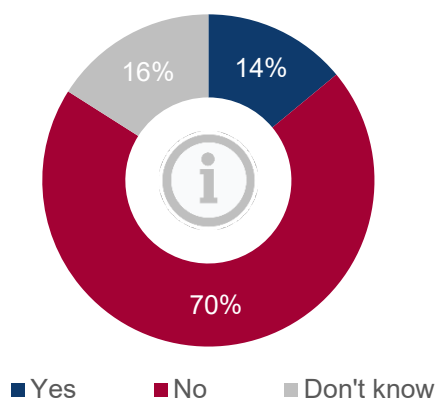
Q22   Did you see the Victorian Electoral Commission EasyVote Guide?
Base: All respondents (n=100)
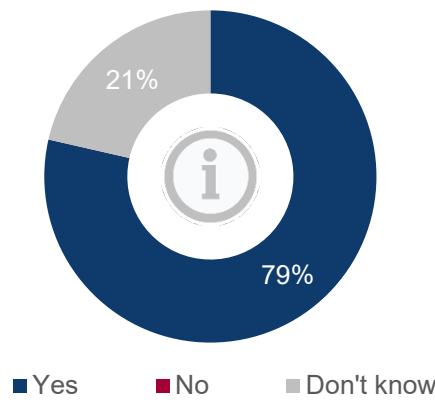
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21%

79%

■Yes   ■No   ■Don't know

Q23	Do you believe the Victorian Electoral Commission EasyVote Guide provided effective information and answered questions voters may have had about voting?
Base:	Candidates who saw the VEC's EasyVote Guide (n=14)

Candidates who saw the EasyVote Guide were asked what additional information could have been included, given that it was delivered before the close of nominations. In these candidates' opinion:

> Maybe a bit more information there and it could have been easier to use for those who are not as tech savvy. I was getting questions about general information and policies, and where to vote and how to vote. I think tech savvy people were able locate the information better.

> More information regarding voting preferences.

> More information should be given when travelling overseas during election.

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Boundary changes

Almost all candidates were aware of the electoral boundary changes (88%). However, less than six in ten of those who were aware, were satisfied with how the VEC communicated these changes (57%).

Figure 104:	Awareness of electoral boundary changes
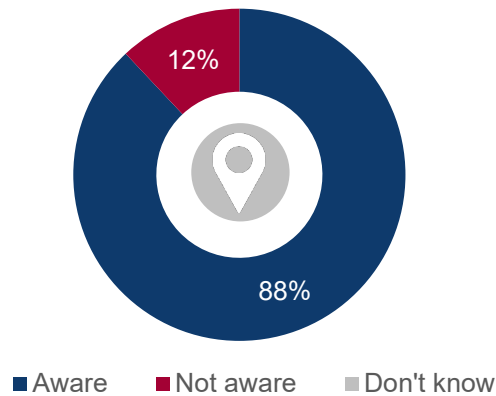
12%

88%

■ Aware   ■ Not aware   ■ Don't know

Q25   Were you aware that some of the electoral boundaries had changed as part of a State redivision (2020-21)?
Base: All respondents (n=100)

Figure 105:	Satisfaction with information and resources provided by the VEC about boundary changes

57%

Satisfaction   13%   8%   22%   31%   26%

■ Extremely dissatisfied (1-2)   ■ 3-4   ■ 5-6   ■ 7-8   ■ Extremely satisfied (9-10)
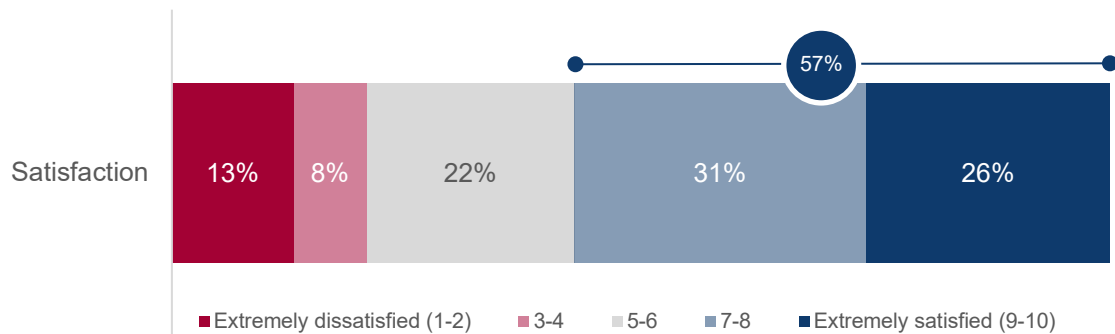
Q26   How satisfied or dissatisfied were you with the information and resources the VEC made available to you about the boundary changes made? Please use a scale from 1 to 10 where 1 is 'extremely dissatisfied' and 10 is 'extremely satisfied'.
Base: Respondents who are aware of electoral boundary changes, 'don't know' responses excluded (n=77)

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The VEC's website

Two thirds of candidates were satisfied with the VEC's website (67%). A similar proportion were satisfied with the sections of the website specifically for candidates (65%).

Figure 106: Satisfaction with the VEC's website for voters
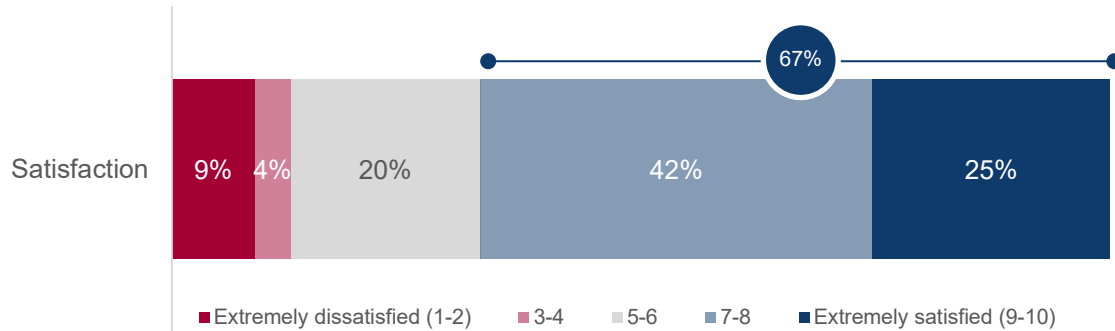
Satisfaction	9%	4%	20%	42%	25%

67%

■ Extremely dissatisfied (1-2) ■ 3-4 ■ 5-6 ■ 7-8 ■ Extremely satisfied (9-10)

Q54 The VEC's website was available to voters during the election. A discrete section was also available for candidates and political parties. Were you satisfied or dissatisfied with the usefulness of the website for voters? Please use a scale from 1 to 10 where 1 is 'extremely dissatisfied' and 10 is 'extremely satisfied'.
Base: All respondents, 'don't know' responses excluded (n=79)

Figure 107: Satisfaction with the VEC's website for candidates
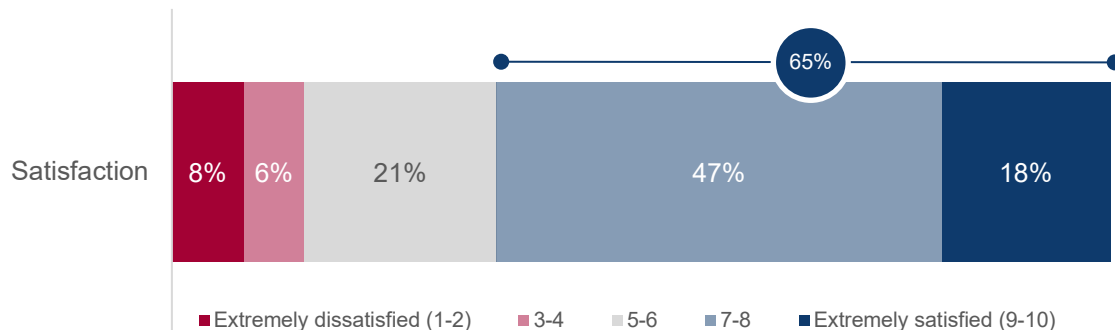
Satisfaction	8%	6%	21%	47%	18%

65%

■ Extremely dissatisfied (1-2) ■ 3-4 ■ 5-6 ■ 7-8 ■ Extremely satisfied (9-10)

Q55 Were you satisfied or dissatisfied with the usefulness of the website for candidates? Please use a scale from 1 to 10 where 1 is 'extremely dissatisfied' and 10 is 'extremely satisfied'.
Base: All respondents, 'don't know' responses excluded (n=78)

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Candidates were most satisfied with the readability, clarity and helpfulness of the content on the site (78%, 73% and 73% respectively).

The lowest levels of satisfaction related to ease of navigation and information finding (58% and 56% respectively). This echoes findings for voters who also identified navigability issues for the VEC's website.

Figure 108: Satisfaction with specific aspects of the VEC's website

	Extremely dissatisfied (1-2)	3-4	5-6	7-8	Extremely satisfied (9-10)	Total
Readability of the content	3%	4%	14%	45%	33%	78%
Clarity of content	4%	9%	14%	51%	23%	73%
Helpfulness of content	7%	2%	18%	50%	23%	73%
Accessibility features	9%	9%	18%	40%	24%	64%
Ease of navigation	5%	13%	24%	40%	18%	58%
Ease of finding election information	9%	6%	29%	41%	15%	56%

Q56   Thinking about each of the following aspects relating to the Victorian Electoral Commission website. Were you dissatisfied or satisfied with the….
Base: All respondents, 'don't know' / not applicable responses excluded (n=78-93)

Those who were dissatisfied with the VEC's website were given the opportunity to suggest improvements from both their and the voters' perspectives. In these candidates' opinion:

"   Make the keyword search better, the menu is not clear enough. (Independent Candidate)

"   Tell people what's going on prior to the election.

"   Better navigation of the VEC website.

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The VEC's enquiry line

Relatively low levels of satisfaction were seen for the VEC's enquiry line – 56% were satisfied. One quarter of candidates were either dissatisfied or extremely dissatisfied (10% and 15% respectively).

Figure 109: Satisfaction with the VEC's phone enquiry line
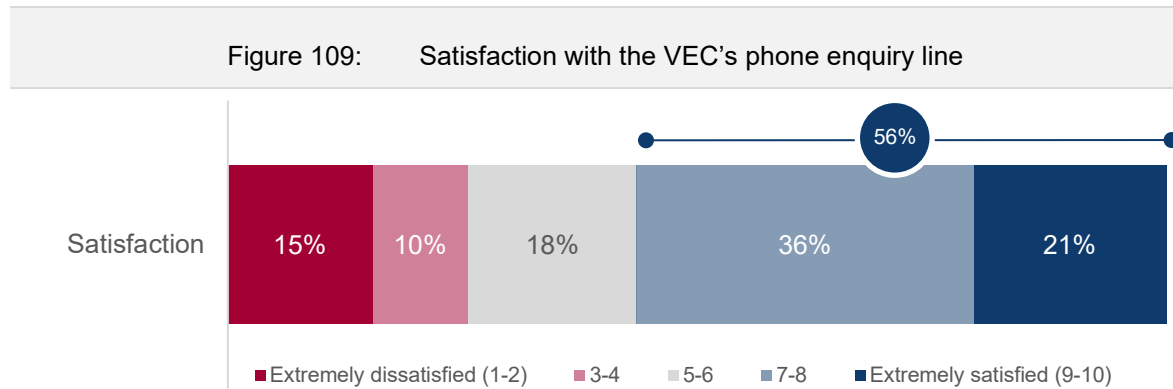
Q58 The Victorian Electoral Commission provided a phone enquiry line for the election. Using the same scale, were you satisfied or dissatisfied with the usefulness of the enquiry line?
Base: All respondents, 'don't know' responses excluded (n=39)

While candidates were generally satisfied with the politeness of the enquiry line operator (84%) the greatest driver of dissatisfaction appeared to be the operator's knowledge (only 50% satisfaction). It should be noted, however, that it was possible that candidates were asking operators questions that they were not able or permitted to answer.

Figure 110: Satisfaction with specific aspects of the VEC's phone enquiry line
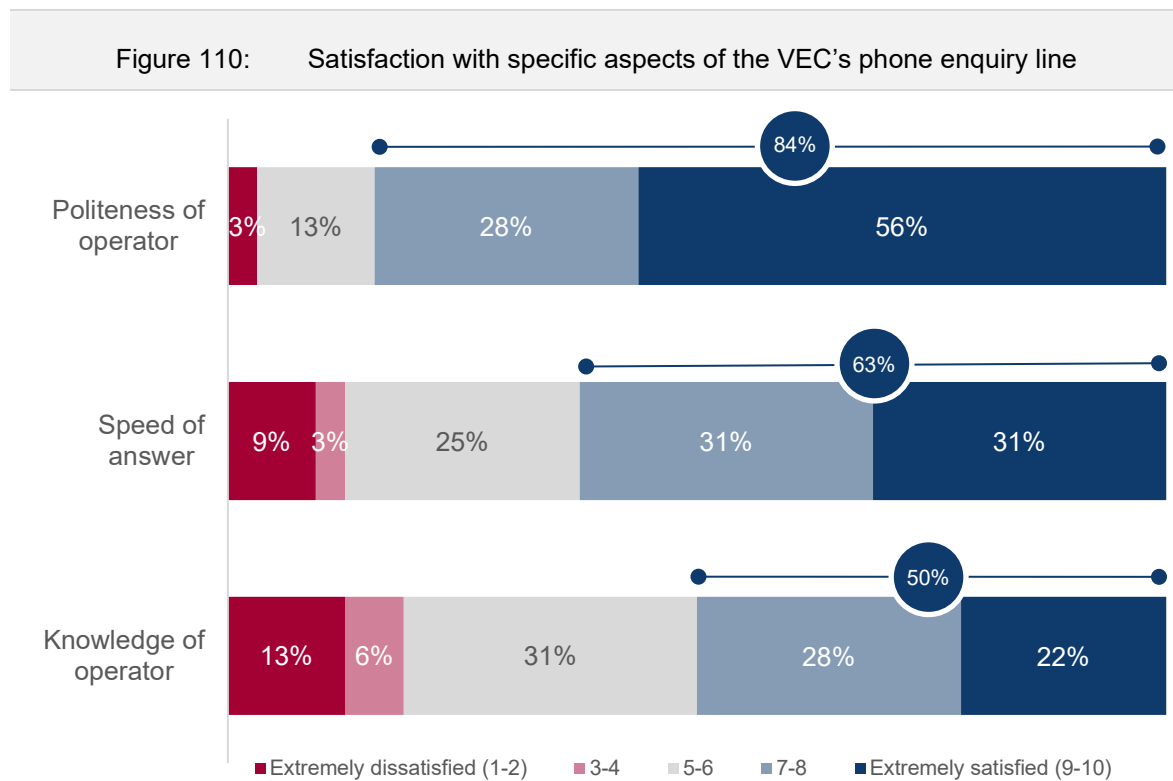
Q59 Thinking about each of the following aspects relating to the VEC's phone enquiry line. Were you dissatisfied or satisfied with the…?
Base: All respondents, 'don't know' / not applicable responses excluded (n=32)

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6.4. Satisfaction with of voting facilities

Overall, seven in ten candidates were satisfied with the management of voting centres (70%).

Figure 111: Satisfaction with operation of voting centres

| Satisfaction | 7% | 6% | 17% | 50% | 20% |

Legend: ■ Extremely dissatisfied (1-2) ■ 3-4 ■ 5-6 ■ 7-8 ■ Extremely satisfied (9-10)

Q39 Thinking about experiences of voters in your electorate at all the voting centres, overall were you satisfied or dissatisfied with the operation of the voting centres? Please use a scale from 1 to 10 where 1 is 'extremely dissatisfied' and 10 is 'extremely satisfied'.
Base: All respondents, 'don't know' responses excluded (n=96)

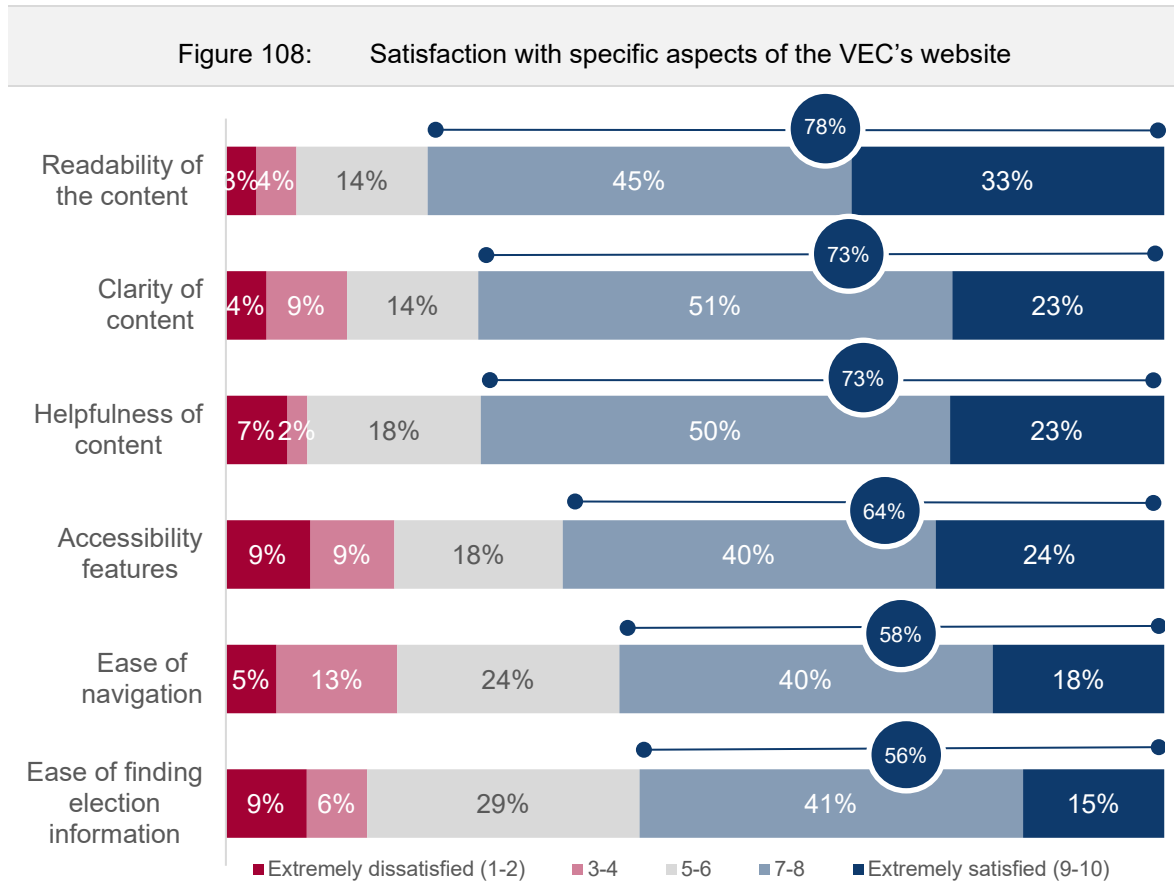Two thirds of candidates were satisfied with the management of early voting centres (67%). Fewer were satisfied with arrangements for drive-through voting facilities (40%, see chart on the following page). Notably high levels of dissatisfaction were seen for this question (one quarter were extremely dissatisfied, 24%).

The small number of dissatisfied candidates who were dissatisfied with voting centre operations were asked to explain why the felt dissatisfied. In some candidates' opinion:

> The greatest improvement would be to have enough staff to handle the high volume of voters.

> Make more booths as we only have 3 booths and people are waiting for 1.5 hours to vote. Line is way out to the street.

> Make sure that the candidates follow the signage rules, there were signs placed where they shouldn't be but no one else was allowed to.

> By requiring that all voters provide identification as to whom they are. (Independent Candidate)

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Figure 112: Satisfaction with early voting centre management
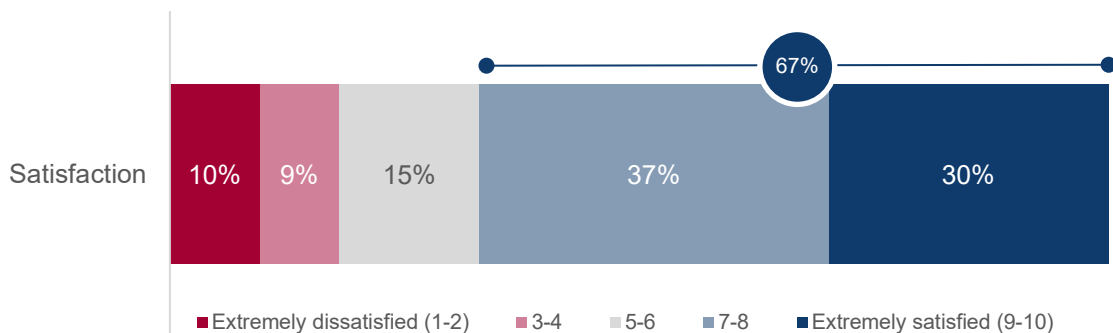
Q27 Prior to election day, many voters in your electorate would have voted by attending an early voting centre. How satisfied or dissatisfied are you with the service to voters in terms of how efficiently and effectively the early voting centres were managed? Please use a scale from 1 to 10 where 1 is 'extremely dissatisfied' and 10 is 'extremely satisfied'.

Base: All respondents, 'don't know' responses excluded (n=94)

Candidates who were dissatisfied were asked to provide further information. In the experience of some candidates:

> The early voting centre didn't have toilets provided, no shelter no place for drinking water, there was nothing, no place for elderly people to walk in safely, no place for people to stand without interrupting businesses. There are a lot of better places to choose from.

> They forced many voters onto a narrow pathway, it was very dangerous, and they did not listen to the candidates on that matter.

> The location wasn't very good, in the shopping centre entrances was very crowded, blocked businesses, also the ballot papers were not ready for 3 hours and it took a lot of standing around, way too many candidates made it difficult for the voters to come in and vote, no place to store any materials, no shelter from heavy rain. Had to use the car park around the back of the shopping centre as there was no room.

Candidates were then also given the opportunity to suggest ways in which the service could be improved for those who need to vote before election day. Some of the suggestions made by candidates were:

> I think there should be less days for early voting, such as 3 days, that way it isn't so drawn out, merge the two early voting centres to a place that is not affecting businesses that would make a lot more sense since it's on the border.

> Choose better locations regarding better parking.

> It would have been good to have a better location for voting, better ability to shelter people during the voting period.

> More notice to vote, more early voting mobile centres e.g. For retirement villages and for small towns that are far out from the early voting centres. Something like a mobile library.

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Figure 113: Satisfaction with drive-through voting facility

| Satisfaction | 24% | 16% | 20% | 27% | 13% |

■ Extremely dissatisfied (1-2) ■ 3-4 ■ 5-6 ■ 7-8 ■ Extremely satisfied (9-10)

Q30   Due to the inability of the VEC to provide TAV to voters with COVID, a drive-thru voting facility was provided. How satisfied or dissatisfied were you with this voting service? Please use a scale from 1 to 10 where 1 is 'extremely dissatisfied'.
Base: All respondents, 'don't know' responses excluded (n=45)

Follow-up questioning about the drive-thru facility revealed that in the experience of some candidates:

" There was only one centre available west of Melbourne and not east of Melbourne. No ballot paper available on pre polling, not accessible to people with disabilities. Often volunteers had to stand in hazardous areas like near the road.

" There is only one drive thru which is too far away for me to travel. And I had Covid during election.

" Due to the locations provided being too far away for people to access, there should be more in each electorate location.

