

DRAFT

CUSTOMER JOURNEY - PROPOSED VOTING EXPERIENCE FOR COVID ISOLATING CUSTOMERS

1 March 2022

**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

