s 42

s 42

s 42

From: Privacy <Privacy@aec.gov.au>
Sent: Wednesday, 4 February 2026 6:57 PM
To: s22
Cc: Privacy <Privacy@aec.gov.au>; s22
Subject: RE: Request for PIA threshold assessment, and advice. [SEC=OFFICIAL]

Hi s22

Thank you for providing the Privacy Threshold Assessment for a national approach to single PAT usage.

Noting that your PTA had a specific focus on seeking the best method for administering the booking system, I've provided my recommendations on that below.

I've also provided some additional things to consider that may be out of scope for what you need at this stage, although they are in the scope of the risk you identified in the Minute, '*Inappropriate collection and use of private information*'. I understand that the PAT Footprint matter has been considered at length (including by LSB), however I'm not aware that the specific privacy risks have been elaborated on (forgive me if I'm on well covered ground). I've included these below, should you wish to consider them for your paper.

Is a PIA required?

At this stage, no. The project does not carry a high privacy risk, and a full PIA is not required. I recommend you can proceed with minimal privacy risk, noting the below.

For completeness, I note the collected personal information will be limited to name of a PAT user, and a contact detail (phone number or email). There is no sensitive information involved, and there is a low likelihood of an unauthorised use or disclosure, or any other breach of the *Privacy Act 1988*.

Privacy advice on the best method for administering the booking system

In the interest of appropriate security and storage of the personal information (APP 11), I recommend that the AEC utilises Objective for managing and storing booking information. This enables the AEC to:

- limit access to the personal information where possible
- adopt version control and audit capabilities
- adhere to appropriate data retention requirements
- prevent likelihood of unauthorised disclosure

I note that there has been inconsistency, and that some offices have used Outlook calendar functionality, however in my view this is an inappropriate method for storing the personal information of PAT users, and this would be difficult to defend if questioned in a meaningful way.

Regarding *how* we collect the information, there is no preference from a privacy perspective. This can be in person, over the phone, or via email. If bookings are taken via email, I recommend that some rules are implemented to avoid lengthy retention of those emails in a shared mailbox. For example, emails could be deleted once information is recorded in the Objective file, or deleted a month after the booking (providing these are not considered government records and we are obligated to retain in some way, however I do not believe this will be the case)

Other privacy considerations

How we store and manage the personal information is largely a consideration of Australian Privacy Principle (APP) 11, however in the interest of a fulsome privacy assessment I've also considered any risk regarding **APP 3** (collection of personal information), and **APP 6** (use and disclosure of personal information).

I'd just like to add that this advice is provided under the assumption that implementing a booking system requiring collection of users personal information is considered appropriate under the *Commonwealth Electoral Act 1918*, for the performance of the AEC's function s42 [redacted]

In short, there are some easily implementable steps the AEC can take to mitigate any privacy risk. The collection of the personal information carries very low privacy risk, however how (and if) we use that information downstream should be considered further (in additional LSB advice).

<u>Considerations:</u>

1. The AEC can comfortably collect the personal information and there is very low privacy risk in doing so. The AEC should create a minimal privacy statement to be made available to individuals when booking.

2. There is no risk in the AEC using the collected personal information for facilitating and managing bookings to use PATs (the 'primary purpose').

s47E(d) [redacted]

For more detail, I have broken this down into 2 parts; consideration of **APP 3**, and consideration of **APP 6**.

<u>APP 3 - appropriate collection of solicited personal information</u>

There is very low privacy risk in collecting individuals' personal information for bookings to use PATs, and I recommend the AEC can comfortably collect this information. Considerations include:

- the collected personal information will be limited to name, and a contact detail (phone number, email address, or both). This is not 'sensitive information'.
- based on the assumption made above, it is reasonably necessary for the AEC to collect this information for, or directly related to, one or more of its functions or activities. The reasonable test for this is that for single PAT availability, it is necessary for the AEC to collect booking personal information to facilitate public access to the PATs and the roll.
- The AEC will, in almost all cases, be collecting personal information directly from the individual, and this can be considered implied consent from the individual to collect their personal information.
- The collection is considered lawful and fair.

As part of the fair and transparent collection of personal information, the AEC should have some version of a collection notice available to provide to individuals, if they require it. There are a few options for this:

Option 1 – recommended
A written, easily accessible statement that AEC staff can provide (or recite) to individuals if they ask why the AEC is collecting their personal information. This can be available for staff when taking bookings or interacting at office front desks with individuals. Alternatively, this could also be affixed near the PAT for individuals to read, and/or included in other signage. This could be as simple as:

> *Thank you for providing your contact details to enable the AEC to make a booking for you to use our Public Access Terminal. The AEC collects, uses and stores your personal information in strict accordance with the Privacy Act 1988. If you would like further information on how the AEC protects your personal information, you can view the AEC's Privacy Policy on our website* [link optional, depending on the format].

Option 2
A stand-alone Privacy Collection Notice on the AEC website specific to personal information collected for PAT bookings. While the notice is relatively easy to create and publish, in my opinion the volume of information being collected and the likelihood of individuals seeking this notice does not warrant a stand-alone notice, and the pertinent information is appropriately covered in the AEC's Privacy Policy.

Option 3
A combined statement, potentially available on the AEC website, incorporating a privacy collection notice and a statement regarding the AECs decision regarding the PAT footprint (if this is being considered).

APP 6 – The appropriate use and disclosure of personal information

APPS 6 is somewhat more complex, and any risk depends on how the AEC intends to use the personal information collected for PAT bookings. However, there is no impediment to us collecting and storing the information, providing we use the information in accordance with APP 6.

Given that the collection of the personal information is appropriate, we would consider that managing bookings for PAT usage is the 'primary purpose' for its collection. s47E(d) [redacted]

[redacted]

[redacted]

[redacted]

[redacted]

s47E(d)

Hopefully this helps you move forward at this stage, please let me know if you want to discuss any of this in more detail.

Kind regards,

s22 | **A/g AEC Privacy Officer**
Corporate Law Section | Legal Services Branch
Australian Electoral Commission
s22



From: s22
Sent: Monday, 2 February 2026 12:37 PM
To: Legal Services Mailbox <Legal@aec.gov.au>
Subject: Request for PIA threshold assessment, and advice. [SEC=OFFICIAL]

Good morning,

Please find attached PIA threshold assessment.

If you would like to see further context on the project proposal, I can provide access to this proposal minute:
DRAFT Minute Implementing single PAT per office approach nationally.docx

Grateful for your review, and the opportunity to seek some advice around the proposal.

Warm regards,
s22

s22 | **acting Executive Officer**
for Michael Lynch, First Assistant Commissioner & Chief Security Officer
Electoral Integrity and Operations Group
Australian Electoral Commission
s22



s22

From: s22
Sent: Thursday, 26 February 2026 6:50 AM
To: Privacy
Cc: s22 Legal Services Mailbox; s22 ; s22 ; s22 s22
Subject: RE: Request for PIA threshold assessment, and advice. [SEC=OFFICIAL]

Hello s22

Thank you for your response.

We are looking to capture name, phone number, and email address information in the booking system. Please note that providing these details is not mandatory; however, users will be required to provide a 'booking name' that uniquely identifies them. During the trial period (which lasts eight weeks), we will download the list and store it in Objective.

We will be using the system to easily collect usage data over a two-month period (number of booked users, number of walk-ins). This information will support the Internal Review of Public Access Terminals that was announced on the AEC website in December 2025.

I will schedule a time for us to walk through the intent and requirements of the system. If using SharePoint is not recommended, we can explore an alternative approach in Objective.

Kind regards,
s22

s22 **| Assistant Director**
Roll Strategy Section
Roll Management and Industrial Events Branch | Service Delivery Group
Australian Electoral Commission
s22

AEC Australian Electoral Commission
Make sure you're **enrolled to vote.**
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From: Privacy
Sent: Wednesday, 25 February 2026 3:17 PM
To: s22
Cc: Privacy ; s22 ; Legal Services Mailbox ; s22 ; s22 ; s22
Subject: RE: Request for PIA threshold assessment, and advice. [SEC=OFFICIAL]

Hi s22 thanks for your email, please see responses to your queries below.

Booking system
Generally, from a pure privacy perspective, I do not recommend Sharepoint for collecting or storing personal information (it's severely lacking in some of the safeguards that Objective has). Although I understand that operationally we need to make this easy for Divisional Staff.

What is your thinking in terms of how long the information would stay in Sharepoint, before being transferred to Objective? And would the previously collected personal information continue to sit in the Sharepoint version even after it is uploaded to Objective?

Another consideration is the potential sensitivity of this data, and the potential that the data may end up being requested for secondary purposes (for example, in the event of a threat to an individual, or a law enforcement activity). In this sense, not having protection, version control, and auditing capabilities over the data/documents creates some caution for me (hence the original recommendation of Objective only).

That said, I'm happy to look at the solution and potentially come to a middle ground that reduces any risk.

Privacy Notice
The Privacy Notices in the documents are good, no changes from me.

Kind regards,

s22 **| A/g AEC Privacy Officer**
Corporate Law Section | Legal Services Branch
Australian Electoral Commission
s22





s42

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s 42

s 42

s 42

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[redacted]

[redacted]

[redacted]

[redacted]

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Corporate Law Section | Legal Services Branch
Australian Electoral Commission
s22 [redacted]



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Publicly Available Rolls

On this page...

- Public Access Terminals (PATs)
- PAT signage
- Monitoring access to the PATs
- Use of the PATs by political parties, candidates or their representative
- Excessive use of the PATs
- Requests for written confirmation of public roll searches

- Overview
- Public Access Terminals (PATs)
- PAT signage
- Monitoring access to the PATs
- Use of the PATs by political parties, candidates or their representative
- Excessive use of the PATs
- Requests for written confirmation of public roll searches

Overview

Under section 90A of the *Commonwealth Electoral Act 1918* (the Electoral Act), members of the public have a right to inspect the Electoral Roll (the Roll).

The AEC must make a copy of the electoral roll for relevant divisions available for public inspection during normal office hours at no cost (s. 90A(1), (2) and (4) of the Electoral Act).

The right of inspection does not include the right to copy or electronically record the roll in whole or in part (s. 90A (5) of the Electoral Act).

Furthermore, the printed roll is a public document that cannot be accessed under the *Freedom of Information Act 1982*.

Public Access Terminals (PATs)

The Electoral Commission decides the manner and form in which roll information is made available (s. 90(1) of the Electoral Act). Under this provision, the roll is currently made available in electronic format (the 'e-roll').

The PATs at divisional and Larger Working Unit (LWU) offices provide access to the electoral rolls of the division/s represented by them. The full national roll can only be viewed at an AEC capital city office. Terminals at LWUs which provide public fronting to a state office will deliver the full national roll.

For example:

- a PAT for the Division of Gippsland, which is not co-located with another division, will only provide access to the electoral roll for the Division of Gippsland.
- at Moorabbin LWU, only the rolls for those divisions based at Moorabbin will be displayed.
- if an LWU is physically located within a division it does not represent, approval is required to add that division to a PAT at that LWU.

Any changes to arrangements regarding PATs must be approved by the Assistant Commissioner, Roll Management and Industrial Events Branch or higher (see Access to Enrolment Information).

For queries, please escalate to Roll Policy through the AEC Service Centre.

PAT signage

Offices should use the PAT sign to inform the public of the terms and conditions for using the PATs. The sign must be printed, laminated, and clearly displayed near all PATs available for public access in national, state, and divisional offices.

No information from a PAT may be copied, recorded, or photographed with any electronic device.

Monitoring access to the PATs

- The layout of the public area is at the discretion of the local office with consideration given to availability and size of the public area.
- Where practical, staff are encouraged to place all PATs in an area visible to AEC staff at all times.
- Staff should direct people using the PATs to read the signage and provide clarification where required.

Without compromising their own safety, or the safety of other staff and clients, AEC staff should take the following actions if they observe a member of the public using an electronic device to copy the Roll:

1. Ask the client to stop copying roll information in a courteous manner and refer them to the sign near the PATs.
2. If the client continues to electronically copy roll information, ask them to leave the office.
3. Advise your manager of the incident immediately.
4. If the client does not stop, inform them you will call the police to remove them from the office.

Use of the PATs by political parties, candidates or their representative

Non-parliamentary political parties must demonstrate that they have at least 1,500 enrolled members to be eligible for registration (s. 123(1)(a)(ii) of the Electoral Act). To verify this, party workers may need to check the membership list they intend to submit with their application against the public version of the Roll. This can be achieved using the "Check my enrolment" service on the AEC website or through PATs available in relevant AEC offices.

A person, or their representative, who is registering a new political party may therefore need to attend an AEC office to check the enrolment details of their party members.

During the nominations period, candidates (or their representatives) may also need to access a PAT to confirm the enrolment details of their signatories. This is because candidates' nomination applications require 100 signatures of persons entitled to vote at the election for which a candidate is nominated (s. 166(1)(b)(i) of the Electoral Act).

Excessive use of the PATs

There is no time limit for the use of PATs, however users should be mindful of others waiting to use the terminals.

All AEC staff should familiarise themselves with guidance around Dealing with difficult behaviour.

Requests for written confirmation of public roll searches

Requests for written confirmation that a check of the publicly available electoral roll has been conducted or illustrating what a check has shown, must be declined. The Electoral Act and the *Electoral and Referendum Regulation 2016* do not provide any authority for the AEC to issue written confirmation of searches conducted of the publicly available electoral roll.

If someone insists that they need written confirmation for personal, business, or legal reasons, staff should record their details and escalate the query to Roll Policy through the

AEC Service Centre.

In addition to the PAT, the AEC provides enrolment information to several other authorised entities. For more detail, see Access to Enrolment Information.

Acknowledgement of Country

The AEC acknowledges the Traditional Owners of country throughout Australia and recognises their continuing connection to land, waters, culture and community.

We pay our respects to Elders past, present and emerging.

My Links

Organisational structure

Corporate directory

Dates to remember

AEC Teams sites

Our people profiles

My Apps

AEC Service Centre

Aurion ESS

ObjectiveIM

Daily media clips

AEC
Australian Electoral Commission

SYSTEM MANUAL

Public Access Terminal Booking System

Roll Strategy Section | May 2026

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INTRODUCTION TO THE PAT BOOKING SYSTEM

In accordance with Section 90A of the *Commonwealth Electoral Act 1918*, the AEC is required to offer free public access to the electoral roll during office hours.

In May 2026 the AEC service offering was standardised to one public access terminal (PAT) in each office.

At the same time the **PAT Booking System** was implemented to ensure fair access to the terminals.

Accessing the PAT Booking System

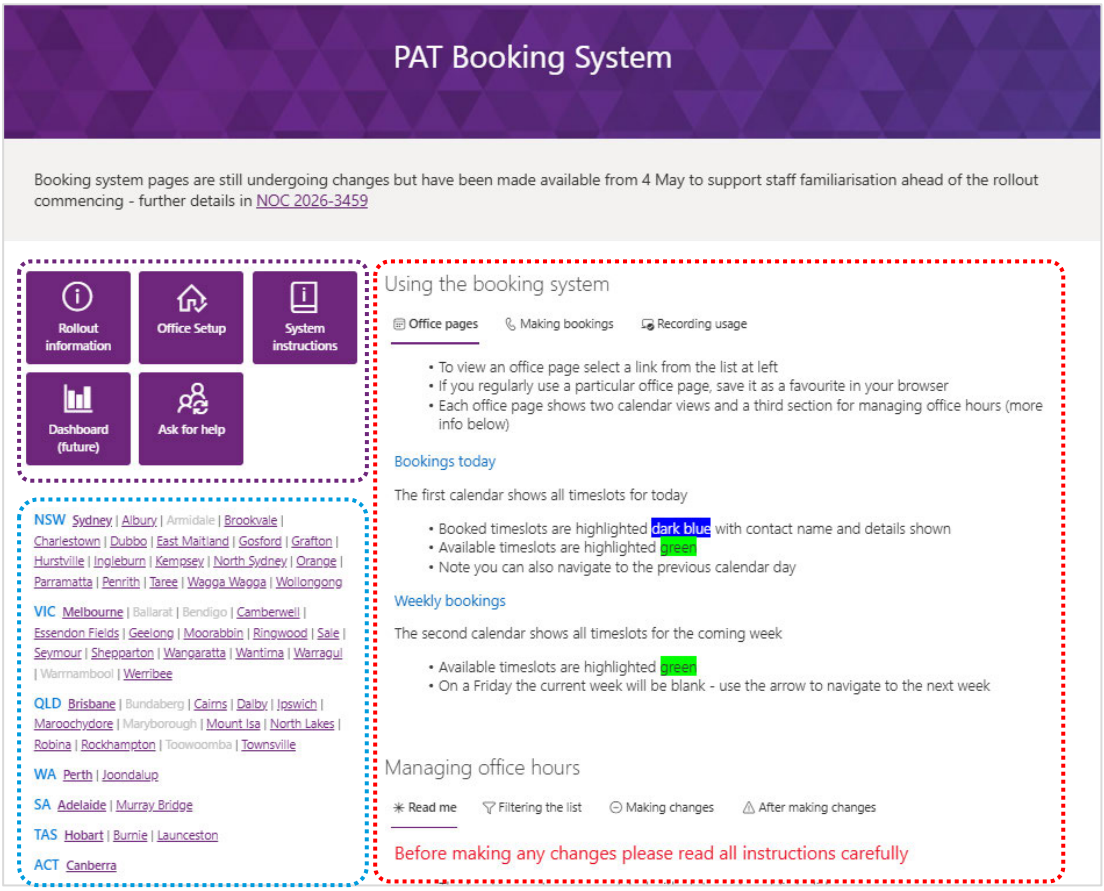
1. The PAT Booking System is hosted in SharePoint and all AEC users have permission to view and edit booking details.

PAT Booking System

USER INTERFACE

Home page

2. The **PAT Booking System** home page contains three main elements:
   - 2.1 **Tiles** linking to key resources and pages at top left (purple box below).
   - 2.2 Links to **office booking pages** below the tiles (blue box below).
   - 2.3 A summary of **instructions** for system users on right of page (red box below).



