

What is telephone voting?

Telephone voting or 'electronically assisted voting' is offered by the ECQ during major elections. Eligible voters can vote via telephone calls without attending a polling place.

As with other forms of voting, the ECQ's priority is always to protect the integrity and security of your vote.

Am I eligible for telephone voting?

Electoral legislation defines eligibility for telephone voting.

You are eligible to vote by telephone if you:

- need assistance to vote because you have an impairment
- need assistance to vote because you have an insufficient literacy level
- cannot physically vote at a polling place because you have an impairment
- are registered as a special postal voter who is not in lawful custody
- are a distance voter and your registered address is more than 20km from a polling place
- are an out-of-state or overseas voter (including defence force personnel serving overseas).

For local government and state by-elections, you also are eligible if you will be travelling outside your local government area or state electorate for the duration of the election period.

If you don't meet any of these criteria, you still have voting options. You can request a postal vote, vote at an early voting centre or vote on election day.

The Easy Read Guide to Voting covers some of the same information as this fact sheet.

You can find the Easy Read Guide on the ECQ's website at ecq.qld.gov.au/voterhelp.

When can I vote by telephone?

Telephone voting opens at the same time as early voting. This is usually the Monday 2 weeks before election day.

Telephone voting will be open from 9am to 5pm AEST on weekdays during the 2 weeks of early voting. Telephone voting registration closes at noon AEST on election day.

If you have already registered, you can call to vote until 6pm AEST on election day.

How do I vote by telephone?

Voting by telephone is a process that requires two phone calls – the first to register to telephone vote and the second to complete your ballot paper. This ensures the integrity and secrecy of your vote.

If you're eligible and have decided to vote by phone, you'll need to call:

- 1300 912 782 if you're within Australia
- +61 7 3035 8107 if you're overseas

1ST PHONE CALL - REGISTER

You can call the ECQ to register for a telephone vote once early voting begins (usually the Monday 2 weeks before election day). Telephone voting registration closes at noon (AEST) on election day.

On your first call, you will be asked to confirm your details on the electoral roll, and we'll check your eligibility to vote by telephone. (No medical details are required.)

You will also be asked to give us a:

- 6 digit PIN — you may wish to think of this PIN before calling
- phone number or email address.

We will send your unique registration number to your phone or email.

2ND PHONE CALL - VOTE

You are ready to vote when you receive the email or SMS containing your registration number.

Call the same number again, and this time, choose option 2 to cast your vote.

On this second call, we will verify your identity with your registration number and PIN. We will not ask for your name or address during this call. This ensures your vote is secret.

Once you're verified, we will confirm your State electorate to make sure we have the proper ballot paper.

We will read you the ballot paper instructions and the list of candidates as they appear on the ballot paper. You will choose candidates in your order of preference.

During this call, a witness will be present on the line to ensure the ballot paper is marked as you have instructed.

When your ballot paper is completed, we will place it in a sealed ballot box – just like you would do at a regular polling place. Your ballot paper remains in the sealed ballot box until after 6pm on election day when the vote count begins.