Service

Officer

places the

ballot

papers in

the

envelope.

Envelope

gets

placed in

a ballot

box.

Process

ends here



AUSTRALIAN ELECTORAL COMMISSION

Phone Voting for **COVID** Isolating customers



Meet Wendy

Wendy is an experienced voter. She has tested positive for Covid and is required to isolate over the voting period.

She has a computer at home that she uses to access information and services.

LEGEND

Voter

Service Officer

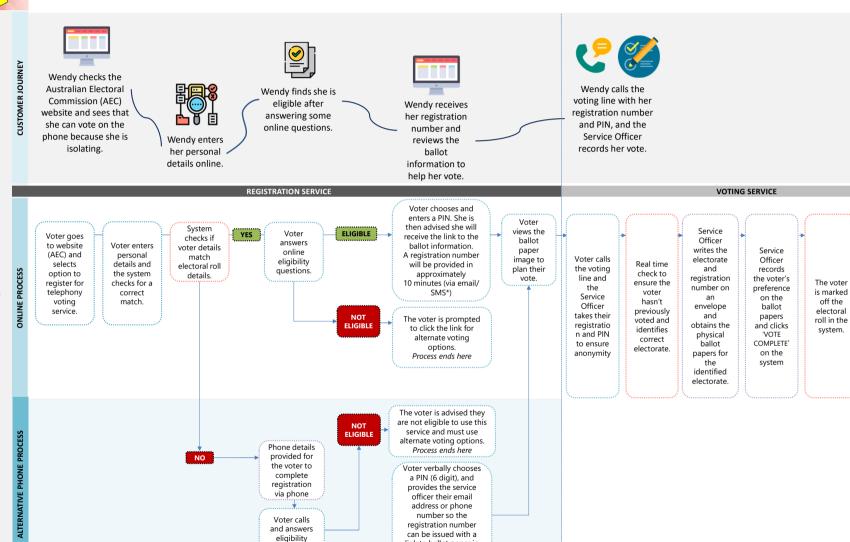
System

CUSTOMER JOURNEY - PROPOSED VOTING EXPERIENCE FOR COVID ISOLATING CUSTOMERS

questions on

the phone

ELIGIBLE



link to ballot paper in

approximately 10

minutes.