

**From:** [Stephen Donaldson](#)  
**Sent on:** Friday, February 13, 2026 2:45:47 PM  
**To:** [Bargaining Support](#)  
**Subject:** Eligible Protected Action Ballot Agent Review – Matter Number B2026/39  
**Attachments** [4321e5ec-017d-431e-8eaa-985032841d60-TrueVote FWC Review Submission](#)  
: [2026.pdf](#) (265.67 KB)

Dear Ms Hart

Please find attached the submission from TrueVote in the matter number B2026/39.

Warm regards

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Stephen Donaldson  
Director - TrueVote Pty. Ltd.

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ABN: 32 155 079 280

13 February 2026

[REDACTED]  
Bargaining Support Team  
Fair Work Commission  
Via email: bargaining.support@fwc.gov.au

Dear [REDACTED]

**RE: Eligible Protected Action Ballot Agent Review – Matter Number B2026/39**

We refer to your email dated 2 February 2026 in relation to the 3-yearly review of TrueVote Pty Ltd's (and Stephen Donaldson) approval as an eligible protected action ballot agent pursuant to section 468A(4) of the *Fair Work Act 2009* (the Act).

TrueVote Pty Ltd (TrueVote) welcomes the opportunity to provide this submission in response to the Commission's review process. We provide the following information in relation to the matters outlined in your letter.

**SUBMISSION**

**1. Business Structure, Operations, ABN - 32 155 079 280**

*TrueVote provides the following information regarding any changes to our business structure and operations:*

- A. There have been no changes to TrueVote's business structure, operations or processes.

**2. Protected Action Ballots Conducted**

*Details of protected action ballots conducted by TrueVote since approval:*

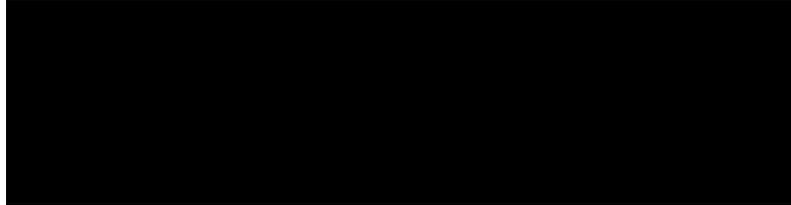
- A. TrueVote has conducted 119 Protected Action Ballots

### 3. Complaints Received

*Details of any complaints received and their resolution:*

TrueVote has had one completed complaint and one new complaint dated 11/02/2026 that I will be reporting in due course – see details below.

#### Complaint and Resolution



#### Resolution:

*“Dear Mr Donaldson,*

*The Commissioner confirms receipt of the report and the attached documents.*

*The Commissioner does not consider any further action is required in relation to this matter.*

*Yours Faithfully,*



*Associate to Commissioner Crawford”*

#### Complaint in progress



The complaint revolves around the number of eligible voters provided to TrueVote by the Applicant; I will provide a report to the FWC as soon as practicable.

### 4. Changes in Senior Personnel

*Details of any changes in senior personnel who conduct ballots:*

- A. No changes in TrueVote personal.
- B. Stephen Donaldson continues to be the person who carries out the functions of the eligible the protected ballot agent.

*TrueVote provides the following information and evidence in support of our continuing compliance:*

#### **(a) Fit and Proper Person**

I believe that I am a fit and proper person to be appointed by the FWC as the PAB agent. I have read the Fair Work Regulations and am aware of the requirement, where the ballot agent is a body corporate, for every individual who will carry out the functions of a PAB agent to be a fit and proper person.

I am the only individual who will carry out the functions of the PAB agent for TrueVote. I am the only person who:

- Receives employee lists under a PAB order from the employer and the applicant.
- Matches the data and identifies eligible voters;
- Sends eligible voters their voting instructions and unique keys to vote;
- Addresses queries in relation to the PAB from voters, Applicants or employers;
- Is able to access vote results data, including the names of people who have voted;
- Makes a declaration of the results of the ballot; and
- Otherwise performs the functions of the PAB agent under the FW Act and ensures that TrueVote complies with the PAB order, any directions from the FWC and the provisions of the FW Act.

