

**Date:** 19 November 2025

**Time:** 10:30am WST

**Classification:** OFFICIAL

## Minutes: DOPaC Team Meeting

# s 22

s 47F |

No. Description

escalations, and record-keeping expectations. All staff should have been forwarded the calendar invite by s 47F

- PAT Trial – Information on the PAT Trial changes has been updated on [SOC 2025-048](#).

If a member of public has questions/concerns regarding the PAT changes, please tell them that you will ask the contact officer to come over and answer your query. The contact officer to call over is primarily s 47F, if unavailable any EL1 will be able to assist.

Any feedback please email to [stateofficemailbox-wa@aec.gov.au](mailto:stateofficemailbox-wa@aec.gov.au)

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s 47F

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**From:** s 47F  
**Sent:** Tuesday, 4 November 2025 12:51 PM  
**To:** s 47F  
**Subject:** FW: Multiple PATs query [SEC=OFFICIAL]

Hi s 47F

Please see below the PAT stuff we need to prep for next week.

s 47F Can you please arrange the notices and outlook calendar? I will need to review the notices before they go up.

s 47F Please set a reminder for 21/11/2025 and we will remove two of the terminals and their desks. Might be worth asking if the divs can support us with one additional staff member. It will have to be late in the arvo just before 5pm.

Let me know if you have any questions.

Kind Regards,

s 47F | **Assistant Director State Office**  
Northern Territory/Western Australia State Office  
Australian Electoral Commission  
s 47F

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**From:** s 47F  
**Sent:** Tuesday, 4 November 2025 11:42 AM  
**To:** s 47F  
**Subject:** FW: Multiple PATs query [SEC=OFFICIAL]

Hi s 47F

Please see below updates to our PATs, can I leave this with State Office to implement?  
Keen to get a run through of a booking process.

Many thanks,

s 47F

s 47F | **Director Operations**  
**NT/WA State Executive Team**  
Australian Electoral Commission  
s 47F

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# s 22

**Subject:** Remove 2x PATs from Level 1 AEC foyer  
**Location:** Australia Place (15-17 William Street, Perth Western Australia 6000)  
  
**Start:** Fri 21/11/2025 2:00 PM  
**End:** Fri 21/11/2025 3:00 PM  
**Show Time As:** Tentative  
  
**Recurrence:** (none)  
  
**Meeting Status:** Not yet responded  
  
**Organiser:** s 47F  
**Required Attendees:** s 47F

9/01/2024 9:56 am

Hi all in relation to the question around the Public Access Terminals (PAT) from the standup this morning, this message from the Team Updates channel should help answer any questions:

there is an electronic copy of the Durack electoral roll in the Geraldton Office. This also means there is a electronic copy of the O'Connor electoral roll in the Perth Central Office. Public access terminals at AEC divisional offices **only** provide access to the electoral rolls of the division/s represented by that office.

An electronic copy of the **current national roll** is available for public inspection at any **AEC state office**. (this means the Perth Central Office for WA).

Alternatively, you can direct electors to check their own enrolment online. Through this link - [check your current electoral enrolment](#).

