**Information about telephone assisted voting at the 2013 Federal Election**

For this upcoming election and referendum, blind and low vision voters will be able to cast their vote by telephone. This gives them the ability to cast their vote from any location in Australia, without having to go to a polling place or an AEC office.  
  
Voters call 1800 913 993 to both register and cast their votes. This number is also accessible from overseas (dial +61 1800 913 993). This call centre is operational from 8:30am to 5:30pm AEST Monday to Friday, and from 8am to 6pm AEST on Election Day. The call centre will open two and a half weeks before election day.  
  
**Registration**  
  
If voters choose to cast their vote by telephone, they will need to register beforehand. Registration for telephone voting opens two and a half weeks before polling day (at 8:30am AEST) and ends at 12 noon AEST on the day of the Election.  
  
At time of registering, voters will need to select a 6 digit Personal Identification Number (PIN).   
  
Voters will also need to make a declaration that they are blind or have low vision in order to use this service. The Call Centre Operator will guide voters through this at the time of registering.  
  
Once voters have registered, they will then receive an 8 digit registration number. Voters can choose how they are notified of this registration number – by letter, SMS, email or a phone call. At time of registering they can pick which of these options they want, except on Election Day, and the two days leading up to it, when registration numbers are not able to be sent out via post.  
  
**Voting**  
  
Once voters have received their 8 digit registration number, they can call the call centre to cast their vote. Voting opens at 8:30am on the day after Registrations open, and closes at 6pm AEST on election day.   
  
Voters will need to quote their PIN and registration number when they cast their vote, so it is important that they remember these numbers and ensure it is secure.   
  
When casting their vote, voters will be read out the candidates running in their electorate for the House of Representatives, as well as those running for the Senate in their state/territory. They will also be read the Referendum question.   
The call centre operator will ask voters for their preferences and write these on the ballot paper as instructed. A second call centre operator will be listening in to ensure that the call centre operator records the vote exactly as the voter intended.  
  
It is recommended that voters consider their intentions prior to phoning the call centre to cast their vote. The AEC publishes Candidates Lists as well as an Official Guide to the Election and an Official Referendum Booklet in the following accessible formats: audio CD, braille, large print, e-text and MP3 files. They can request this information by calling 13 23 26 or downloading it from [www.aec.gov.au](http://www.aec.gov.au)