I, Stephen Donaldson, believe that I am a fit and proper person to conduct protected action ballots because of my training and education, knowledge, experience, and personal values, as set out below:

- I hold a Bachelor of Adult Education
- I hold a Diploma in Quality Management
- I am a Red Hat certified computer systems engineer.
- I was a certified as an Auditor IT Security in accordance with Australian Standard AS/NZS ISO/IEC 27001;
- I was a certified as an Auditor OHS in accordance with Australian Standard AS 4801;
- I was a certified as an Auditor Quality Management System in accordance with Australian Standard AS/NZS ISO 9001.

I was previously employed in the South Australian public service for over twenty years as a teacher, principal lecturer, and departmental manager at TAFE SA.

I worked in the Department of Information Technology Studies and I specialised in cyber network security and IT business risk management;

During my time at TAFE SA, I served for a number of years on the Adelaide TAFE SA Council. I also served for a number of years on TAFE committees including the OHS Committee, and Environment Committee;

Up until 2021, I was tutoring students with the Australian Computing Society.

Personal Integrity:

I have never been disqualified from holding any office or directorship position;

I have never been charged with any criminal offence;

I have never been personally sued, nor has TrueVote;

The values that are important to me as an individual include honesty, accountability, fairness, and integrity.

**(b) Secrecy and Security of Votes**

I am capable of ensuring the secrecy and security of votes cast in the ballot.

TrueVote's data is hosted by Amazon Web Services. All data is stored in Australia in the host's secure facility located in Sydney.

Amazon Web Services implements and maintains technical and organisational security measures applicable to AWS cloud infrastructure services under globally recognised security assurance frameworks and certifications, including IRAP, ISO 27001, ISO 27017, ISO 27018, PCI DSS Level 1, and SOC 1, 2, and 3. These technical and organisational security measures are validated by independent third-party assessors, and are designed to prevent unauthorised access to or disclosure of customer content.

The TrueVote system operates on a strict need-to-know basis to ensure data security and confidentiality. As the sole administrator responsible for protected action ballots, I maintain exclusive control over all data received from both Applicant and employers throughout the ballot process.

TrueVote offers a secure upload feature allowing the employer and applicant to directly upload confidential information into TrueVote system.

All personal information collected for the purposes of protected action ballots is stored on a dedicated server protected by firewall security. If confidential information is received via email it is transferred to secure storage with access restricted exclusively to me as the designated administrator.

In order to vote in a PAB, voters receive an email and/or SMS that includes a secure key that can only be used once.

Each protected action ballot is conducted by secret ballot to ensure voter privacy and independence. An employee's decision to vote or not vote is never disclosed to the union, the employer, or any other party. This confidentiality is maintained throughout the entire ballot process.

I am the only person at TrueVote who is authorised to see whether an individual has voted. However, I cannot see how any individual has voted.

All data stored on the TrueVote platform, including the names of individuals who have voted, is maintained in an encrypted database rather than an open format. This ensures that in the unlikely event of unauthorised access, the data would be unreadable and unusable to any external party.

When the voting period closes, the electronic voting system automatically generates a report that includes the ballot questions, the number of votes cast, and the results for each question.

Following the conclusion of the PAB voting process, TrueVote only retains transactional data. That is, the name and email address of voters, and the ballot results. All other data such as personal identifying information is deleted in accordance with our policy on handling confidential information.

I ensure that TrueVote controls and secures information in accordance with industry best practice. Our policies are developed in alignment with international standard ISO/IEC 27001 Information Technology-Information Security Management Standard.