Moderate levels of satisfaction were seen for mobile voting services (58%)

Figure 114: Satisfaction with provision of mobile voting service

| Satisfaction | 16% | 7% | 18% | 31% | 27% |

■ Extremely dissatisfied (1-2) ■ 3-4 ■ 5-6 ■ 7-8 ■ Extremely satisfied (9-10)
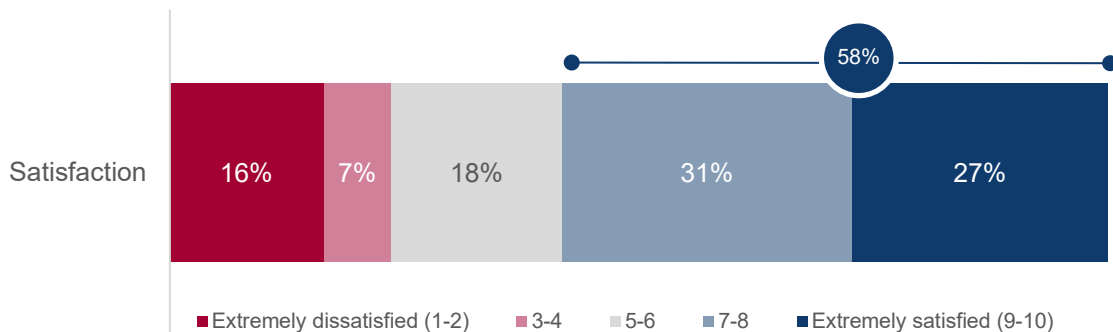
Q32   Before election day, election staff attended various prisons and services for those experiencing homelessness to enable people to cast their vote. How satisfied or dissatisfied are you with the provision of mobile voting service in your electorate?
Base: All respondents, 'don't know' responses excluded (n=55)

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The following reasons were given by candidates for dissatisfaction with the mobile voting service:

> They only went to three nursing homes out of ten in our local area. I wasn't told the specific places of the mobile voting service much earlier, and the timetables for those nursing homes. (Independent Candidate)

> It doesn't matter where you live as you can vote close to you, there is a voting centre for homeless people to vote. This is a waste of money.

> The current process encourages corrupt behaviour on a multitude of levels. (Independent Candidate)

Specific aspects of voting centres

Two thirds of candidates perceived that the VEC provided sufficient staff to cope with service demand (66%). Slightly lower ratings were given for catering to disability requirements and the location of voting centres (60% and 58%).

Figure 115: Suitability of specific aspects of voting centres

Legend: Extremely dissatisfied (1-2) ■ 3-4 ■ 5-6 ■ 7-8 ■ Extremely satisfied (9-10)

	Extremely dissatisfied (1-2)	3-4	5-6	7-8	Extremely satisfied (9-10)	Top-2
Sufficient staff to cope with demand	9%	6%	19%	45%	20%	66%
Accessibility	12%	9%	19%	40%	21%	60%
Location	13%	9%	21%	34%	24%	58%
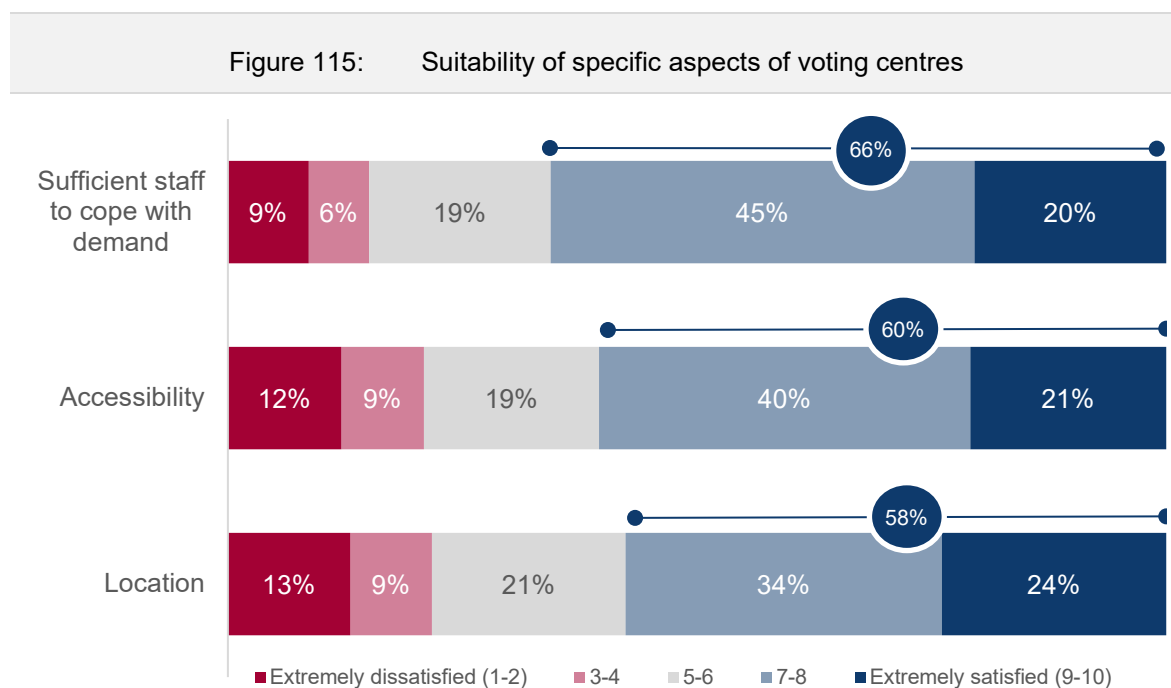
Q41   Thinking about all the voting centres in your electorate, were any unsuitable on the following aspects? Please use a scale from 1 to 10 where 1 is 'extremely unsuitable' and 10 is 'extremely suitable'.
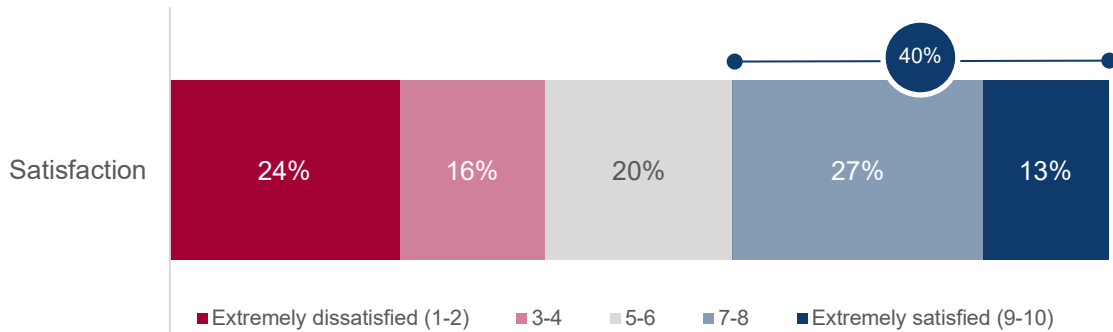Base: All respondents, 'don't know' responses excluded (n=91-93)

Nearly two thirds of candidates recalled being notified of rules relating to signage at voting centres (64%) – one third did not (32%). Similar proportions recalled information about sign restrictions (63%). Two thirds of those that recalled this information believed it was effective (67%, see chart on the next page).

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Figure 116: Notified of changes to rules on candidate and party signage near voting centres
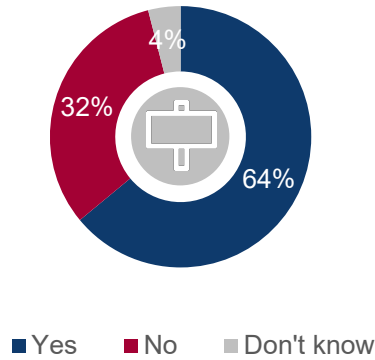
4%

32%

64%

■ Yes ■ No ■ Don't know

Q42 In 2022, some of the rules on candidate and party signage at or near voting centres was changed. Were you aware of these changes? Did the VEC notify you of these changes?
Base: All respondents (n=100)

Figure 117: Notified of sign restrictions
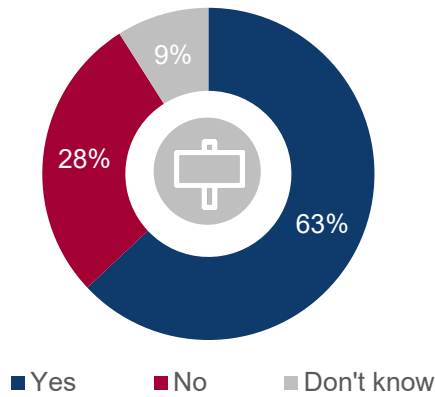
9%

28%

63%

■ Yes ■ No ■ Don't know

Q43 In 2022, Independent candidates were allowed to place a maximum of 2 signs of a limited size within 100 metres of a voting centre. Registered political parties could have 2 signs per endorsed district candidate, 2 signs per endorsed region candidates and 2 signs per registered political party. Did the VEC notify you of this prior to election day?
Base: All respondents (n=100)

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Figure 118: Satisfaction with management of sign restrictions by the VEC

Satisfaction: Extremely dissatisfied (1-2) 10% | 3-4 8% | 5-6 16% | 7-8 37% | Extremely satisfied (9-10) 30% — 67%

■ Extremely dissatisfied (1-2) ■ 3-4 ■ 5-6 ■ 7-8 ■ Extremely satisfied (9-10)
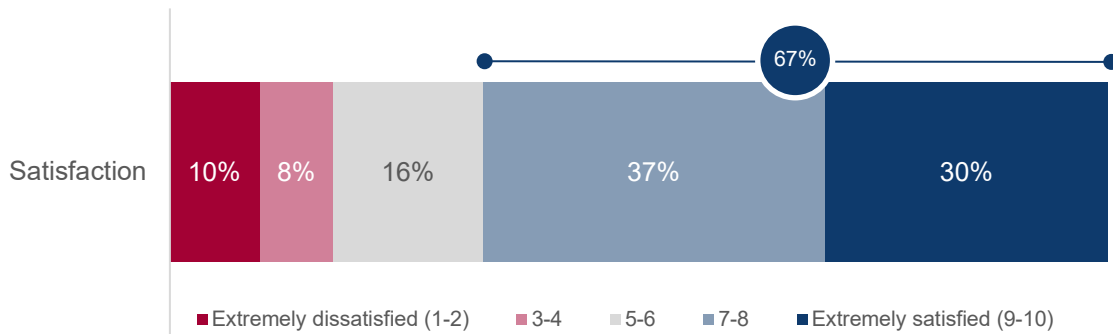
Q44   And how satisfied were you with how this change was managed by the VEC at voting centres? Please use a
scale from 1 to 10 where 1 is 'extremely dissatisfied' and 10 is 'extremely satisfied'.
Base: Respondents who were aware of sign restrictions, 'don't know' responses excluded (n=63)

Candidates who felt some voting centres in their electorate were unsuitable for voting were asked to provide further information. In their opinions:

" Just access and availability. For example, the one in Wodonga, the parking was about 100m away from the voting centre. There should be a system for the traffic to go one way. The entrance was also hidden as it was blocked by bushes. (Independent Candidate)

" Candidates were standing on the service road, no barrier in place to block traffic from pedestrians.

" Notting Hill branch was not visible and so under-utilised. At the Oakleigh voting station, it was difficult to park. (Independent Candidate)

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6.5. Voters who require additional assistance

Four in ten candidates believed that the VEC needs to improve its services for voters with a disability (38%). This being said, half felt that these supports were adequate (49%).

Figure 119:   Perceive a need to improve services to voters with a disability
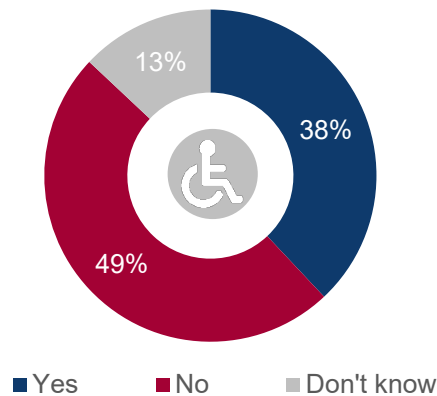
Q34   Do you see a need to improve services to voters with a disability?
Base: All respondents (n=100)

The following suggestions were given by candidates who felt services to voters with a disability needed to be improved:

" More accessible early voting centres.

" Venues need to be better chosen. Need better communications regarding availability of those services regarding people is disabilities.

" Somebody needs to make sure that the disability service is actually in place, make it obvious for where people with disabilities can call for help on their end.

" Providing access for wheelchairs and is number one priority. Also need extra staff.

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One half of candidates believed that the VEC needed to improve its services for voters from Culturally and Linguistically Diverse (CALD) backgrounds (50%).

It may be of note that the voter survey conducted for this research did not identify issues for CALD voters. However, voters with low language proficiency were likely to be under-represented in the survey as it was conducted entirely in English[5].

Figure 120:   Perceive a need to improve services to voters with a non-English speaking background
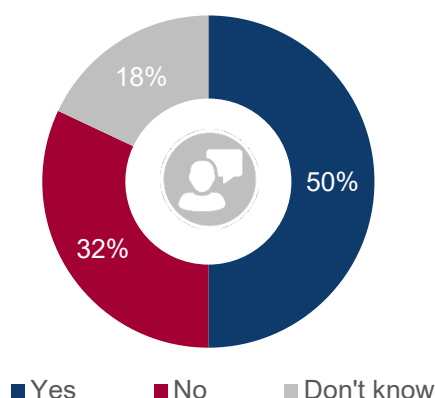
- Yes   - No   - Don't know

Q36   Do you see a need to improve services to voters who are from a non-English speaking background?
Base: All respondents (n=100)

The following suggestions were given by candidates who felt services to voters with a non-English speaking background needed to be improved:

" Better signage to where the voting centre is. Better documentation in assisting those in known areas with non-English speaking backgrounds.

" More explanation in other languages at the booth. More bilingual translators.

" Improve in-language information on the booths and pre poll booths based on demographics in areas of non-English speaking people like Chinese people.

" Improved voting translator services because in my electorate a Labor party member had to act as translator and provide information on voting, which is a concern as they are part of a political party. The phone-in service was not used.

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Half of candidates were aware of the availability of Telephone Assisted Voting (50%).

Figure 121:   Awareness of Telephone Assisted Voting

2%

48%   50%

■ Aware   ■ Not aware   ■ Don't know
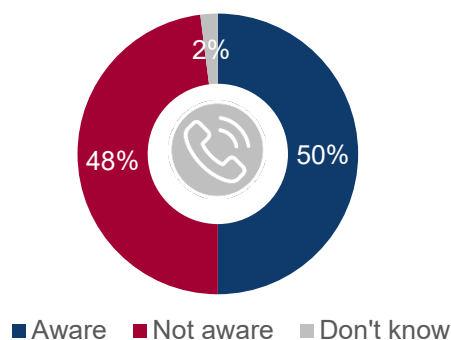
Q38   Were you aware that Telephone Assisted Voting was available?
Base: All respondents (n=100)

6.6. Vote counting

Six in ten candidates were satisfied with the vote counting process (60%). However, a relatively high proportion were either dissatisfied (10%) or extremely dissatisfied (11%).

Figure 122:   Satisfaction with vote counting process

60%

Satisfaction   11%   10%   19%   25%   35%

■ Extremely dissatisfied (1-2)   ■ 3-4   ■ 5-6   ■ 7-8   ■ Extremely satisfied (9-10)
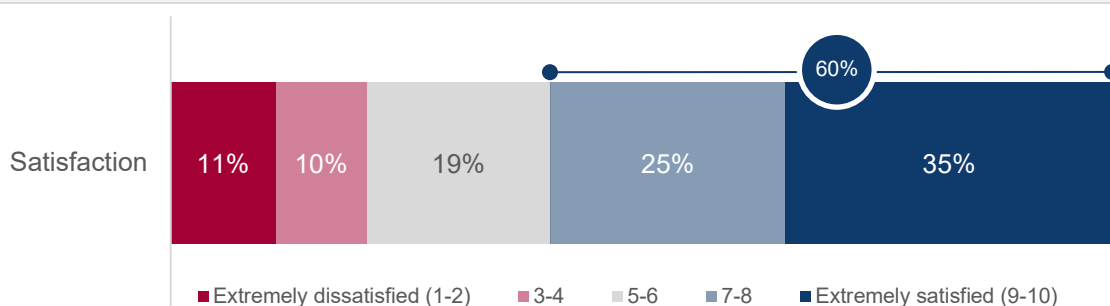
Q47   Once voting had closed, how satisfied or dissatisfied were you with the processes involved in counting the votes? Please use a scale from 1 to 10 where 1 is 'extremely dissatisfied' and 10 is 'extremely satisfied'.
Base: All respondents, 'don't know' responses excluded (n=72)

Candidates alleged that the vote count took too long, with one questioning the processes used for the count:

> Took way too long, also added confusion to the counting on votes when I was emailed about them changing to second preferences.

> The fact that counting commenced before scrutineers witnessed the boxes being opened and this had to be pointed out to one election officer. (Independent Candidate)

> There were a number of instances where the chain of custody was broken. I work in finance, and if chain of custody was broken, people would be fired immediately. There are less ramifications for those who've broken the chain of custody. It was a massive screw up and it was bad from an optics perspective. It opens up to the possibility of tampering which is a risk unto itself.

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Those who were dissatisfied were asked about the timing of any concern they might have had. Almost half did not have a specific timing in mind (46%). A small proportion had concerns on election night (15%) the remainder had concerns after the election (38%). These findings should be interpreted with caution due to the small base size (n=13).

Figure 123:   Timing of concern

15%
38%
46%

■ Election night ■ After election night ■ Other
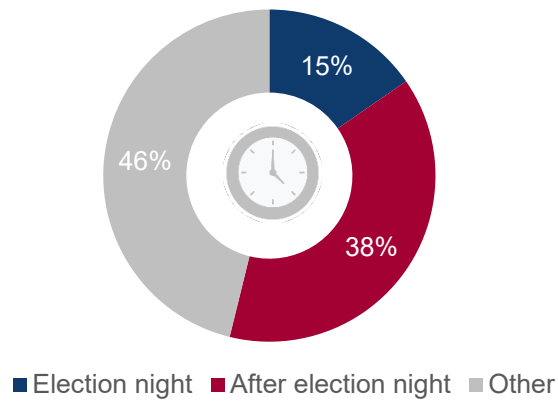
Q49   Was your concern about something that happened on …
Base: Respondents who were dissatisfied with the vote counting process (1-3 at Q47) (n=13)

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Candidates gave moderate to low ratings for specific aspects of the counting process. Highest ratings were given for accuracy (69% satisfied) and lowest for the counting timetable (57%). Throughout, around one in five candidates were dissatisfied.
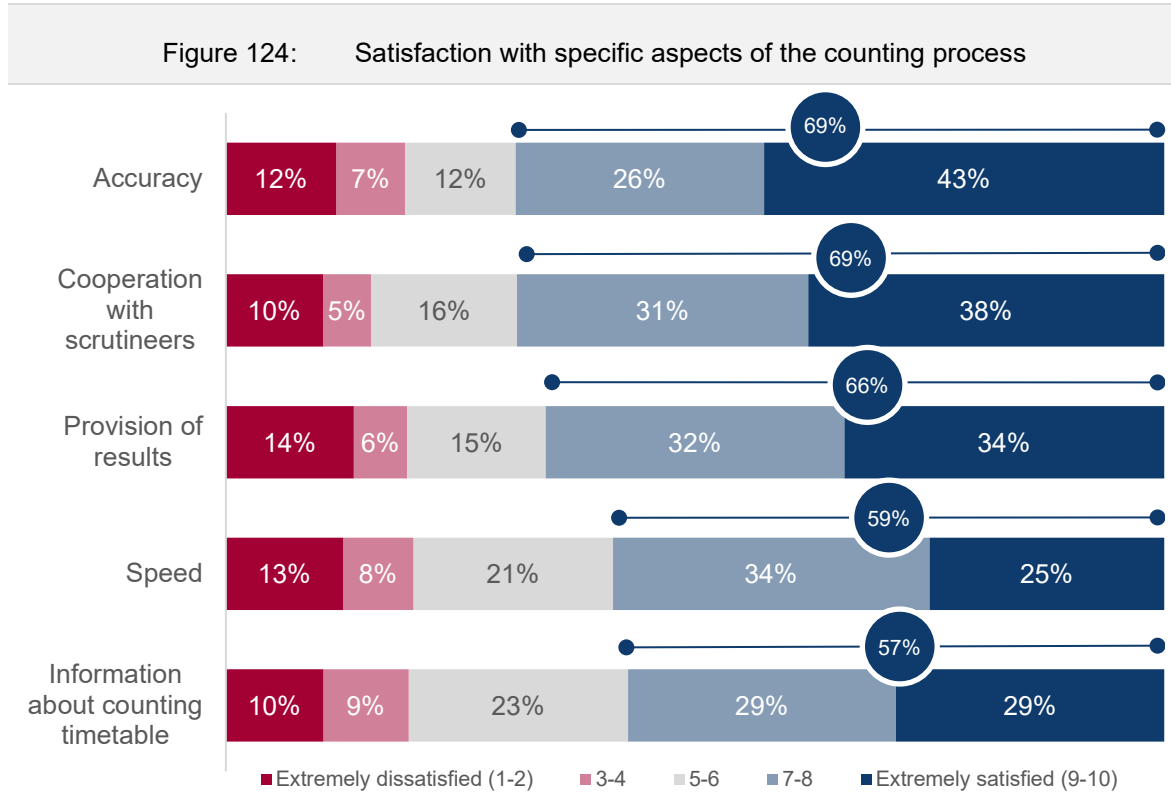
Figure 124:   Satisfaction with specific aspects of the counting process

Q50   Still thinking about the counting process, were you dissatisfied or satisfied with the following.
Base: All respondents, 'don't know' responses excluded (n=58-88)

Most candidates recalled receiving Candidate Bulletins/Circulars from the VEC during the election (84%). As has been the case for many quality ratings in the survey, around two thirds of these candidates believed that the Circulars were useful (65%).

Figure 125:   Recall receiving Candidate Bulletins/Circulars from the VEC during the election
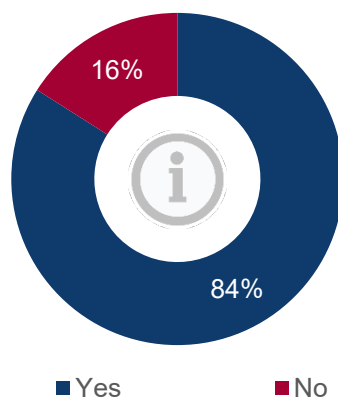
Q51A   Do you recall receiving Candidate Bulletins/Circulars from the VEC during the course of the election?
Base: All respondents (n=100)

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Figure 126: Usefulness of Bulletins/Circulars from the VEC
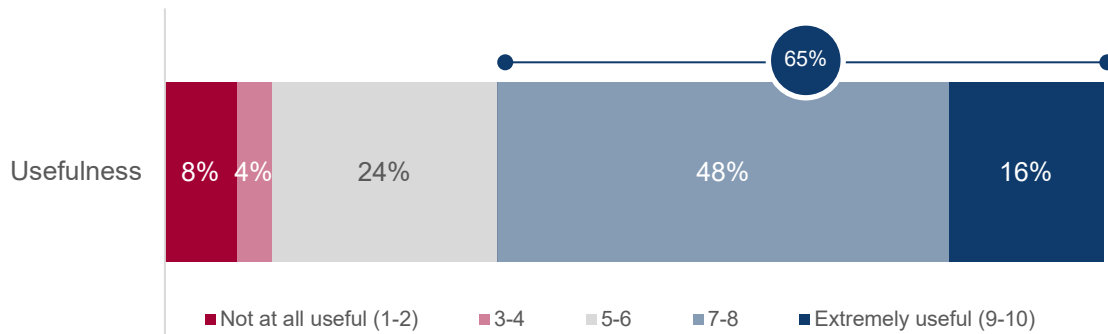
Q52   Overall, how useful were the Bulletins/Circulars from the VEC to you as a candidate during the election? Please use a scale where 1 is not at all useful and 10 is extremely useful.