3. **Tiles** provide links to the following:
   - 3.1 **Rollout information** on the Managing the Roll intranet pages
   - 3.2 **Office Setup** page
   - 3.3 **System instructions** in PDF format for ease of side-by-side use with the system
   - 3.4 **Dashboard** (future) with visualisation and key metrics of PAT booking and usage
   - 3.5 **Ask for help** generates an email to the Roll Strategy team

Office pages

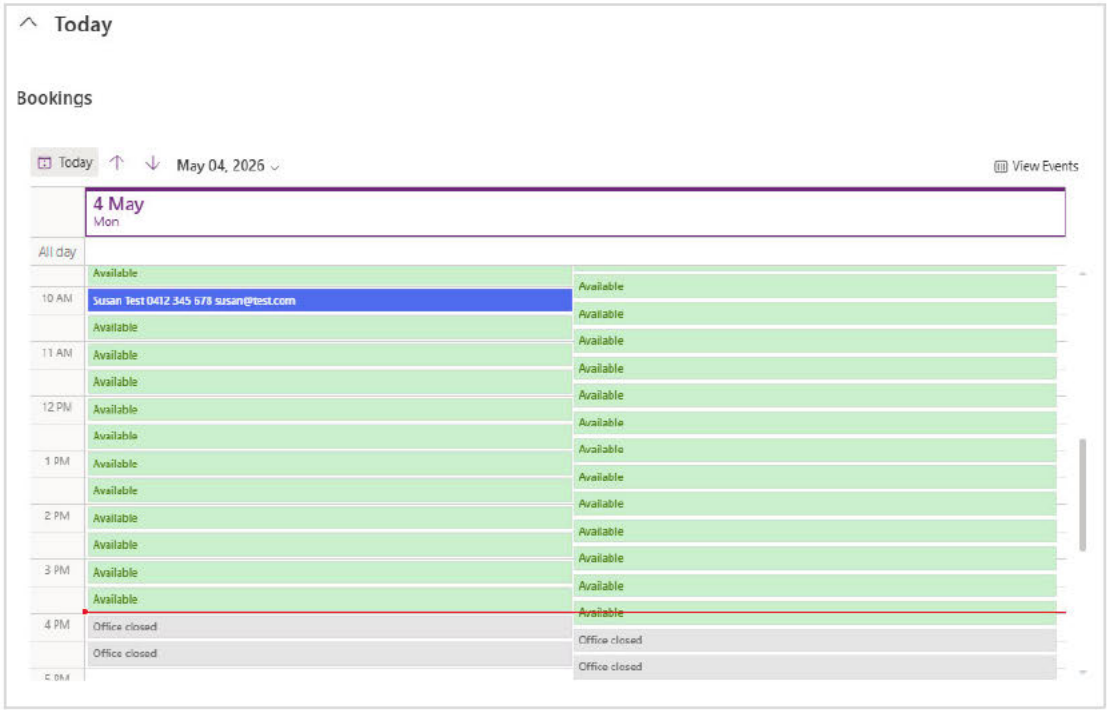
4. Each office has its own booking page. If desired, staff can bookmark the booking page for their office.
5. Office pages all have a button at the top that will take you back to the main page.



6. State level public holidays are taken into account when populating timeslots. To reflect local public holidays, see Managing office hours.
7. Bookings timeslots for each office are pre-populated by National Office. Details such as office name, booking date and time **cannot** be edited by users.
8. Each booking page displays two default calendar views and an additional table view:

Today

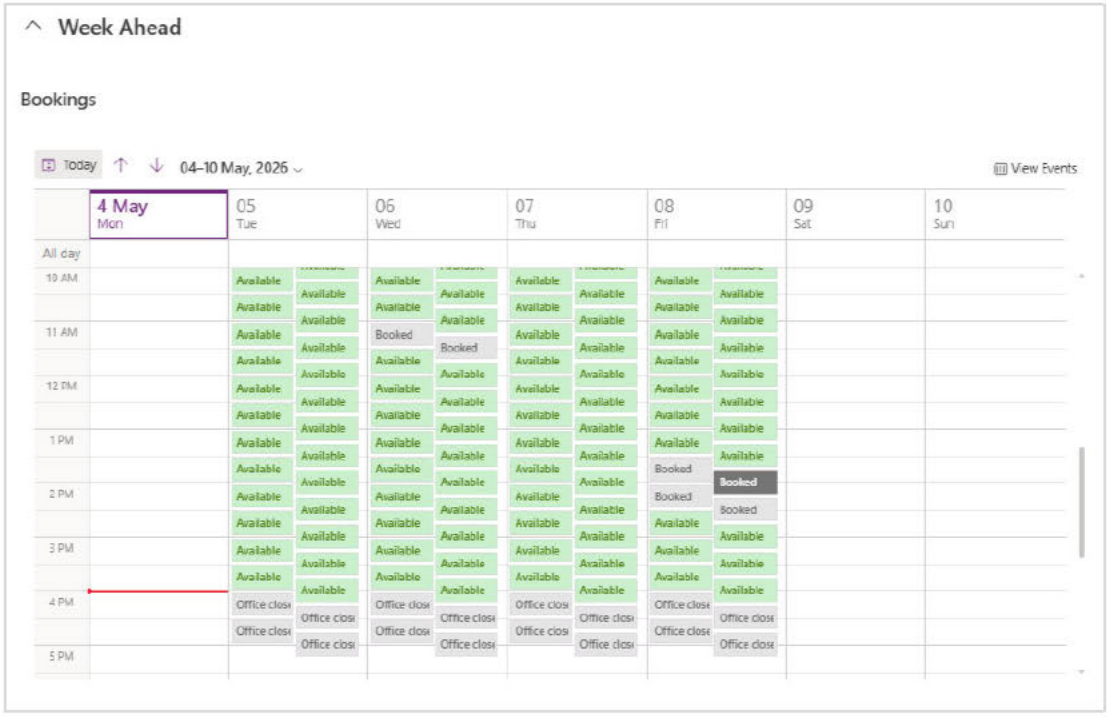
- Single day calendar format which defaults to the current day
- Only bookings for today and the previous calendar day are visible
- Booked timeslots are highlighted dark blue with contact name and details shown
- Available timeslots are highlighted green



Scroll down to access the next view

Week Ahead

- Weekly calendar format which defaults to the current week
- Only bookings for the next seven days are visible (from the next calendar day until one week after today)
- Users can navigate to the following week
- Available timeslots are highlighted green



Scroll down to access the next view

Manage Office Hours

- This section is closed by default
- For more information see Managing office hours



Office Setup page

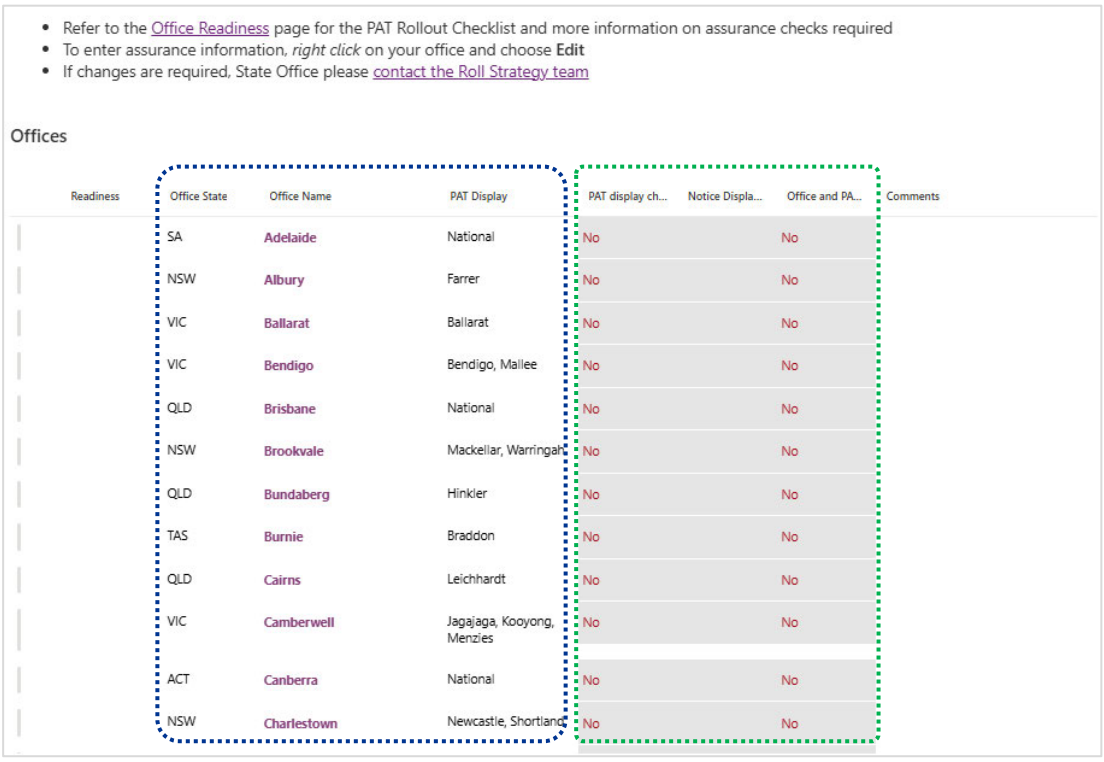
9. The Office Setup page has a button at the top that will take you back to the main page.



10. The page also displays a list of offices, which fulfils two main purposes:

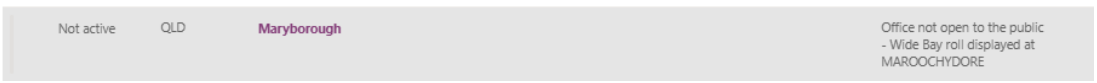
    10.1 The **PAT Display** column indicates which divisional roll(s) are available for viewing at each office (blue box below).

    10.2 Three fields (green box below) contain **assurance information** that will be used to monitor readiness during the national rollout. For more information see **Office readiness**



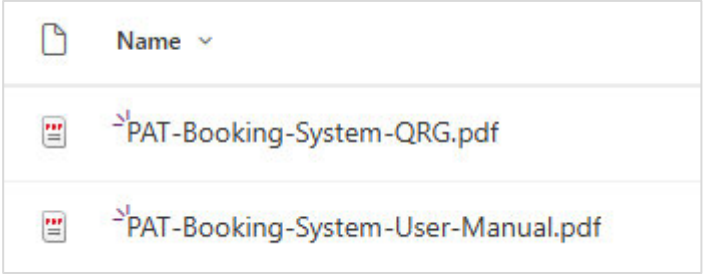
11. Office and PAT Display information is pre-populated by National Office and **cannot** be edited by users. If changes are required, this should be advised by the relevant State Office using the email link at the top of the page.

12. The list includes offices that are temporarily inactive for an extended period of time. These are included for completeness/reference only, and calendars are not populated in the booking system for these offices.



System instructions

13. Master copies of system instructions are maintained in Objective file Booking system.
14. PDF copies are available in a folder on the PAT Booking System site which is accessible from a tile on the system Home page.



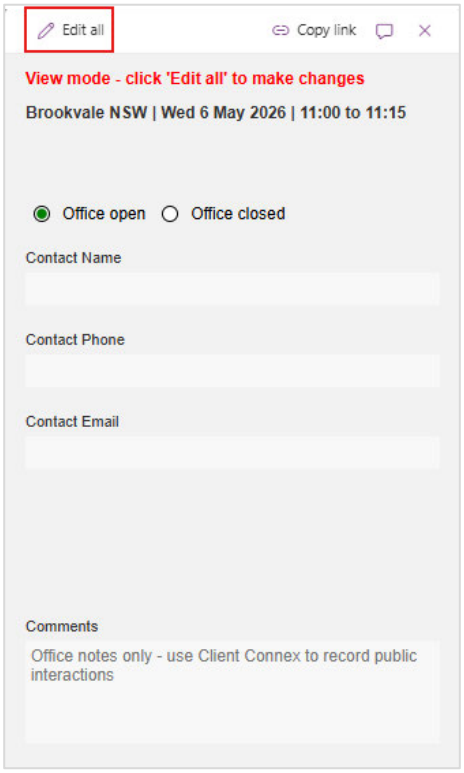
SYSTEM FUNCTIONS

Managing bookings

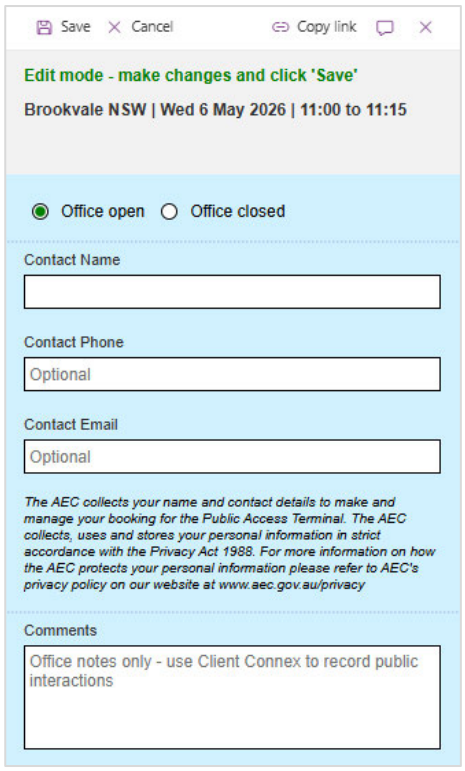
Note: Bookings may be made a maximum of one calendar week in advance.

To make a booking

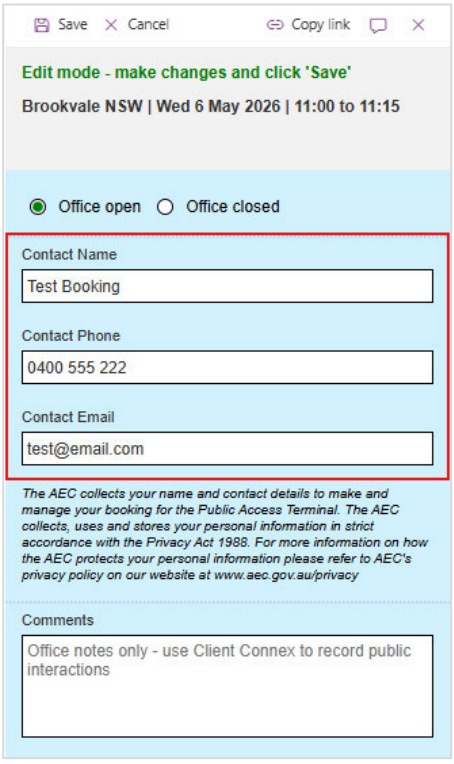
15. Find the relevant timeslot in the Today or Week Ahead view. You may need to navigate to the next week to see all options.
16. To see the booking information form, simply double-click on a timeslot.
17. The booking form will open in View mode with all fields in grey.
18. Select **'Edit all'** at top left.



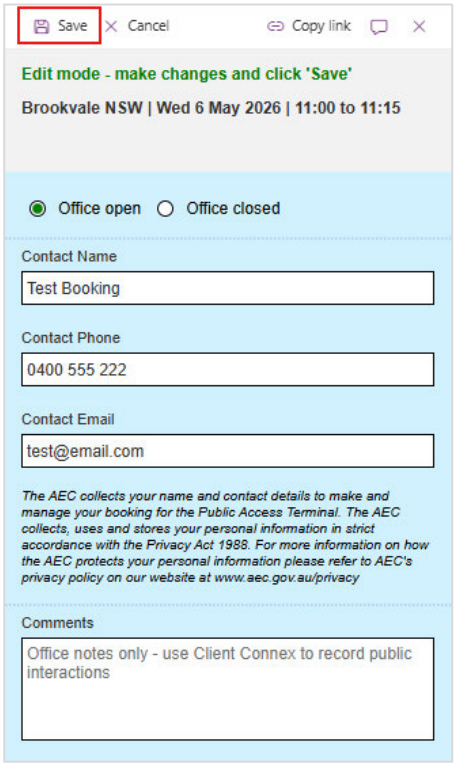
19. Editable fields on the form will now be blue.



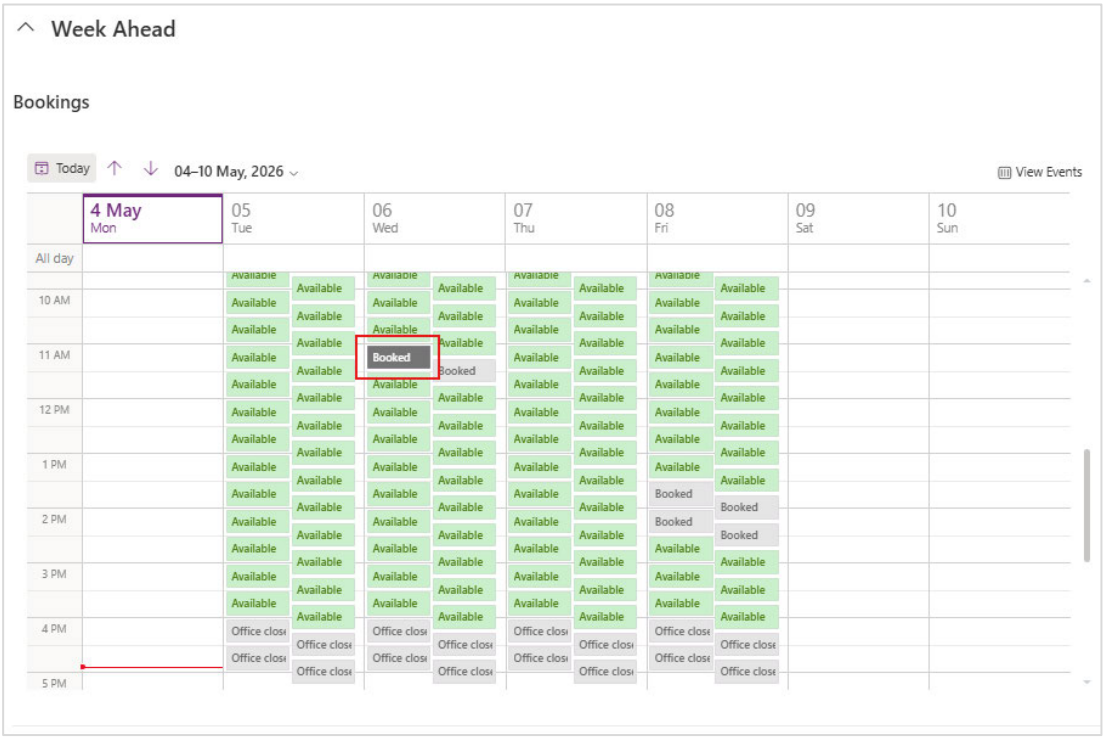
20. Enter the **Contact Name**, **Contact Phone** (optional), and **Contact Email** (optional).