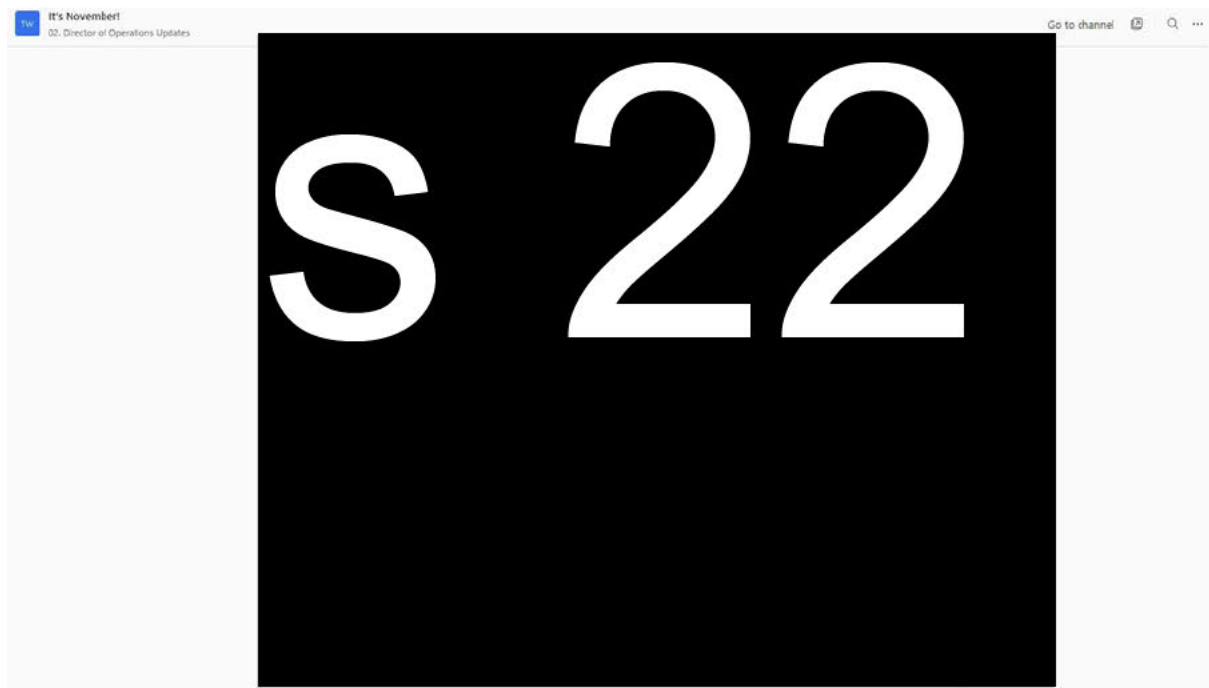
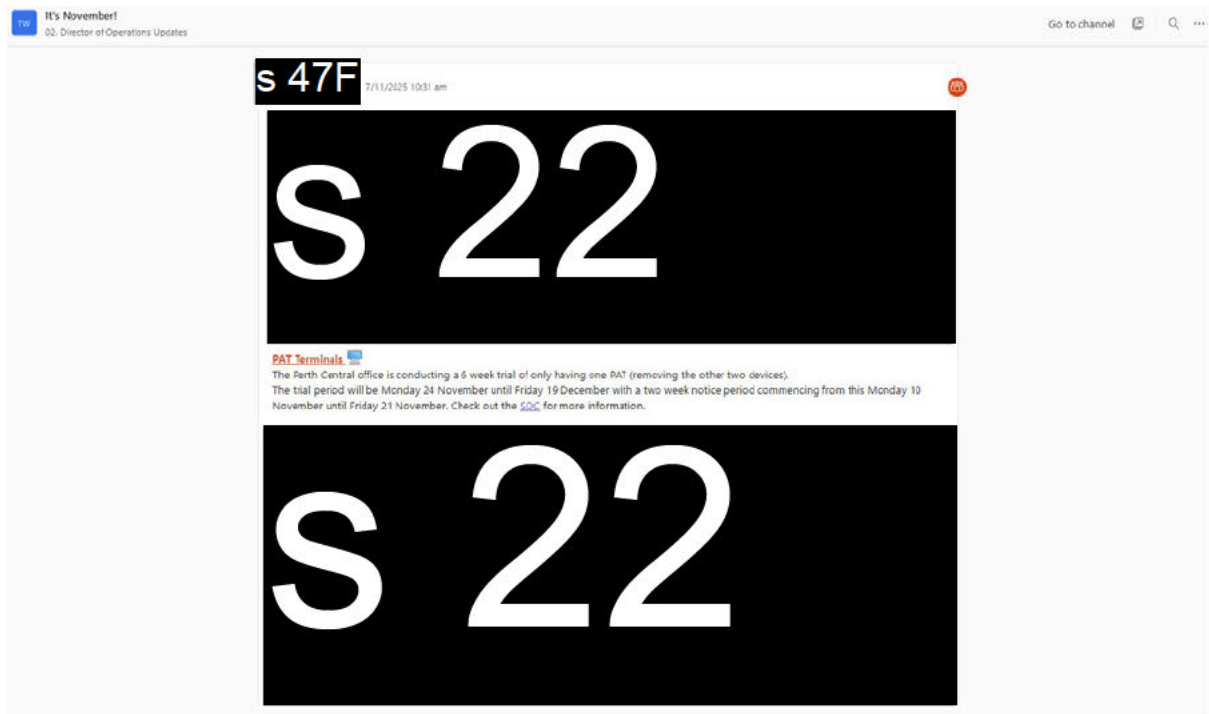
Some other important information:

- You may not copy, record or photograph any information from the electoral roll with any electronic device.
- The publicly available roll does **not** contain date of births.