Base: Respondents who recalled receiving Candidate Bulletins/Circulars from the VEC during the election, 'don't know' responses excluded (n=79)

The following suggestions for improvement were given by candidates regarding the usefulness of Bulletins/Circulars:

> More information regarding signage. Major parties were allowed to have their signage at the door. Not equal playing field.

> As a candidate, we are under pressure and information needs to put in a simple way, and not too much information or complicated. Sometimes they are repetitive, and you already knew about.

> More complete information, add links to more information.

6.7. Other suggestions

A final 'catch all' question was asked of candidates about other suggestions for improvements to the VEC's services. Responses were very varied and covered a wide range of topics, sometimes specific and sometimes broad. This wide scope of responses means the data is not amenable to coding and presentation in quantitative form. The range of categories would be too broad.

Instead, a de-identified data file of all responses has been provided to the VEC for review.

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7. Findings for party representatives

As was the case for quotations provided for candidates, all quotes cited for party representatives are provided verbatim. The opinions expressed in this chapter are solely those of the party representative who provided the quote. The accuracy of any information provided by party representatives has not been verified by Kantar Public.

7.1. Overall satisfaction

At the conclusion of each interview, party representatives were asked to rank the VEC's performance at the 2022 state election on a scale of one to ten. Responses were generally very positive and ranged from 7-9[6].

> " 7/10 – I think generally we should be very proud of the work of electoral commissions in our country, we have some of the best franchised and active voting in the world. And we don't encounter anywhere near the issues and challenges of other countries or states in Australia. (Large, established.)[7]

> " 8/10. The 2 they didn't get had nothing to do with VEC staff, and it has to more to do with the service. The VEC were good with dealing with problem parties and their member. (Small, established.)

> " 9/10. Only because ten is the invisible unicorn. No problems with it at all. (Small, established.)

> " 8/10. The way that VEC interacted with me, and my party admin was professional, clearly explained processes, if there was a problem, we got that resolved quickly. (Small, new.)

> " 9/10. Very positive. They've delivered a good service, and very keen to help them through the process, and non-obstructionist. (Small, established.)

7.2. Reputation and Trust

All party representatives were asked to share their views of the VEC's service delivery in terms of four key characteristics: impartiality, safety, community engagement and trustworthiness. Overall, party representatives viewed the VEC, and the services provided very favourably for each characteristic.

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[6]   The average score across the interviews was 8.1. However, this number should be interpreted with caution – it is based on a very small sample, and not directly comparable to results from the quantitative surveys conducted for the project.

[7]   In this section, all quotes are attributed in brackets. The source could be a large/small party and a new/established party.

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Impartiality

With only one exception, none of the party representatives consulted for the research directly questioned or challenged the VEC's impartiality in the delivery of the 2022 election. An inherent sense of trust in the VEC's impartiality was evident for all party representatives. The only minor issues raised by party representatives related to the conduct of the VEC's representatives at voting centres.

> " 10/10 for their independence and integrity. (Large, established.)

> " It's unquestionable. They treat everyone the same. Very equitable. (Small, established.)

> " Well overall – we think that the VEC head office played that role actively, we did have some concerns with the local the VEC officials, due to lack of training or just the large number of people. (Small, established.)

One minority opinion was noted. One party representative opined that the VEC's staff were inherently biased due to regulations relating to union membership at the VEC. This party representative believed that these restrictions led to the VEC favouring the left side of politics.

> " Firstly, the employment criteria from the VEC were very biased and discriminatory because there were severe restrictions. But the restrictions don't exclude union members who tend to have political affiliations, therefore parties who are aligned with right-wing politics are at a clear disadvantage because unions members were still allowed to be employed by VEC. Needs to be a more equitable the VEC employment criteria. My trust for VEC is very low due to employment criteria and the process for the ballot draw isn't transparent. (Small, new.)

Safety

Party representatives were also generally positive in the efforts that the VEC made to ensure a safe election. However, several issues were raised that the VEC had to deal with. Primarily, these issues were thought to relate to an elevated level of conspiratorial and far-right extremism in 2022 compared with previous elections. The VEC was seen to have addressed these issues, though some believed more could have been done sooner.

> " They did as best as they could. They monitor people on the fringe, and they seem to see and hear more than the public know, and VEC is limited in their ability. But ultimately, the booth managers do their best, and VEC did a pretty good job. (Small, established.)

> " One of the challenges was a lot of toxicity, lots of aggressive/violent behaviour from the far-right political groups – and I don't think they were prepared for it or deal with it, but they were between a rock and hard place. Difficult for us to know where to go. Their initial position was we're not involved and can't do anything, and it wasn't until it came out that this was happening that VEC realised they needed to do more. Eventually they knew they had to act. We had a similar thing at the federal election. Our concern was that the far right made this an unsafe space for candidates (Large, established.)

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Party representatives stated that they generally did not have direct experience of violence or aggression. Rather, it was something they were aware of happening in other locations. Much of this violence and aggression was thought to stem from inter-party rivalry, rather than aggression from voters. Again, party representatives perceived that the VEC managed these incidents well.

> I wasn't exposed to anywhere where there were any problems, nothing pertaining to our parties. It was more interparty relationships. As far as what VEC was able to do, they did excellent, extremely friendly in applying election guidelines. (Small, established.)

> It seemed safe, there were a number of incidents, we put in a complaint where there was a threat of assault and that was handled ok. We were concerned that issues of safety were being raised spuriously by other parties. (Small, established.)

The one party representative mentioned above again raised concerns about unions in relation to violence and aggression. Whether unions acted in this manner during the election is not known outside of this representative's accounts.

> I think it was safe, I don't think anyone was in any danger of assault or anything. But there were times where some of my candidates and volunteers were intimidated by third party people by union members, invading their personal space and acting aggressive. Some were lovely but others acted like thugs. (Small, new.)

In terms of solutions to the isolated incidents of violence and aggression, one party representative suggested a strengthened relationship between the VEC and the Victorian Police, similar to arrangements stated to be in place for the Australian Electoral Commission.

> They thought they had a good crack at it. There's a problem with not having a direct relationship with VicPol. They find it very hard to deal with it issues when they arise, issues at polling booths, or threats to candidates (e.g., violence), there's not a clear pathway. It would help if there were a liaison with VicPol, like the AEC has with the AFP, which has expertise in this area which they could communicate with which would increase the safety of the election. (Large, established.)

It may be of note that party representatives made scant mention of safety in relation to COVID-19, which was still active in the community at the time of the election. Issues around infection/transmission were either not mentioned at all; or were mentioned in passing where the VEC was seen to have been effective in minimising risk.

Engagement

Party representatives had less to say about the VEC's efforts to engage the community. As will be discussed in section 7.12, representatives generally paid scant attention to the VEC's communication to voters, focusing instead on their own community engagement.

Those that did comment on the VEC's community engagement generally felt that the VEC had been effective, though more could be done to engage the disengaged, and promote the importance of voting to discourage informal votes.

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> They act impartially. And they do provide clear info to voters. There are opportunities to do more, and to communicate with community who aren't so engaged with the political process. (Large, established.)

> I think generally they're engagement of communities still has barriers, still needs work. There's still a literacy gap in voting and a question of how an education program goes towards helping people with informal votes. I want to see the current interventions assessed for efficacy. (Large, established.)

Trust

Similar to comments about impartiality, most party representatives expressed an implicit trust in the VEC to handle the political process during the election.

However, one representative again raised the issue of misinformation and conspiracy in relation to trust. Similar to the finding above, this representative felt that more could be done to quash misinformation and build trust in the election process.

> The VEC performance with the silly conspiracy theories was lacklustre. They didn't go very far with the generic, and it meant they themselves had to do more to combat that narrative, particularly as they had more exposure to it being more on the fringe. The VEC could have done more in fighting this disinformation. It would have been helpful. (Small, established.)

7.3. Complaints

Only one party representative was directly engaged in a complaint to the VEC. This one representative both praised the effectiveness of the process and believed that complaints handling had improved since the 2018 election.

> One of our workers got in contact with an issue and we were able to resolve the matter satisfactorily and we were happy with the process. Much easier to communicate with the VEC than in 2018 – having that process in place where things could be dealt with as they emerged was definitely a positive. The fact they had a structure to resolve disputes in a timely manner, escalation was clear. (Small, established.)

7.4. Party Registrations

Only two party representatives were involved in a party registration in 2022. Both were satisfied with the process, though stated that they needed to approach the VEC on occasion to seek clarification and further information. In both instances, the VEC was described as responsive and helpful.

> It was good, I was happy with the timeframe, some of the feedback from members was that they never received a VEC letter in the mail. Wasn't able to confirm with VEC how many were sent and who to. The deadline was approaching, it was stressful. Needs more transparency here again – any letters that went missing, we could coordinate with VEC to ensure new ones were sent. (Small, new.)

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> " Good, there were areas where I needed to seek clarity but they always answered as soon as possible. Over the phone was positive. Documentation was comprehensive but there were occasional questions I needed to make a phone call to clarify just due to their nature. (Small, new.)

7.5. Enrolment & Nominations

Overall, the enrolment and nomination processes were thought to be good, particularly for smaller parties with correspondingly fewer candidates. Representatives from these smaller parties described the process as straightforward and praised the VEC for its responsiveness to queries. The use of digital signatures in 2022 was given specific mention as an improvement to older paper-based processes.

> " Really smooth, would have been inconvenient for DRO to come down but the fact the state secretary was able to do that was really good. (Small, established.)

> " Overall pretty good – the process of nominations and dealing with VEC staff was pretty good, responsiveness was good. (Small, established.)

> " Found the process very straightforward and clear, the forms were available very early. They sailed through that process. They knew what needed to be done, and they had opportunities to make appointments well in advance. Worked smoothly. (Small, established.)

> " For small political parties and those impacted by flooding, digital signatures were accepted for the first time which was good, we appreciate the flexibility. (Small, new.)

Several issues were, however, identified by some party representatives, particularly those from larger parties with many candidates. These issues primarily centred on a lack of digital resources available, and an over-reliance on hard-copy documentation and procedures. The Excel spreadsheet that the VEC used to manage the process drew particularly strong criticism. As will be seen, perceptions of 'old-fashioned' requirements for hard copy documentation were raised several times by party representatives for different elements of the election process.

> " The means by which candidates were submitted to VEC, was a nightmare. That spreadsheet only ran on Microsoft products, but the campaign office operates on Apple. Past time that the system was updated similar to political donation disclosures (via a web form). (Small, new.)

> " There are huge opportunities for improvement in documentation management. There's a lot of things that need to be submitted in hard copy, and their online resources are a bit clunky. Bulk nominations of candidates could be smoother if it was done online, even if they still need to submit hard copies of certain things. Terrible spreadsheet system which could only be done with older PCs, you could not do it with modern PCs, which took them forever to fill in. (Large, established.)

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> " They need to bring in online lodgement so paperwork could be done in advance. The spreadsheet they had to use was terrible. It took their staff hours to fill it all in, and it was unstable, so they ended up losing all there were and had to start again. (Large, established.)

These findings echo those from the 2018 evaluation, though were perhaps more pronounced in 2022. Kantar Public understands that requirements relating to hard copy materials are legislated for some aspects of election services. Nonetheless, repeated calls for enhanced technological platforms from both voters and party representatives in this research suggests that further investment in technology is called for in future elections.

7.6. How-To-Vote Cards (HTVC)

In general, party representatives acknowledged that the VEC strived to make the HTVC process as easy as possible. The VEC staff were often praised for their knowledge and professionalism throughout the process.

However, multiple issues were raised, with many representatives making strong recommendations about how the process could be improved. Like the finding above, the lack of digital platforms to support and streamline the HTVC registration process was identified as an issue by several representatives.

> " They were able to make an appointment for the lodgement, and the people running the process were smart and communicated well. What was required was really clear, and the people involved this time were very sensible. But … lodge online, rather than in person. The opportunity to check off key elements before needing to lodge the final version. (Large, established.)

Party representatives also identified the lack of time to satisfactorily complete the process as an issue that could have been avoided. Many representatives strongly suggested that HTVC lodgement should commence substantially earlier if the process is to be unaltered from previous elections. Similar to issues relating to technology, these findings are virtually identical to those from the 2018 election.

> " It's a sucky process. More time would have been brilliant, and the deadline is too close to the poll. And there is not an alternative. If nominations could be done 2 weeks earlier and give them more time to get everything ready. It's a hard process though. (Small, established.)

> " The timing is difficult because it's last minute and rushed. But everything else was alright. It would be fantastic, an alternative, if there was an opportunity to engage VEC staff with drafts earlier, to get things pre-approved and make changes as the design goes along. This will make the final process much quicker and smoother. (Small, established.)

> " It was all done at the 11th hour, only a few days after the ballot draw. It just didn't make sense. Early voting had opened, and our cards were still not ready. (Large, established)

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A lack of resources during the HTVC process was thought to compound the issue of the limited time allowed to have the cards approved. Party representatives were, however, sympathetic, and appreciative of VEC staff who had to manage the process.

> " I just felt like they were a little bit understaffed, not their fault, due to 23 parties and individuals running. Head office, when I went to do things like approvals on HTVCs, I could personally see how overworked the staff were, it wasn't that they didn't do their duty, they were just tired and worn out. (Small, established.)

Representatives from larger parties with multiple candidates tended to see the HTVC process as inefficient and, again, overly reliant on hard copy documentation. These representatives also complained of having to repeat the review and approval process multiple times, with different issues identified each time, which they sometimes perceived to be trivial. A single review and amendment process was obviously preferred where every issue could be identified in one session, rather than multiple reviews where previously missed issues were bought to light.

> " It was a nightmare! We had <> candidates, and we had to upload all the docs to the portal. It really could be more streamlined. No more paper forms. (Small, established.)

> " We got knocked back twice or more, for different things each time. Things like a missing initial in a candidate's name, where to put the 'register by' information. Would have been easier to make all corrections once with one person. (Small, established.)

7.7.   Postal voting services

The party representatives engaged for this research generally had minimal involvement with postal voting. The small number of representatives who commented on postal voting either perceived the process to be effective and problem-free, or to be very cost and time intensive. As such, no firm conclusions can be drawn about the quality of postal voting services for this element of the research.

> " It seemed ok, from what I could tell, it was easy. We didn't have a problem with the process itself. (Small, established.)

> " Very time and cost intensive. (Small, new.)

7.8.   Early voting centres

Most party representatives perceived that the VEC was effective in the overall management of early voting centres. The sheer volume of centres that needed to be managed in 2022 was noted. Generally, they were considered to be well run, though issues were identified with the number of them and infrastructure.

> " It's a huge job setting up so many early voting centres, and they managed that well. And they did well with drafting potential locations. So they did well with the logistics of the early voting centres. (Large, established.)

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However, other party representatives believe that the large number of voting centres in 2022 was unnecessary given voter volumes, leading to unnecessary work for the VEC.

> Satisfied, but based on my observations there's only need for one EVC per district based on foot traffic. (Small, new.)

Also in relation to volume: some party representatives believed that the two-week period for early voting was excessive and again led to resourcing burdens for both the VEC and parties. Some perceived that one week of early voting is sufficient.

> I think 2 weeks of pre-poll is too long, ideal for public but too long for parties to sustain their volunteer network. Seven days is sufficient, a blanket text to the public a week out would be enough. (Small, established.)

> Two weeks is a really long time, there was a lot of time very late in locations, issues with traffic and parking. In providing 2 locations per seat, ended up being that political parties or voters needed that. (Large, established.)

Other issues raised related to the infrastructure used for early voting. In particular, the use of shopping centres was criticised by many party representatives. Several representatives described tensions between political parties, the VEC and centre management during early voting.

> Shopping centre rules didn't align to VEC rules which lead to a lot of argi-bargy between centre managers, VEC and parties about rules. Fewer booths at better locations – being able to be more selective with their venues. (Large, established.)

> However, a very serious failing of the early voting centres were locations that were unsuitable. These included private locations such as shopping centres, or locations that were too small. (Large, established.)

Closely related to this, some party representatives reported that confrontation with shopping centre managers led to an uneven application of VEC guidelines and multiple layers of competing regulations. The primary issue appeared to be the distribution of HTVCs which may be the norm on election day when approaching a voting centre, though may be seen as intrusive during early voting when people may simply be at the shopping centre to go shopping.

> That was the main one, the centres would add their own rules on top of that. The rules in the candidate guide would specify regulations about how to campaign and then centre management would come in and impose their own restraints on top of that. VEC is in a position where they want to keep the centres open and so they let the centre management set their rules. (Small, established.)

> Bad thing is they often hire facilities that are in a shopping centre, or actually private space, but when the process begins, there are issues with distributing how to vote cards, and put restrictions that limits the legislation over where volunteers can be. Also, they should get rid of all how to cards. (Large, established.)

> Having them in private locations where the landlord isn't necessarily happy with having the democratic process play out or were unaware of the distraction it would cause meant

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that the landlord was restricting the parties from distributing how-to-vote cards, among other things, which conflicts with what is allowed in the legislation. (Large, established.)

Kantar Public understands the challenges of providing high volumes of early voting facilities. The schools, childcare centres and other organisations that often provide voting infrastructure are simply not available on weekdays. However, the issues raised about shopping centres, plus other findings about reducing the number of voting centres overall suggest that the use of shopping centres could be diminished in future elections.

Again, it should be noted that very similar issues were raised in the 2018 election evaluation. Alternatively, clearer guidance on distributing HTVCs during early voting, and closer engagement with centre management may be required if voting at shopping centres is necessary.

7.9. Mobile voting

No party member interviewed had close contact with mobile voting. Similar to postal voting, no reliable conclusions about mobile voting can be drawn from this component of the evaluation.

7.10. Telephone assisted voting

Only one party representative had substantial involvement in TAV. This one participant held a generally dim view of the process, suspecting that it enables fraudulent voting. This is, however, the opinion of only one representative; and did not relate to the quality of the VEC's services. It does not form part of the conclusions of this evaluation.

> " It's a poor process – anybody can just jump on the phone and call to vote, it's easier than turning up in person to double vote. There's a lot of bias where registered voters can source others to vote on their behalf. (Small, established.)

7.11. Voting centres – on the day, in-person

In general, party representatives believed that the VEC performed fairly well in providing services on election day. However, a range of issues were raised and suggestions for improvement put forward, many of which were similar to comments made about early voting.

These included the potentially excessive number of voting centres available, inconsistency of interpretation of rules, and the lack of a clear path to escalate incidents.

In terms of volume: some representatives believed that there were more voting centres available than required. While this provides a good degree of choice for voters, some representatives complained about difficulties in finding enough party members to attend to each centre early. Note that we do not necessarily conclude that upcoming election have fewer voting centres as this may lead to increased queue times.

> " There's a lot of them, 18 per district, for a minor party it's impossible to man them all, but there's no alternative. Either have a volunteer or nothing, logistics of a minor party printing, moving and distributed to centres was a lot. The fact that they are able to pull off that many staff across that many booths is incredible. (Small, new.)

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Similar to findings for early voting, several party representatives perceived that managers and other staff at voting centres applied rules in an inconsistent manner. Some perceived that this issue stemmed from varying levels of knowledge and competence of managers and other staff, others believed that some of these people simply refused to comply with instructions.

> Some inconsistency between division managers and officers – address with training, instruction for managers has gone part of the way to correct things but regional managers read rules differently to head office. Election Managers and Poll Booth Managers and Regional Managers were refusing to comply with the instruction of head office – there was a rule about signage – we got clearance – then the managers had a different interpretation which was inconsistent with head office. (Large, established.)

> There are difficult inconsistencies between booths. And they have issues with the amount of how to votes, some booths let them go through the recycling or they collect the how to votes after use, and others refuse that, and they won't allow them go through the discarded how to votes. There needs to be consistency from VEC, as it currently comes down to individual opinions of booth managers. (Small, established.)

> We were overall happy with the process, there were inevitable issues of various levels of training that the counters had. More to be done in terms of training but we understand the limitations there. (Small, established.)

As was the case in both the 2018 election and early voting in 2022, the most prominent area of confusion related to what was, and was not, permitted in relation to signage.

> Especially for managers, especially for signage. The managers just weren't aware of requirements. The need more training … or a better briefing. (Small, established.)

> There were constant arguments about signage, and nowhere to go and no one to call. There were several times when we were telling VEC workers what the rules were. (Large, established.)

For some party representatives, a lack of a clear escalation path to raise issues with the VEC compounded disputes about signage and other rules and procedures.

> There's no clear escalation of issues for VEC, unlike the AEC, for when there are issues at the polling booth. They experienced signing issues at the booth, and there was a misunderstanding of the logistics with signing where the booth managers were telling them they had to take down signage they were allowed to have. (Large, established.)

7.12. Communication

Party representatives were asked about their perceptions of the VEC's communication and engagement both with the general public and parties. In general, it was clear that representatives paid minimal attention to communications aimed at the general public, though had more to say about engagement between the VEC and parties.

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Advertising campaign (public)

Most party representatives had noticed the VEC's advertising campaign aimed at the community and perceived it to be adequate. The small number of opinions expressed about the campaign noted that the information was well-presented and accessible. A small number of representatives perceived that more could have been done to emphasise the importance of voting.

> " It was fine. Not invisible, just fine I suppose. The animations were easy to understand and accessible. The one thing it didn't really do is to shout, 'let's embrace democracy!'. (Small, established.)

EasyVote Election Guide (public)

Similar to the general advertising campaign, party representatives were generally aware of the EasyVote Election Guide, though paid it little attention.

> " Fine. I saw it advertised on TV, but never really looked at it. As much as they could do, I suppose. (Small, established.)

Website (public)

Similarly scant attention was paid to the public facing aspects of the VEC's website. Party representatives were understandably more interested in the sections of the site intended for use by parties. Like the EasyVote Election Guide and advertising campaign, no issues or concerns were raised about the website. Those that did pay any attention to it simply stated that it was 'good'.

> " It was all good, seemed like it was updated quickly. That was good. (Small, new.)

Information for parties

Party representatives were generally very positive in their views of the availability, responsiveness and clarity of the VEC's communications before and during the election. This applied to both the qualities of the staff who provided information, and mass communications such as circulars.

> " Communication, both in the lead up and during the election. They set expectations very well and update. The circulars were great, and they were forthcoming in the communication. The staff is very helpful, and supportive. Also understanding. (Small, established.)

> " Fairly satisfied, the circulars were clear. Percentage of voters going through each day was good information. (Small, established.)

However, some party representatives perceived issues relating to the clarity of information, in this instance, the lack of information in plain simple language. Others perceived that some advice provided was vague and open to interpretation.

> " On some of the matters around information more generally; we sometimes had difficulties with rules in plain language. Getting that information in plain language could be a battle.

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We asked for information months before – we were provided with assurance it would be provided in a certain way – and then that wasn't adhered to. (Large, established.)

" The advice was vague and sometimes open to interpretation. They couldn't seem to give a simple yes/no answer. I know there were under pressure … (Large, established.)

7.13. Provision of results

Similar to most aspects of the VEC's service delivery, party representatives were overall satisfied with the counting process at the 2022 election.

" There is good access for scrutineers, and VEC managed the COVID situation really well. There's nothing getting in the way for scrutineers, and the staff treat them well as long as they follow the rules. (Small, established.)

" Fairly satisfied within the constraints of the current system. I think they need to bring in electronic voting. They do what they can with what they have. And they do well with logistics, with the 1000s of staff. They do well with counting the entire population. (Small, established.)

Minor issues were raised. For example, perceptions that some projections were released too soon which mislead parties.

" The projections come out very early and announce seat won or lost and it feels premature. I know why it's done that way, but it requires more transparency in the projections. (Small, established.)

Other party representatives made further calls for better technology platforms to keep parties informed during the counting process. In this instance, making detailed data available for download during the count.

" They could do more provisions of results in a downloadable format and provide more tabular information on their website, particularly providing excel or CSV files. The VEC keeps it all on a website, which does have boundary mapping, etc, but you can't download it. The AEC provides this more, and VEC could follow that stepping. (Large, established.)