TrueVote only collects the personal information required to conduct the ballot. The information is only used for the purposes of the ballot and not for any other purpose. The information is not shared with any person or organisation external to TrueVote.

**(c) Fair and Democratic Ballots**

Voting run by TrueVote is conducted in accordance with the relevant PAB Order from the FWC.

Employees can vote at any time during the relevant voting period. It is not possible for an employee to vote more than once using TrueVote's ballot system.

Employees can choose whether or not to vote in the ballot and TrueVote does not compel employees to cast a vote.

TrueVote offers a range of voting options including online, telephone, SMS and QR linked postal ballots. In my opinion, online ballots are the most secure and least prone to error as well. For example, in online ballots the results are tallied electronically and no ballots are spoiled due to handwriting irregularities.

As stated above, TrueVote runs an email and phone support service that can be accessed by voters, unions and employers. Any party that has concerns over the ballot process can raise these concerns with me through this support service.

Electronic ballots ensure equal access to voting by eliminating geographical barriers and physical limitations. Voters can cast their ballots remotely, allowing individuals with mobility constraints or living in remote areas to participate in the democratic process.

Electronic ballots offer increased transparency and accuracy compared to paper-based systems. Automated counting and tabulation minimise human errors, and digital records enable efficient auditing and verification. This enhances the integrity of elections and instils confidence in the accuracy of the results.

Electronic ballots can employ robust security measures to protect against fraud and tampering. Techniques such as encryption, multi-factor authentication, and advanced verification protocols ensure the authenticity and integrity of each vote. Real-time monitoring and detection systems help identify and respond to any potential threats promptly, safeguarding the democratic process.

**(d) Expeditious Conduct of Ballots**

TrueVote's electronic voting system operates with high efficiency, enabling ballot setup within as little as 24 hours' notice. The system ensures that eligible voters receive their ballot link by email almost immediately upon voting commencement, and employees may cast their ballot at any time up until the designated closing time.

Electronic voting expedites the ballot process through the following mechanisms:

Eliminating the requirement for manual counting of paper ballots. Votes are automatically recorded and tallied by the electronic system, significantly reducing tabulation time. This enables swift determination of election results and minimises the waiting period for final outcomes.

Providing instant validation of vote integrity. Verification processes ensure votes are correctly cast, reducing errors and invalid ballots. This real-time validation eliminates time-consuming manual verification, streamlining the process and accelerating overall ballot counting.

Electronic voting enables prompt communication of voting outcomes. Protected action ballot results are securely transmitted electronically eliminating delays associated with physical ballots. This facilitates quick compilation of the data thus enabling timely delivery of results to all parties.

Expeditious ballot completion is achieved through automated processes. By automating vote counting and tabulation while providing real-time validation, electronic voting substantially reduces the timeframe required for protected action ballot completion compared to traditional paper-based methods.

Results are delivered quickly, for electronic ballots, votes are tallied immediately upon ballot closure. Typically, results are transmitted via email to the Fair Work Commission, the employer, and the Applicant within 15 minutes of voting closure.

Where the Fair Work Commission has appointed TrueVote as the protected action ballot agent, TrueVote complies with all specified instructions contained in the Commission's order.

## **6. Additional Information**

*Additional information relevant to the Commission's consideration:*

I do not have any additional information for this submission.

**DISCLOSURE**

*TrueVote Pty Ltd makes the following disclosure regarding adverse findings by courts or tribunals:*

There are no adverse findings made by courts or tribunals against the agent or any key people involved in the TrueVote's operations.

**CONCLUSION**

Stephen Donaldson of TrueVote Pty Ltd respectfully submits he continues to meet all requirements under section 468A(2) of the Act and remains a fit and proper person to be an eligible protected action ballot agent.

We trust this submission adequately addresses the raised in the review. Should the Commission require any further information or clarification, please do not hesitate to contact me.

Yours faithfully



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**Stephen Donaldson**  
DIRECTOR  
TrueVote Pty Ltd