21. Select **'Save'** at top left to save and exit the booking form.

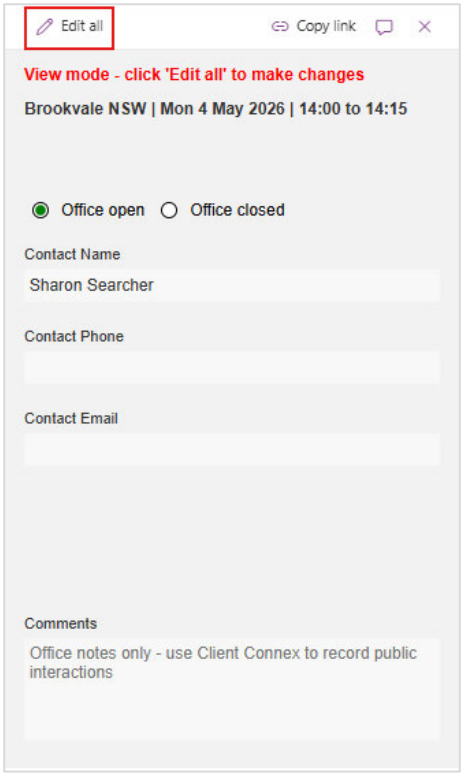


22. The booking will now show in the relevant view.

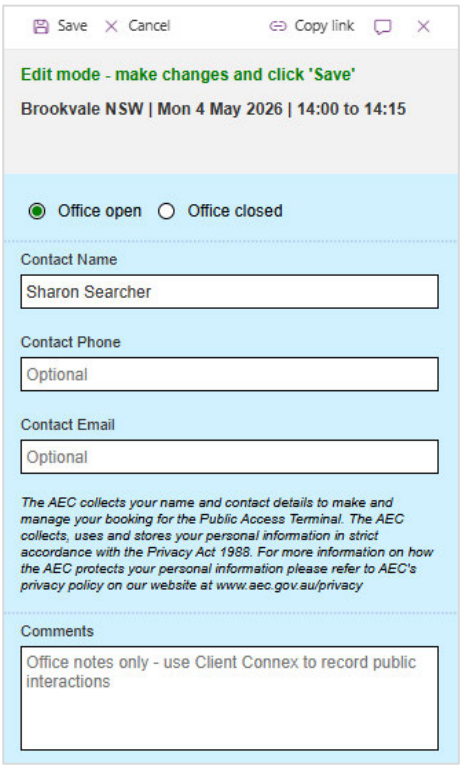


To delete a booking

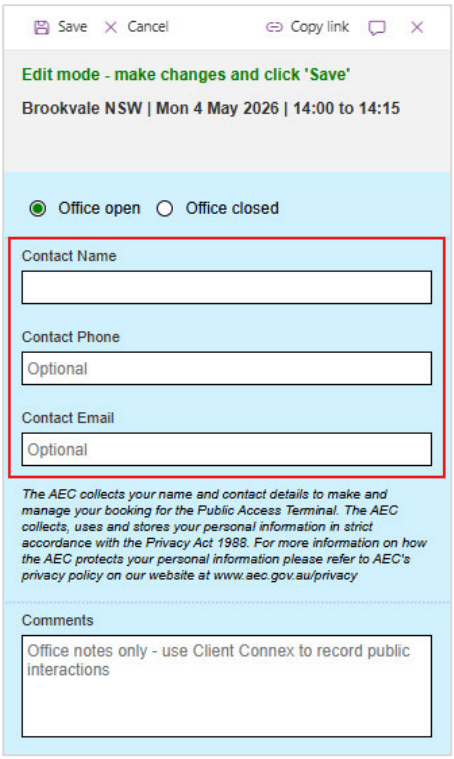
23. Find the timeslot in the Today or Week Ahead view. You may need to navigate to the next week to see all options.
24. Double click on the booking to see the booking information form.
25. The booking form will open in View mode with all fields in grey.
26. Select **'Edit all'** at top left.



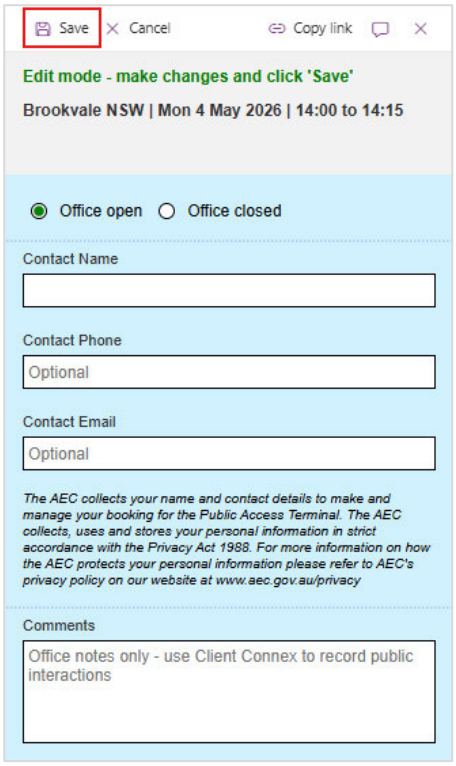
27. Editable fields on the form will now be blue.



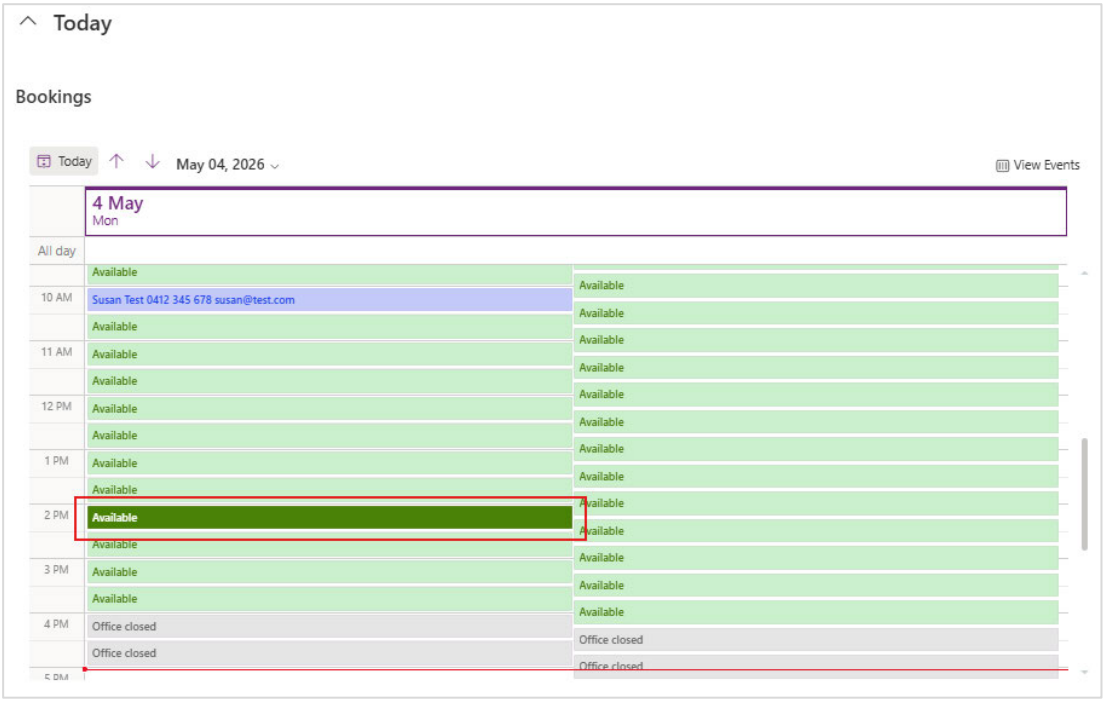
28. Remove the **Contact Name**, **Contact Phone** (if applicable), and **Contact Email** (if applicable).



29. Select **'Save'** at top left to save and exit the form after removing the booking details.



30. The timeslot will now appear as available in the relevant view.

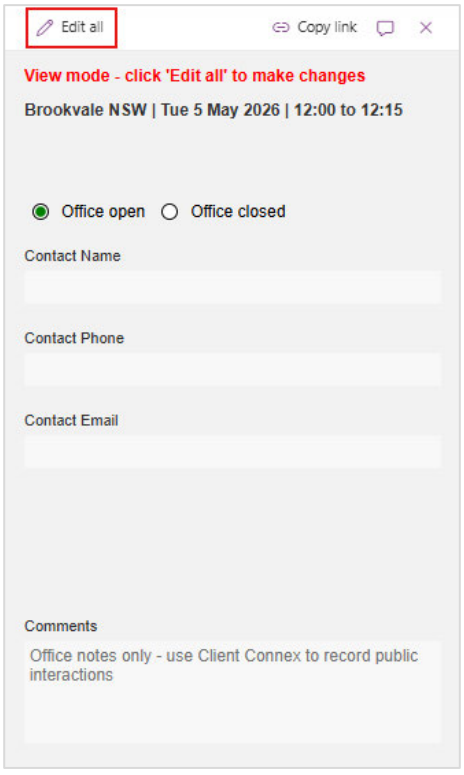


Managing office hours

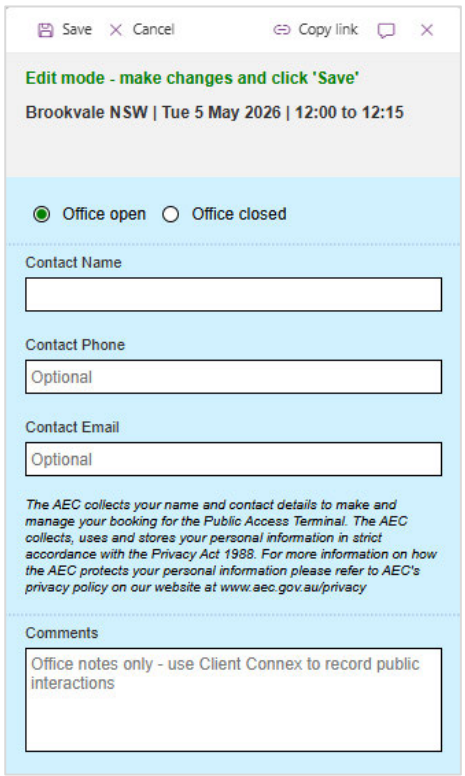
31. Standard office hours are recorded as 9am-5pm, Monday to Friday.
32. If an office is not going to be open during this time period the change in hours must be recorded in the booking system.
33. **If you need to make changes to office hours within the next week:**
    - **33.1 You must check the Week Ahead view for any bookings during the period the office will not be open.**
    - **33.2 If there is a booking, the office should contact the person to advise them and arrange an alternative time. Client interactions must be recorded in Client Connex.**

To close the office for a small number of timeslots

34. If the office is only closed for a small number of timeslots, locate the timeslots in the Today or Week Ahead view.
35. Double click on the first timeslot to open the booking form.
36. The booking form will open in View mode with all fields in grey.
37. Select **'Edit all'** at top left.

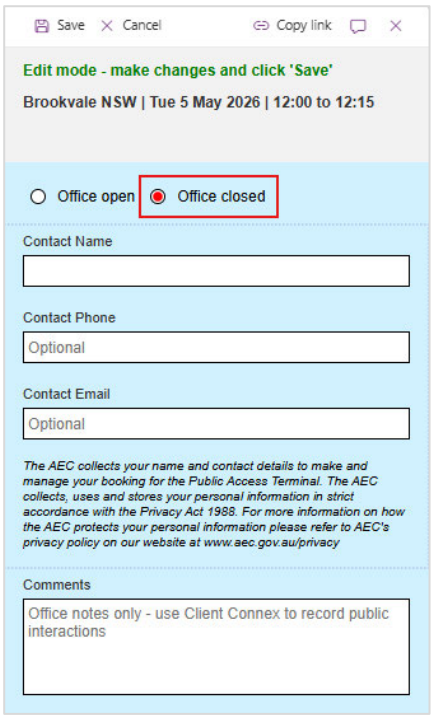


38. Editable fields on the form will now be blue.

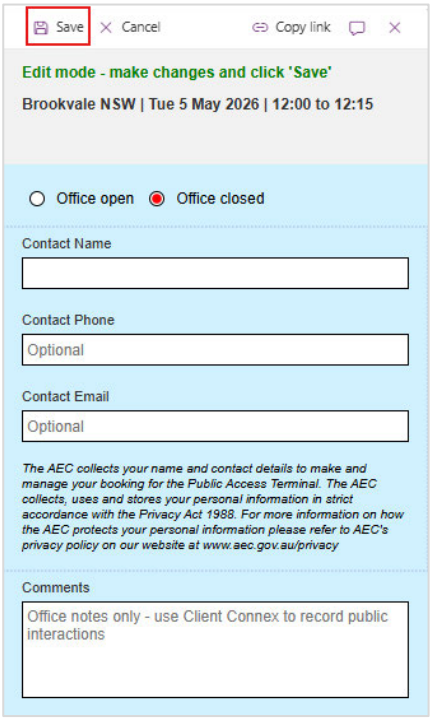


39. Click on ‘Office closed’.

40. The radio button will switch from green to red.

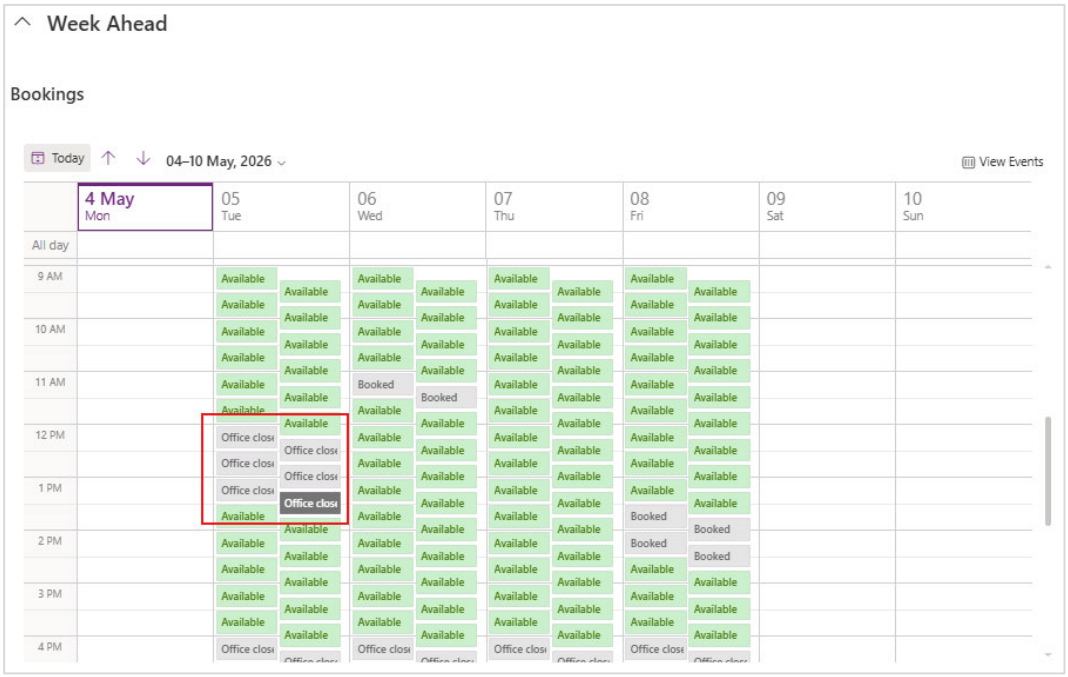


41. Select **‘Save’** at top left to record the office closure for this timeslot.



42. Repeat for all relevant timeslots.

43. The timeslot(s) will now show as closed in the relevant view.



To record a regular office closure (e.g. a lunch period)

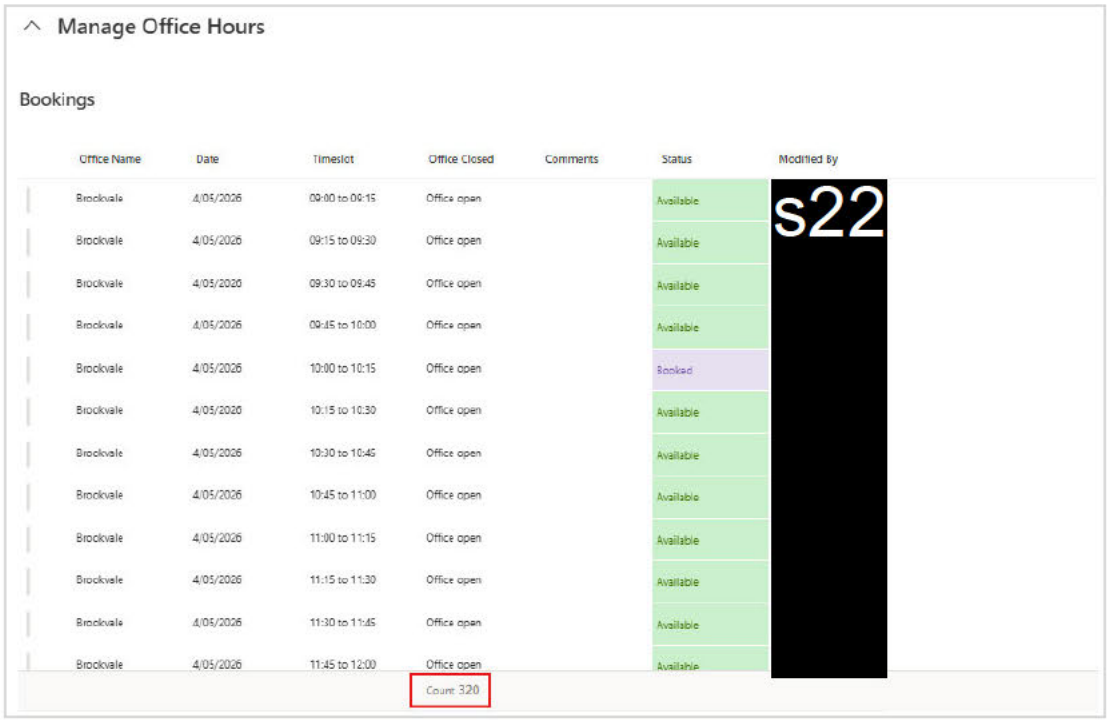
44. Note this must be done each week for regular closures.

45. Scroll to the bottom of the office page and click **'Manage Office Hours'** to expand the office hours view.

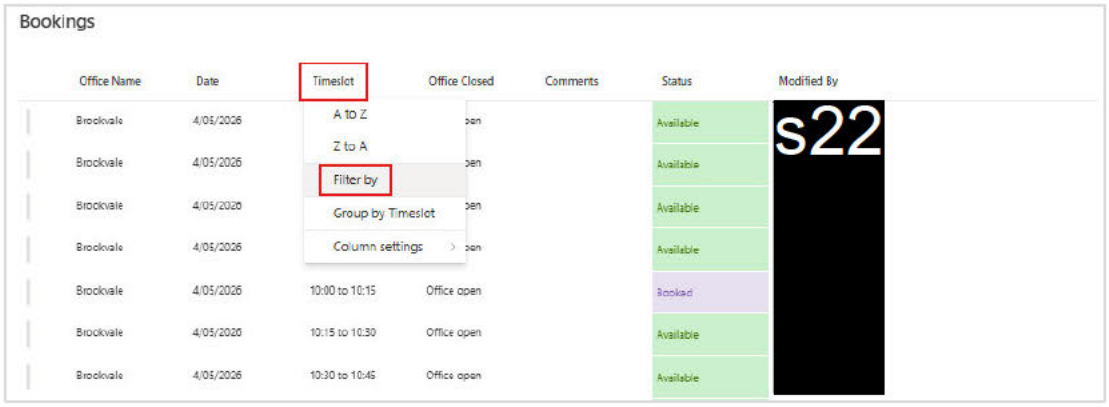


46. The office hours view shows all dates present in SharePoint from today onwards (even dates that are not yet visible in the Week Ahead calendar view).