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8. Appendix 1: Media tracking for young voters

In addition to an evaluation of services at the election, Kantar Public also tracked advertising awareness of the VEC's communications in the four weeks leading up to the State election among younger voters (18-29 years). Each week n=250 responses were collected from younger voters.

Results were provided to the VEC to coincide with the launch of key elements of the media strategy. The topic areas of each of the waves of advertising were as follows:

- Wave 2: Enrolment and importance or value of voting;
- Wave 3: Early voting; and
- Wave 4: Voting correctly.

Each of these campaign elements included messaging related to 'every vote counts'.

The results of this tracker are provided below based on the results from the end of the four-wave survey.

8.1. Recall of the VEC's communications

Participants were asked if they recalled any communication from the VEC in the lead up to the election. The question was asked in Waves 2-4 when communications were in-market. Awareness levels fluctuated slightly over the three Waves with an overall increase from 56% to 69% over time. This level of recall was slightly lower than for the 2018 election where awareness peaked at 85%.

Figure 127:   Awareness of the VEC's communications
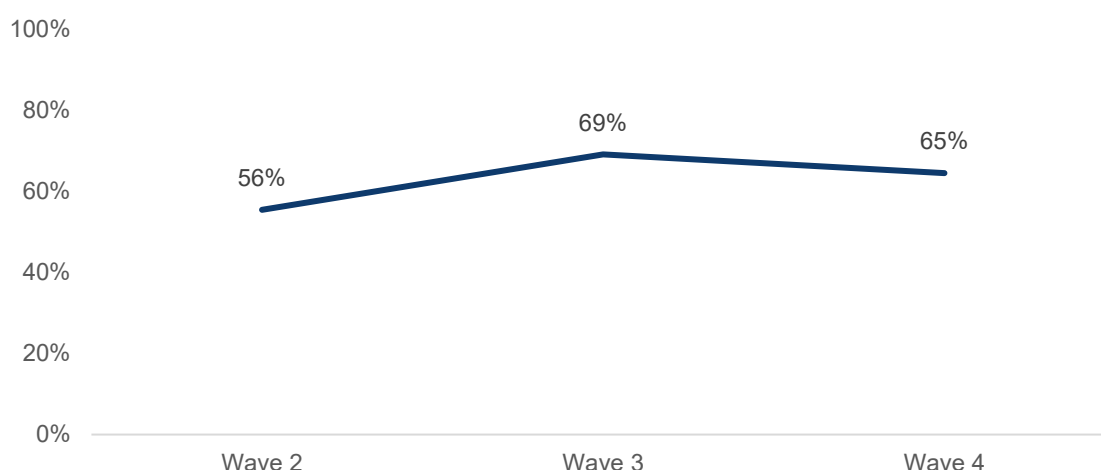
Q12.   Do you recall seeing or hearing any advertising related to the State election? This might have been an advert, poster, social media post or any other kind of advertising or communication.
Base: All respondents n=250 per wave

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8.2. Recall of specific elements

Recall of the different elements of the campaign tended to be similar and fluctuated only slightly across the three Waves of the survey. Recall of radio, free-to-air TV and internet advertising moved slightly from a low of 33% to a high of 44% across the media, with no one media obviously out-performing the others.

Slightly fewer Victorians recalled free-to-air TV in 2022 compared with 2018 (peak of 56% in 2018 and 44% in 2022). The internet performed slightly better (39% in 2022 vs. 27%).

Figure 128:   Top performing media
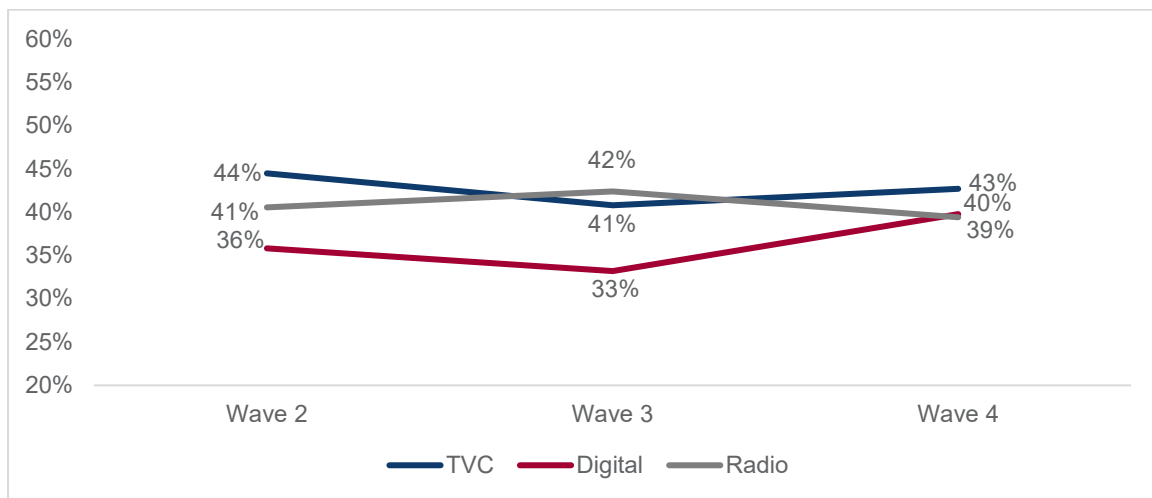
Q14_1. Have you seen this video/TV commercial before? (TVC)
Q14_2. Have you seen these digital banners before (DIGITAL)
Q14_4. Have you heard this announcement before? (RADIO)
Base: All respondents n=250 per wave

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8.3. Awareness of the election

Awareness of the State election demonstrated a steady upward trend over the four Waves of the survey. Two in three young Victorians were aware of the election at the start of the survey period (67%) rising to more than nine in ten at the end of the period (94%). Awareness of the specific date of the election rose even more dramatically from one in four to four in five (27% to 83%).

The rise in awareness of the election in general was similar to that seen in 2018 (peak of 89% in 2018 vs. 94% in 2022). The rise in awareness of the exact date was steeper and peaked higher in 2022, compared with 2018 (peak of 59% in 2018 vs. 83% in 2022).

Figure 129:   Awareness of the election
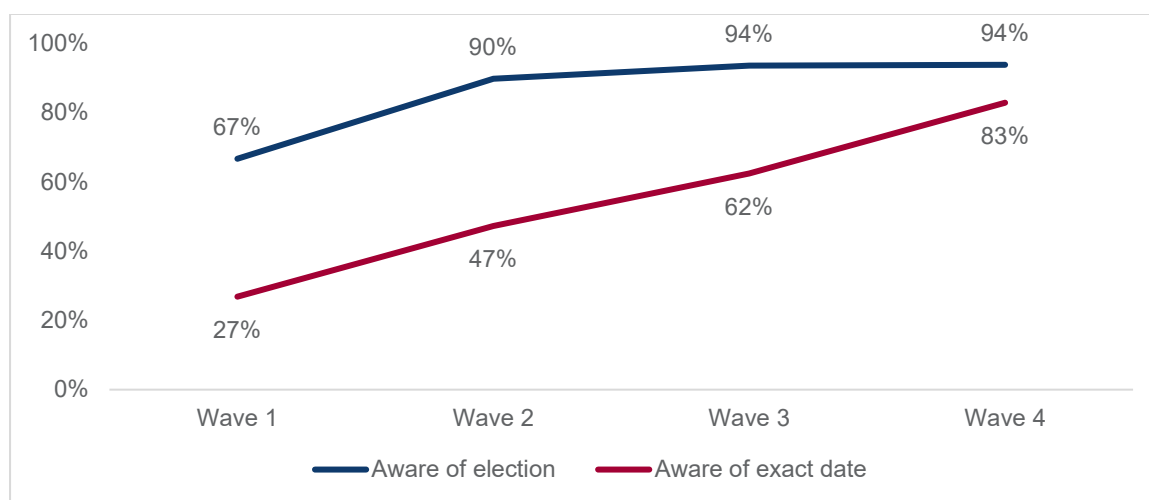
Q1.   Before today, were you aware that there will be a State election in November this year?
Q2.   On what date is the next Victorian State election?
Base: All respondents n=250 per wave

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8.4. Impact on the importance of voting

Voters were asked three sets of attitudinal questions:

- The importance of voting in general;
- The importance of voting specifically for young people; and
- The extent to which voting makes a difference in Victoria.

All three measures fluctuated slightly over the four waves of surveying. However, no distinct upward or downward trend was seen for any of the three questions.

Figure 130: Perceptions of voting
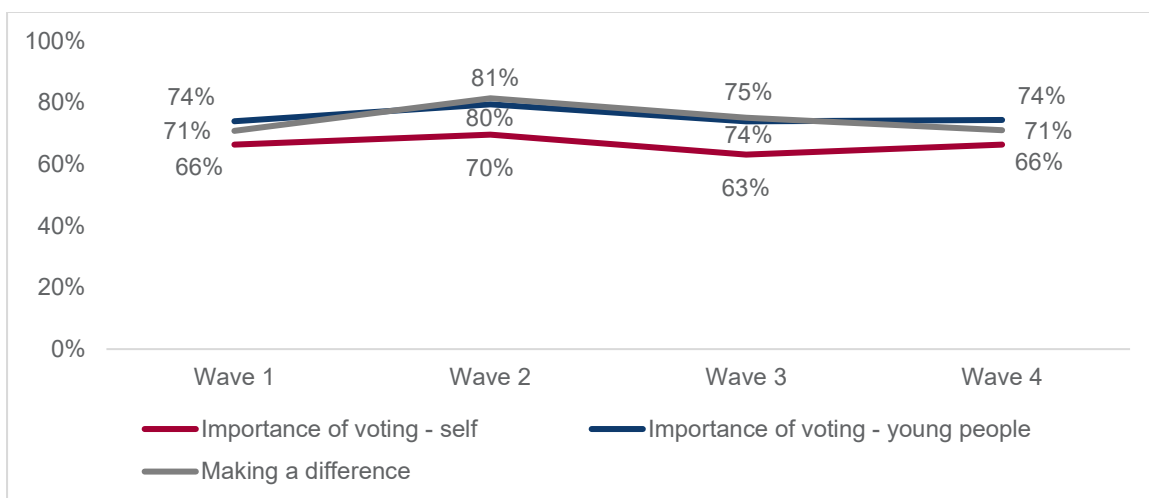
Q3. How important, or unimportant, is it to you personally to vote in State elections?
Q4. How important, or unimportant, is it for the community for young people to vote in State elections?
Q5. To what extent do you agree, or disagree, that by voting in a State election you are making a difference?
Base: All respondents n=250 per wave

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After being shown the campaign materials, younger voters were asked a series of effectiveness-based questions. These included imparting information about:

- When the State election will take place;

- The need to enrol to vote or to update your enrolment;

- The deadline by which you need to be enrolled to vote;

- The importance of voting; and

- The fact that your vote really does make a difference.

Noting that Waves 2-4 of the survey were run in the three weeks leading up to Election Day: overall, the media that was in-market for the Wave 2 survey appeared to have the greatest impact. All measures in this bank of questions were at their peak for the Wave 2 survey. From there, each either declined, or dipped below Wave 2 with a slight recovery in Wave 4.

This was possibly because younger voters were seeing the campaign for the first time in the Wave 2 survey, with diminishing returns over the following weeks due to repeat exposure. Alternatively, whatever was in-market in Week 2 of the survey was somehow qualitatively different and possibly better than communications in Waves 3 and 4.

Figure 131:   Measures of campaign effectiveness
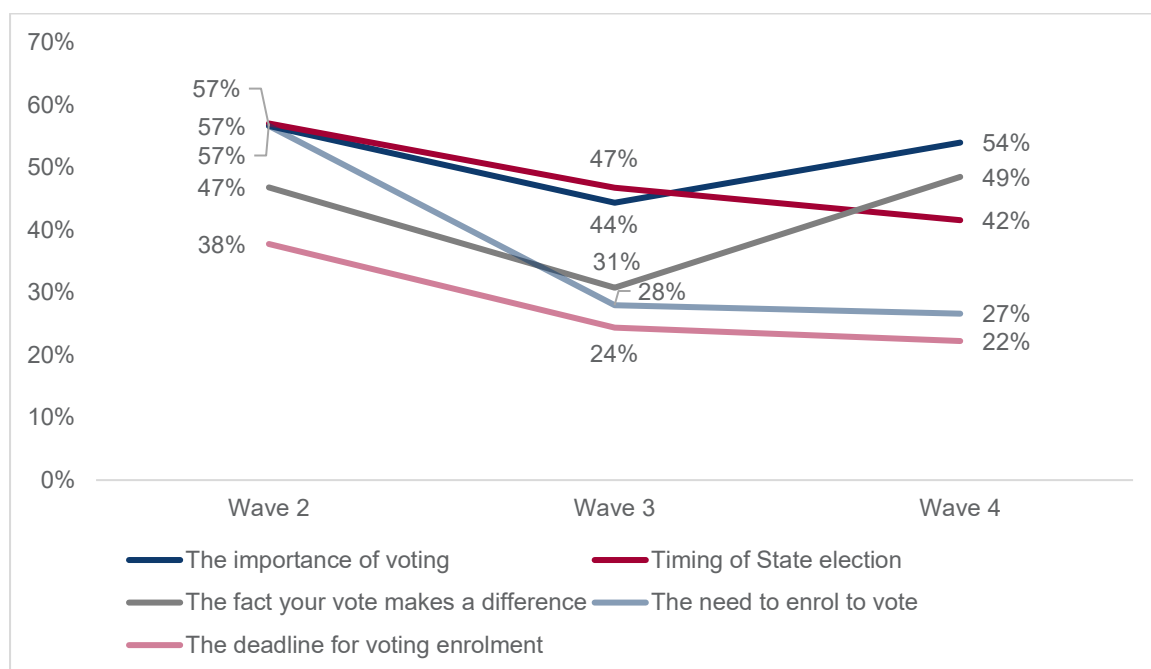
Q16.   Looking at the statements below, is this campaign effective at making you aware of…
Base: All respondents n=250 per wave

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Younger voters who recalled communications about the election were asked if they had taken any action because of seeing the campaign.

The actions were:

- Deciding to vote formally – did not change significantly over time;
- Enrolling to vote – again no significant change;
- Updating enrolment details – which showed a significant downward trend over the three waves, presumably as more and more young people enrolled;
- Deciding to vote after all – a minor increase; and
- Made an enquiry – no change over time.

Figure 132:   Action taken as a result of seeing campaign
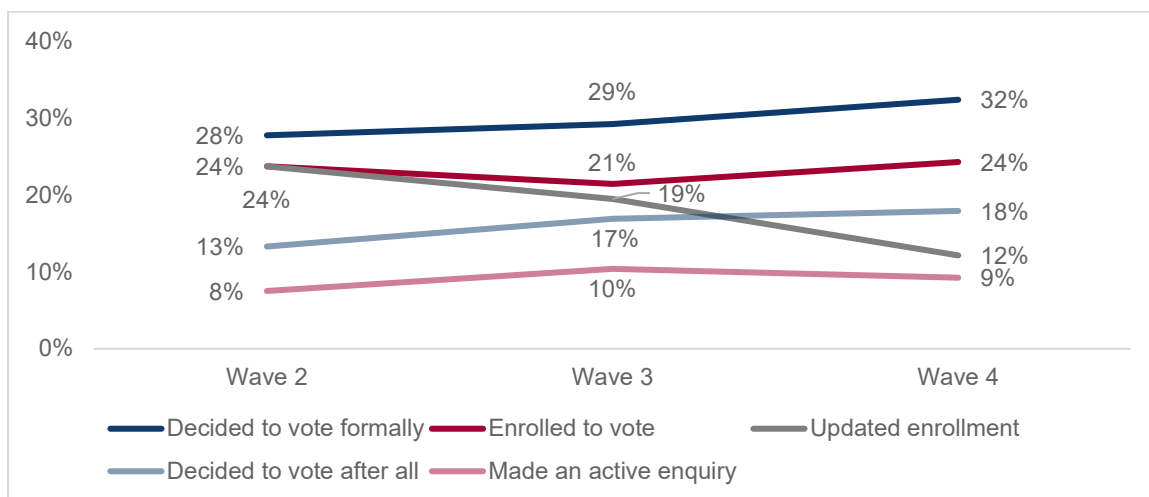
Q17.   As a result of seeing this campaign, what have you done?
Base: Respondents who are aware of the campaign, n=150-170 per wave

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9. Appendix 2: Selected measures over time

Throughout this report, any notable changes in findings from 2022 vs. 2018 have been noted. In addition, this chapter provides selected time series measures for the 2014, 2018 and 2022 elections.

9.1. Ordinary voters

Satisfaction with voting centre facilities has been stable for the last three elections.
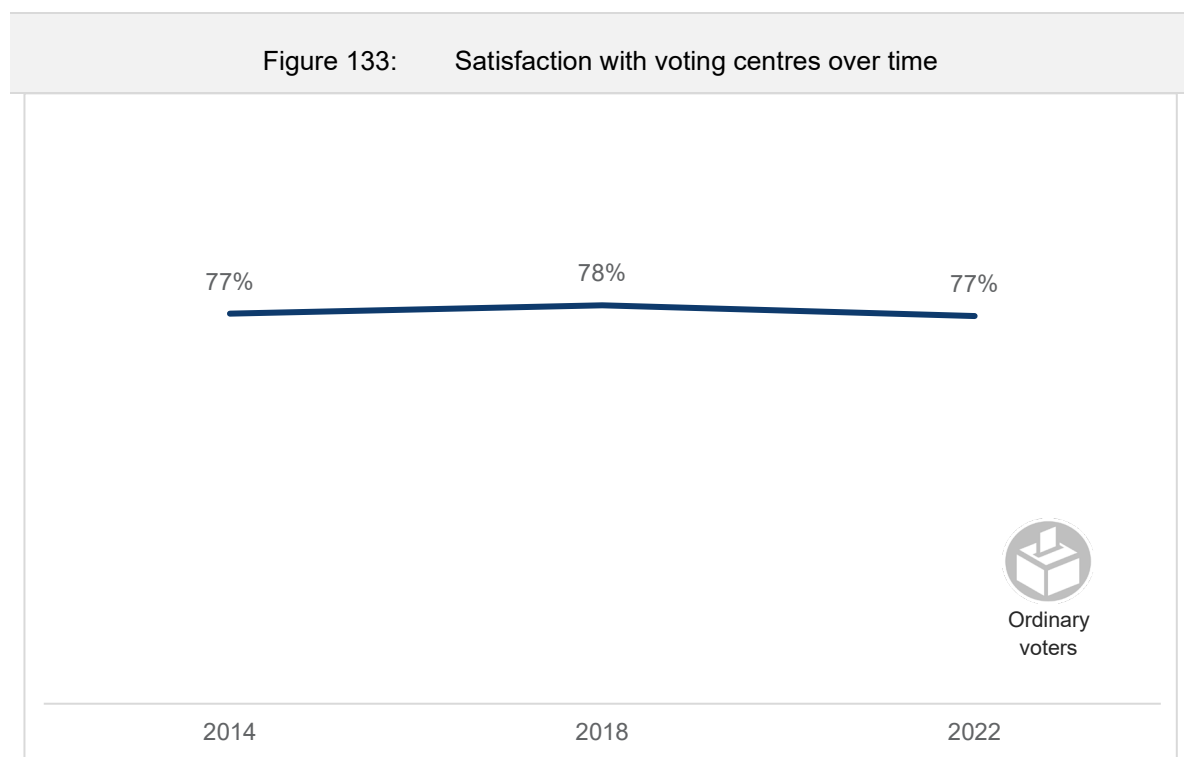
Figure 133:	Satisfaction with voting centres over time

Q31   Was your experience at the voting centre this election satisfactory or unsatisfactory? Please rate on a scale from 1 to 10, where 1 is 'extremely unsatisfactory and 10 is 'extremely satisfactory'.
Base: All ordinary voters, 2022 (n=850), 2018 (n=2,526), 2014 (n=508). Don't know responses excluded.
Note: ▲ / ▼ indicates sub-group is significantly higher or lower at 95% at 95% confidence when compared to the previous election.

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Only very minor differences over time were observed for satisfaction with specific elements of voting centres. These occurred between the 2014 and 2018 elections, with nothing of note observed for the most recent 2022 election.

Figure 134: Satisfaction with aspects of voting centres over time
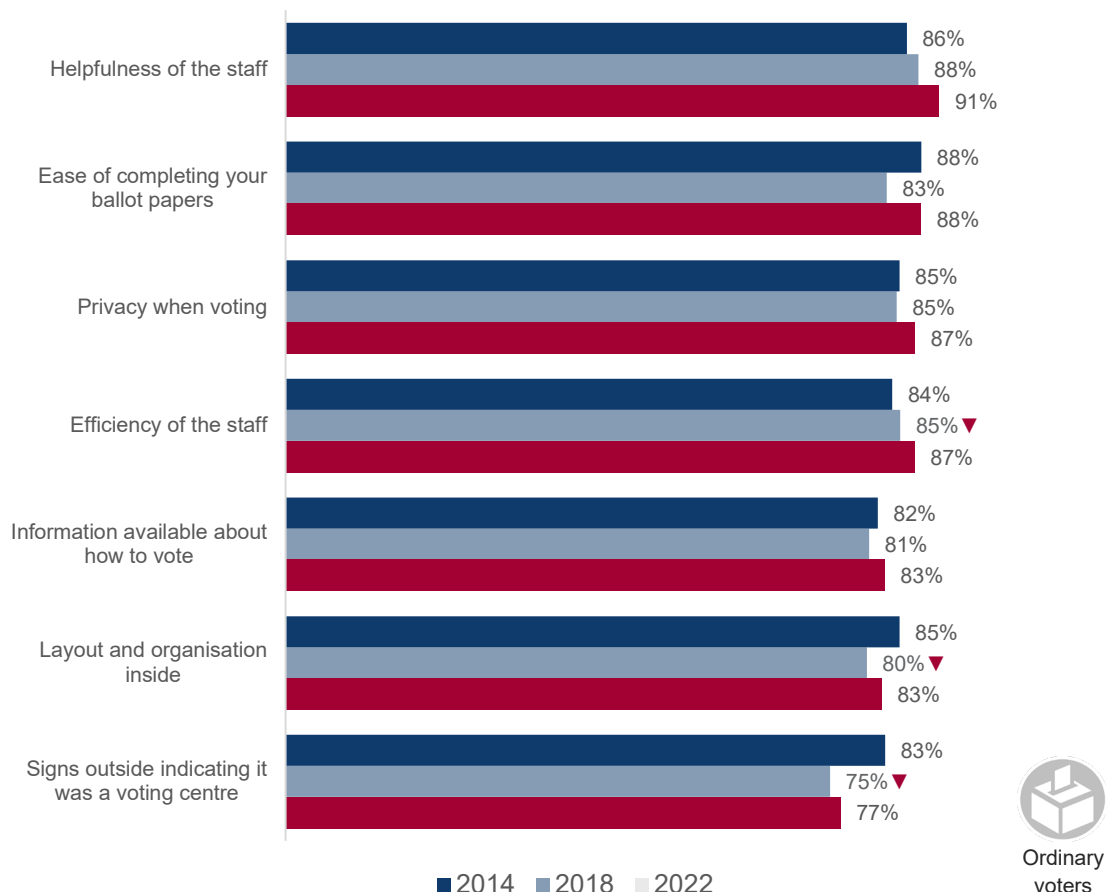
Helpfulness of the staff
- 86%
- 88%
- 91%

Ease of completing your ballot papers
- 88%
- 83%
- 88%

Privacy when voting
- 85%
- 85%
- 87%

Efficiency of the staff
- 84%
- 85% ▼
- 87%

Information available about how to vote
- 82%
- 81%
- 83%

Layout and organisation inside
- 85%
- 80% ▼
- 83%

Signs outside indicating it was a voting centre
- 83%
- 75% ▼
- 77%

■ 2014 ■ 2018 ■ 2022

Ordinary voters

Q35   Here are several aspects relating to your experience at the voting centre. Please rate each of these on a scale from 1 to 10, where 1 is 'extremely unsatisfactory and 10 is 'extremely satisfactory'. Total figures (7-10 shown)
Base: Ordinary and early voters who attended the voting centre, 2022: (n=2,050-1,508), 2018: (n=2,728-2,791), 2014: (n=501-506). Don't know responses excluded.
Note: ▲ / ▼ indicates sub-group is significantly higher or lower at 95% at 95% confidence when compared to the previous election.

