

Telephone voting

How it works

fact sheet



ECQ's telephone voting service is only for electors who:

- cannot vote without assistance because they have an impairment
- have an insufficient level of literacy
- cannot vote at a polling booth because of an impairment
- are a special postal voter
- are distance voters.

Additional categories of eligible electors for telephone voting may be added closer to the 2020 State general election. Check www.ecq.qld.gov.au for further details closer to the October election period.

An elector who does not meet the criteria for telephone voting must not be registered. All electors can apply for a postal vote, vote at an early voting centre, or vote on election day.

Telephone voting takes some time and involves several steps. This process ensures the integrity and secrecy of the vote.

Telephone voting works like this:

- 1** If you are eligible, you can call the ECQ on 1300 912 782 once early voting begins to register your interest for a telephone vote. Registrations close at midday on election day.
- 2** You will be asked to verify yourself on the electoral roll.
- 3** Your eligibility to vote through the telephone voting service will be checked.
- 4** If eligible, you will be asked to provide the ECQ representative with a six (6) digit personal identification number (PIN) and a phone number or email address to receive your unique registration number.

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- 5 You can receive your registration number and PIN by:
 - ✓ text message, or
 - ✓ email, or
 - ✓ text message and email or, if needed,
 - ✓ by telephone call.
- 6 Once you have received your registration number and PIN you can call 1300 912 782 and select option two (2) to cast your vote.
- 7 Please have your registration number and PIN ready when you call.
- 8 You will be asked to verify your identity by only providing the registration number and PIN to the ECQ representative.
- 9 To ensure that your vote is completely secret, please **do not** share your name or address during this call.
- 10 Once verified, ECQ will confirm your electorate or local government area (depending on the election) in which you can vote.
- 11 The ECQ representative will then read the ballot paper instructions, and the list of candidates as they appear on the ballot paper.
- 12 You will then be asked to choose the candidates in your order of preference.
- 13 A witness will watch and listen to ensure the ECQ representative marks the ballot paper as you have instructed.
- 14 Once completed, the ballot paper is put in a sealed ballot box – just as if you had voted in person.
- 15 After the close of polls on election day the ballot box is opened, and all the votes are counted.
- 16 Your vote is always secret.