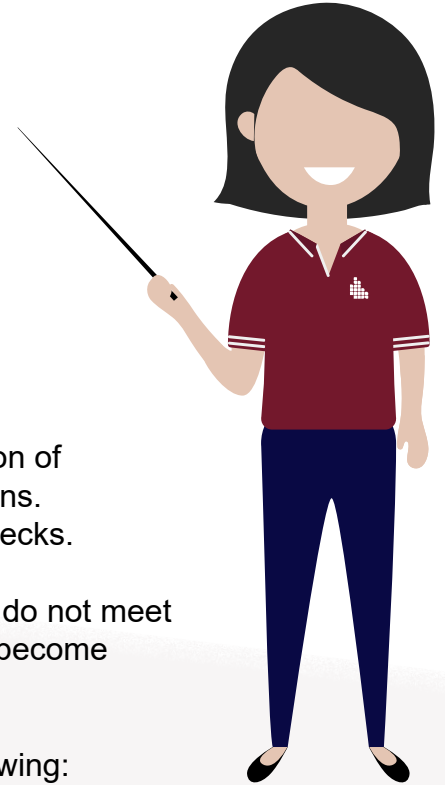


# Telephone voting

## How it works

### information sheet



Telephone voting is a special service offered by the Electoral Commission of Queensland (ECQ) 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.

You are eligible for telephone voting if you meet one or more of the following:

- 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.

**An elector who does not meet one or more of 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 during the telephone voting period designated for an election 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.
- 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.

# Telephone voting – How it works

**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.

## TO VOTE - follow steps 6 - 16

**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** 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 candidate or candidates in your order of preference, depending on the voting system for the election.

**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.