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The research found that 'queue times for ordinary voters appeared to have increased compared with the 2018 election … though times for early voters was relatively stable' (see Page 51). When early and ordinary voters were considered together, this change in queue time is less pronounced. Fewer voters overall had to queue for 1-10 minutes in the 2022 election. No other significant differences were observed.

Figure 135:   Queuing at voting centres over time
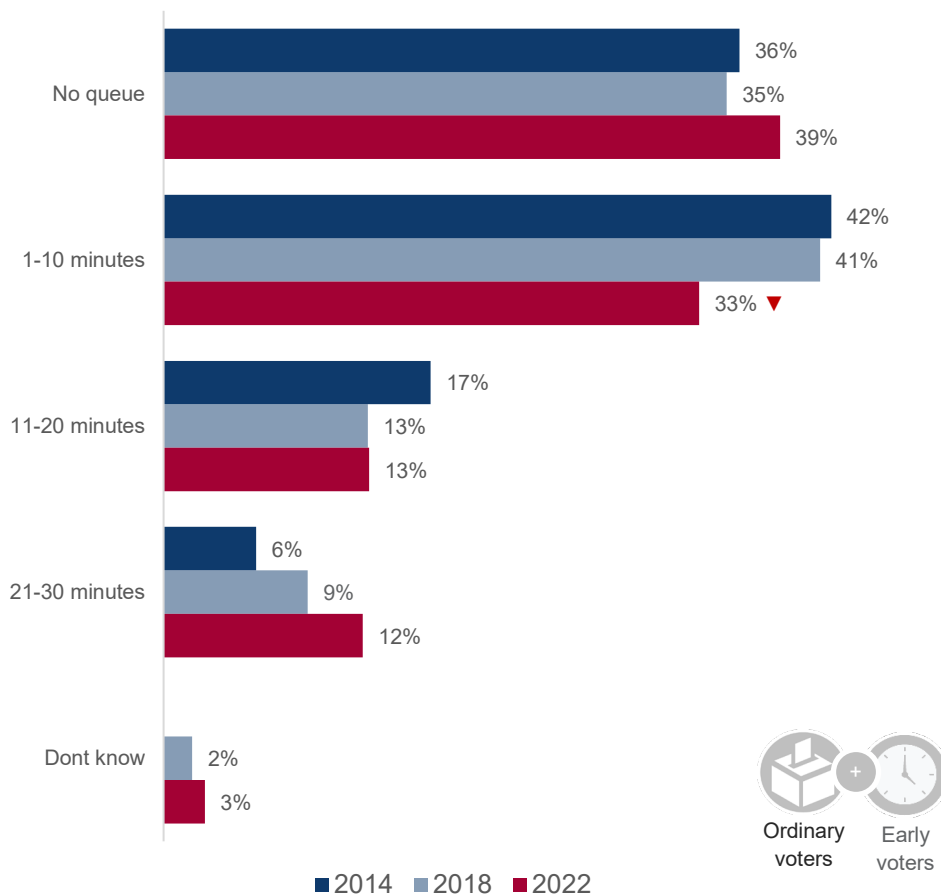
Q33 Did you have to queue before you received your ballot papers?
Q34 And approximately how many minutes did you have to queue for?
Base: Ordinary and early voters, 2022: (n=2,055), 2018: (n=2,809), 2014: (n=325). Don't know responses excluded.
Note: ▲ / ▼ indicates sub-group is significantly higher or lower at 95% at 95% confidence when compared to the previous election.

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After an increase in awareness of the VEC's communications between 2014 and 2018 (79% to 88%); awareness levels dipped again to 78%.
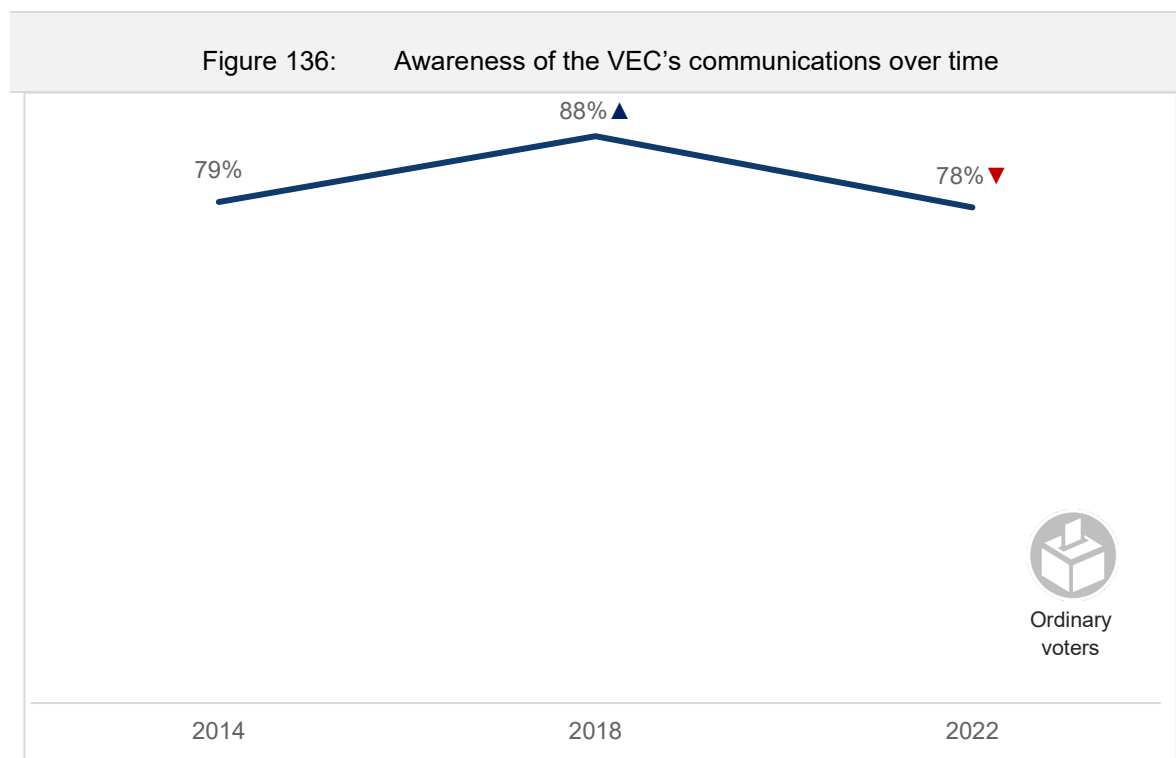
Figure 136:   Awareness of the VEC's communications over time

88% ▲

79%   78% ▼

Ordinary
voters

2014   2018   2022

Q17   In the period leading into this election, did you see or hear any communications by the Victorian Electoral
        Commission?
Base: All ordinary voters, 2022 (n=855), 2018 (n=2,544), 2014 (n=509)
Note: ▲ / ▼ indicates sub-group is significantly higher or lower at 95% at 95% confidence when compared to the
        previous election.

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Effectiveness of the VEC's communications was stable over time, with seven in ten voters considering the communications to be effective across all time periods.

Figure 137: Effectiveness of the VEC's communications over time
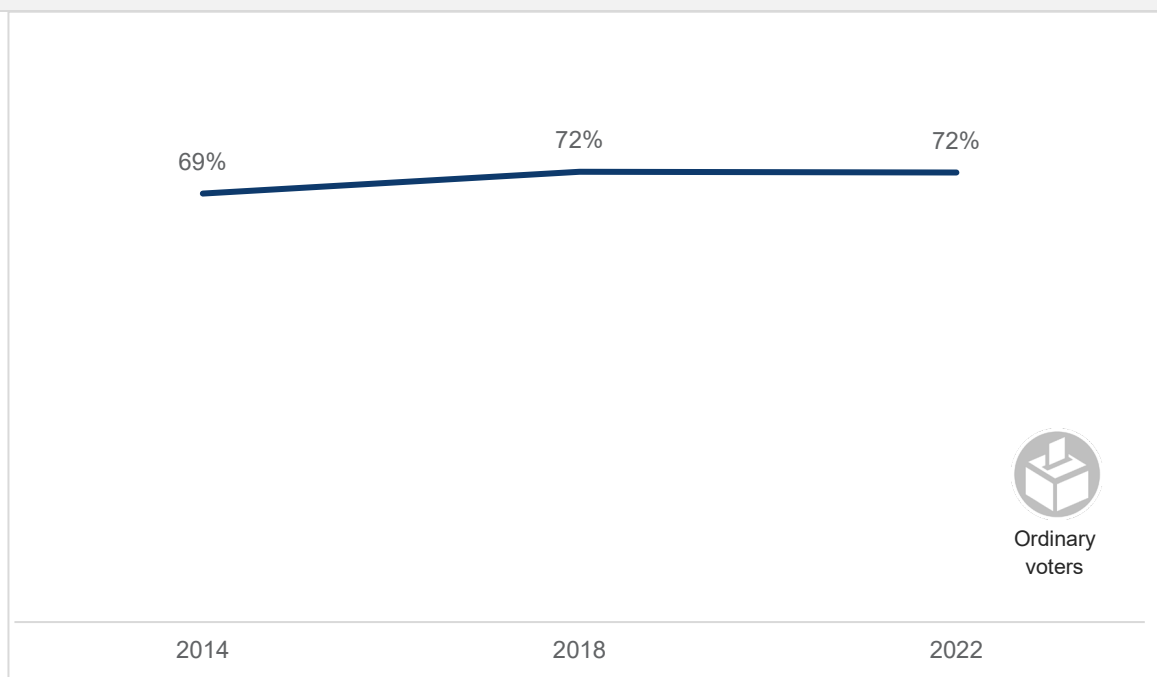
Ordinary voters

2014   69%
2018   72%
2022   72%

Q21   How effective was the communication you saw or heard in providing you with relevant information about the election? Please use a scale from 1 to 10, where 1 is 'extremely ineffective' and 10 is 'extremely effective'?
Base: All ordinary voters, who saw communications from the VEC, excluding don't know responses, 2022 (n=641), 2018 (n=2,861), 2014 (n=431)
Note: ▲ / ▼ indicates sub-group is significantly higher or lower at 95% at 95% confidence when compared to the previous election.

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Satisfaction with the information available on the VEC's website was stable over time, with four in five voters satisfied with the VEC's website over time (83% in 2014, 85% in 2018 and 81% in 2022).
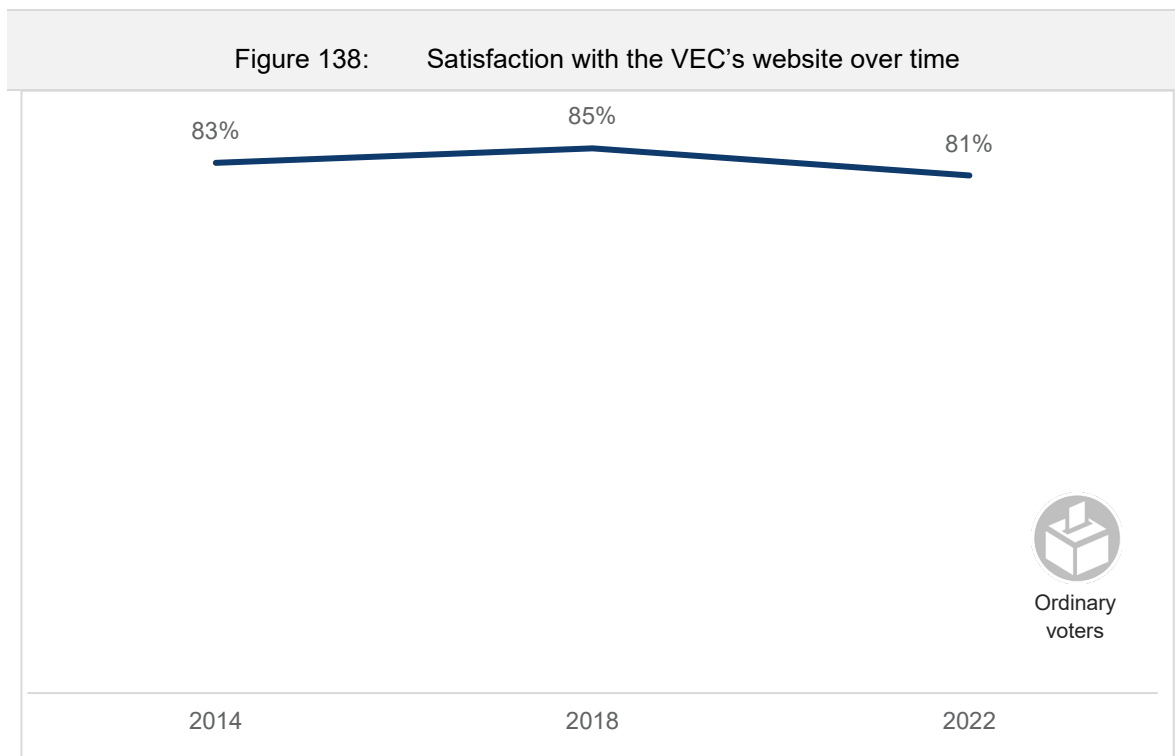
Figure 138:　　　Satisfaction with the VEC's website over time

Ordinary voters

Q52　　Were you satisfied or dissatisfied with the information available on the website? Please use a scale from 1 to 10, where 1 is 'extremely dissatisfied' and 10 is 'extremely satisfied'.

Base:　　All ordinary voters, who saw communications from the VEC, excluding don't know responses, 2022 (n=395), 2018 (n=1,591), 2014 (n=103)

Note:　　▲ / ▼ indicates sub-group is significantly higher or lower at 95% at 95% confidence when compared to the previous election.

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Ease of finding information available on the VEC's website was stable over time, with four in five voters considering it easy at both the 2014, 2018 and 2022 elections (82%, 80% and 80% respectively).
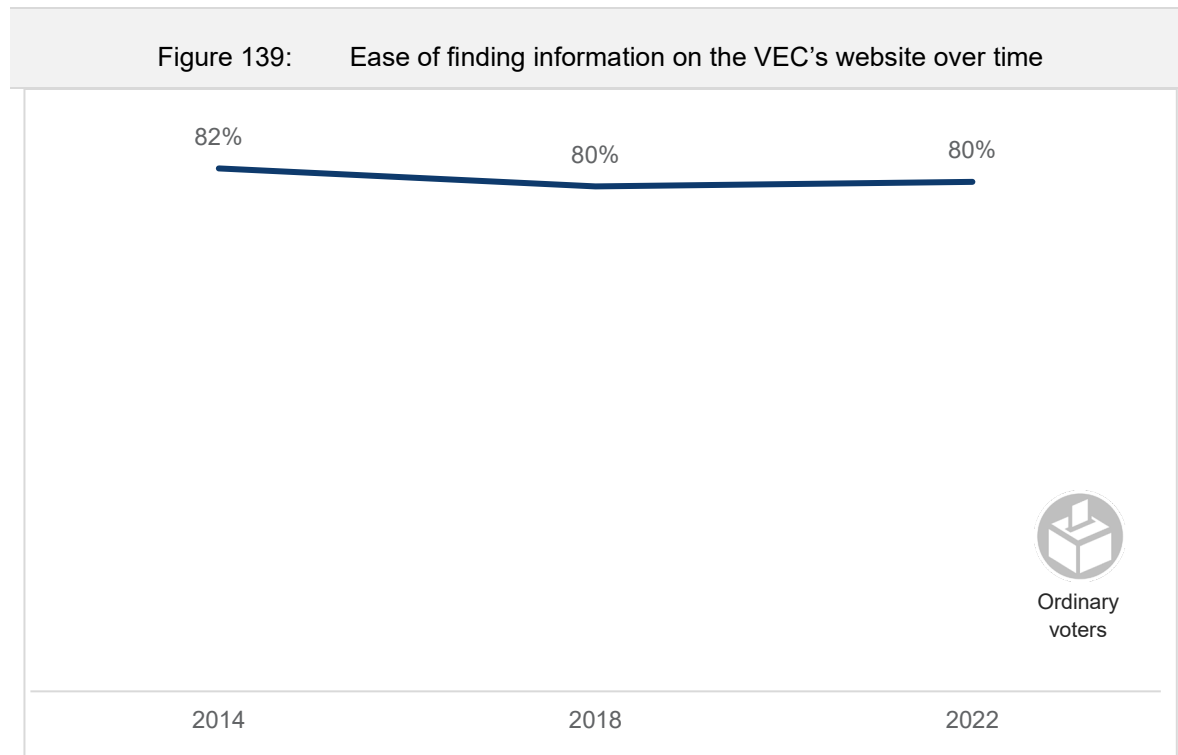
Ordinary voters

Q53   How easy was it to find information on the website? Please use a scale from 1 to 10, where 1 is 'extremely difficult' and 10 is 'extremely easy'.
Base: All ordinary voters, who saw communications from the VEC, excluding don't know responses, 2022 (n=393), 2018 (n=1,050), 2014 (n=102)
Note: ▲ / ▼ indicates sub-group is significantly higher or lower at 95% at 95% confidence when compared to the previous election.

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Similar to satisfaction with the website generally, ease of using the Voting Centre Locator was stable over time, with over four in five voters considering it easy to use the Voting Centre Locator across all time periods.
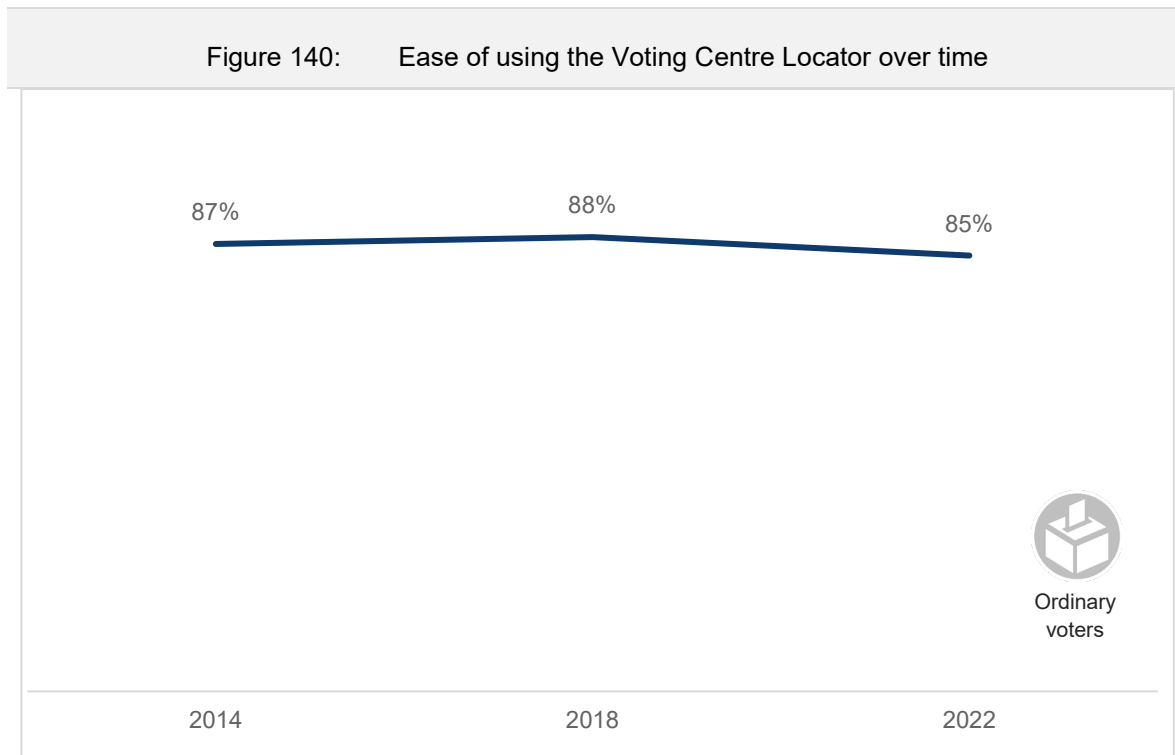
Figure 140: Ease of using the Voting Centre Locator over time

Q56   How easy was it to use the Voting Centre Locator feature on the website? Please use a scale from 1 to 10, where 1 is 'extremely difficult' and 10 is 'extremely easy'.
Base: All ordinary voters, who used Voting Centre Locator, excluding don't know responses, 2022 (n=360), 2018 (n=753), 2014 (n=60)
Note: ▲ / ▼ indicates sub-group is significantly higher or lower at 95% at 95% confidence when compared to the previous election.

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10. Appendix 3: Weight factors

Voting method	Weight factor
Ordinary voters, who voted in-person on Election Day	1.2
Early Voters, who voted in-person prior to Election Day	0.8
Postal voters, who received and returned their papers via post	1.0
Email voters, who received their papers via email and returned by post	1.0
Telephone Assisted Voters, who voted over the phone	1.0

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11. Appendix 4: Questionnaires

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11.1. Voter survey

LANGUAGE SELECTION – SHOW TO ALL

This survey is available in multiple languages, please choose your preferred language:

Intro

Hi there.

You have been selected to do an 8-10 minute survey about voting at the 2022 Victorian State election.

The Victorian Electoral Commission (VEC) provides services for State and local council elections held in Victoria. It is very important to the VEC that election services are of the highest quality, and meet the needs of all Victorian voters. This includes people who voted by post and at a voting centre. The VEC is also keen to hear from voters who needed assistance to cast their vote because they needed language or disability support.

The survey is all about your experience of voting, and the services that the VEC provided. The survey is not about who you voted for, or your political beliefs. Further, the survey is completely voluntary.

You name has been selected at random from a database of contact details that the VEC uses to communicate with voters. Kantar, a specialist research agency in Australia, is conducting the survey.

The survey is completely confidential.   Kantar Public has only been provided with your email address or phone number. The information from this survey is completely separate from your vote. The contact details that we have used for this survey will not be used for any other purpose by Kantar.

The information from this survey will only be used to let the VEC know what it is doing well, and what could be improved in future elections.

If you have any questions about the survey, please get in touch with <TBD> who will help you.

Please click <HERE> to start the survey.

Thank you for your time! Your feedback on your voting experience will provide the VEC with guidance to improve election services in the future. Regards, David Spicer, Director, Kantar Public

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Screener

MODULE ASKED OF ALL

HOW_VOTE
ASK ALL, SR
Q1   How did you vote in the 2022 Victorian State election?

      1.   At a voting centre on the day of the election (on 26th November)
      2.   At an early voting centre prior to the day of the election (before 26th November)
      3.   By completing a postal vote
      4.   By printing, completing and posting a vote received via email
      5.   By voting via Telephone Assisted Voting
      6.   By voting at the Melton West drive-thru voting location
      99. I have not voted in the 2022 Victorian State election

SKIP TO Q5 IF Q1=3

WHY_NOT_VOTE
ASK IF Q1 = 99 – DID NOT VOTE. MR
Q1a.   Why didn't you vote?

      1.   I could not make it to a voting centre on the day
      2.   The queues were too long at the voting centre
      3.   I did not receive a postal vote in time
      4.   I do not believe in voting
      5.   I am not eligible to vote
      6.   My vote will not make a difference
      7.   I prefer not to say
      98. Something else, please specify _____

LIKELY_VOTE
ASK IF Q1 = 99 – DID NOT VOTE. OE
Q1b   What would make you more likely to vote in future State elections?

