



Telephone Voting

Telephone voting is available to electors who have a visual impairment that makes it difficult to vote in private without being assisted to vote. Eligible ACT electors are able to cast their vote independently using the telephone voting system.

Registration is available from 9am on Tuesday 8 October and closes at 4pm on Saturday 19 October 2024 during normal business hours (Mon–Sat 9am to 5pm) with extended hours on Friday 18 October 2024 (9am to 8pm) and Saturday 19 October (7am to 4pm).

Register

Step 1: Call the Elections ACT telephone voting hotline on 1800 875 118.

Step 2: Select 1 to register.

Step 3: Provide the responding officer with your full name and enrolled address. It may also be useful to provide your date of birth. This is to assist in matching your name on the electoral roll.

Step 4: You will then be asked to provide a five-digit PIN to the officer. This number must be something you will remember. For security reasons, Elections ACT cannot re-issue your PIN, remind you of your PIN or issue you with a new PIN. If you forget your PIN, you will need to apply for a postal vote or go to an early voting centre or polling place instead.

Step 5: After providing your PIN, you will be asked for either a mobile number, an email address or both. This is so you can be sent a unique 7-digit voting token number. This number is used together with your 5-digit PIN to provide you with secure access to the telephone voting service.

Step 6: Before finalising your registration process, the electoral officer will ask you to provide your 5-digit PIN and your mobile number and/or email address one more time. This is to ensure that the details have been recorded correctly in our system.

Step 7: The registration process is now complete. You will now receive an SMS or email (or both), providing you with your unique 7-digit voting token number. Hold on to this, you'll need it, together with your 5-digit PIN to access the telephone voting service.

It may take up to an hour from the time you receive your voting token to when you will be able to cast your vote.



Elections ACT

ACT ELECTORAL COMMISSION OFFICERS
OF THE ACT LEGISLATIVE ASSEMBLY 

Your Vote.
Canberra's future.



Vote

Step 1: Call the Elections ACT telephone voting hotline on 1800 875 118.

Step 2: Select 2 to learn how to cast your vote using the telephone keypad. The audio will describe how each button on the telephone keypad works during the voting process. At the end of the audio message, it will replay the main menu.

Step 3: Select 3 to vote.

Step 4: The system will ask you to enter your 5-digit PIN. This is the PIN you provided to the operator during registration.

Step 5: If your PIN is confirmed, you will be asked to enter your corresponding 7-digit voting token. This is the voting token provided to you via SMS or email.

Step 6: If your PIN and voting token details match and are confirmed, the system will take you to your telephone-based ballot paper and present audio instructions.

Step 7: Navigate the ballot paper and enter your preferences using your telephone keypad. The system's audio will indicate your position on the ballot paper (starting with a random column position) and will state the preference numbers as you select them by navigating up or down the column using your keypad. Once you have finished providing your preferences, press # (hash) to move to the next step.

Step 8: After pressing hash, the system will read your choices back to you in the order of your selections. You can return to the ballot paper to make changes by pressing * (star) or if you are satisfied with your choices, you can confirm your vote by re-entering your 5-digit PIN. Entering your PIN at this point is the equivalent of depositing a paper ballot into the ballot box. The voting process is now complete.

Much like voting on a paper ballot, once your vote has been submitted you are not able to change your vote.

1 CLEAR ALL choices	2 Move UP within a column	3 START voting
4 Move LEFT to previous column	5 SELECT candidate	6 Move RIGHT to next column
7	8 Move DOWN within a column	9
* UNDO last choice	0 LISTEN to what each key does	# FINISH



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If you have further questions about
telephone voting, please contact
Elections ACT on 6205 0033