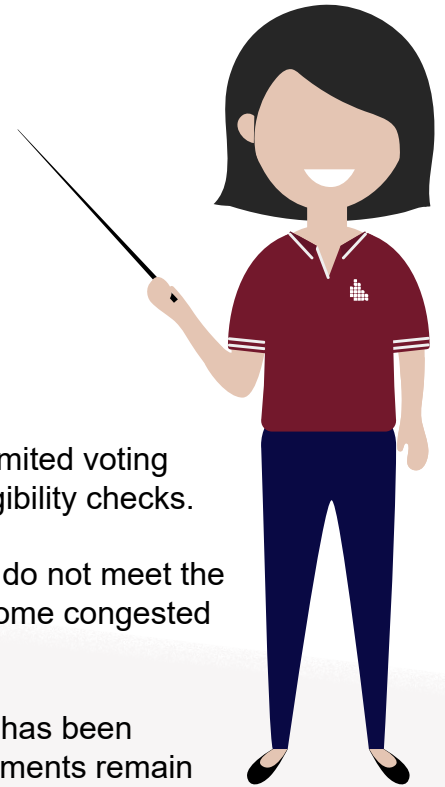


# Telephone voting

## How it works

### fact sheet



Telephone voting is a special service for vulnerable electors who have limited voting options. This service is not available to everyone and there are strict eligibility checks.

Electors are requested **NOT** to attempt to register for this service if they do not meet the criteria. Calling to register when not eligible means phone lines can become congested and prevent eligible electors from being able to vote.

The ECQ's telephone voting service for the 2020 State general election has been expanded due to impacts of COVID-19. However, strict eligibility requirements remain and is only for electors who:

- cannot vote without assistance due to an impairment or an insufficient level of literacy
- cannot vote at a polling booth because of an impairment
- are special postal voters not detained in lawful custody
- are distance voters whose enrolled address is more than 20km from a polling booth
- during the election period, are located interstate or overseas
- during the election period are directed to quarantine or isolate, because of a direction issued under sections 362B or 362H of the *Public Health Act 2005*, for example, those in hotel quarantine or home quarantine or those diagnosed with COVID-19.

**An elector who does not meet the above 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 from Monday 19 October through to noon on election day Saturday 31 October, to register your interest for a telephone vote.
- 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.

# Telephone voting – How it works

- 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.
- 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, the 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.