      _____

WHY_EARLY
ASK IF EARLY VOTER SAMPLE OR CHECK IF Q1=2,
MR, RANDOMISE ANCHOR 96-97

Q2   Why did you choose to vote at an Early Voting Centre? *Please select all that apply*

      1.   I was overseas (holiday or work)
      2.   I was interstate (holiday or work)
      3.   I was in another part of the state (holiday or work)
      4.   I was at work and not able to vote on election day

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5. I was unable to attend a voting centre on election day for health reasons (illness, in hospital or disability)
6. It was more convenient for me to vote early instead of on election day
7. I wanted to be able to vote in private
8. I did not want to be rushed / pressured
96. Other (please specify) **(OE)**
97. Don't know **(SR)**

WHEN_VOTE_
ASK IF EARLY VOTER SAMPLE OR CHECK IF Q1=2. SR
Q3. In what week of the early voting period did cast your vote?

1. First week (Monday 14 Nov – Saturday 19 Nov 2022)
2. Second week (Monday 21 Nov – Friday 25 Nov 2022)
3. I can't remember

WHY_VOTE-EARLY1
ASK IF Q3 = 1. OE
Q4a. Why did you choose to vote in the first week of the early voting period?

_____

WHY_VOTE-EARLY2
ASK IF Q3 = 2. OE
Q4b. Why did you choose to vote in the second week of the early voting period?

_____

ABSENTEE_VOTE
ASK IF Q1=1, SR
Q4   Was the voting centre where you voted in your own electorate, or did you cast your vote in a different electorate?

1. Own electorate
2. Outside own electorate
97. Don't know

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WHY_ABSENTEE
ASK IF Q3=2, RANDOMISE, ANCHOR 96, MR
Q4   What were the main reasons you voted outside your electorate? *Please select all that apply.*

1. In another part of the State for work or holiday, short term basis (1-2 days)
2. In another part of the State for work or holiday, long term basis (3+ days)
3. At work in another electorate and not able to attend my electorate
4. I couldn't attend a voting centre in my electorate due to flooding in my local area
5. Not living in that electorate anymore
6. Shopping
7. Family commitments
8. Meeting with friends/family
96. Other reasons (please specify) **(OE)**

EVER_VOTED
ASK ALL, SR
Q5   Had you voted in a State election before?

1. Yes – voted at previous State election
2. No – first time
97. Don't know

LAST_VOTE
ASK ALL, SR
Q5a   How did you vote in the previous (2018) Victorian State election?

1. At a voting centre on the day of the election (on 26th November)
2. At an early voting centre prior to the day of the election (before 26th November)
3. By completing a postal vote
4. By printing, completing and posting a vote received via email
5. By voting via Telephone Assisted Voting
6. I did not vote in the previous (2018) Victorian State election
7. I can't remember

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Provisional voters

MODULE ASKED IF PROVISIONAL VOTER SAMPLE

ENROLLED_ON_DAY
ASK ALL, SR
Q6   Did you need to be added to the electoral roll when you went to vote?

By this we mean that you were not on the electoral roll when you went in to vote, and had to fill in an additional form to be added to the electoral roll before you could vote.

    1. Yes
    2. No
    97. Don't know

SKIP TO Q17 IF Q6 = 2 or 97

AWARE_UNENROLLED
ASK ALL, SR
Q7   Were you aware you were not on the electoral roll before you went in to vote?

    1. Yes
    2. No
    97. Don't know

AWARE_COULD_ENROL
ASK ALL, SR
Q8   Were you aware that you could enrol and vote at a voting centre before you went in to vote?

    1. Yes
    2. No
    97. Don't know

HOW_AWARE
ASK ALL, MR, RANDOMISE, ANCHOR 96-97
Q9   How did you find out that you could enrol and vote at a voting centre?

    1. Found out on the day at the voting centre
    2. Saw information from the Victorian Electoral Commission prior to going in to vote
    3. Was told by friends or family
    4. Sought advice from the VEC directly by phone/email or social media
    96. Other (please specify) **(OE)**
    97. Don't know **(SR)**

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PROCESS_TIME
ASK ALL, ON RANGE 1-120
Q10   Approximately how many minutes did it take from the time you turned up at the voting centre to the time that you cast your vote? *Please include any extra time taken to fill out the form so you could vote.*

1.   _____
97. Don't know **(SR)**

AUTOCODE TO LIST

1.   1-5 minutes
2.   6-10 minutes
3.   11-15 minutes
4.   16-20 minutes
5.   21-25 minutes
6.   26-30 minutes
7.   More than 30 minutes
97. Don't know

Postal voters

MODULE ASKED IF POSTAL VOTERS SAMPLE OR CHECK IF Q1=3

POSTAL_REASON
ASK ALL, MR, RANDOMISE, ANCHOR 96
Q11   What were the main reasons you voted by post?

1.   I was overseas (holiday or work)
2.   I was interstate (holiday or work)
3.   I was in another part of the State (holiday or work).
4.   I wanted to avoid the crowds at voting centres
5.   I wanted to avoid the party and/or candidate volunteers
6.   I was at work and not able to vote on election day.
7.   I was concerned about COVID
8.   I was unable to attend a voting centre because of health reasons (illness, in hospital or disability)
9.   My area was impacted by flooding
10. It was more convenient to vote by post
11. I received an application in the mail from a political party
12.   I am a general postal voter/I always vote by post
96. I voted by post for other reasons (please specify) **(OE)**

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Overseas voters

MODULE ONLY ASKED OF OVERSEAS VOTERS OR CHECK IF Q1=4

LEARNED_EMAIL_BALLOT
ASK ALL MR, RANDOMISE, ANCHOR 96-97
Q12   How did you find out about receiving your ballot papers by email? *Please select all that apply*

1. Called Victorian Electoral Commission hotline
2. Visited the Victorian Electoral Commission website
3. Emailed the Victorian Electoral Commission
4. A direct email or text message from the Victorian Electoral Commission
5. Social media
6. Family and friends / word of mouth
96. Elsewhere (please specify) **(OE)**
97. Don't know **(SR)**

WHY_EMAIL_BALLOT
ASK ALL MR, RANDOMISE, ANCHOR 96-97
Q13   Why did you apply to receive your ballot papers by email? *Please select all that apply*

1. Unable to get to an overseas/interstate voting centre
2. Convenience
3. Determination to vote even though overseas/interstate
4. Avoiding a fine
96. Other reasons (please specify) **(OE)**
97. Don't know **(SR)**

ASPECTS_OF_EMAIL_VOTING
ASK ALL, SR, RANDOMISE STATEMENTS, SHOW IN CAROUSEL
Q14   Here are several aspects relating to your experience voting with an email ballot paper.
Please rate each of these on a scale from 1 to 10, where 1 is 'extremely unsatisfactory and 10 is 'extremely satisfactory'.

Ease of the application process
Receipt of password email
Receipt of ballot papers and declaration form
Printing of ballot papers
Completion of vote
Folding and postage of ballot papers
How long the process took

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ANSWER CODES

1. Extremely unsatisfactory
2. 2
3. 3
4. 4
5. 5
6. 6
7. 7
8. 8
9. 9
10. Extremely satisfactory
97. Don't know

EMAIL_OVERSEAS
ASK ALL, SR
Q14a. Where did you email your cote?

1. To one of the 27 overseas locations,
2. Directly to the VEC?
98. Can't recall

CONFIDENT_OVERSEAS
ASK ALL, SR
A14b. How confident are you that your vote will have been received by the VEC by the deadline of 2 December?

3. Not at all confident
4. 2
5. 3
6. 4
7. 5
8. 6
9. 7
10. 8
11. 9
12. Extremely confident
13. Don't know

IMPROVEMENTS
ASK IF ANY Q14=1-3, OE
Q15   And what could be improved about the email ballot paper process?

_____

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VOTE_BALLOT_AGAIN
ASK ALL, SR
Q16   And would you choose to receive your ballot papers by email again?

1. Yes
2. No
97. Don't know

Information

MODULE ASKED OF ALL RESPONDENTS

SEEN_COMMS
ASK ALL, SR
Q17   In the period leading into this election, did you see, hear or read any communications from the Victorian Electoral Commission?

For example: information about enrolling to vote, the importance of voting, the date of the election, where to vote, how to vote or what to do if you are away from home on election day.

We are not interested in advertising conducted by the political parties.

1. Yes
2. No
97. Don't know

WHAT_COMMS
ASK IF Q17=1, OE
Q18   Where did you see or hear that communication from the Victorian Electoral Commission? *Please write all the places you saw or heard communications.*

_____

WHERE_COMMS
ASK IF Q17=1, MR, RANDOMISE, ANCHOR 96-99
Q19   And did you hear or see any communication anywhere else? *Please select all that apply, include any you may have mentioned earlier.*

1. Free to air TV (e.g. Channel 7, Channel 9, Channel 10, SBS)
2. Catch up TV
3. Radio
4. Outdoor advertising (billboards or tram/train stops)
5. Internet – general (e.g. online advertising on a website)
6. Internet – social media site (e.g. Facebook, twitter)
7. Internet – video-sharing websites (e.g. YouTube)
8. Internet - music streaming sites (e.g. Spotify)
9. Internet – search (e.g. Google)
10. Posters
11. Newspaper articles

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12. The Victorian Electoral Commission EasyVote Guide

13. Voter Alert (i.e. an SMS or email from the Victorian Electoral Commission)

14. Victorian Election Commission website

15. Victorian Election Commission hotline (131 832)

96. Elsewhere (please specify) **(OE)**

97. Don't know **(SR)**

99. None of the above **(SR)**

COMMS INFO
ASK_IF_Q17=1, MR, RANDOMISE, ANCHOR 96-99
Q20   Thinking about the Victorian Electoral Commission communication you saw, read or heard, what information did it contain?

1. Enrolling to vote
2. How to vote before election day
3. Instructions for completing ballot papers correctly
4. Where to find more information about the election
5. How to identify incorrect electoral information
6. Where to vote on election day
7. The importance of voting
8. Your vote will help shape Victoria
9. The date of the election
10. Assistance for Voting – By telephone
11. Assistance for Voting – In a different language
12. Assistance for Voting – Helping someone at a voting centre
13. The role of the VEC in dealing with misinformation or disinformation
14. Close elections
15. Other (please specify) (OE)
16. Don't know / not sure / don't recall (SR)
17. None of the above (SR)

COMMS_EFFECTIVENESS
ASK IF Q17=1, SR
Q21   How effective was the communication you saw or heard in providing you with relevant information about the election? Please use a scale from 1 to 10, where 1 is 'extremely ineffective' and 10 is 'extremely effective'?

1. Extremely ineffective
2. 2
3. 3
4. 4
5. 5
6. 6
7. 7
8. 8
9. 9
10. Extremely effective

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97. Don't know

MORE_EFFECTIVE
ASK IF Q21=1-3, OE
Q22   What do you think would improve the effectiveness of the communications?

EasyVote Guide

MODULE ONLY ASKED IF Q19=12, ELSE SKIP TO 'INFORMATION NEEDED' MODULE

INTRO TEXT

The following questions are specifically about the EasyVote Guide.

The digital EasyVote Guide contained information about where and how to vote and other election information. A link to the Guide was sent to voters by email and/or text message for online access. It could also be found on the VEC's website.

Please have a look at this image for the EasyVote Guide.

SHOW EASYVOTE GUIDE IMAGE

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Your EasyVote Guide to the 2022 Victorian State election

NOV 26 SAT

You can vote safely and conveniently when, where and how you like.

Vote early

Early voting is open from Monday 14 November to Friday 25 November.

You don't need a reason to vote early.

You can find all the information on opening hours, locations and accessibility in our Voting Centre Locator.

Find early voting centres near me
Go to: maps.vec.vic.gov.au/elections
Or scan QR code:

Voting on election day

Election day is Saturday 26 November. You can vote at any voting centre in the State, but voting outside your district may take longer. All election day voting centres are open 8 am to 6 pm.

Find election day voting centres near me
Go to: maps.vec.vic.gov.au/elections
Or scan QR code:

Other voting options

Voting by post

You can apply for a postal vote from now until 6 pm on Wednesday 23 November. You can apply online or pick up a paper form at any Australia Post outlet.

For your vote to count, you must post it back to us or drop it off at any voting centre before 6 pm on Saturday 26 November.

Apply for a postal vote
Go to: vec.vic.gov.au/postalvote
Or scan QR code:

Telephone assisted voting

You can vote by phone if you:
- are blind, have low vision have or a physical disability and can't vote without assistance
- are impacted by the floods in **designated** areas and you can't access a voting centre from 19 November to 26 November.

Check our website to see if you're eligible
Go to: vec.vic.gov.au/phone
Or scan QR code:

Information in your language
Go to: vec.vic.gov.au/languages
Or scan QR Code >

Victorian Electoral Commission

ACCESS_GUIDE
ASK_ALL-SR
Q22a.   How did you access the digital EasyVote Guide?

1. A link provided in an SMS or email sent by the VEC
2. Accessed directly on the VEC website
3. I can't remember
99 Other, please specify _____

GUIDE_HELPFUL
ASK if Yes above , SR
Q23   Did the EasyVote Guide provide you with useful information about voting in this election?

1. Yes
2. No
97. Don't know

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IMPORTANT_GUIDE
ASK ALL, RANDOMISE, ANCHOR 96, SR
Q24   What was the most important information for you in the Guide?

1.   The different voting options available to me
2.   When to vote
3.   Where to vote
4.   How to vote correctly
5.   The candidates in my area
6.   Electoral boundaries changes
7.   Assistance available (e.g. telephone, wheelchair access, etc.)
96. Other (please specify) **(OE)**

GUIDE_COMPREHENSION
ASK ALL, SR
Q25   Was the information in the EasyVote Guide easy to understand? *Please rate on a scale from 1 to 10, where 1 is 'extremely difficult' and 10 is 'extremely easy'.*

1.   Extremely difficult
2.   2
3.   3
4.   4
5.   5
6.   6
7.   7
8.   8
9.   9
10. Extremely easy
11. Don't know

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GUIDE_VALUE
ASK ALL, SR
Q26   And to what extent do you agree that the EasyVote Guide was useful? *Please rate on a scale from 1 to 10, where 1 is 'strongly disagree and 10 is 'strongly agree*.

1. Strongly disagree
2. 2
3. 3
4. 4
5. 5
6. 6
7. 7
8. 8
9. 9
10. Strongly agree
11. Don't know

EMAIL_PREFERENCE
ASK ALL, SR
Q27   If you looked it up on the VEC website, would you be interested in registering for the VEC's VoterAlert service to have it sent to you directly??

1. Yes
2. No
97. Don't know

GUIDE_IMPROVEMENTS
ASK ALL, OE
Q28   And what aspects of the EasyVote Guide could be improved?

_____

Information needed

MODULE ASKED OF ALL RESPONDENTS

ADDITIONAL_INFO
ASK ALL, SR
Q29   Was there any additional information related to voting in the election that you would have liked to receive?

1. Yes
2. No
97. Don't know

WHAT_ADDITIONAL_INFO
ASK IF Q29=1, MR, RANDOMISE ANCHOR 96
Q30   What else would you have liked to receive information on? *Please select all that apply.*

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1. Preferential voting
2. The responsibilities of the State (compared to local or Federal government)
3. Electoral misinformation and disinformation
4. The way the votes are counted
5. The role of scrutineers
6. The role of the VEC
7. Where to vote
8. How to vote
9. When to vote
10. Proportional representation
9. Information on candidates and parties
10. The security measures in place to ensure a safe and fair election
11. How to complete my ballot papers correctly
96. Other (please specify) **(OE)**

VEC reputation

VEC_REP
ASK ALL. SR FOR EACH.
Q30a. How much would you agree or disagree with the following statements?

The VEC should do more to correct misleading or incorrect electoral information
The VEC should make sure my enrolment details are up to-date
The VEC should provide information to me about important election dates

1. Strongly disagree
2. 2
3. 3
4. 4
5. 5
6. 6
7. 7
8. 8
9. 9
10. Strongly agree
97. Don't know

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Voting process modules

Voting centre

SKIP MODULE IF OVERSEAS, POSTAL OR TAV IN SAMPLE OR CHECK IF Q1=1 OR 2 VOTER EXPERIENCE
ASK ALL, SR

VC_SAT
ASK ALL, SR
Q31   Was your experience at the voting centre this election satisfactory or unsatisfactory? *Please rate on a scale from 1 to 10, where 1 is 'extremely unsatisfactory and 10 is 'extremely satisfactory'.*

1. Extremely unsatisfactory
2. 2
3. 3
4. 4
5. 5
6. 6
7. 7
8. 8
9. 9
10. Extremely satisfactory
97. Don't know

EXPERIENCE_WHY
ASK IF Q31=1-3, OE
Q32   And why was your experience at the voting centre unsatisfactory?

_____

QUEUING
ASK ALL, SR
Q33   Did you have to queue before you received your ballot papers?

11. Yes
12. No
97. Don't know

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QUEUE_TIME
ASK IF Q33=1, ON RANGE 1-90
Q34   And approximately how many minutes did you have to queue for?

   1. _____
  97. Don't know **(SR)**

AUTOCODE TO LIST

    1. 1-5 minutes
    2. 6-10 minutes
    3. 11-15 minutes
    4. 16-20 minutes
    5. 21-25 minutes
    6. 26-30 minutes
    7. More than 30 minutes
   97. Don't know

ASPECTS_VOTING
ASK ALL, RANDOMISE STATEMENTS, SHOW IN CAROUSEL
Q35   Here are several aspects relating to your experience at the voting centre. *Please rate each of these on a scale from 1 to 10, where 1 is 'extremely unsatisfactory and 10 is 'extremely satisfactory'.*

    1. Signage outside indicating it was a voting centre
    2. Layout and organisation inside
    3. Efficiency of the staff
    4. Behaviour of party and/or candidate volunteers
    5. Information available about how to vote
    6. Privacy when voting
    7. Ease of completing your ballot papers
    8. Helpfulness of the staff
    9. Accessibility of the voting centre for people with mobility issues

ANSWER CODES

    1. Extremely unsatisfactory
    2. 2
    3. 3
    4. 4
    5. 5
    6. 6
    7. 7
    8. 8
    9. 9
   10. Extremely satisfactory
   97. Don't know

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LOCATED_CENTRE
ASK ALL, RANDOMISE. ANCHOR 96, MR
Q36   How did you know which voting centre you should go to? *Please select all that apply.*

1.   Same as on previous occasions
2.   Advertisement in the newspaper
3.   Family/friends told me
4.   Saw it when passing by
5.   Used the VEC's online Voting Centre Locator
6.   Called the call centre/hotline (131VEC)
7.   Googled it
8.   Used the EasyVote guide
9.   Other (please specify) (OE)

Telephone assisted voting

MODULE ONLY TO BE ASKED IF TAV SAMPLE OR CHECK IF Q1=5

TAV_KNOWLEDGE
ASK ALL, MR, RANDOMISE ANCHOR 96-97

Q37   How did you find out about Telephone Assisted Voting? *Please select all that apply*

1.   Vision Australia Radio (previously Radio 3RPH)
2.   Other radio
3.   Victorian Electoral Commission hotline (131 832)
4.   Vision Australia staff or materials
5.   Blind Citizens Australia staff or materials
6.   Word of mouth / Friends or family told me
7.   Communication from disability group
8.   Social media
9.   Television advertisement
10.   The VEC's EasyVote guide
11.   Easy English guide on Voting
12.   Vctorian Electoral Commission website
13.   Emergency Relief Services people/flyer
14.   Other website (please specify)
96.   Other (please specify) **(OE)**
97.   Don't know **(SR)**

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TAV_KNOWLEDGE
ASK ALL, MR, RANDOMISE ANCHOR 96-99
Q38   How would you have usually voted before Telephone Assisted Voting was available? *Please select all that apply*

    1.   In-person during the early voting period
    2.   Mobile voting
    3.   Postal vote
    4.   Braille ballot papers
    5.   In-person on election day
    6.   Electronically Assisted Voting
    96. Other (please specify) **(OE)**
    97. Don't know **(SR)**
    99. Did not vote **(SR)**

EXPERIENCE_TAV
ASK ALL, RANDOMISE STATEMENTS, SHOW IN CAROUSEL
Q39   Here are several aspects relating to your experience with Telephone Assisted Voting.
Please rate how satisfied you were about each of these on a scale from 1 to 10, where 1 is 'extremely unsatisfactory and 10 is 'extremely satisfactory'.

    1.   How your vote was kept confidential
    2.   How convenient Telephone Assisted Voting was
    3.   The length of time you had to wait to speak to an operator
    4.   The length of the call with the operator
    5.   Your satisfaction with Telephone Assisted Voting overall

ANSWER CODES
    1.   Extremely unsatisfactory
    2.   2
    3.   3
    4.   4
    5.   5
    6.   6
    7.   7
    8.   8
    9.   9
    10. Extremely satisfactory
    11. 97. Don't know

SATISFACTIOn_WHY
ASK IF ANY Q39=1-3, OE
Q40   For what reasons was your experience with Telephone Assisted Voting unsatisfactory?

    _____

TAV_AGAIN
ASK ALL, SR

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Q41   Would you use Telephone Assisted Voting again?

     1. Yes
     2. No
     97. Don't know

RECOMMEND_TAV
ASK ALL, SR
Q42   Would you recommend Telephone Assisted Voting to others who need it?

     1. Yes
     2. No
     97. Don't know

PAST_EXPERIENCE
ASK IF Q5=1, SR
Q43   Compared to previous occasions would you say that voting this election has been a better experience than voting on previous occasions?

     1. A lot better
     2. A little better
     3. Neither better nor worse **(SKIP TO Q27)**
     4. A little worse
     5. A lot worse
     97. Don't know **(SKIP TO Q27)**

OTHER_TAV
ASK ALL, OE
Q44   Do you have any ideas on how to improve Telephone Assisted Voting or any other feedback you'd like to share?

     _____

SECREC_ IMPORTANCE
ASK ALL, SR
Q45   How important to you is keeping who you voted for confidential? *Please use a scale from 1 to 10, where 1 is 'extremely unimportant' and 10 is 'extremely important'.*

     1. Extremely unimportant
     2. 2
     3. 3
     4. 4
     5. 5
     6. 6
     7. 7
     8. 8
     9. 9
     10. Extremely important
     97. Don't know

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Postal process

HO_ APPLIED
ASK ALL, MR, RANDOMISE ANCHOR 96-97
Q46   How did you apply for a postal vote? *Please select all that apply*

1. Called VEC's election hotline (131VEC)
2. Applied on the VEC website
3. Collected a form from a Post Office
4. Received it without having to apply
96. Other (please specify) **(OE)**
97. Don't know **(SR)**

ASPECTS_POSTAL
ASK ALL, RANDOMISE STATEMENTS, SHOW IN CAROUSEL
Q47   Here are several aspects relating to your experience with postal voting. *Please rate each of these on a scale from 1 to 10, where 1 is 'extremely dissatisfied and 10 is 'extremely satisfied*.

1. The ease of the application process
2. The information you received about how to complete your postal vote

ANSWER CODES

5. Extremely dissatisfied
6. 2
7. 3
8. 4
9. 5
10. 6
11. 7
12. 8
13. 9
14. Extremely satisfied

97. Don't know

INFO_DISSATISFACTION
ASK IF ANY Q47=1-3, ONLY ASK ONCE, OE
Q48   For what reasons were you dissatisfied with postal voting?

Website

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SEARCH_ONLINE
ASK ALL, SR
Q49   Did you search online for information about the 2022 Victorian State election?

1. Yes
2. No
97. Don't know

KNOW_WEBSITE
ASK ALL, SR
Q50   Did you know the Victorian Electoral Commission has a website, so voters could get information about the election?

1. Yes
2. No
97. Don't know

USED_WEBSITE
ASK IF Q50=1, SR
Q51   Did you use the Victorian Electoral Commission website (vec.vic.gov.au) to get information about the election?