In the event the elector would like to read this information for themselves, please direct them to the below page on our website.

[Managing the Commonwealth electoral roll - Australian Electoral Commission \(aec.gov.au\)](#).





s 47F

5/11/2025 3:24 pm



### Public Access Terminal changes in Perth CBD Office [SOC 2025-048]

Hi Team,

There is new article about the Public Access Terminals in the CBD office and upcoming changes. The CBD office is trialling this change to promote compliant use of the PATs.

[SOC Register](#) [PAT Terminal changes in Perth CBD Office]

Please reach this post to confirm you've read the information. We can discuss this change in our team stand-ups too.



s 47F

5/11/2025 3:26 pm

I've also booked in a quick huddle tomorrow morning to talk about these changes and give some additional context



s 47F

5/11/2025 3:38 pm

After tomorrow's huddle, can you note down the key points here for those of us that can't make the huddle? 🙄



Wednesday, 12 November 2025

s 47F

12/11/2025 8:29 am

Confirming that if you are asked by a member of public about why these changes have happened, you should reply, "I'll get someone who can help you with that question." Then ask s 47F to come to reception to speak to the person.



Monday, 17 November 2025

s 47F

17/11/2025 11:29 am

The update to this SOC has now been released. It has revised the bookable time.



s 47F

17/11/2025 12:02 pm

I've sent a meeting invite to APS2 & APS3 to a session s 47F will hold on Friday 21 Nov. Please attend if you can, but no need to arrange day swaps etc to attend this meeting.



s 47F

**From:** s 47F  
**Sent:** Wednesday, 12 November 2025 1:19 PM  
**To:** s 47F  
**Cc:** s 47F  
**Subject:** Ops Catchup | 11 November  
**Attachments:** s 22

Hi All,

Please find a summary of the Ops Summary from yesterday as below:

s 22

- Public Access Terminals (PATs) trial
  - If reception staff face any aggressive queries regarding the new PAT trial, they should get an Exec involved to provide support. s 47F is the first point of contact amongst Exec.
  - IT are creating a calendar for the PAT bookings, and this will be socialised when available.
  - Any feedback is to be sent to s 47F s 47E(d) @aec.gov.au as Anita will need to report back to NO on the trial.

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## Action

- s 22
- Run through PAT SOC with your staff in team meetings to ensure they are comfortable with the change, and understand how to escalate any issues

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s 47F

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**From:** s 47F  
**Sent:** Tuesday, 11 November 2025 3:07 PM  
**To:** s 47F  
**Subject:** RE: PAT terminals [SEC=OFFICIAL]

Hi s 47F

Thanks for directing her to the email address, and making me aware.

Regards,

s 47F | Ag Assistant Director  
Operations | NT/WA State Office  
Australian Electoral Commission  
s 47F

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**From:** s 47F  
**Sent:** Tuesday, 11 November 2025 10:48 AM  
**To:** s 47F  
**Subject:** PAT terminals [SEC=OFFICIAL]

Hi s 47F

FYI

As I returned the poster to the PAT terminals one of the permanent ladies was there and I took up a conversation with her.

I asked if she was okay and she said she was okay until she saw the poster – she asked the following:

- \* Are they going to speed up the terminals because it just took her 25 minutes to look up s 47F which will mean that she will only be able to look up two people an hour.
- \* Can other people in her office book, so same office different people?
- \* Can she make a permanent booking?
- \* What access does the WAEC terminal have?
- \* What about Cockburn and Joondalup?
- \* How long is the trial going for?

I told her to put all of her questions and forward them to the booking email address provided on the poster

Kind regards

s 47F | Assistant Team Leader  
South West LWU | WA Divisional Offices  
Australian Electoral Commission  
s 47F



s 47F

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**From:** s 47F  
**Sent:** Friday, 21 November 2025 11:31 AM  
**To:** State Office Mailbox - WA  
**Subject:** Feedback on PATs

Hi s 47F,

A male elector arrived in the Perth Central Office today, went straight to a PAT, used it, read the sign, and then approached reception with questions about the reduction of PATs.