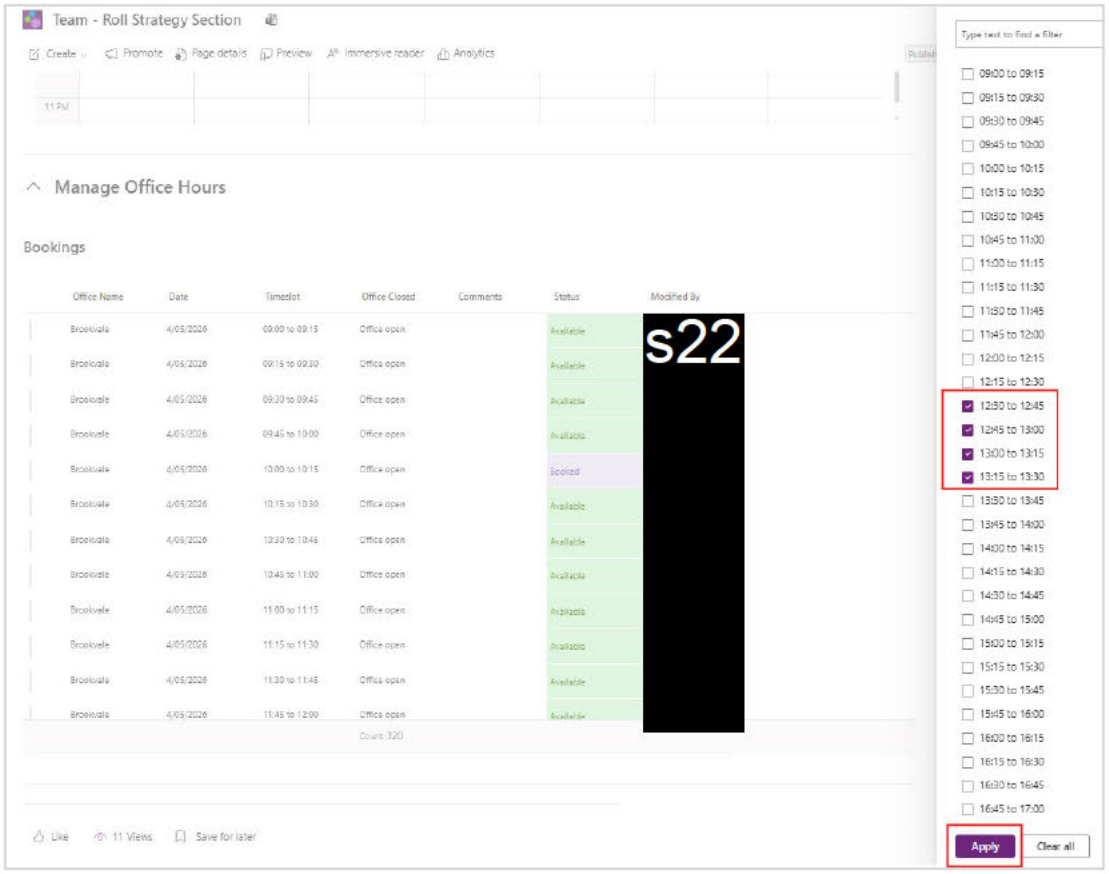
47. The number of items currently in view appears at the bottom of the table. **This is important because SharePoint allows bulk editing for a maximum of 36 items at a time.**



48. Click on the **'Timeslot'** column heading and select **'Filter by'**

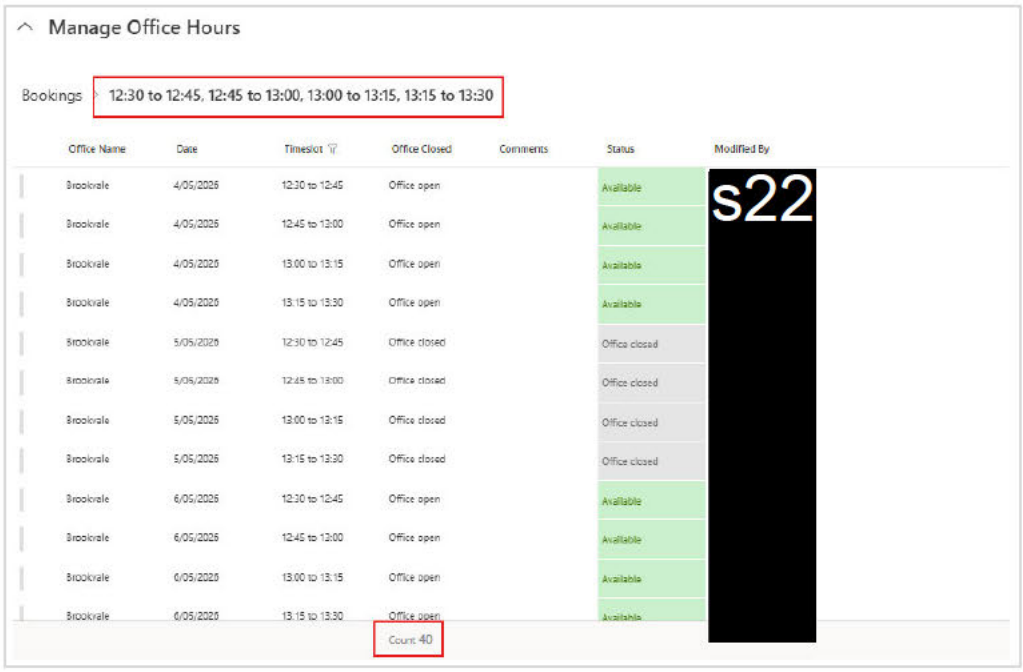


49. Select the timeslots the office will be closed then click **'Apply'**.

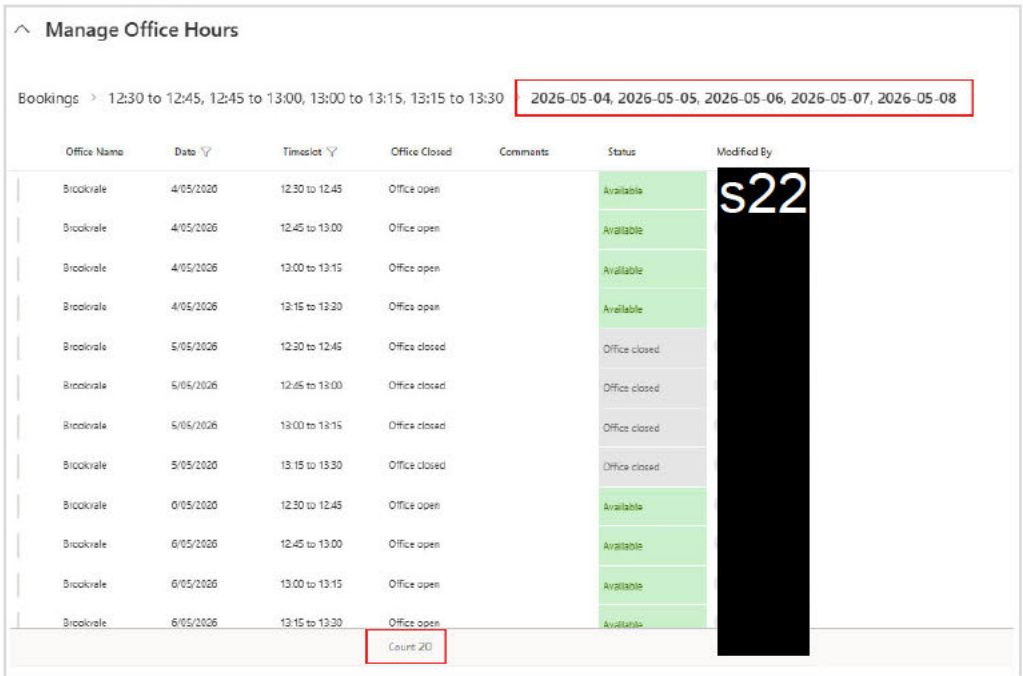


50. Check the number of items in the table, it must be 36 or lower for bulk editing to work.

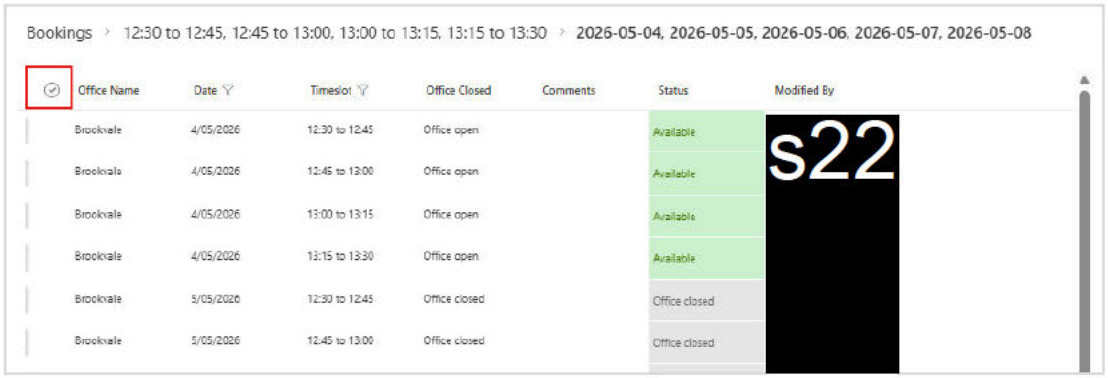
In the example below there are still 40 items visible, so an additional filter by Date will be used.



51. Adding a filter to the Date column has brought the number of items to 20, so bulk editing can now be applied.



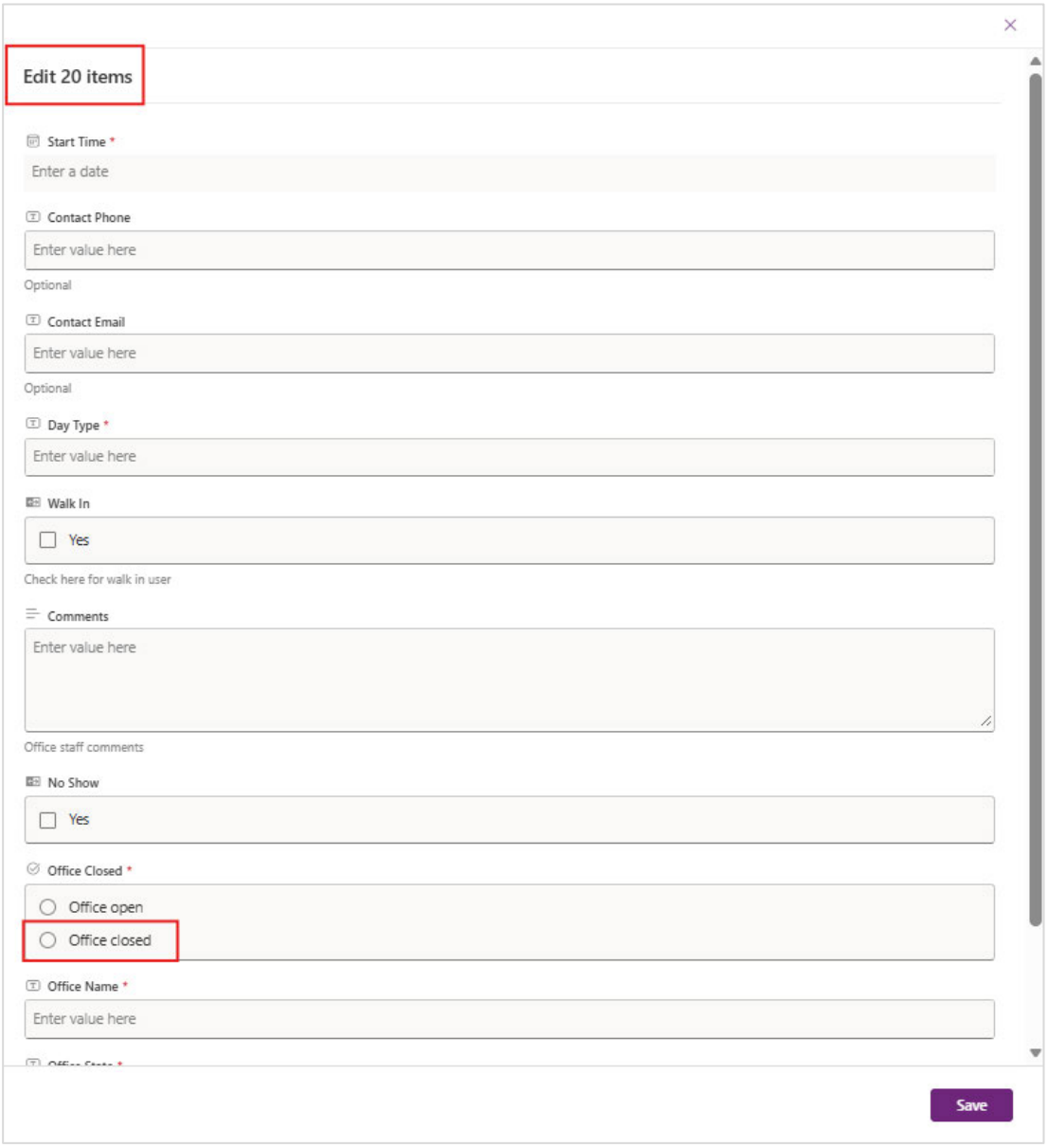
52. Select all items in the table.



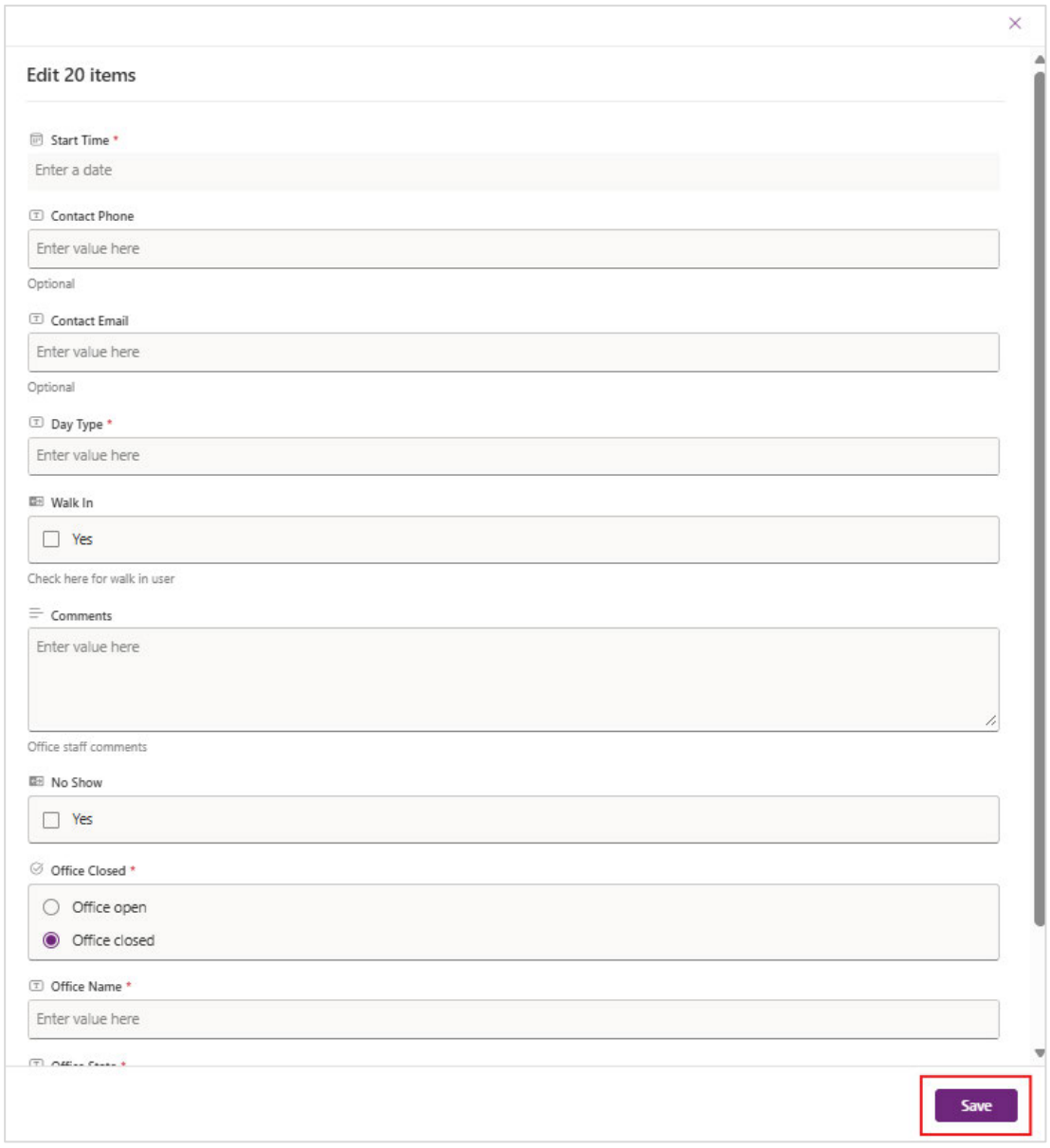
53. When all items in the list are selected, right click in the table and select **'Edit'**.



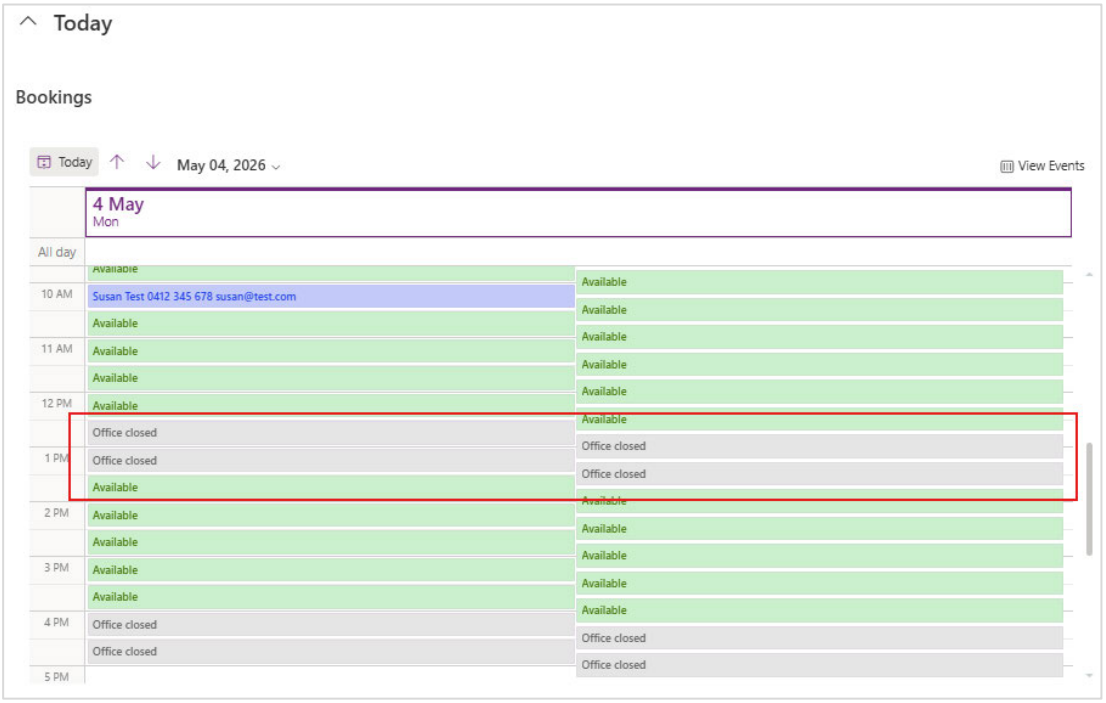
54. The bulk editing window will show how many items are being edited (20 in this example).
55. Find the Office Closed heading and select **'Office closed'**.