1. Yes
2. No
97. Don't know

WEBSITE_SATI
ASK IF Q51=1, SR
Q52   Were you satisfied or dissatisfied with the information available on the website? *Please use a scale from 1 to 10, where 1 is 'extremely dissatisfied' and 10 is 'extremely satisfied'.*

1. Extremely unsatisfactory
2. 2
3. 3
4. 4
5. 5
6. 6
7. 7
8. 8
9. 9
10. Extremely satisfactory
97. Don't know

EASE_WEBSITE
ASK IF Q51=1, SR

Q53   How easy was it to find information on the website? *Please use a scale from 1 to 10, where 1 is 'extremely difficult' and 10 is 'extremely easy'.*

1. Extremely difficult
2. 2

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3. 3
4. 4
5. 5
6. 6
7. 7
8. 8
9. 9
10. Extremely easy
97. Don't know

WEBSITE_IMPROVEMENTS
ASK IF Q52 OR Q53=1-3, OE, ONLY ASK ONCE
Q54   And how could the VEC website be improved?

        _____

USED_LOCATOR
ASK IF Q51=1, SR
Q55   Did you use the Voting Centre Locator on the VEC website?

        1. Yes
        2. No
        97. Don't know

EASE_LOCATOR
ASK IF Q55=1, SR
Q56   How easy was it to use the Voting Centre Locator feature on the website? *Please use a scale from 1 to 10, where 1 is 'extremely difficult' and 10 is 'extremely easy'.*

        1.   Extremely difficult
        2. 2
        3. 3
        4. 4
        5. 5
        6. 6
        7. 7
        8. 8
        9. 9
        10. Extremely easy
        97. Don't know

LOCATOR_IMPROVE
ASK IF Q55=1, OE
Q57.   How could the VEC's Voting locator be improved

        _____

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Hotline

MODULE ASKED OF ALL RESPONDENTS

HOTLINE_KNOWLEDGE
ASK ALL, SR
Q57   Did you know the Victorian Electoral Commission has an election hotline, so voters can get information about the election?

1. Yes
2. No
97. Don't know

WHERE_HOTLINE
ASK IF Q57=1, MR, RANDOMISE, ANCHOR 96-99
Q58   How did you find out about the VEC's hotline? *Please select all that apply*

1. Free to air TV (e.g. Channel 7, Channel 9, Channel 10, SBS)
2. Catch up TV
3. Radio
4. Outdoor advertising (billboards or tram/train stops)
5. Internet – general (e.g. online advertising on a website)
6. Internet – social media site (e.g. Facebook, twitter)
7. Internet – video-sharing websites (e.g. YouTube)
8. Internet - music streaming sites (e.g. Spotify)
9. Internet – search (e.g. Google)
10. Posters
11. Newspaper articles
12. The VEC's EasyVote Guide
13. Voter Alert (i.e. an SMS or email from the Victorian Electoral Commission)
14. Victorian Electoral Commission website
96. Elsewhere (please specify) **(OE)**
97. Don't know **(SR)**
99. None of the above **(SR)**

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HOTLINE_USAGE
ASK IF Q57=1, SR
Q59   Did you call that hotline during the election?

   1. Yes
   2. No
   97. Don't know

ASPECTS_HOTLINE
ASK IF Q59=1, RANDOMISE STATEMENTS, SHOW IN CAROUSEL
Q60   Here are several aspects relating to your experience of the hotline. *Please rate each of these on a scale from 1 to 10, where 1 is 'extremely dissatisfied' and 10 is 'extremely satisfied'.*

   1. The courtesy of the staff
   2. The information you received
   3. How long you had to wait
   4. The accuracy of the information

ANSWER CODES

   1. Extremely dissatisfied
   2. 2
   3. 3
   4. 4
   5. 5
   6. 6
   7. 7
   8. 8
   9. 9
   10. Extremely satisfied
   97. Don't know

INFO_SAT_WHY
ASK IF ANY Q60=1-3, OE, ONLY ASK ONCE
Q61   For what reasons did you say you were dissatisfied with the hotline?

   _____

KANTAR PUBLIC

Overall satisfaction

OVERALL_VOTER_EXPERIENCE
ASK ALL, SR

Q81   And considering all aspects of the 2022 election, how satisfied were you with your overall voting experience?

This includes the process leading up to the election and your experience voting. *Please rate on a scale from 1 to 10, where 1 is 'extremely unsatisfactory and 10 is 'extremely satisfactory'.*

1. Extremely dissatisfied
2. 2
3. 3
4. 4
5. 5
6. 6
7. 7
8. 8
9. 9
10. Extremely satisfied
97. Don't know

SAT_SPECIFIC
ASK ALL, SR FOR EACH
Q81a   … and how satisfied were you with these specific aspects of VEC's services?

VEC's delivery of secure elections?
VEC's delivery of fair elections?
VEC's impartial approach to all candidates and political parties?

1. Extremely dissatisfied
2. 2
3. 3
4. 4
5. 5
6. 6
7. 7
8. 8
9. 9
10. Extremely satisfied
97. Don't know

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Demographics

MODULE ASKED OF ALL RESPONDENTS

GENDER
ASK ALL, SR
S62. What gender do you identify as?

6. Non-binary / Gender queer
7. Woman
8. Man
9. I/They use a different term
10. Prefer not to say

AGE
ASK ALL, ON (0-110)
Q63   What is your age?

1. _____

99. I do not wish to answer

AUTOCODE TO LIST

1. 18 to 24
2. 25 to 39
3. 40 to 54
4. 55 to 64
5. 65 or older
99. Refused

LANGUAGE
ASK ALL, SR
Q64   What is the main language used in your home?

1. English
2. Amharic
3. Arabic
4. Bosnian
5. Cantonese
6. Croatian
7. Dari
8. Dinka
9. Greek
10. Italian
11. Khmer
12. Korean
13. Macedonian
14. Mandarin

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15. Persian

16. Russian

17. Serbian

18. Somali

19. Spanish

20. Turkish

21. Vietnamese

96. Other (please specify) **(OE)**

DISABILITY
ASK ALL, MR, RANDOMISE, ANCHOR 96,99
Q65   Do you have any level of disability that impacts your ability to vote? *Please choose all that apply.*

1. Blind or low vision

2. In a wheelchair

3. Other mobility issue

4. Arthritis or other fine motor function

96. Other (please specify) **(OE)**

99. I do not have a disability **(SR)**

LOCATION
ASK ALL, SR
Q66   Do you live in?

1. Melbourne

2. A regional city

3. Another smaller town or rural area

99. I do not wish to answer

POSTCODE
ASK ALL, ON (3000-3999)
Q67   What is your postcode?

1. _____

2. I do not wish to answer **(SR)**

D2 EMPLOYMENT
ASK ALL SR, CODE 96 OE VERB
D2. What is your current employment status?

Please select one response

1. Employed, working full time (more than 35 hours a week)
2. Employed, working part time (less than 35 hours a week)
3. Self employed
4. Unemployed, looking for full time work (more than 35 hours a week)
5. Unemployed, looking for part time work (less than 35 hours a week)
6. Not employed, and not looking for work

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7. Student
8. Student and working part-time
9. Student and working full-time
10. Unpaid care or other work in the home
96. Other or nothing here captures my employment status (please specify)
99. Prefer not to say

D3 INCOME,
ASK ALL, SR
D3.   Roughly, what is your household income before tax?

Please select one response

1. Less than $20,000
2. Between $20,00 $40,000
3. Between $40,00 $60,000
4. Between $60,00 $80,000
5. Between $80,00 $100,000
6. Between $100,00 $150,000
7. Between $150,00 $200,000
8. More than $200,000
99. I prefer not to answer
97. I am not sure

HH_COMPOSITION
ASK ALL, SR
D4 What best describes your household situation?

1. Own outright
2. Own with a mortgage
3. Renting (private dwelling)
4. Renting (social housing)
5. Without a home
6. Living with family
7. Living with parents/guardians
8. Nothing here captures my housing situation/Other (please specify)
97. Prefer not say

HH_MOVE1
ASK ALL, SR
D4a   Have you moved house or changed address in the past five years? When?

1. No - I have not moved house
2. Yes, in the last year
3. Yes, in the two years
4. Yes, in the last three years
5. Yes, in the last four years
6. Yes, five years ago or more

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EDUCATION
ASK ALL, SR
D5. What is your highest level of education?

1. Postgraduate qualification
2. Bachelor's degree
3. Graduate diploma
4. Trade qualification (i.e. apprenticeship)
5. High school
6. Primary school
7. No qualifications
99. I prefer not to answer

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CALD

ASK MODULE IF Q64 = CODES 2-96

CALD_COMMS
ASK ALL, MR
Q68   You mentioned that you speak (INSERT CODE FROM Q64) at home. Prior to election day, did you see or hear any of the following communications by the Victorian Electoral Commission - the VEC? *Please select all you saw or heard.*

    1.   In a (INSERT CODE FROM Q64) newspaper

    2.   On (INSERT CODE FROM Q64) radio

    3.   Online in (INSERT CODE FROM Q64)

    96.   Other (please specify) **(OE)**

    97.   Don't know **(SR)**

    99.   None of these **(SR)**

POSTCODE_VOTE
ASK ALL. ON
Q68a.   What was the postcode of the suburb where you voted?

    _____

    Don't Know

CALD_INFO
ASK ALL, SR
Q69   Did you see any information in the voting centre about the voting process in (INSERT CODE FROM Q64)?

    1.   Yes

    2.   No

    97.   Don't know

HELPFULNESS_CALD_INFO
ASK IF Q69=1, SR
Q70   How helpful was the information you saw in (INSERT CODE FROM Q64) at the voting centre? *Please use a scale from 1 to 10, where 1 is 'not at all helpful' and 10 is 'extremely helpful'.*

    1.   1 – Not at all helpful

    2.   2

    3.   3

    4.   4

    5.   5

    6.   6

    7.   7

    8.   8

    9.   9

    10.   Extremely helpful

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97. Don't know

VOTING_ASSISTANCE
ASK ALL, SR
Q71   Did you require assistance from another person when you voted?

1. Yes
2. No
3. Don't know

ASSISTANCE_RECEIVED
ASK IF Q71=1, SR
Q72   And what assistance did you require when you voted?

4. A voting centre staff member assisted you in English
5. A voting centre staff member assisted you in (INSERT CODE FROM Q64)
6. A family member or friend assisted you
96. Someone else (please specify) **(OE)**

LANGUAGE_LINES
ASK ALL, SR
Q73   Did you know the VEC has election language lines, so voters can get information about the election in languages other than English?

1. Yes
2. No
97. Don't know

USE_LANGUAGE_LINES
ASK IF Q73=1, SR
Q74   Did you call the (INSERT CODE FROM Q64) language line during the election?

1. Yes
2. No
97. Don't know

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ASPECTS_LANGUAGE_LINE
ASK IF Q74=1, RANDOMISE STATEMENTS, SHOW IN CAROUSEL
Q75   Here are several aspects relating to your experience using the language line. *Please rate each of these on a scale from 1 to 10, where 1 is 'extremely dissatisfied' and 10 is 'extremely satisfied'.*

    1.   The courtesy of the staff
    2.   The professionalism of the staff
    3.   The information you received
    4.   How long you had to wait

ANSWER CODES

    1.   Extremely dissatisfied
    2.   2
    3.   3
    4.   4
    5.   5
    6.   6
    7.   7
    8.   8
    9.   9
    10.   Extremely satisfied
    97. Don't know

USE_CALD_WEBSITE
ASK ALL, SR
Q76   Did you visit the VEC website to read translated information in (INSERT CODE FROM Q66)?

    1.   Yes
    2.   No
    97. Don't know

Knowledge of in-language information

IN-LANGUAGE
ASK ALL.
Q76a.   Did you know the VEC has in-language information about voting available on its website?

    1.   Yes
    2.   No
    97. Don't know

IN_LANGUAGE_ACCESS
ASK IF Q76A = 1, YES
Q76a.   If yes for above, how did you access this information?

    1.   VEC website directly

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1. QR code provided at a voting centre
2. Social media (Twitter, Facebook, Instagram)
3. (Other channels)

IN_LANGUAGE_WHAT
ASK IF Q76A = 1, YES
Q76b. What information did you access?

1. In-language video about voting/enrolment

2. Easy English guides on voting

97. Other specify _____

ASPECTS OF WEBSITE
ASK IF Q76=1, RANDOMISE STATEMENTS, SHOW IN CAROUSEL
Q77   Using a scale from 1 to 10 where 1 is 'extremely dissatisfied' and 10 is 'extremely satisfied', were you satisfied or dissatisfied with the translated information provided to you from the website?

1. Extremely dissatisfied
2. 2
3. 3
4. 4
5. 5
6. 6
7. 7
8. 8
9. 9
10. Extremely satisfied
97. Don't know

Disability

ASK MODULE IF Q65 = 1, 2, 3, 4 OR 96

REQUIRED ASSISTANCE
ASK ALL, SR
Q78   Did you need any assistance when voting in this election due to your disability?

1. Yes
2. No
98. Don't know

DEAF
ASK ALL, SR
Q78a. Are you deaf or hard of hearing?

1. Yes
2. No
3. Prefer not to say

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DEAF_SERVICE
ASK IF Q78A = 1, YES
Q78b. Did you know the VEC provides an Auslan interpreting service you can access remotely to assist you to vote?

1. Yes
2. No

DEAF_SERVICE_USE
ASK IF Q78B = 1, YES
Q78c. Did you use this service to assist with voting?

1. Yes
2. No
3. Can't remember

DEAF_SERVICE_SAT
ASK IF Q78c = 1, YES
Q78d. How satisfied were with the Auslan interpreting service for voting?

1. Extremely dissatisfied
2. 2
3. 3
4. 4
5. 5
6. 6
7. 7
8. 8
9. 9
10. Extremely satisfied
11. Don't know

DEAF_SERVICE_SAT
ASK IF Q78c = 1, YES, OE
Q78e. How might this service be improved?

_____

SATISFACTION WITH ASSISTANCE
ASK IF Q78=1, SR
Q79   Using a scale from 1 to 10 where 1 is 'extremely dissatisfied' and 10 is 'extremely satisfied', were you satisfied or dissatisfied with the assistance you received?

1. Extremely dissatisfied
2. 2
3. 3
4. 4
5. 5
6. 6
7. 7

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8. 8
9. 9
10. Extremely satisfied
97. Don't know

INFORMATION SATISFACTION WHY
ASK IF Q79=1-3, OE
Q80   Why were you dissatisfied with the assistance you received?

_____

Outro

That's the end of the survey. Thank you for your time!

The information you have provided will be combined with information from thousands of other voters and made anonymous.

If you have any questions now that you have done the survey, please get in touch with <CONTACT, TBD> who will help you.

Please click <HERE> to submit your answers.

Regards,

<SIGNATORY TBD>

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12. Candidate survey

CATI intro

Good morning/afternoon. My name is (.............) from (update) on behalf of Kantar Public. We have been commissioned to conduct a survey on behalf of the Victorian Electoral Commission and would like to include your views.

Can I speak to (NAME OF CANDIDATE)?

IF CONTACT PERSON IS NOT THE CANDIDATE READ THE NEXT SECTION

The Victorian Electoral Commission is very interested in candidates' views on the effectiveness of arrangements made for both candidates and voters at the recent 2022 State election. I would like to make an appointment with (NAME OF CANDIDATE) to ask a few questions, the interview will take about ten minutes.

WHEN INTERVIEW IS OBTAINED READ OUT:

Your details have been provided by the Victorian Electoral Commission.

The Victorian Electoral Commission is very interested in candidates' views on the effectiveness of arrangements made for both candidates and voters.

If you choose to participate, the information and opinions you provide will be used only for research purposes.

If qualify ask: Would you like to participate in the survey? (If not now arrange call back or thank and close).

My supervisor may monitor this interview for quality control purposes. If you do not wish this to occur please let me know.

Online intro

The Victorian Electoral Commission is very interested in candidates' views on the effectiveness of arrangements made for both candidates and voters for the 2022 Victorian State election.

VEC has provided Kantar Public with your contact details to conduct the survey. The survey is confidential. If you choose to participate, the information and opinions you provide will be used only for research purposes.

If you have any questions about the survey, please get in touch with Ashley.Carr@vec.vic.gov.au>; who will help you.

Please click <HERE> to start the survey.

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Satisfaction with processes

Election Manager

ASK ALL. SR, RANDOMISE STATEMENTS.

Q1   The Election Manager for your electorate had a range of responsibilities during the election. To evaluate the role of an Election Manager from a candidate's perspective, I am going to mention some of these responsibilities and ask how satisfied you were with their performance.

Using a scale from 1 to 10 where 1 is 'extremely dissatisfied' and 10 is 'extremely satisfied', how satisfied or dissatisfied are you with the Election Manager in terms of...

		Extremely dissatisfied					Extremely satisfied				Don't know
	IF INDEPENDENT CANDIDATE ON DATA FILE										
a.	Arranging for your nomination to stand in your electorate	1	2	3	4	5	6	7	8	9	10	97
b.	Registration of your 'how to vote' cards	1	2	3	4	5	6	7	8	9	10	97
	ASK ALL										
c.	Conducting the computerised draw for ballot paper positions	1	2	3	4	5	6	7	8	9	10	97
d.	Overall arrangements at the voting centres on election day	1	2	3	4	5	6	7	8	9	10	97
e.	Responding to any enquiries that you raised	1	2	3	4	5	6	7	8	9	10	97
f.	Providing you with accurate information about election arrangements	1	2	3	4	5	6	7	8	9	10	97
g.	The Election Manager's knowledge and capability	1	2	3	4	5	6	7	8	9	10	97
h.	Acting impartially at all times	1	2	3	4	5	6	7	8	9	10	97
i.	Counting the votes and keeping you informed via your scrutineers of the progressive results	1	2	3	4	5	6	7	8	9	10	97

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Q2	Why were you dissatisfied with the Election Manager?

Q3	How can the services of the Election Manager be improved in the future?

Information kit

ASK ALL. SR DO NOT RANDOMISE.

Q4	Did you receive or download a copy of the Candidate Information Kit prepared by the Victorian Electoral Commission?	Yes	1
		No	2
		Don't know	9
			7

ASK IF Q4=2 OR 97, SR DO NOT RANDOMISE

Q5	If you did not receive the Candidate's Information Kit, did you receive or download a copy of the Candidate Handbook prepared by the Victorian Electoral Commission?	Yes...	1
		No...	2
		Don't know............................	9
			7

ASK IF Q4 or Q5 IS CODE 1. SR DO NOT RANDOMISE TEXT SUBSTITUTE AS APPROPRIATE

Q6		Extremely ineffective								Extremely effective		Don't know
	How effective or ineffective was the Candidates Information [Kit/Candidate Handbook] in providing you with information about standing as a candidate? Please use a scale where 1 is extremely ineffective and 10 is extremely effective.	1　2　3　4　5　6　7　8　9　10　97										

ASK IF Q6 IS CODES 1-3. OE.

Q7	In what ways was the [Kit/Candidate Handbook] ineffective?

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Information session for independents

IF PARTY FIELD IN SAMPLE "BLANK" ASK Q8 ELSE SKIP TO Q11. SR, DO NOT RANDOMISE.

Q8	Did you …..?	Stand as an independent	1
		Stand as a member for an unregistered party	2
		Other (specify).	96
		Don't know	97

ASK IF INDEPENDENT AT Q8. SR, DO NOT RANDOMISE.

Q9	Did you view the information session for Independent candidates held on 30 October?	Yes..	1
		No..	2
		Don't know............................	9

ASK IF Q9 IS CODE 1. SR, DO NOT RANDOMISE.

Q10		Not at all helpful						Extremely helpful			Don't know
	How helpful was the information provided by the Victorian Electoral Commission at the session? Please use a scale where 1 is not at all helpful and 10 is extremely helpful.	1 2 3 4	5	6	7	8	9	10	97		

Disclosure of political donations

ASK ALL. SR, DO NOT RANDOMISE.

Q11		Extremely dissatisfied						Extremely satisfied			Don't know
	How satisfied or dissatisfied were you with the information provided by the VEC on the process for disclosing political donations? Please use a scale from 1 to 10 where 1 is 'extremely dissatisfied' and 10 is 'extremely satisfied'.	1 2 3 4 5 6 7 8 9	10	97							

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ASK ALL. SR.

Q12.	Extremely dissatisfied						Extremely satisfied				Don't know
How satisfied or dissatisfied with the support provided by the VEC to assist you with the process for disclosing political donations? Please use a scale from 1 to 10 where 1 is 'extremely dissatisfied' and 10 is 'extremely satisfied'.	1	2	3	4	5	6	7	8	9	10	97

ASK ALL. SR.

Q13.	Extremely unconfident						Extremely confident				Don't know
How confident or unconfident were you with disclosing any political donations appropriately? Please use a scale from 1 to 10 where 1 is 'extremely unconfident' and 10 is 'extremely confident'.	1	2	3	4	5	6	7	8	9	10	97

HTVC registration

ASK ALL. SR.

Q14	Did the VEC provide you with information on HTVC registration requirements?	Yes..	1
		No...	2
		Don't know.............................	9

ASK IF Q14=1. SR.

Q15	Not at all helpful						Extremely helpful				Don't know
How helpful was the information provided by the VEC on HTVC registration requirements? Please use a scale from 1 to 10 where 1 is 'not at all helpful' and 10 is 'extremely helpful'.	1	2	3	4	5	6	7	8	9	10	97

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Q16	What, if anything, could the VEC do to improve the process for registering HTVCs?

	97. Don't know (SR)

Advertising awareness

ASK ALL. SR, DO NOT RANDOMISE.

Q17	During the election did you see or hear any communications or advertising by the Victorian Electoral Commission about enrolling to vote, the importance of voting, the date of the election, where to vote, how to vote or what to do if voters were away from home on election day?		
		Yes	1
		No	2
		Don't know	9
			7

ASK IF Q17 IS CODE 1. MR EXCEPT 97-99, RANDOMISE EXCEPT 96-99.

Q18	Where did you see that information? Please select al that apply.	Free to air TV (e.g. Channel 7, Channel 9, Channel 10, SBS)	1
		Catch up TV	2
		Radio	3
		Outdoor advertising (billboards or tram/train stops)	4
		Internet – general (e.g. online advertising on a website)	5
		Internet – social media site (e.g. Facebook, Twitter)	6
		Internet – video-sharing websites (e.g. YouTube)	7
		Internet - music streaming sites (e.g. Spotify)	8
		Internet – search (e.g. Google)	9
		Posters	10
		Newspaper advertisements and articles	11
		The Victorian Electoral Commission Election Guide	12
		EasyVote Guide	13
		Voter Alert (i.e. an SMS or email from the Victorian Electoral Commission)	14
		Victorian Electoral Commission website	15

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	Victorian Electoral Commission hotline (131 832)	16
	Elsewhere (please specify) (OE)	96
	Don't know (SR)	97
	None of the above (SR)	99

ASK IF Q17 IS CODE 1. MR EXCEPT 97-99, RANDOMISE EXCEPT 96-99.

Q19	Thinking about the Victorian Electoral Commission communications/advertising, what information did it contain? What other information? Multiple response. Do not read out.	
	Enrolling to vote	1
	How to vote before election day	2
	Instructions for completing ballot papers correctly	3
	Where to find more information about the election	4
	Electoral misinformation and disinformation	5
	Where to vote	6
	The importance of voting	7
	Your vote will help shape Victoria	8
	The date of the election	9
	Assistance for Voting – By telephone	10
	Assistance for Voting – In a different language	11
	Assistance for Voting – Helping someone as a voting centre	12
	How to complete ballots correctly	13
	Close elections	14
	Other (please specify) (OE)	96
	Don't know / not sure / don't recall (SR)	97
	None of the above (SR)	99

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ASK IF Q17 IS CODE 1. SR DO NOT RANDOMISE.