They advised that before they escalated it to me, he made comments about difficulty with accessing the PATs given the Cockburn Office has been shut, and now that the number of available terminals in Perth will be 1.

He asked me who made the decision for the change and complained that there would be a line outside of the booking times if someone is already on the PAT when he arrives.

I asked him to put his concerns in writing to the State Office email address provided on the notice.

Regards,

s 47F | **Ag Assistant Director**  
Operations | NT/WA State Office  
Australian Electoral Commission

s 47F

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# Use of Public Access Terminals

Public Access Terminals are provided to allow public inspection of the electronic electoral roll (e-roll).

Election candidates and representatives of political parties may use the Public Access Terminals to view the electoral roll, however, please see AEC staff before you commence.

As of August 2023, Public Access Terminals at divisional offices will provide access only to the electoral rolls for the federal division/s represented by that office. A full copy of the electoral roll can be viewed at an AEC state or capital city office. This is in alignment with the requirements set out in section 90A of the *Commonwealth Electoral Act 1918*.

## Terms and conditions

**No information from the e-roll may be copied, recorded or photographed with any electronic device.**

If you ignore this instruction you will be asked to leave the premises and your actions may be referred to the police.

The AEC accepts no liability for any injury or damage caused by use of this system.

By accessing the e-roll you are accepting these terms and conditions of use.

Please see an AEC staff member if you need assistance.

*Commonwealth Electoral Act 1918 Part VI – Electoral Rolls section 90A, 90A(5), 91A (2A) and Part IX – Objections*

s 47F

s 47F

2 months ago

### PAT Terminal changes in Perth CBD Office

The Perth CBD office is piloting changes to promote compliant use of the Public Access Terminals (PAT Terminal) by members of the public.

#### What's changing:

- From 24 November, the number of PATs in the CBD office will be reduced to one.
- The PATs will now run on a booking system, with electors being able to book slots for a minimum of 15 mins to 1 hour.

#### What's staying the same:

- The divisions accessible on the terminals are unchanged.
- The public can walk-in to use the terminals without a booking, however priority access will be given to those who have placed a booking.
- No changes are occurring to the PATs in the Darwin or North Metro offices at this stage.

#### Process for booking the PAT

- A meeting room in Outlook will be created for the CBD PAT Terminal; it will be set-up the same way as the fleet car.
- The public can book a slot of 15 min to 1 hour.
- Bookings can be made by calling state office (08) 6185 3220, emailing the [stateofficemailbox-wa@aec.gov.au](mailto:stateofficemailbox-wa@aec.gov.au), or speaking to reception.
- Any staff member can make a booking on behalf of a member of the public.
- The public can book multiple times in a day, but these must be with at least a one-hour gap.
- Any one-time users that walk in when a PAT is in use will be advised of the wait time. They can wait either at AEC reception or in the building foyer. Alternatively they can book a time to return. Any 'queues' like this will be logged in the Outlook calendar.
- The personal details needed to make a booking are the persons first name, a phone number is encouraged so we can make contact if required however not compulsory.
- Bookings can only be made a week in advance, there is no option to book multiple weeks at a time.

#### Rollout

- 7 November: Approved signage notifying the public of the change will be posted around the PAT terminals in the CBD office
- 21 November: after hours, the additional PATs will be removed from the CBD office.
- 24 November: member of the public using the terminals should be encouraged to make a booking.
- State Office will gather public and staff feedback on the rollout. As you receive feedback, please send it to

s 47F

s 47E(d)

[stateofficemailbox-wa@aec.gov.au](mailto:stateofficemailbox-wa@aec.gov.au)

If you have any questions please contact either s 47F

[Go to Teams >](#)



# Notice

## Booking services for Public Access Terminal

From **Monday 24 November**, the Public Access Terminal will shift to a booking system.

Bookings can be made for up to one-hour at a time, and cannot be booked consecutively.

Bookings can be made via

- Calling (08) 6185 3220
- Emailing [stateofficemailbox-wa@aec.gov.au](mailto:stateofficemailbox-wa@aec.gov.au)
- Speaking to reception

The number of Public Access Terminals available in this office will reduce to one.

# Notice

## Booking services for Public Access Terminal

From **Monday 24 November**, the Public Access Terminal will shift to a booking system.