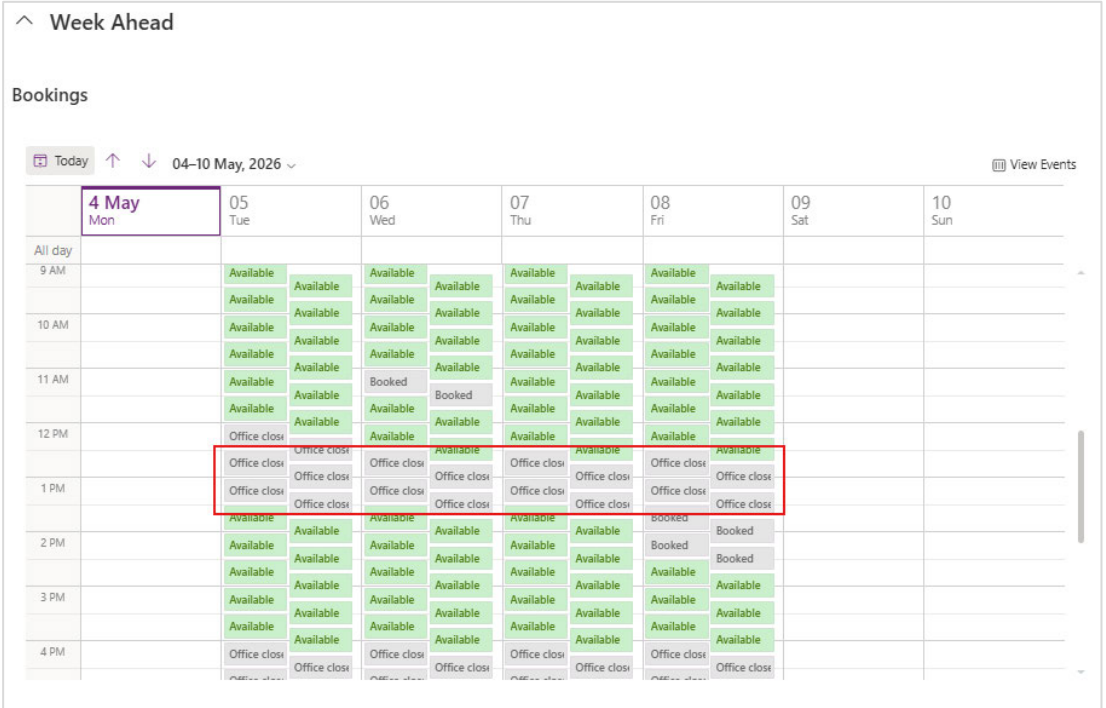


56. Select **'Save'** to record the office closures and close the bulk editing window.



57. Refresh the page in your browser and the office closures will be visible on all relevant views.





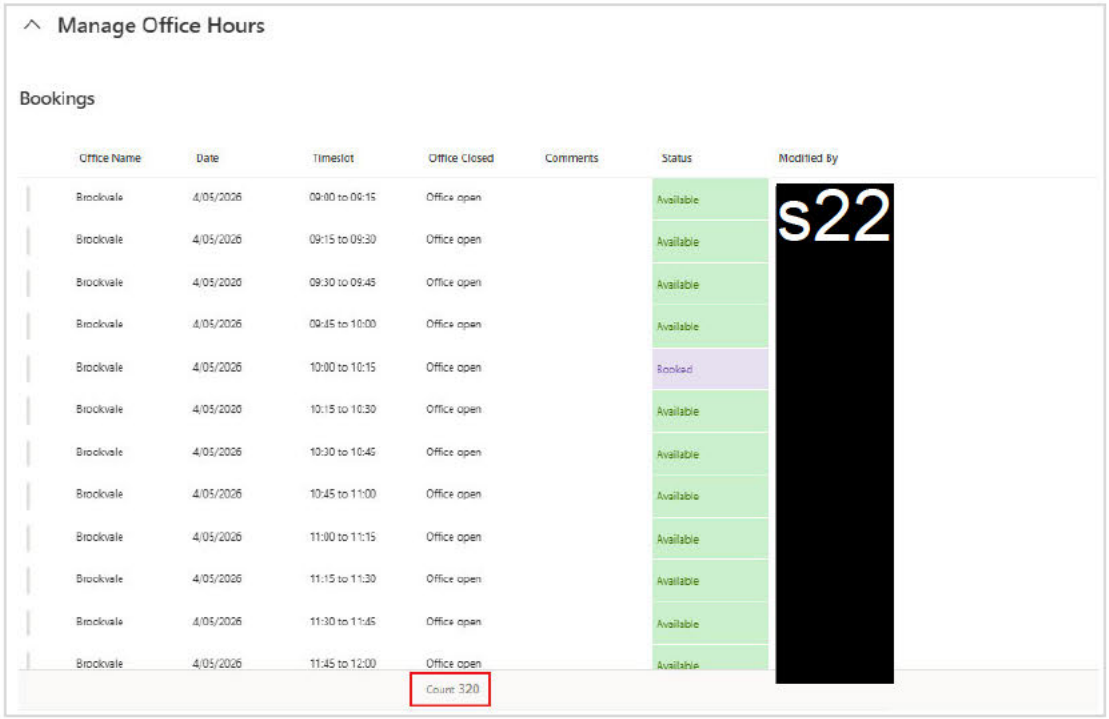
To close the office for a whole day or multiple days

58. Scroll to the bottom of the office page and click **'Manage Office Hours'** to expand the office hours view.

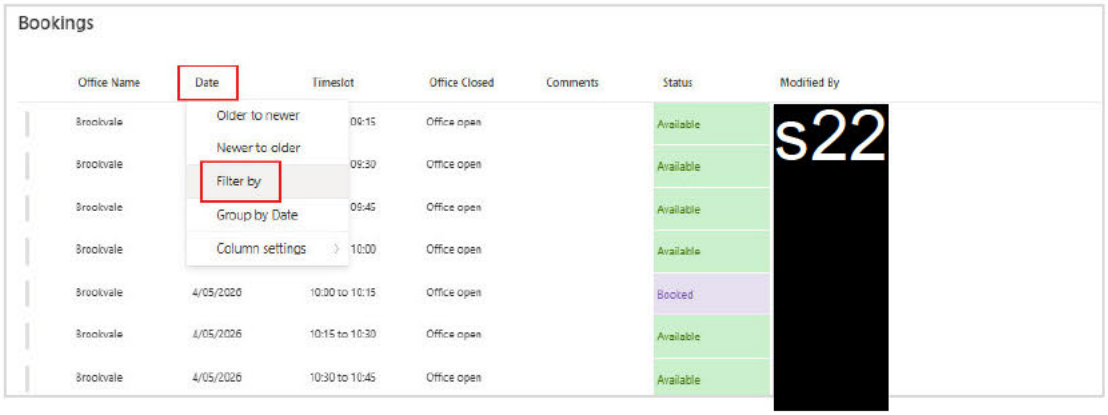


59. The office hours view shows all dates present in SharePoint from today onwards (even dates that are not yet visible in the Week Ahead calendar view).

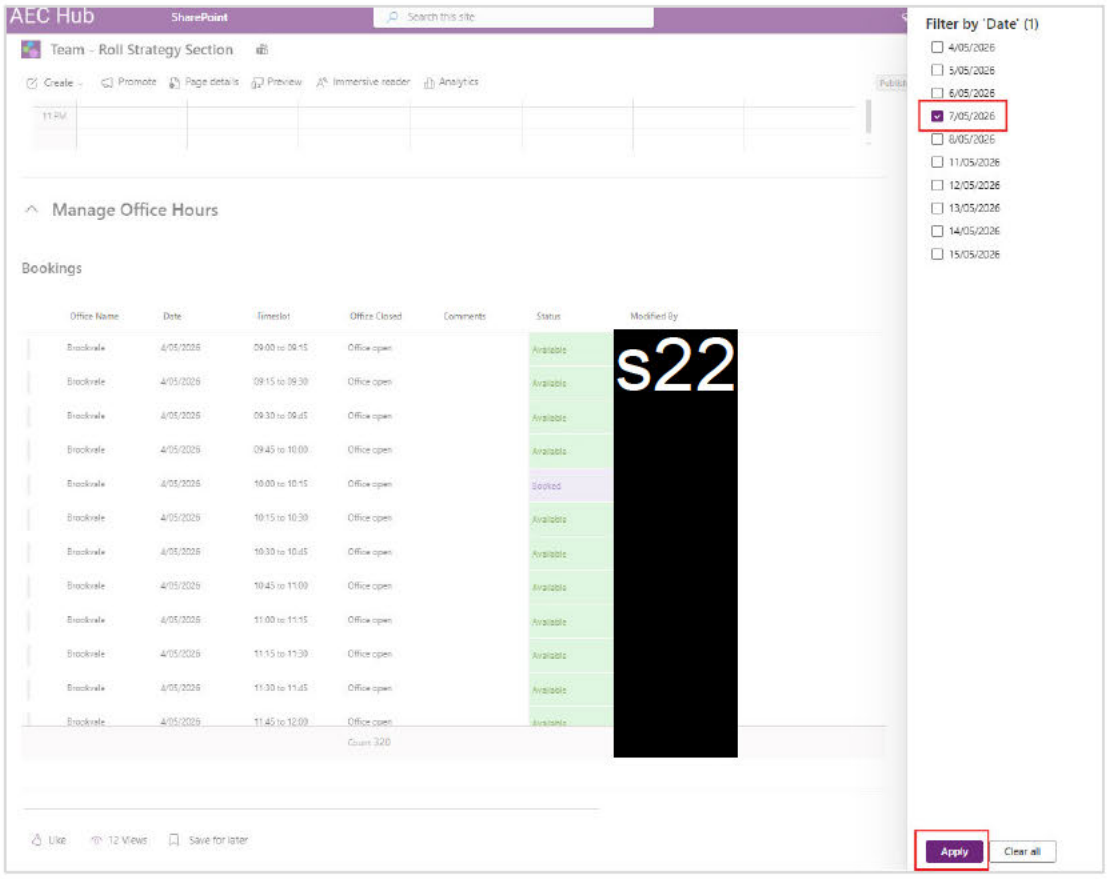
60. The number of items currently in view appears at the bottom of the table. **Because SharePoint allows bulk editing for a maximum of 36 items at a time, full day closures should be done one full day at a time.**



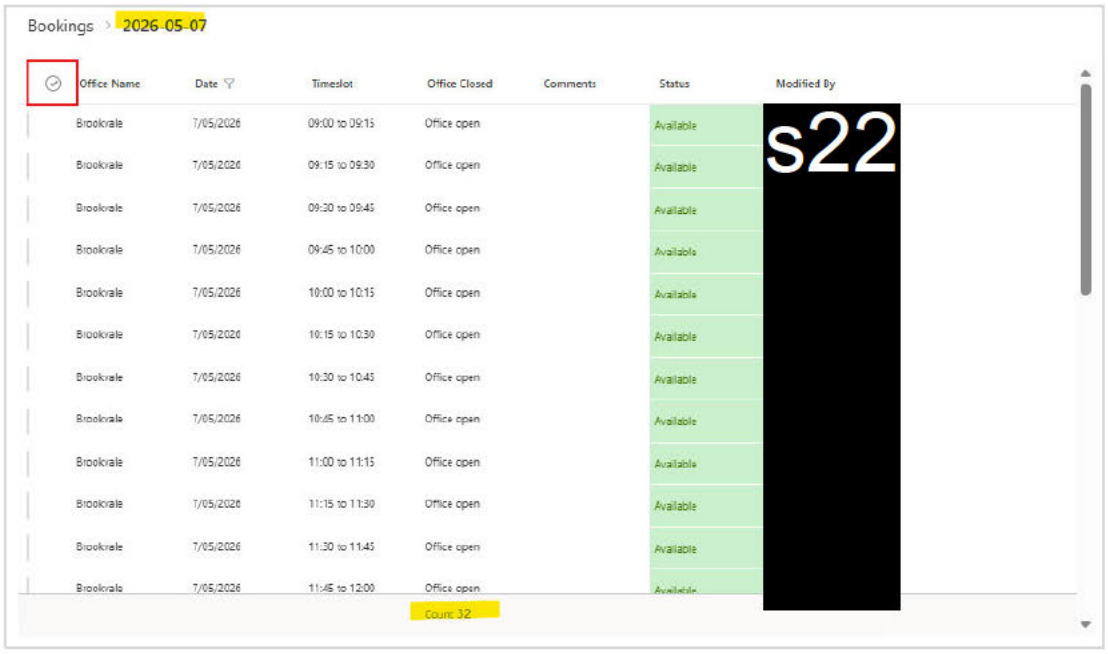
61. Click on the **'Date'** column heading and select **'Filter by'**



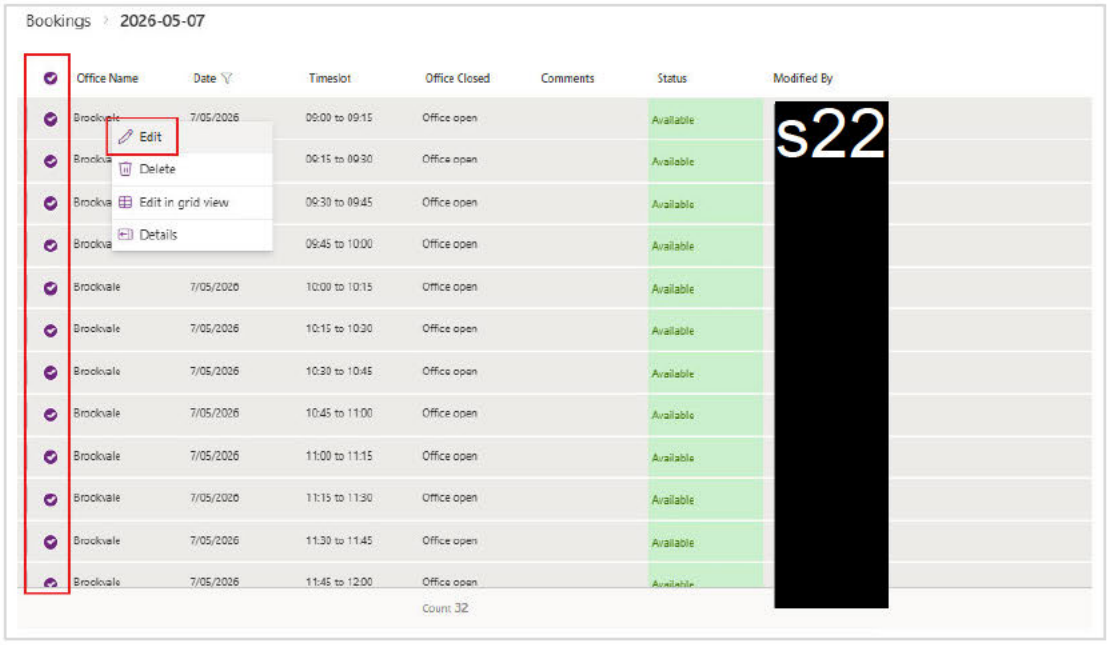
62. Select the date you wish to mark the office closed then click **'Apply'**.



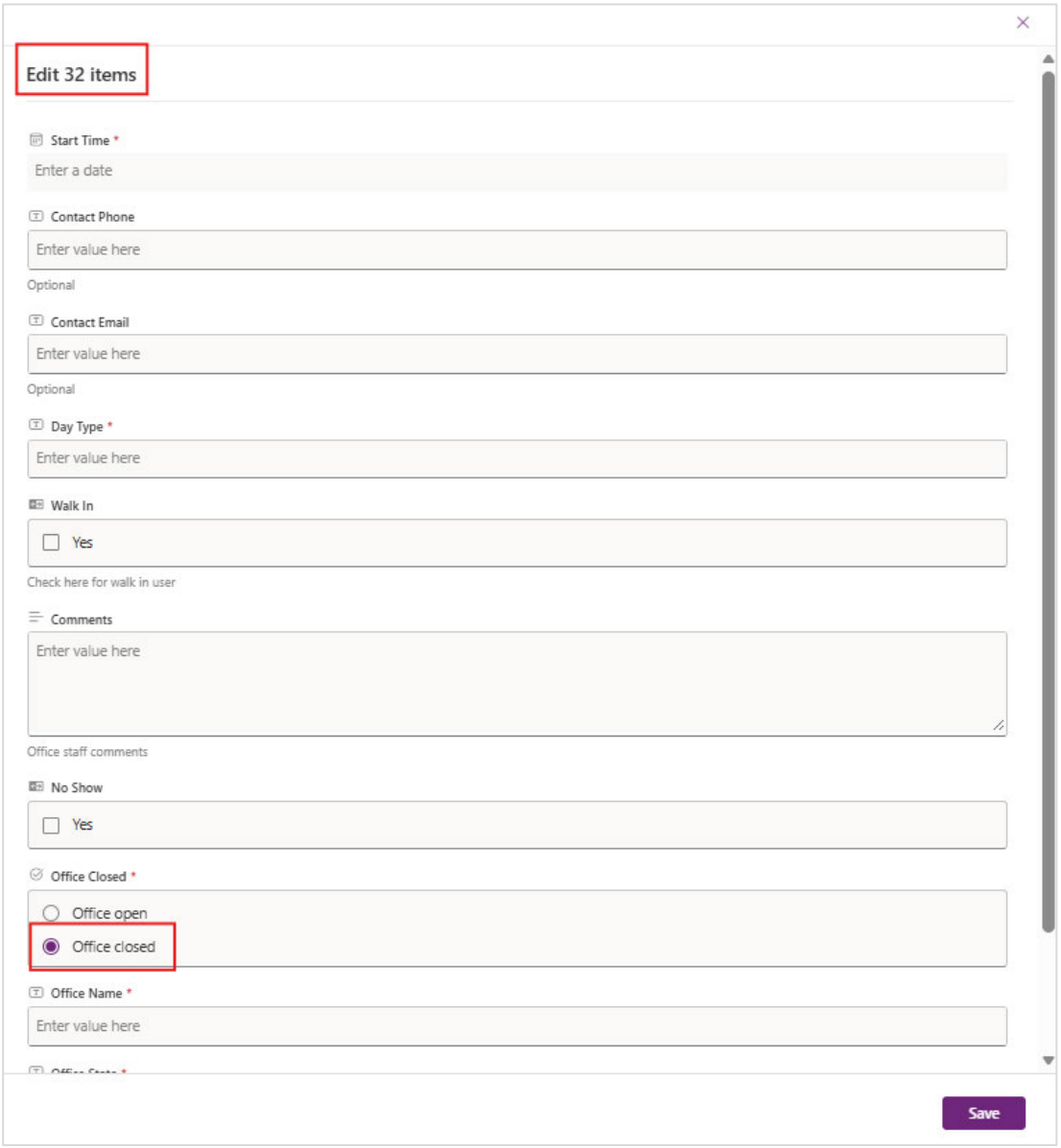
63. Select all items in the table. Note that the date filtered for will be confirmed at the top of the table and the number of items will be 32.