Q20		Extremely ineffective		Extremely effective		Don't know
	In your view how effective or ineffective were those communications in providing voters with all the information they needed about the election? Please use a scale from 1 to 10 where 1 is 'extremely ineffective' and 10 is 'extremely effective',	1 2 3 4 5 6 7 8 9 10 97				

ASK IF Q20 IS CODES 1 – 3. OE

Q21	What would increase the effectiveness of the VEC's communications/advertising?

EasyVote Election guide

ASK ALL. SR DO NOT RANDOMISE.

The following questions are specifically about the Victorian Electoral Commission EasyVote Guide.
A link to the guide was sent to voters by SMS/email for them to self-service .(READ OUT)

Q22	Did you see the Victorian Electoral Commission EasyVote Election Guide voters could access prior to election day?	YES	1
		NO	2
		Don't know	97

ASK IF Q22 IS CODE 1. SR DO NOT RANDOMISE.

Q23	Do you believe the Victorian Electoral Commission EasyVote Guide provided effective information and answered questions voters may have had about voting?	YES	1
		NO	2
		Don't know.....	97

ASK IF Q22 IS CODE 1. OE

Q24	What additional information do you believe the Victorian Electoral Commission EasyVote could have included, given that it was delivered before the close of nominations?	

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Election boundaries

Q25	Were you aware that some of the electoral boundaries had changed as part of a State redivision (2020-21)?	YES	1
		NO	2
		Don't know.....	97

Q26		Extremely dissatisfied									Extremely satisfied		Don't know
How satisfied or dissatisfied were you with the information and resources the VEC made available to you about the boundary changes made? Please use a scale from 1 to 10 where 1 is 'extremely dissatisfied' and 10 is 'extremely satisfied',		1	2	3	4	5	6	7	8	9	10	97	

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Voting services

Early voting

ASK ALL. SR, DO NOT RANDOMISE.

Q27	Extremely dissatisfied						Extremely satisfied			Don't know
Prior to election day, many voters in your electorate would have voted by attending an early voting centre.

How satisfied or dissatisfied are you with the service to voters in terms of how efficiently and effectively the early voting centres were managed?

Please use a scale from 1 to 10 where 1 is 'extremely dissatisfied' and 10 is 'extremely satisfied', | 1   2   3   4   5   6   7   8   9   10   97 | | | | | | | | | |

ASK IF Q27 = CODES 1 – 3. OE.

Q28	For what reasons are you dissatisfied?

ASK IF Q27 = CODES 1 – 3. OE.

Q29	Do you have any suggestions on how the service can be improved to voters who need to vote before election day?

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ASK ALL. SR, DO NOT RANDOMISE.

Q30.	Extremely dissatisfied						Extremely satisfied				Don't know
Due to the inability of the VEC to provide TAV to voters with COVID, a drive-thru voting facility was provided. How satisfied or dissatisfied were you with this voting service? Please use a scale from 1 to 10 where 1 is 'extremely dissatisfied' and 10 is 'extremely satisfied',	1	2	3	4	5	6	7	8	9	10	97

ASK IF Q30 = CODES 1 – 3. OE.

Q31.	For what reasons were you dissatisfied?

Mobile voting

ASK ALL. SR, DO NOT RANDOMISE.

Q32		Extremely dissatisfied						Extremely satisfied				Don't know
	Before election day, election staff attended various prisons and services for those experiencing homelessness to enable people to cast their vote. How satisfied or dissatisfied are you with the provision of mobile voting service in your electorate? Please use a scale from 1 to 10 where 1 is 'extremely dissatisfied' and 10 is 'extremely satisfied',	1	2	3	4	5	6	7	8	9	10	97

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Q33	What are all the reasons you are dissatisfied?

Disability and CALD

PRE 24 INTRO.

The VEC has provided a number of initiatives for voters with a disability or those from non-English speaking backgrounds. For example:

- Wheelchair height voting screens or tabletop screens in every voting centre
- Large pencils for voters with arthritis
- Magnifying sheets
- An Auslan interpreting service voters can access remotely to assist with voting
- Telephone Assisted Voting for voters who cannot vote without assistance because of blindness or low vision or a motor impairment
- Telephone assisted voting for voters affected by the Victorian floods
- Translated instructions in every voting booth
- Translated election information on the VEC website
- Bilingual election staff in certain voting centres
- Education and engagement sessions (including in language).

ASK ALL. SR DO NOT RANDOMISE

Q34	Do you see a need to improve services to voters with a disability? SR.	Yes..........	1
		No	2
		Don't know	97

Q35	How could the services be improved?

ASK ALL. SR, DO NOT RANDOMISE.

Q36	Do you see a need to improve services to voters who are from a non-English speaking background?	Yes	1
		No	2
		Don't know	97

Q37	How could the services be improved?

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Q38	Were you aware that Telephone Assisted Voting was available ?	Yes	1
		No	2
		Don't know	97

Overall rating of centres

ASK ALL. SR, DO NOT RANDOMISE.

Q39		Extremely dissatisfied							Extremely satisfied			Don't know
	Thinking about experiences of voters in your electorate at all the voting centres, overall were you satisfied or dissatisfied with the operation of the voting centres? Please use a scale from 1 to 10 where 1 is 'extremely dissatisfied' and 10 is 'extremely satisfied',	1	2	3	4	5	6	7	8	9	10	97

ASK IF Q 39 IS CODES 1-3. OE.

Q40	What improvements could be made to the operation of the voting centres?

ASK ALL. SR, DO NOT RANDOMISE.

Q41	Extremely unsuitable							Extremely suitable			Don't know
Thinking about all the voting centres in your electorate, were any unsuitable on the following aspects? Please use a scale from 1 to 10 where 1 is 'extremely unsuitable' and 10 is 'extremely suitable',	1	2	3	4	5	6	7	8	9	10	97
Location	1	2	3	4	5	6	7	8	9	10	97
Accessibility	1	2	3	4	5	6	7	8	9	10	97
Sufficient staff to cope with demand	1	2	3	4	5	6	7	8	9	10	97

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Q42.	In 2022, some of the rules on candidate and party signage at or near voting centres was changed. Were you aware of these changes? Did the VEC notify you of these changes?	Yes	1
		No	2
		Don't know	97

Q43	In 2022, Independent candidates were allowed to place a maximum of 2 signs of a limited size within 100 metres of a voting centre. Registered political parties could have 2 signs per endorsed district candidate, 2 signs per endorsed region candidates and 2 signs per registered political party. Did VEC notify you of this prior to election day?	Yes	1
		No	2
		Don't know	97

Q44		Extremely dissatisfied								Extremely satisfied	Don't know
	And how satisfied were you with how this change was managed by VEC at voting centres? Please use a scale from 1 to 10 where 1 is 'extremely dissatisfied' and 10 is 'extremely satisfied',	1 2 3 4 5 6 7 8 9 10 97									

Q45	Which voting centres in your electorate were unsuitable in your view?	

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	None..	97

ASK IF ANY Q41 IS CODES 1-3. OE.

Q46	What are all the reasons that one or more of those voting centres was unsuitable for the purpose of voting?

Counting

ASK ALL. SR, DO NOT RANDOMISE.

Q47		Extremely dissatisfied						Extremely satisfied			Don't know
	Once voting had closed, how satisfied or dissatisfied were you with the processes involved in counting the votes? Please use a scale from 1 to 10 where 1 is 'extremely dissatisfied' and 10 is 'extremely satisfied',	1 2 3 4 5 6 7 8 9 10 97										

ASK IF Q47 IS CODES 1– 3. OE.

Q48	What part of the process were you dissatisfied with?

ASK IF Q47 IS CODES 1 – 3. MR, DO NOT RANDOMISE.

Q49	Was your concern about something that happened on …	Election night	1
		After election night	2
		Other (specify).	96

ASK ALL. SR EACH. RANDOMISE STATEMENTS.

Q50	Still thinking about the counting process, were you dissatisfied or satisfied with the following?

		Extremely dissatisfied								Extremely satisfied		Don't know
1.	Speed	1	2	3	4	5	6	7	8	9	10	97
2.	Accuracy	1	2	3	4	5	6	7	8	9	10	97
3.	Cooperation with scrutineers	1	2	3	4	5	6	7	8	9	10	97
4.	Provision of results	1	2	3	4	5	6	7	8	9	10	97
5.	Information about counting timetable	1	2	3	4	5	6	7	8	9	10	97

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Candidate bulletins/circulars

ASK ALL. ON.

Q51	Do you recall receiving Candidate Bulletins/Circulars from the VEC during the course of the election? How many can you recall?	None	99
		Specify number of Bulletins _____	ON

ASK IF Q51 IS 'ON' (NOT 99). SR.

Q52		Not at all useful						Extremely useful		Don't know
	Overall, how useful were the Bulletins/Circulars from VEC to you as a candidate during the election? Please use a scale where 1 is not at all useful and 10 is extremely useful.	1 2 3 4 5 6 7 8 9 10 97								

ASK IF Q52 IS CODES 1– 3. OE.

Q53	What could VEC do to improve the usefulness of the Bulletins/Circulars?

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Information

Website

ASK ALL. SR, DO NOT RANDOMISE.

		Extremely dissatisfied									Extremely satisfied	Don't know
Q54	The VEC's website was available to voters during the election. A discrete section was also available for candidates and political parties Were you satisfied or dissatisfied with the usefulness of the website for voters? Please use a scale from 1 to 10 where 1 is 'extremely dissatisfied' and 10 is 'extremely satisfied',	1 2 3 4 5 6 7 8 9 10 97											
Q55	Were you satisfied or dissatisfied with the usefulness of the website for candidates? Please use a scale from 1 to 10 where 1 is 'extremely dissatisfied' and 10 is 'extremely satisfied',	1 2 3 4 5 6 7 8 9 10 97											

ASK ALL. SR EACH, RANDOMISE STATEMENTS.

Q56	Thinking about each of the following aspects relating to the Victorian Electoral Commission website. Were you dissatisfied or satisfied with the …?

		Extremely dissatisfied								Extremely satisfied		DK	NA
1.	Ease of navigation	1	2	3	4	5	6	7	8	9	10	97	99
2.	Ease of finding election information	1	2	3	4	5	6	7	8	9	10	97	99
3.	Accessibility features	1	2	3	4	5	6	7	8	9	10	97	99
4.	Clarity of content	1	2	3	4	5	6	7	8	9	10	97	99
5.	Helpfulness of content	1	2	3	4	5	6	7	8	9	10	97	99
6.	Readability of the content	1	2	3	4	5	6	7	8	9	10	97	99

ASK IF Q54 OR Q55 IS CODES 1– 3. OE.

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Q57	What could VEC do to further improve the website from either the voter or candidate perspective?

Hotline

ASK ALL. SR, DO NOT RANDOMISE.

Q58		Extremely dissatisfied							Extremely satisfied		Don't know
	The Victorian Electoral Commission provided a phone enquiry line for the election. Using the same scale, were you satisfied or dissatisfied with the usefulness of the enquiry line?	1 2 3 4 5 6 7 8 9 10 97									

ASK ALL. SR EACH, RANDOMISE STATEMENTS.

Q59	Thinking about each of the following aspects relating to the Victorian Electoral Commission's phone enquiry line. Were you dissatisfied or satisfied with the …?												DK	NA
		Extremely dissatisfied								Extremely satisfied				
1.	Speed of answer	1	2	3	4	5	6	7	8	9	10	97	99
2.	Politeness of operator	1	2	3	4	5	6	7	8	9	10	97	99
3.	Knowledge of operator	1	2	3	4	5	6	7	8	9	10	97	99

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Reputation

ASK ALL. SR EACH, RANDOMISE STATEMENTS.

Q60	How satisfied or dissatisfied were you with VEC on the following?												
		Extremely dissatisfied									Extremely satisfied	DK	NA
1.	Providing correct and up-to-date information to candidates	1	2	3	4	5	6	7	8	9	10	97	99
2.	Providing relevant and useful advice to candidates when requested	1	2	3	4	5	6	7	8	9	10	97	99
3.	Taking an impartial approach towards candidates	1	2	3	4	5	6	7	8	9	10	97	99
4.	Applying the campaigning rules fairly	1	2	3	4	5	6	7	8	9	10	97	99
5.	Being transparent in processes and decisions	1	2	3	4	5	6	7	8	9	10	97	99

ASK ALL. SR, DO NOT RANDOMISE.

Q61		Extremely dissatisfied							Extremely satisfied			Don't know
	In thinking about all of the elements of your interactions with the VEC and the delivery of the election, from a candidate's perspective, how would you rate your overall level of satisfaction?. How satisfied or dissatisfied were you with the efforts of the Victorian Electoral Commission in managing the election?	1 2 3 4 5 6 7 8 9 10 97										

ASK ALL. OE.

Q62	What would improve the management of the election?

Demographics

Q63	What gender do you identify as?	Man	1
		Woman	2
		Non-binary / gender queer	3
		I use a different term	96
		Prefer not to say	97

Q64	Do you identify as a member of the LGBTQIA+ community?	Yes	1
		No	2
		Prefer not to say	97

Q65	Do you identify as Aboriginal or Torres Strait Islander?	Yes, Aboriginal	1
		Yes, Torres Strait Islander	2
		Yes, both Aboriginal and Torres Strait Islander	3
		No	4
		Prefer not to say	97

Q66	Do you speak a First Nations language and, if so, could you tell us which language?	Yes (please specify) (OE)	1
		No	2
		Prefer not to say	97

Q67	Do you identify as a person with disabilities?	Yes	1
		No	2
		Prefer not to say	97

Q68	Were you or your parents born in a country outside Australia?	Yes	1
		No	2
		Prefer not to say	97

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Q69	What cultural identity do you most closely identify with? You can include more than one, for example 'Australian/Chinese', or 'Wurundjeri/Australian', or 'Greek/British/Indian'.

ASK ALL. SR.

Q70	Do you speak a language other than English at home?	Yes, I only speak a language other than English at home (please specify) (OE)	1
		Yes, I speak English and another language(s) at home (please specify) (OE)	2
		Yes, I speak English and First Nations language at home (please specify) (OE)	3
		No	4
		Prefer not to say	97

ASK ALL. OE.

Q71	Are there any other question(s) about your identity or community that you think we could have asked? Please let us know

97.	Don't know / none

Collection statement:

Thank you - that's the end of the survey.

Your Source respects your privacy. We will only use the information you provide for research purposes. We may also disclose your information to a third party Market Research agency for these purposes. Our Privacy Policy, available at http://www.yrsource.com/contains further details regarding how you can access or correct information we hold about you, how you can make a privacy related complaint, how that complaint will be dealt with and the extent to which your information may be disclosed to overseas recipients.

Privacy Statement (CATI):

As part of quality control procedures, someone from our project team may wish to re-contact you to ask a couple of questions, verifying some of the information we just collected. In case we do need to recontact you, can I please confirm your name is [name from sample]

Type name in here:…………………………………

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Once our validation period has finished, please be assured that your name and contact details will be removed from your responses to this survey. After that time we will no longer be able to identify the responses provided by you.

And I'll just confirm your telephone number.

Is it: [Insert phone number from sample]

INTERVIEW NOTE: IF NUMBER IS INCORRECT, TYPE IN CORRECT NUMBER BELOW, ELSE LEAVE IT BLANK

New phone number: ………………………………….

Thank & Close

That's all I needed to ask you. Thank you very much for your time again, it is greatly appreciated.

Just to remind you my name is [INTERVIEWER NAME], from (update) on behalf of Kantar Public and the Victorian Electoral Commission.

If you have any questions about this research you can contact our office on

<CONTACT TBD>

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12.1. Tracker survey

INFO1, SHOW ALL

We are conducting a NEW survey and you are invited to participate. If you choose to participate, please be assured that the information and opinions you provide will be used only for research purposes. In particular, no individual responses will be given to the organisation sponsoring this research; they will be combined with those from other participants of this research.

The survey will take approximately 10 minutes to complete.

S1. Please enter your postcode in the space below

S2_HIDDEN- Punch as Code 1,2 or 3 based on S2, Terminate if Code 3

1. Greater Melbourne
2. Regional Victoria
3. Not Victoria

ASK ALL, SR

S3. What gender do you identify as?

11. Non-binary / Gender queer
12. Woman
13. Man
14. I use a different term
15. Prefer not to say

ASK ALL, OE NUM RANGE 1-99

S4. How old are you?

Please type in your age.

dS4. Recode responses at S4 here:

TERMINATE IF dS4=CODES 1 OR 4

1. 17 years or younger
2. 18-24 years
3. 25-29 years
4. 30+ years

CHECK QUOTAS

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INFO2, SHOW ALL ON SEPARATE PAGE

That's great you are eligible to take part in our survey! This survey is about **voting.** The rest of the questionnaire should take no longer than 10 minutes.

Q1_ELECTION_AWARE, ASK ALL, SR

Q1. Before today, were you aware that there will be a State election in November this year?

1. Yes
2. No

Q2_ELECTION_DATE, ASK ALL, SR

Q2. On what date is the next Victorian State election?

Please select the date from the dropdown list.

SHOW ALL WEEKEND DATES IN NOVEMBER IN A DROP-DOWN LIST

Q3_IMPORTANCE_PERSONAL, ASK ALL, SR

Q3. How important, or unimportant, is it to you personally to vote in State elections?

Please select one response.

1. Extremely unimportant
2. Very unimportant
3. Quite unimportant
4. I don't care
5. A bit important
6. Very important
7. Extremely important

Q4_IMPORTANCE_COMMUNITY, ASK ALL, SR

Q4. How important, or unimportant, is it for the community for young people to vote in State elections?

Please select one response.

(Same as above)

1. Extremely unimportant
2. Very unimportant
3. Quite unimportant
4. I don't care
5. A bit important
6. Very important

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7. Extremely important

Q5_DIFFERENCE, ASK ALL, SR

Q5. To what extent do you agree, or disagree, that by voting in a State election you are making a difference?

Please select one response.

1. Completely disagree
2. Strongly disagree
3. Tend to disagree
4. I don't care
5. Tend to agree
6. Strongly agree
7. Completely agree

Q6_ENROLLED, ASK ALL, SR

Q6. Are you enrolled to vote?

1. Yes
2. Not sure
3. No

ASK IF Q6 = CODE 1

Q7. How did you enrol?

1. I enrolled myself online
2. I enrolled myself using a hard copy enrolment form
3. I was notified that the VEC and/or AEC had directly-enrolled me
4. I can't remember

Q8_INTENTION, ASK ALL, SR

Q8. Will you vote in the State election in Victoria this year?

1. Yes
2. Not sure

ASK IF Q8 = CODE 1

Q9. How do you expect to vote?

1. In-person (early)
2. In-person on election day

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3. Postal vote
4. Other (please specify)

ASK IF Q8 = CODE 2, OE

Q10. Can you state why you do not intend to vote in the State election in Victoria this year?

ASK IF Q8 = CODE 2, OE

Q11. What would make you more likely to vote in the State election this year?

ASK ALL_SR

Q12. Do you recall seeing or hearing any advertising related to the State election? This might have been an advert, poster, social media post or any other kind of advertising or communication.

1. Yes
2. No

Q13_COMMUNICATIONS_RECALL_WHAT, ASK ONLY IF CODE 1 SELECTED AT Q12, OE

Q13. You mentioned that you had seen or heard advertising related to the State election. Please briefly describe the main message from what you heard or saw.

_____

99. Not sure / can't remember

INFO3, SHOW ALL ON SEPARATE PAGE

We are now going to show you some recent advertising and we would like you to tell us whether you recall seeing this or not.

1. Enrol video: Early voting_15s_post.mp4
2. Social post

3. Radio ad on enrolment (Early voting_radio 15s.wav)

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Q14_AD_RECALL, ASK ALL, SHOW CAMPAIGN MATERIALS ONE AT A TIME, RANDOMISE, SR

Q14_1. Have you seen this video/TV commercial before? (TVC)

    1. Yes
    2. No
    97.Don't know

Q14_2. Have you seen these digital banners before (DIGITAL)

    1. Yes
    2. No
    97.Don't know

Q14_4. Have you heard this announcement before? (RADIO)

    1. Yes
    2. No
    97.Don't know

Q15_CHANNEL, ASK Q14_1 = 1 REPEAT FOR Q14_2=1 AND Q14_4 =1, MR RANDOMISE. GROUP TOGETHER CODES 1-2, 5-6, 8-10

Q15 Where did you recall seeing or hearing this campaign? Please select all that apply.

    1. Free to air TV (e.g. Channel 7, Channel 9, Channel 10, SBS)
    2. Catch up TV
    3. Radio
    4. Outdoor advertising (billboards or tram/train stops)
    5. Internet – general (e.g. online advertising on a website)
    6. Internet – social media site (e.g. Facebook, twitter)
    7. SMS/Email from the VEC
    8. Internet – video-sharing websites (e.g. YouTube)
    9. Internet - music streaming sites (e.g. Spotify)
    10. Internet – search (e.g. Google)
    11. Outdoor advertising
    12. Newspaper articles
    96. Other (please specify) (OE)

    97. Don't know (SR)

Q16_PROMPTED_TAKEOUT

ASK ALL, RANDOMISE MR

Q16 Looking at the statements below, is this campaign effective at making you aware of… Please select all that apply.

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1. when the State election will take place
2. the need to enrol to vote or to update your enrolment
3. the deadline by which you need to be enrolled to vote
4. the importance of voting
5. the fact that your vote really does make a difference
96. Other (please specify) (OE)
99. None of these (SR)

Q17_ACTION, ASK Q14=CODE 1, RANDOMISE MR

Q17 As a result of seeing this campaign, what have you done? … Please select all that apply.

1. enrolled to vote
2. updated your enrolment
3. made an active enquiry by phone or email
4. decided to vote after all
5. decided to vote and vote formally
96. Other (please specify) (OE)
99. None of these (SR)

Demographics

INFO 3, SHOW ALL

We would now like to ask some questions about you.

ASK ALL, SR

D1. Do you use a language at home other than English?

1. Yes
2. No
99. Prefer not to say

D2 EMPLOYMENT, ASK ALL SR, CODE 96 OE VERB

D2. What is your current employment status?

Please select one response

1. Employed, working full time (more than 35 hours a week)
2. Employed, working part time (less than 35 hours a week)
3. Self employed
4. Unemployed, looking for full time work (more than 35 hours a week)
5. Unemployed, looking for part time work (less than 35 hours a week)
6. Not employed, and not looking for work
7. Student
8. Student and working part-time

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9. Student and working full-time
10. Unpaid care or other work in the home
98. Other or nothing here captures my employment status (please specify)
99. Prefer not to say

D3 INCOME, ASK ALL, SR

D3. Roughly, what is your household income before tax? Please select one response

1. Less than $20,000
2. Between $20,001 - $40,000
3. Between $40,001 - $60,000
4. Between $60,001 - $80,000
5. Between $80,001 - $100,000
6. Between $100,001 - $150,000
7. Between $150,001 - $200,000
8. More than $200,000
100.   I prefer not to answer
98. I am not sure

D4 What best describes your household situation?

1. Own outright
2. Own with a mortgage
3. Renting (private dwelling)
4. Renting (social housing)
5. Without a home
6. Living with family
7. Living with parents/guardians
8. Nothing here captures my housing situation/Other (please specify)
9. Prefer not say

D5 Have you moved house or changed address in the past five years?

1. Yes
2. No

D6 Have you moved house or changed address in the past two years?

1. Yes
2. No

D4 EDUCATION, ASK ALL, SR

D4. What is your highest level of education?

Please select one response

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1. Postgraduate qualification
2. Bachelor's degree
3. Graduate diploma
4. Trade qualification (i.e. apprenticeship)
5. High school
6. Primary school
7. No qualifications
99. I prefer not to answer

ASK ALL, OE-NUM (0-9999)

THANK AND CLOSE

That's it. Thank you so much for taking part in our survey today!

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