Bookings can be made for up to one-hour at a time, per day.

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- Speaking to reception

The number of Public Access Terminals available in this office will reduce to one.





Monday 24th Nov 2025

Enrolment Coordination - Cockburn-P South-S West



Go to chan

s 47F

21/11/2025 5:00 pm



Monday 24th Nov 2025

Good morning Enrolment Team 🍁🌟



#### PAT Trial

Please be aware that the PAT trial commences today. I will put a bigger post regarding this out, but if you weren't here on Friday please watch the info session recording: [Recap: Perth Central Office - Public Access Terminal Trial - Information Session Friday, 21 November | Meeting | Microsoft Teams](#). If you have experience any issues at reception regarding this trial, please let me or a team leader know.







s 47F

24/11/2025 9:29 am



### PAT Trial - Information

Good morning [Enrolment Team](#),

Today is the commencement of the PAT trial - as you may have noticed, we now only have 1 PAT in the reception area and the booking arrangements are now in effect.

Here is some key information from the [SOC](#):

- The PATs will now run on a booking system **from 11.00am until 2.00pm** with electors being able to book slots for a minimum of 15 mins to 1 hour. Before and after this time, it will be a first come first serve basis, but we will be encouraging electors to be courteous of anyone waiting.
- A calendar in Outlook has been created called Perth CBD PAT Terminal 1 s 47E(d) Staff can [add the calendar in Outlook via instructions](#) in the service desk.
- Bookings can be made by calling state office (08) 6185 3220 , emailing the [stateofficemailbox-wa@aec.gov.au](mailto:stateofficemailbox-wa@aec.gov.au), or speaking to reception. **Divisions do not need to make bookings.**
- Any staff member can make a booking on behalf of a member of the public, **however State Office will book these into the calendar.**
- Process if you are taking a booking
  - Record the persons first name, email address, and phone number
  - View the calendar in outlook to find a time suitable for the caller
  - Advise the caller that we will be in touch if there are any issues
  - Email SO with the details of the booking, this will be actioned immediately in line of the high priority of this trial
  - If desired, you can teams message any member of state office to ensure the booking is being actioned
- If you have any questions please contact either s 47F **Divisions should refer all questions or feedback to State Office for monitoring as part of the trial.**
- Advice received - Please do not direct electors to the WAEC, no matter how long the queue is.

#### ACTION:

- Watch the Information Session that Tristan conducted last week here: [Recap: Perth Central Office - Public Access Terminal Trial - Information Session Friday, 21 November | Meeting | Microsoft Teams](#)
- Read the [SOC](#) and the above information.
- Add the Perth CBD PAT calendar using the instructions: [IT Support - Outlook - Adding a Calendar](#)

If you have any questions regarding this, or receive any further information that would be helpful to share, please comment it below.

If you need to escalate anything, please do not hesitate to let any enrolment supervisor or team leaders know.

AND if you have any feedback, or receive any feedback, please let state office know. Good or bad feedback will be helpful.

s 47F

5/11/2025 2:40 pm

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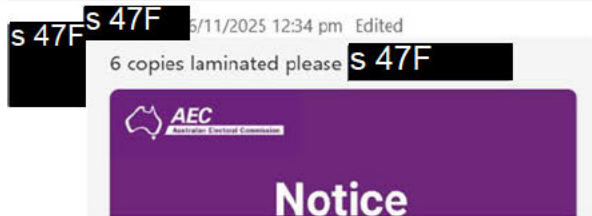
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If you have any questions please contact either s 47F



# s 47E(d)



# ss 47C, 47E(d)

s 47F

s 47F

s 47F s 47F 5/11/2025 3:13 pm

s 47F 6/11/2025 12:34 pm

6 copies laminated please s 47F Public Access Terminals (2).pdf

A3 or A4 signs?


s 47F s 47F 5/11/2025 3:13 pm

A4

👍 2 🗣️


s 47F s 47F 5/11/2025 4:56 pm



s 47F



## Notice

**Booking services for Public Access Terminal**



 Public Access Terminals\_final...  ...

👍 🗣️

also sent to s 47F

Date: 25 July 2025 Time: 10:00AM Classification: OFFICIAL

## Minutes: Perth South Team Meeting

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s 47F

s 47E(d)

[perth@aec.gov.au](mailto:perth@aec.gov.au)

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