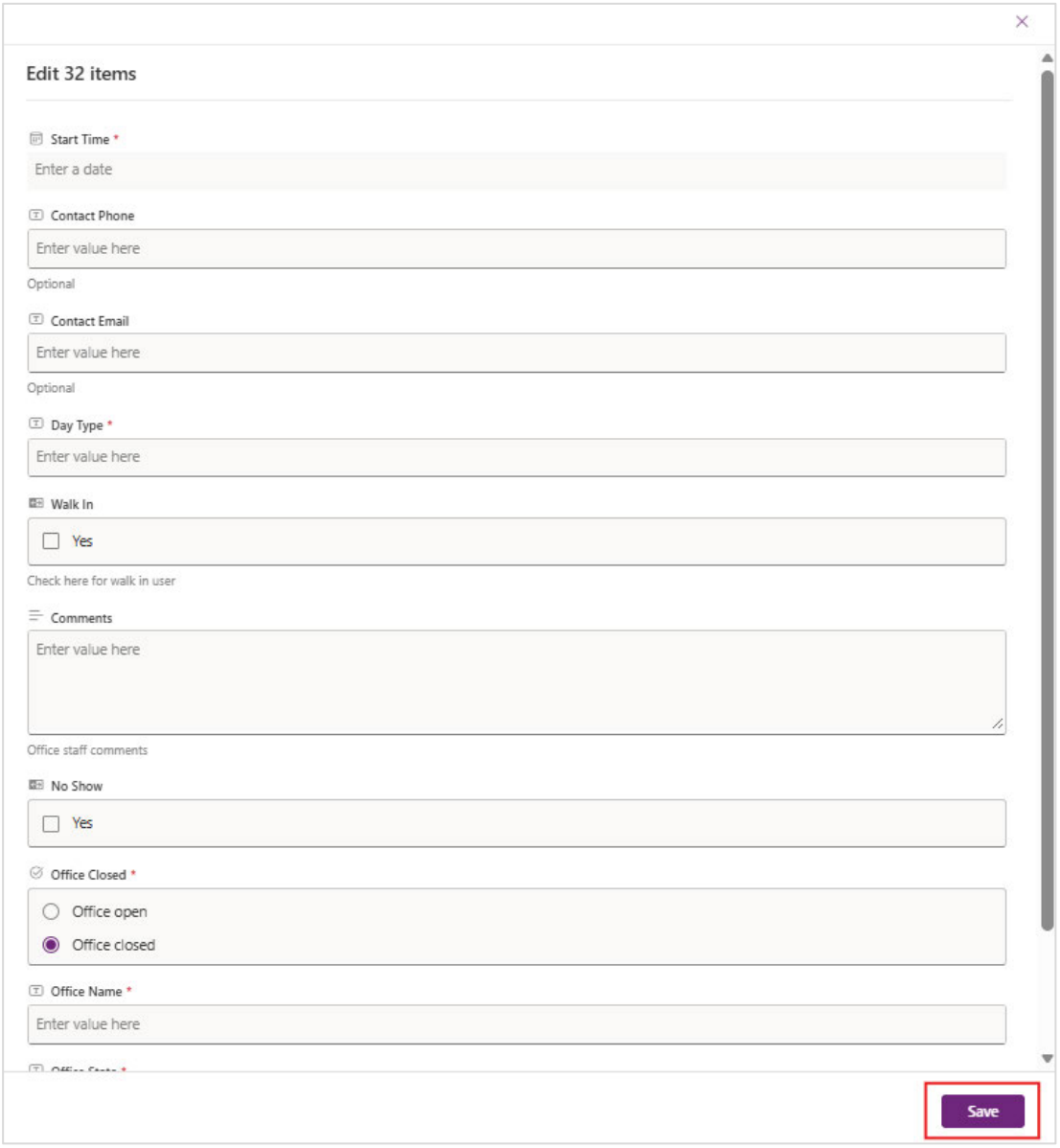
64. When all items in the list are selected, right click in the table and select **'Edit'**.



65. The bulk editing window will show how many items are being edited (32 in this example).
66. Find the Office Closed heading and select **'Office closed'**.

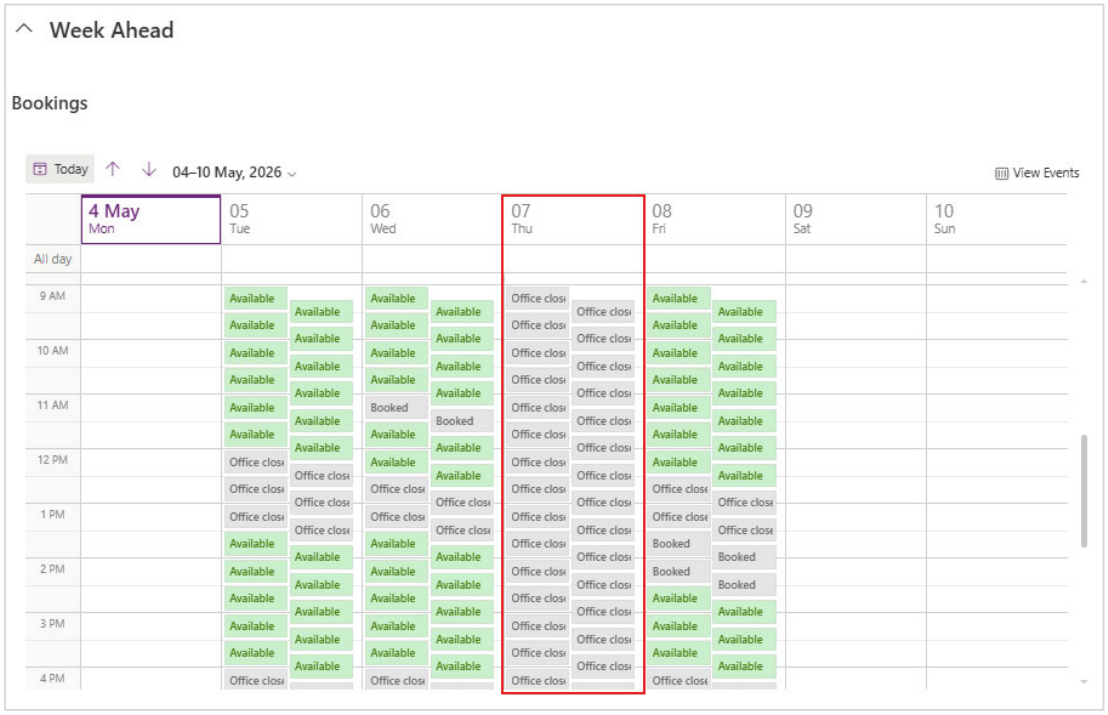


67. Select **'Save'** to record the office closures and close the bulk editing window.



68. **Repeat as required for any other dates the office will be closed.**

69. Refresh the page in your browser and the office closure(s) will be visible on all relevant views.



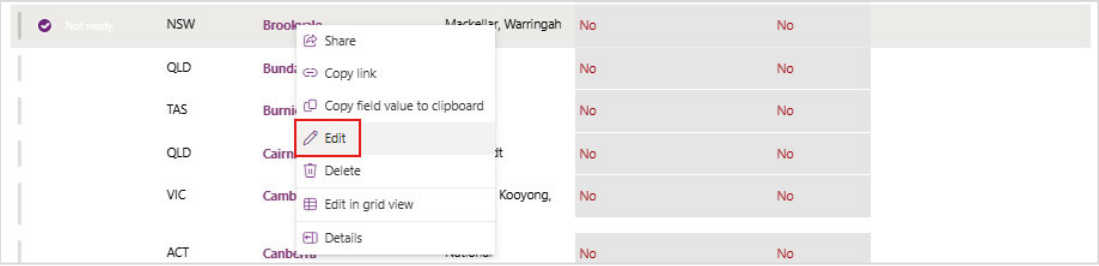
Office readiness

A checklist and complete instructions for office setup and assurance are available on the rollout information site Office Readiness.

To enter assurance information

70. On the Office Setup page, scroll to the office you need to update.

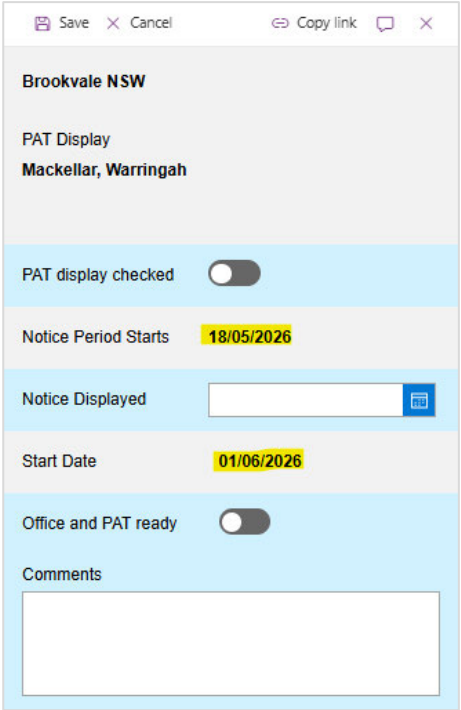
71. To enter assurance information right click on the office and choose ‘Edit’.



72. The assurance form opens in Edit mode by default.

    72.1 Fields in grey are for information only, including the Notice Period Start date and new arrangements Start Date.

    72.2 Fields in blue are the assurance checks to be completed at each phase of the rollout.



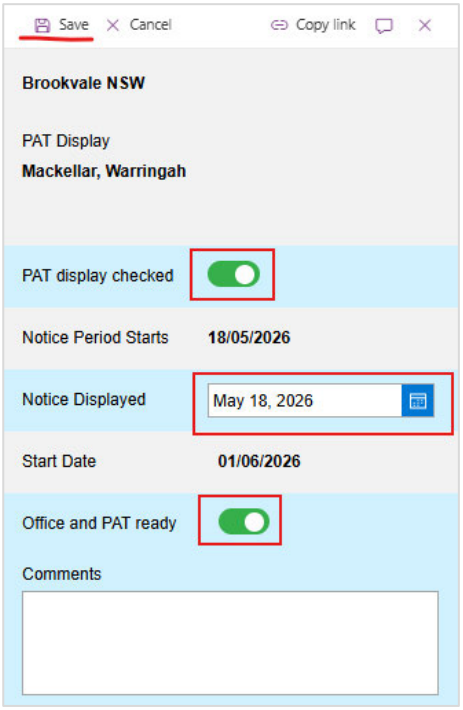
73. Note that it is not expected that all assurance checks are completed at the same time.

    73.1 **Preparation stage**
    Mark **PAT display checked** when you have confirmed configuration of the primary (or only) terminal is correct.

    73.2 **Public Notice period**
    Enter the date in **Notice Displayed** when the Public Notice and other signage is in place.

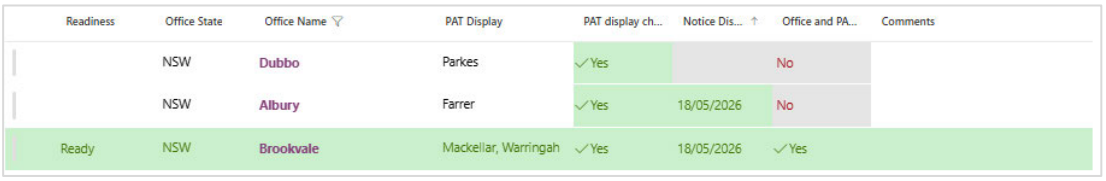
    73.3 **Ready to start**
    Mark **Office and PAT ready** when a single terminal is in place and the office space is correctly set up.

74. Each time when you have entered information, click **'Save'** to close.



75. Columns will highlight green as each assurance check is completed.

76. The entire row will highlight green when all checks have been completed (examples below are for illustration only).



Readiness	Office State	Office Name	PAT Display	PAT display ch...	Notice Dis...	Office and PA...	Comments
	NSW	Dubbo	Parkes	Yes		No	
	NSW	Albury	Farrer	Yes	18/05/2026	No	
Ready	NSW	Brookvale	Mackellar, Warringah	Yes	18/05/2026	Yes	

TRAINING

Recorded information sessions will be made available to staff (see link below).

ADDITIONAL RESOURCES

National Public Access Terminal Rollout (Intranet) refer to the **Additional Resources** page

PAT Booking System QRG

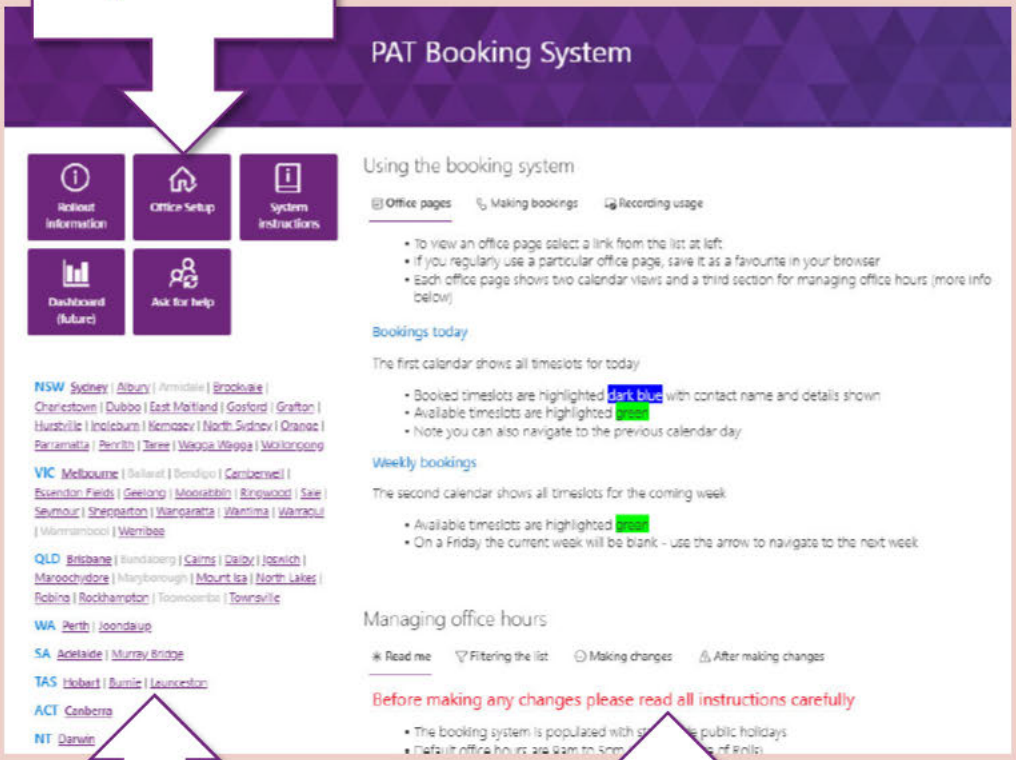
System basics

Classification: OFFICIAL
Updated: 4/05/2026

Where can I find the system? PAT Booking System

Booking System Home page

Tiles link to other key information



Links to individual Office pages

Bookmark yours!

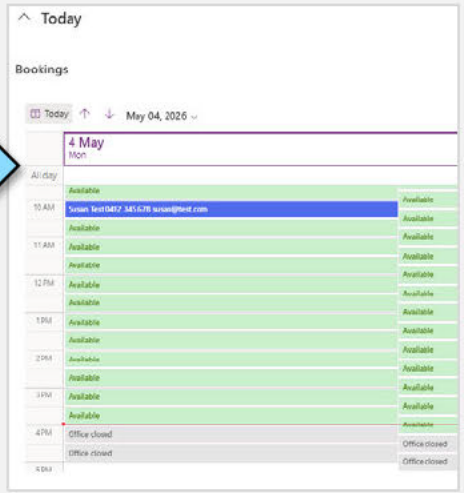
Summary instructions

Use **System instructions** tile for more detailed support

On each office page

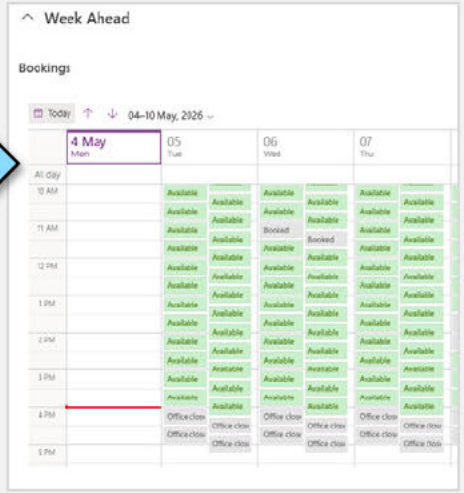
Today calendar

- Available timeslots are highlighted
- Booked timeslots include booking details



Week Ahead calendar

- Shows tomorrow through to a week from today
- Available timeslots are highlighted



Manage Office Hours

- Refer to the **System User Manual**



PAT Booking System QRG

Managing bookings

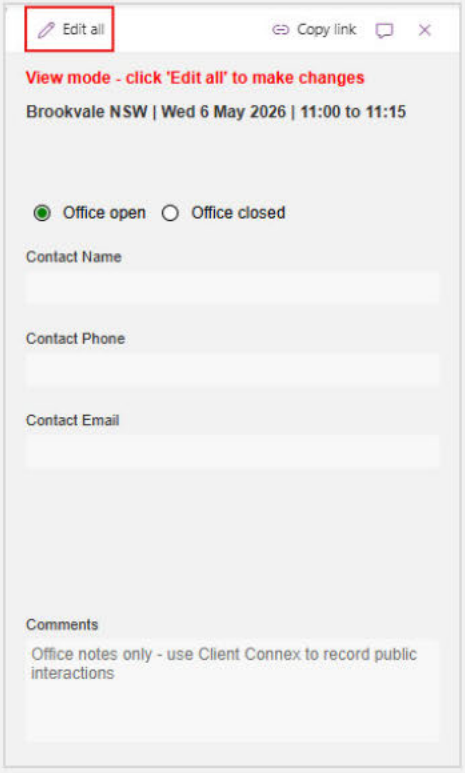
Classification: OFFICIAL
Updated: 4/05/2026

View mode (grey)

Double click on any booking item in calendar view to open

Confirm your office, date and time are correct before making a booking

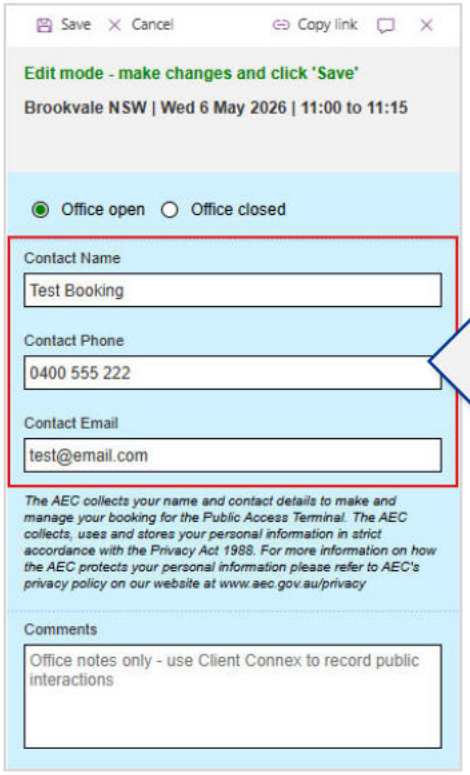
Click **'Edit'** to make changes



Edit mode (blue)

Click **'Save'** to save edits and close

Click **'Cancel'** to close without saving



If any information is recorded in the **'Contact Name'** field the timeslot will appear Booked on the calendar

If **'Contact Name'** is blank the timeslot will show as Available

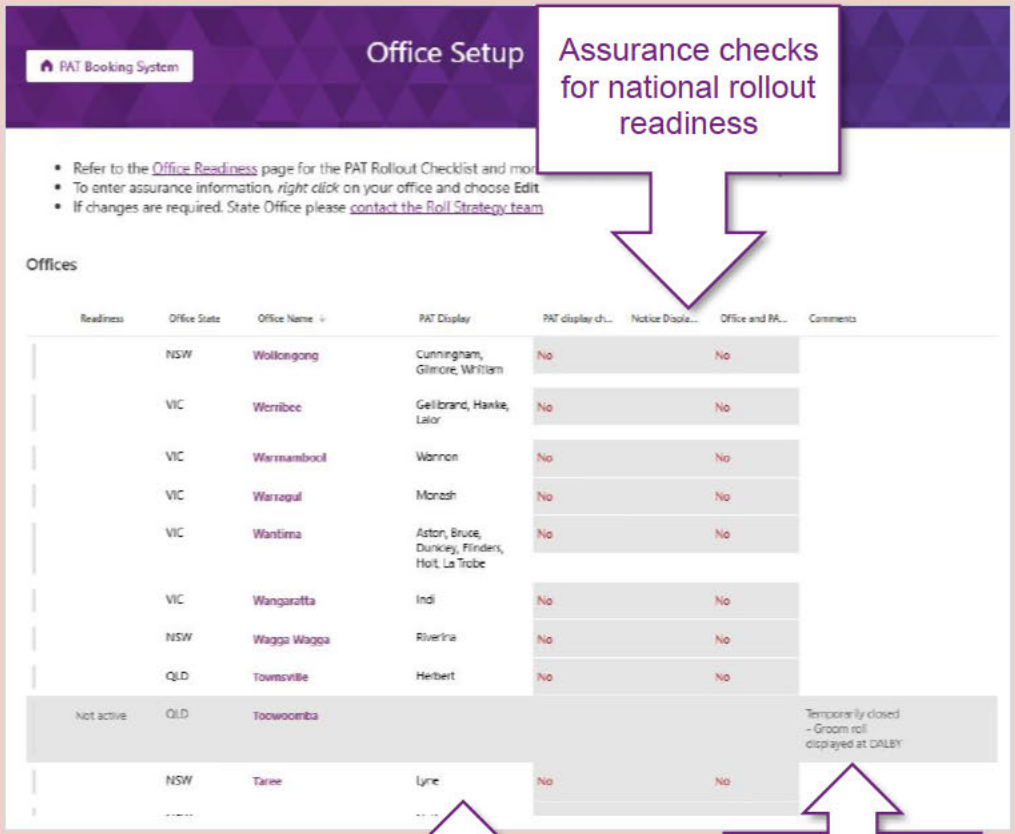
Booking tips

- If a person is booking more than 15 minutes their details need to be added in several booking timeslots
- At regular intervals, data will be exported from the booking system for archiving and reporting purposes
- Need to manage short period closures or local public holidays for your office? Refer to the **System User Manual**
- Comments. Any additional information for office use can be stored in the comments
- Comments field can be used for additional information however **customer interactions must be recorded in Client Connex**

Office setup

Classification: OFFICIAL
Updated: 4/05/2026

Office Setup page



Rollout assurance checks

❶ Preparation stage

- Mark **PAT display checked** when you have confirmed correct configuration of the primary (or only) terminal

❷ Public Notice period

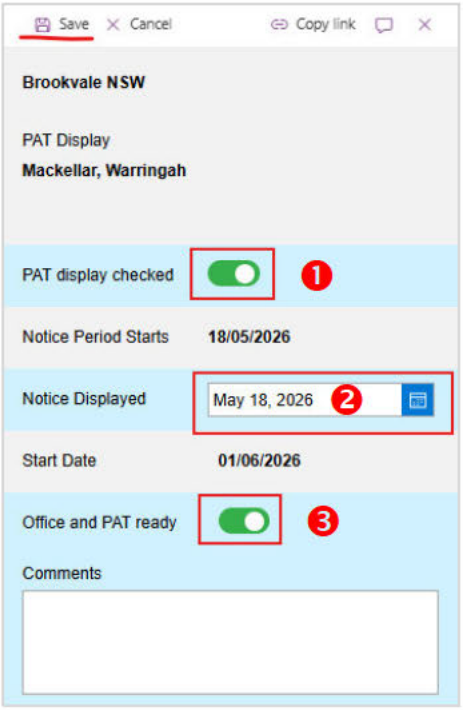
- Enter the date in **Notice Displayed** when the Public Notice and other signage is in place

❸ Ready to start

- Mark **Office and PAT ready** when a single terminal is in place and the office space is correctly set up

- Comments field can be used for additional information however **customer interactions must be recorded in Client Connex**

It is not expected that all assurance checks are completed at the same time



Office Readiness

This page contains guidance to support offices in preparing for the national Public Access Terminal (PAT) rollout.

- To help make sure your office is ready for the rollout, use the **PAT Rollout Checklist.**
- Assurance checks at each phase of the rollout will be entered via the **Office Setup** page on the PAT Booking System.

PAT Rollout Checklist
Print a copy for each office

PAT Office Setup
Enter assurance checks here

Readiness steps by rollout phase

Preparation

Where space allows, set up a simple waiting area to help guide walk-in visitors and maintain an orderly, visible queue. This supports both visitor management and reception oversight. Reception staff should review the instructions in Roll Why relating to monitoring access to PATs, including the requirement to maintain a clear line of sight to the terminal at all times.

Offices reducing to a single PAT:

- Identify the terminal that will be retained and confirm that it has the correct configuration for your office.

Offices with single PAT already in place:

- Confirm that your setup remains correct and fully operational.

Expected configuration is displayed on the Office Setup page in the 'PAT Display' column. If changes are needed refer to the PAT Configuration page.

Public Notice period

Friday before Public Notice period

- Download the correct Public Notice for your office, fill in the details and print it.
- Print the Feedback Poster.

Monday of Public Notice period

- Ensure all required signage is clearly displayed, including the Public Notice, Feedback Poster and Terms and Conditions signage.
- A sign directing visitors to Report to Reception is available and may be displayed in offices to ensure all visitors check in upon arrival

When new arrangements are due to start

On the Friday before the start date

Confirm that the reception area is ready.

Offices reducing to a single PAT:

- For terminals that are not being retained, disconnect monitors, cables, keyboards and mouse and store securely within the office. Where storage space is limited, contact your state office to discuss an appropriate storage solution.
- For the PATs that are not being retained, the black computer box must remain connected to the desk. These are attached with anti-theft / anti tamper mounts and Kensington locks.
- PAT infrastructure should not be permanently returned to the National Office at this time. Long-term decisions have not yet been finalised, so all equipment should be retained locally for potential future use.
- Conduct a check search on the terminal being retained.

Offices with single PAT already in place:

- No further tasks required.

PAT home

Managing Feedback

Name or email address

Members of the public should be encouraged, in the first instance, to submit their feedback or complaint online using the QR code, which links to the AEC's formal feedback channel. Feedback submitted through this channel is managed by National Office to ensure consistency of responses and to provide de-escalation support where required.

Where a member of the public does not wish to use the online form, staff can record complaints in Client Connex.

Client Connex

Feedback Poster

The Feedback Poster contains a QR code that directs members of the public to AEC's formal feedback channel. The poster can be displayed at reception and used by staff as a de-escalation tool.

Feedback poster

Key talking points for public interaction

The following points explain why the AEC uses one terminal per office and why bookings are required. These talking points can assist staff when responding to public enquiries at the reception counter.

- The *Commonwealth Electoral Act 1918* requires the AEC to make a copy of the electoral roll available for free public inspection during office hours.
- The PAT provides the most up-to-date version of the roll, avoiding delays caused by printing and updating certified rolls.
- The intention of roll inspection is to:
  - allow electors to verify their own enrolment, and
  - support private objection processes.
- A recent national review of PATs identified inconsistencies in the number of terminals across offices and opportunities to enhance consistency. The AEC has reviewed its service offering and is providing a nationally consistent approach by offering one terminal in each AEC office.
- The AEC is committed to free and fair public access, and the booking system ensures everyone can have their own uninterrupted time at the terminal.
- Bookings run for 15-minute blocks, which is ample time to complete the tasks allowed under legislation.

If a member of the public continues to challenge, question, or push beyond these talking points, staff should direct them to submit their concerns in writing through the AEC's formal feedback channel.

Suggested responses to public complaints

When users are upset about needing a booking

Edit Content

Bookings help us make sure everyone gets a dedicated time on the terminal without long waits or uncertainty. It also ensures each person has uninterrupted time to complete their search/s.

When a user arrives without a booking

Edit Content

We've recently introduced a booking system, and we're helping people adjust. I can book the next available session for you or help you find a time that suits your schedule.

When booking times don't suit the user

Edit Content

We'll do our best to find a time that works for you. We have multiple slots available each day, and I'm happy to look at all your options.

When accused of restricting access

Edit Content

Our goal is to make access fair and consistent. The booking system allows everyone equal opportunity to use the PAT and ensures each person has uninterrupted time to complete their search/s.

When a user accuses the AEC of acting unfairly

Edit Content

I can assure you that the AEC operates strictly within Australian legislation and national service standards. If you'd like your concerns reviewed by our national team, I can direct you to the AEC's feedback process where a dedicated team will assess them independently.

When you need to refer to legislative requirements

Edit Content

The AEC is required to comply with the *Commonwealth Electoral Act 1918*. The steps we're taking are part of these obligations to ensure consistency, fairness and integrity across all AEC services.

If the user continues to challenge or accuse staff

Edit Content

The best way to have your concerns reviewed formally is to submit feedback through the AEC website so the dedicated team can assess it.

When a user wants to make a formal complaint

Edit Content

You can submit your complaint through the AEC's website, where it will be reviewed by our national team. I can show you where to find the form, or you're welcome to access it later if that's easier.

When a user refuses to provide their name, phone number or email address

Edit Content

That's okay – you're not required to provide your personal details if you prefer not to. We only need a name to uniquely identify your booking.

When someone insists on checking their enrolment

Edit Content

The PAT is just one way to check your enrolment. You can also use the 'Check my enrolment' feature on the AEC website.

Acknowledgement of Country

The AEC acknowledges the Traditional Owners of country throughout Australia and recognises their continuing connection to land, waters, culture and community.

We pay our respects to Elders past, present and emerging.

My Links

- Organisational structure
- Corporate directory
- Dates to remember
- AEC Teams sites

My Apps

- AEC Service Centre
- Aurion ESS
- ObjectiveIM
- Daily media clips



Public Access Terminal (PAT) Configuration

Each AEC office must verify that its Public Access Terminal (PAT) is configured correctly. Use this page to confirm that the correct electoral roll(s) are displayed on your PAT.

Statutory access requirements

Under section 90A of the *Commonwealth Electoral Act 1918*, the following access is required during ordinary office hours without fee:

- A copy of the roll for a division is to be available at the office of each Divisional Returning Officer (s 90A(1)).
- A copy of the roll for each State and Territory is to be available at each capital city office of the Electoral Commission, delivering national coverage at those sites (s 90A(2)).

PAT configuration rules

Based on these requirements, configure PATs as follows:

- Divisional offices operating a single division provide access to the roll for that division only.
- Large Working Units (LWUs) provide access to the rolls for each division they support.
- Capital city offices provide access to the roll for each State and Territory, which in practice means national roll access at those offices.
- Where a capital city office public counter is delivered by an LWU, the PATs at that LWU must provide access to the full national roll to meet the requirements of section 90A(2).

Closed or hibernating offices

Where an office is closed or in hibernation, the roll(s) for each affected division must be temporarily assigned to another active site and made available there during ordinary office hours without fee to maintain compliance with section 90A.

Changing PAT configuration

Requests to update or change a PAT configuration must be lodged with the Roll Policy Team via the AEC Service Centre (Submit a Query) and must include written approval from the State Manager.

PAT home

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Organisational structure

Corporate directory

Dates to remember

AEC Teams sites

Our people profiles

Aurion ESS

ObjectiveIM

Daily media clips



Managing Bookings

PAT Booking System

The PAT Booking System must be used to manage all bookings for access to the Public Access Terminal (PAT). The system site includes a Quick Reference Guide and additional materials to assist staff with using the system and managing bookings.



PAT Booking System

Booking availability

Booking availability should align as closely as possible with standard office hours. Some offices may adjust booking start or end times to:

- support safe opening and closing procedures or
- pause bookings during planned office closures (including lunch periods where the office closes).

Making and managing bookings

- Bookings may be made up to one week in advance and can be requested in person, by phone, or by email.
- Users are generally allocated a 15-minute booking period, with a maximum of one hour per day per person.

- If no other bookings or walk-in users are waiting at the scheduled time, users may make a further booking.
- Where a user fails to attend their allocated time, the booking (and any remaining bookings for that week) may be cancelled.

User details required for bookings

When making a booking, staff should request:

- the user's name, and
- contact details sufficient to identify and manage the booking.

Contact details are used to allow the AEC to notify users of relevant issues, such as technical faults or office closures. Users who choose not to provide contact details acknowledge that the AEC may be unable to notify them of changes affecting their booking.

Privacy statement

The following privacy statement is provided for members of the public and is displayed on the Public Notice sign. It may also be printed at AEC reception or read aloud by AEC staff on request.

Thank you for providing your contact details to enable the AEC to make a booking for you to use our Public Access Terminal. The AEC collects, uses and stores your personal information in strict accordance with the Privacy Act 1988. If you would like more information about how the AEC protects your personal information, you can view the AEC's Privacy Policy on our website at www.aec.gov.au/privacy

Check-in and walk-in arrangements

All visitors should check in at reception upon arrival.

If the Public Access Terminal (PAT) is already in use, staff should advise walk-in users of the expected wait time and, where appropriate, offer to make a booking for a later session.

If the PAT is not in use, the walk-in user may proceed to use the terminal. Where an existing booking applies, the booking will take precedence.

In line with standard practice, public interactions must continue to be recorded in Client Connex.



Client Connex

PAT home

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PRIVACY THRESHOLD ASSESSMENT

The AEC handles a lot of personal information and maintaining privacy of information is a central tenet of electoral integrity. All staff have an obligation to ensure they properly store, use and disclose personal information.

This Privacy Threshold Assessment (PTA) is required to be completed when a project involves new or changed ways of handling personal information.

The PTA is designed to help you identify whether your project requires a more detailed Privacy Impact Assessment (PIA). The PTA will ask you to answer a series of questions about the collection, use, disclosure, and storage of personal information involved in your project. Answering yes to any of the questions does not guarantee that a PIA is necessary, but it will guide the Privacy Officer's decision. It is unlikely that your project will involve all the elements covered in these questions, meaning you may leave parts of the assessment empty if they are not relevant to you. If you are unsure about any of the questions or your answers to them, contact the Privacy Officer.

When completed, the PTA must be sent to the Privacy Officer, who will determine if the handling of personal information necessitates a more detailed PIA, and whether the project's handling of personal information is consistent with the Australian Privacy Principles (APPs). If required, a PIA describes the project in more detail, identifies key stakeholders to consult with, undertakes an impact analysis, addresses the risks and sets out recommendations to manage, minimise or eliminate privacy impacts. PIAs are conducted by third party entities engaged by the AEC.

The Indigo Program employs a separate Privacy Assurance process alongside this assessment which is accessible here. For more detailed information visit the privacy hub.

Description	Details
Project name	Single PAT approach – creating a nationally consistent booking process
Project implementation date	From February 2026.
Project manager	FAC Office EIOG
Threshold assessment drafter	s22 [redacted]
Description of the project	Implementation of a nationally consistent booking system to manage use of public access terminals (PATS) in state and divisional offices.

Description	Details
	DRAFT Minute _ Implementing single PAT per office approach nationally.docx Some state/territory offices already have PAT booking systems in place (but have not previously undertaken PIA threshold assessment). For example, one state collects this information and stores it in a spreadsheet. Another uses outlook calendar functionality. This project seeks to create a nationally consistent approach to the booking and management of PAT user information. Seeking assessment and advice to inform what the nationally consistent methodology can be for the booking system.
Types of personal information being handled as part of the project	Names and contact details. • Names would be requested as unique identifier for the booking • Contact detail requested so that AEC could communicate any changes to booking (PAT not working, or office closed at short notice) • Booking could be accepted using any uniquely identifying name/pass-word if user does not want to provide name. • If no contact details provided, user would wear the risk of arriving at an office and the PAT being unavailable/office closed.
List any third parties that may need to directly handle personal information E.g., personal information is collected and scanned by a third party before being sent to the AEC.	NIL
Project Stakeholders Internal and external	Project led by EIOG FAC Office Direction to undertake given by SEC. Consultation with Roll Services Responsibility would sit with AEOs Project administered by reception staff within AEC state and divisional offices (potentially APS1 and above). Any member of the public wishing to access a PAT is also a project stakeholder.

Does your project involve…

Collection of personal information? **If yes, complete this section**	**Yes ☒** **No ☐**
Consideration	**Details**
List the personal information being collected	• Name (uniquely identifiable 'name' for booking). (This could be full name, first name, or a 'pass-name'?) • Contact detail (phone and/or email)
How is the personal information collected? E.g., webform, mailout, external third party.	Data requested only of individuals wishing to make a booking, and collected by AEC staff either in-person, over the phone, or via email.

Is this a new way of collecting personal information?

Yes ☐ No ☒

If yes, explain how this differs from current methods.

Elements of collection that may have a significant impact on the Privacy of individuals

While answering yes/no to any of these questions does not guarantee the need for PIA, it is a strong indicator that your project may have a significant impact on the privacy of individuals and may need a more detailed assessment.

Are there any risks or sensitivities involved with collecting information in this way?

E.g., IT security risks or silent elector information involved

Yes ☐ No ☒

Individuals may not wish to share the information for the purpose of accessing the PAT.

Will the project involve collection of personal information without notification to or consent from individuals?

Yes ☐ No ☒

If yes, provide further information

Is the project the result of new or changed legislative requirements relating to collection of personal information?

Yes ☐ No ☒

If yes, provide further information with specific mention of the new or changed legislation

Is the collection of personal information as part of this project considered 'fair' as per APP 3.6?

Refer to APP 3.62 for examples of 'unfair' means of collection

Yes ☒ No ☐
If no, provide further information

Use of personal information? **If yes, complete this section**	**Yes ☒** **No ☐**
Consideration	**Details**
List the personal information being used	Name Contact details
How is the personal information used? **E.g., processing applications, contacting clients.**	Names and contact details. • Names would be requested as unique identifier for the booking • Contact detail requested so that AEC could communicate any changes to booking (PAT not working, or office closed at short notice) • Booking could be accepted using any uniquely identifying name/pass-word. If no contact details provided, booker would wear the risk of arriving and not being able to use the PAT.

Is this a new way of using personal information? Yes ☐ No ☒
If yes, explain how this differs from current methods.

Elements of use that may have a significant impact on the Privacy of individuals **While answering yes to any of these questions does not guarantee the need for PIA, it is a strong indicator that your project may have a significant impact on the privacy of individuals and may need a more detailed assessment.**
Are there any risks or sensitivities involved with using information in this way? **E.g., IT security risks or silent elector information involved, or other vulnerable groups, etc.** Yes ☐ No ☒
If yes, provide further information
Will the project involve the use of personal information already held for a purpose other than for which it was collected? **E.g., using electoral roll data for recruitment** Yes ☐ No ☒
If yes, provide further information

Is the project the result of new or changed legislative requirements relating to collection of personal information? Yes ☐ No ☒
If yes, provide further information with specific mention of the new or changed legislation
Will the project use artificial intelligence or analytics alongside personal information for decision-making? E.g., use AI or analytics to inform decisions Yes ☐ No ☒
If yes, provide further information

Disclosure of personal information? Yes ☐ No ☒ **If yes, complete this section**	
Consideration	**Details**
List the personal information being disclosed (externally)	
How is the personal information disclosed? E.g., data transfer, publicly accessible files.	
Is this a new way of disclosing personal information? Yes ☐ No ☐	
If yes, explain how this differs from current methods.	
Elements of disclosure that may have a significant impact on the Privacy of individuals **While answering yes to any of these questions does not guarantee the need for PIA, it is a strong indicator that your project may have a significant impact on the privacy of individuals and may need a more detailed assessment.**	
Are there any risks or sensitivities involved with disclosing information in this way? E.g., IT security risks or silent elector information involved Yes ☐ No ☐	
If yes, provide further information	

Will the project involve the disclosure of personal information overseas, to another agency, contractor, or the public? E.g., providing user data to an IT system service provider Yes ☐ No ☐
If yes, provide further information
Will the project involve new or changed legislative requirements relating to the disclosure of personal information? E.g., existing process being changed due to Electoral Act amendment Yes ☐ No ☐
If yes, provide further information with specific mention of the new or changed legislation
Will the project change the way individuals can access their own information? E.g., imposing costs for individuals accessing their information Yes ☐ No ☐
If yes, provide further information

Storage of personal information? **If yes, complete this section**	**Yes ☒** **No ☐**
Consideration	**Details**
List the personal information being stored	Name Contact details

In what format is the personal information being stored?
E.g., physical documents, online files etc.
	Option currently being canvassed include:
	• Microsoft document (spreadsheet or table in word document) saved in sharepoint or **objective.**
	• Name and number saved in Outlook functionality (calendar invites).
	  o Personal info saved in the body of the calendar item.
	  o Not proposing that the invitation sent to the external user. The calendar functionality would be for internal visibility/planning.
	• SharePoint booking system, where the booking information will be regularly downloaded and securely stored in Objective. Once downloaded and stored, the booking information will be removed from the SharePoint booking system. Divisional staff will only have access to booking data for the current week.

Where is the personal information being stored? **E.g. Objective, Sharepoint, third party server, physical files etc.**	Objective, Sharepoint and/or Outlook.

Is this a new way of storing personal information?

Yes ☒ No ☒

This is an opportunity for decision for nationally consistent implementation or practices which currently differ between offices.

Elements of storage that may have a significant impact on the Privacy of individuals

While answering yes to any of these questions does not guarantee the need for PIA, it is a strong indicator that your project may have a significant impact on the privacy of individuals and may need a more detailed assessment.

Are there any risks or sensitivities involved with storing information in this way? E.g., IT security risks or silent elector information involved

Yes ☒ No ☐

No.

Will the project involve de-identified/suppressed information that could be matched with personal information from other internal datasets? E.g. a silent elector's address revealed when linked with another system?

Yes ☐ No ☒

No, there will be reporting to FAC/Exec on the # of bookings per time period, but not de-identified/re-identifiable booking information.

This data does not connect with other systems like roll data.

Will the project involve new or changed legislative requirements relating to the storage of personal information? E.g., existing process being changed due to Electoral Act amendment

Yes ☐ No ☒

If yes, provide further information with specific mention of the new or changed legislation

Privacy breach considerations If you have completed a separate risk assessment as part of this project, please attach it to this assessment

Description	Details

What are the ways that this project could result in a privacy breach? And how will these risks be mitigated	**Risks include people with no "need to know" accessing this information; downloading the information and sending it outside of the agency.** **Mitigations include** • **all of the training/education/information about privacy which relates to electoral data, which would also relate to this projects data. The staff accessing this information would be very familiar with privacy of electoral data principles.** • **Any files to be locked down to group of appropriate staff.**

System considerations	
Description	**Details**
Does your project involve a new or changed IT system that handles personal information?	No - would be using existing systems. If the trial project is successful, there may be future consideration of using/expanding a digital solution.
If yes, who is designing/building this system?	
Does the system integrate/share data with other AEC systems or processes? **If yes, please provide details.**	No

Outcome of the Threshold Assessment **The Privacy Officer will collaborate with you to determine if a full PIA is necessary at this stage.**		
1. Does the project involve any new or changed ways of handling personal information?	Yes ☐	Consider question 2.
	No ☐	A PIA may not be required. Provide justification below.
Insert a brief description of how this project does <u>not</u> involve any new or changed ways of handling personal information.		
2. Do you believe the new or changed ways have a significant impact on the privacy of individuals?	Yes ☐	A PIA is required.
	No ☐	A PIA may not be required. provide justification below.
Insert a brief description of how this project involves new or changes ways of handling personal information, but it will <u>not</u> have a significant impact on the privacy of individuals.		
3. If 'no', do you recommend that a PIA be completed anyway?	Yes ☐	A PIA is required.

Approvals

Action Officer

Name

Position

Signature *Date*

Project Manager (e.g., EL2)

Name

Position

Signature *Date*

s22

From: s22
Sent: Wednesday, 29 April 2026 4:49 PM
To: s22 ; Privacy
Cc: s22 ;s22 ;s22
Subject: RE: Public Access Terminal (PAT) Booking System [SEC=OFFICIAL]

Hi s22

Thanks for your email. I'm comfortable that the controls in place for the current solution meet privacy needs.

I also support exploring a purpose built booking system with personal information handling practices built in, and I'm happy to comment on that in due course.

Kind regards,

s22 **| A/g AEC Privacy Officer**
Corporate Law Section | Legal Services Branch
Australian Electoral Commission
s22



From: s22
Sent: Wednesday, 29 April 2026 3:55 PM
To: s22 Privacy <Privacy@aec.gov.au>
Cc: s22 >;s22
s22
Subject: Public Access Terminal (PAT) Booking System [SEC=OFFICIAL]

Hello s22

As discussed, we are planning to roll out the PAT Booking System with a NOC article scheduled for released to the network on Monday 4 May 2026.

From a privacy perspective, the system has been designed with the following controls in place:

- Each office manages bookings from its own dedicated page and can only view bookings for the current week ahead.
- Once a booking date has passed, staff are unable to view past bookings, limiting ongoing access to personal information.
- For reporting purposes, booking data will be exported by the Roll Strategy Section (removed from the booking system) and will be securely stored in Objective in line with existing information management practices.

We are currently preparing a formal review paper that will document these arrangements and assess the system's suitability. As part of that review, we will recommend that a longer-term solution be explored to introduce a purpose-built booking system with stronger, enterprise-level functionality. Please let me know if you would like any additional detail or assurance that the system meets privacy requirements.

Kind regards,
s22

s22 **| Assistant Director**
Roll Strategy Section
Roll Management and Industrial Events Branch | Service Delivery Group
Australian Electoral Commission
s22



Public Notice

Booking service for Public Access Terminals

As of DAY, DD MMMM, this office will have one Public Access Terminal. To ensure fair access, all visitors must make a booking before using the terminal.

A booking service will be available from 9am to 5pm each business day. Bookings can be made for 15 minutes up to one hour, with a maximum of one hour per day.

You can make a booking by:

- Calling (00) 0000 0000
- Emailing email@aec.gov.au
- Speaking to reception.

Walk-in users will be booked in by reception on arrival.

Privacy notice

The AEC will collect your name and contact details to make and manage your booking for the public Access Terminal. The AEC collects, uses and stores your personal information in strict accordance with the *Privacy Act 1988*.

For more information on how the AEC protects your personal information, please refer to the AEC's Privacy Policy on our website at www.aec.gov.au/privacy

We Value Your Feedback

You can submit feedback through the AEC website.

Scan the QR code below to access the form.

If you prefer not to use the online form, please speak with reception and your feedback will be recorded on your behalf.

Personal information is handled in accordance with the AEC Privacy Policy, which is available on the AEC website at www.aec.gov.au/privacy

AEC
Australian Electoral Commission

Visitors please report to reception upon arrival

s 22

Changes to Public Access Terminals (PATs) – Single Terminal and Booking Model *UPDATED 12 May 2026

State and Divisional Offices, ACT, NSW, NT, SA, TAS, VIC, QLD, WA

4 May 2026 - 12 July 2026

For Action

NOC 2026-3459

PAT Rollout
PAT Booking System

Note: A live information session was held on 5 May, providing an overview of the changes and an opportunity for questions. The session recording and a compiled set of responses are now accessible via the PAT Rollout site.

As implementation progresses, offices are asked to confirm completion of setup activities by updating the Office Setup tile on the PAT Booking System.

The AEC is implementing a change to how Public Access Terminals (PATs) are provided and managed across offices, following a recent national review of PAT usage and related policies. The review identified opportunities to improve consistency between offices, strengthen information security, and support better national oversight of public access to the electoral roll. As a result, the AEC is moving to a more standardised operating model nationwide.

Why the change

Under section 90A of the *Commonwealth Electoral Act 1918*, the AEC must provide free public access to the electoral roll during office hours. This access allows electors to check their enrolment details and supports the objection process, contributing to the integrity of the roll.

To support this obligation in a fair, secure and nationally consistent way, the AEC will move to a single PAT per office, supported by a centralised booking system. This approach will help manage demand, ensure equitable access for all users, and improve security and information management.

What will change

Under the new operating model, all AEC offices will operate with one PAT. Public access will be managed through a booking system, with appointments available in 15-minute blocks and a maximum of one hour per person, per day.

Walk-in access will continue to be accommodated where capacity allows, however booked appointments will take priority.

When the change will happen

The new model will be introduced in phases. Capital city offices* will transition first, followed by divisional offices. A two-week notice period will apply before the changes take effect at each location.

Offices already operating with a single PAT or with a local booking arrangement will primarily see the introduction of the new PAT booking system.

	Notice period commences	**Single PAT and booking model commences**
Capital city offices*	Monday, 11 May 2026	Monday, 25 May 2026
Divisional offices	Monday, 18 May 2026	Monday, 01 June 2026

**Capital city offices include divisional offices that represent a state/territory office and contain the full national roll on their PAT.*

Signage and public notice requirements

Offices will be required to display an approved Public Notice ahead of commencement. Two notice templates are available:

- Public Notice 1: For offices transitioning to a single terminal.
- Public Notice 2: For offices that already operate with a single terminal.

Approved templates and instructions are available on the PAT Rollout site.

Booking arrangements

Bookings will be managed locally using the PAT Booking System. Use of this system is required by all AEC offices as it supports national reporting and consistency. Quick reference guides and other supporting information are available through the PAT Rollout site.

Managing public feedback and complaints

Members of the public should be encouraged to provide feedback in writing via the AEC website. A QR-code poster is available to assist staff and can be accessed on the PAT Rollout site. If a client does not wish to submit feedback online, staff must record the matter in Client Connex where it will be monitored by National Office.

Staff scripts and key talking points are available on the PAT Rollout site and are being added into Client Connex.

Information session

A live information session will be held for the network and will cover the rollout and key operational changes. The session will be recorded and uploaded to the PAT Rollout site. State offices will also support staff by responding to local queries.

- Date: Tuesday 5 May 2026
- Time: 2pm AEST
- Link: Click to join live event

Task completion

An Office Setup tile has been added to the PAT Booking System site to enable staff to progressively record when specific tasks have been completed. A checklist is also available on the PAT Rollout site to guide staff and support them throughout the rollout.

In the lead-up to implementation, staff are encouraged to familiarise themselves with the information available on the PAT Booking System site and the PAT Rollout site.

All questions about this information should be submitted via AEC Service Centre

Close

Additional Resources

Network Operations Communications (NOC) Bulletin

NOC 2026-3546 Public Access Terminal (PAT) Booking System (Bulletin 2026-11)

- Updates re Offices that are open intermittently and Using bulk edit to change office opening hours

NOC 2026-3459 Changes to Public Access Terminals (PATs) – Single Terminal and Booking Model (Bulletin 2026-08)

- Detailed information on the rollout and actions required

Information Session (Teams Live)

- Watch Recording

Office signs

- Public Notice 1 — Offices reducing to one PAT
- Public Notice 2 — Single PAT already in place
- Feedback Poster
- Report to Reception

Staff resources

- PAT Rollout Checklist
- Roll Why — Publicly Available Rolls
- PAT Booking System User Manual
- PAT Booking System QRG
- PAT Rollout session - 5 May — Teams Live recording

Questions and Answers

How far in advance can bookings be made?

Bookings can be made up to one week in advance.

What is the maximum PAT usage per person per day?

The maximum advance booking is one hour per day (as outlined on the Public Notice). If there is no demand on the day, usage may continue.

Can a booking be made on behalf of another person?

Yes, a booking can be made on behalf of another person. Bookings should be recorded using the name provided by the client. Evidence of identity must not be collected when making a booking or when a client attends for their booking.

If an office closes urgently, do staff need to contact affected bookings?

Yes. Staff should make reasonable efforts to notify affected clients of any changes or office closures. Contact details are collected solely for the purpose of managing bookings and contact details must be handled in line with privacy requirements.
In the event of an evacuation or emergency, staff at another office may use the calendar to notify affected clients.

Is there a requirement for staff to contact clients to cancel future bookings if they do not attend their initial booking?

No. Cancelling future bookings should only be considered in instances of repeated non-attendance or misuse of bookings. This should be managed locally in consultation with your local management team.

Can additional bookings be made over the phone, or only at the time of attendance?

Additional bookings can be made over the phone where availability exists and are not limited to being made at the time of attendance.

Do divisions receive notifications when another division makes a booking?

No. Bookings are visible within the booking system.

Will managing bookings and attendance require additional staffing?

There is no intention to increase staffing, as this work is funded within existing business-as-usual (BAU) arrangements.

If there are concerns regarding workload or resourcing, these should be raised with your management team in the first instance. Matters can also be escalated to Roll Strategy Section, where they will be considered as part of the Internal Review of Public Access Terminals.

How should staff enforce booking rules and time limits on PAT use?

Booking rules and time limits are outlined in the 'Public Notice', which should be displayed prominently next to the terminal. Staff should refer clients to this notice and reinforce the key expectations as required.

Are we required to take any details for walk-ins?

No, there is no requirement to collect details for walk-ins beyond recording interactions in Client Connex.

Walk-ins should be asked to report to reception on arrival and encouraged make a booking (the 'Report to reception' signage can be used to help direct walk-ins).

If a walk-in user chooses not to make a booking, they may use the PAT if it is available. Bookings take precedence. If another client who has a booking arrives, the walk-in may be asked to conclude their session so the booking can be honoured.

This approach ensures fair and consistent access for all users.

How should situations be managed where walk-ins and bookings clash in busy offices?

Bookings take precedence.

Walk-ins should be asked to reception on arrival and encouraged to make a booking (the 'Report to reception' signage can be used to help direct walk-ins).

If a walk-in chooses not to make a booking, they may use the PAT where it is available. If another client who has a booking arrives, the walk-in may be asked to conclude their session so the booking can be honoured.

Clear communication and signage will help manage expectations and reduce conflict.

What should staff do if a walk-in refuses to stop using a terminal for a scheduled booking?

Without compromising their own safety, or the safety of other staff and clients, AEC staff should take the following steps if a walk-in refuses to stop using a terminal for a scheduled booking:

1. Politely inform the client that a person with a booking is due and request that they conclude their session so the booking can be honoured. Refer them to the 'Public Notice' outlining booking requirements.
2. If the client continues to use the terminal, offer to make a later booking for them.
3. If the client still refuses to comply, escalate the matter to your manager immediately.
4. Where necessary, advise the client that failure to comply may result in police being contacted to remove them from the office.
5. Following the incident, record the interaction by submitting an incident report in the Service Centre.

This approach ensures rules are applied consistently while prioritising staff and client safety.

Will this approach lead to an increase in complaints?

An increase in complaints is anticipated during the transition to the new arrangements. Staff should use the provided talking points to clearly communicate that bookings are prioritised and outline the process to clients.

Clients who are dissatisfied should be encouraged to lodge their complaint in writing via the QR code poster. All complaints will be captured, monitored, and managed centrally by National Office, with responses provided directly to the client. This approach ensures consistency in handling and reduces the burden on frontline staff.

How should staff manage complaints arising from these situations?

Staff should use the provided talking points when responding to concerns and clearly explain the booking arrangements. Clients who wish to make a complaint should be encouraged to submit it in writing via the QR code poster.

Complaints will be captured and managed centrally by National Office to ensure consistency in response and reduce the impact on frontline staff.

Will divisional PATs display all divisions, or only their respective divisional rolls?

Divisional office PATs will only display the electoral rolls relevant to their respective divisions, in accordance with legislative requirements.

Section 90A of the *Commonwealth Electoral Act 1918* requires the roll to be available for public inspection:

- Each divisional roll is to be available at the office of the Divisional Returning Officer.
- The rolls for each state and territory are to be available at capital city offices of the AEC.

Rolls available at each office are listed on the PAT Booking System Office Setup page. Refer to PAT Configuration for further guidance.

Could the booking process potentially take away from AEC's 'core' activities.

Facilitating public inspection of the electoral roll is a legislated requirement and part of the AEC's core business. The revised approach reflects a more controlled and appropriate access model in the current security and operating environment.

Are rural electors who travel significant distances to access the terminal still limited to 1 hour?

Yes. The standard booking settings still apply, with bookings made in 15-minute increments up to a maximum of one hour per day. Where there is no demand from other clients, staff may allow short extensions at their discretion.

The purpose of electoral roll inspection is to enable electors to verify their enrolment and support the objection process. In most cases, this can be completed within a short period of time.

Staff should, however, be mindful of clients who have travelled significant distances and, where possible, provide reasonable assistance within the existing framework to support their access, while ensuring fair and equitable use of the service for all clients.

I have another question or suggestion

Contact the Roll Strategy team using the 'Ask for help' tile on the PAT Booking System home page.

We are reducing to one terminal. Can we turn the power off for the unused PAT.

Yes, it is fine to turn off the power.

PAT home

PAT Rollout Checklist

This checklist will help to make sure your office is ready for the rollout.

- Use the PAT Booking System **Office Setup** page to complete assurance checks.
- There is also an Office Setup tile on the Booking System home page.

Assurance checks

Preparation

☐ Familiarise yourself with the PAT Booking System and available resources

For offices reducing the number of terminals:

☐ Identify which terminal will be the primary terminal

☐ Check that correct divisional roll(s) are displayed on the primary terminal

If required:

☐ Submit a request to reconfigure the terminal

☐ Confirm that the required changes have been made



When this section is complete, mark **PAT Display Check** as Yes

Public Notice period

Friday before Public Notice period

☐ Print the correct Public Notice for your office

☐ Print the Feedback Poster

Monday of Public Notice period

☐ Display the Public Notice and Feedback Poster

☐ Begin managing feedback and receiving booking enquiries



When this section is complete, enter the date in **Notice Displayed**

When new arrangements are due to start

Friday before start date

☐ Confirm the reception setup area is ready

For offices reducing the number of terminals

☐ Remove additional monitors, keyboards and cables

☐ The black computer box can remain with the desk if securely attached

☐ Search for Surname = OFFICE NAME + First name = IT CHECK



When this section is complete, mark **Office and PAT ready** as Yes

Monday when new arrangements start

☐ Start managing PAT bookings