

## Introduction

Changes on how people communicate or do business online are taking place in many areas of our lives including banking and purchases. Similarly, Internet voting is becoming a convenient and safe replacement for traditional postal ballots.

TrueVote is an independent ballot management organisation that conducts its business online. Our people have successfully delivered many organisation ballots for thousands of voters. TrueVote is unwaveringly independent and without prejudice or political persuasion. Our processes are audit verified with no TrueVote result being subject to a disputed return.

An essential component related to the success of conducting electronic ballots is to encrypt your ballot which renders your vote unreadable by anyone else. Security of information and validating your preferences ensures your vote is accurate and authenticated.

## Frequently Asked Questions

<b>Q</b>	How secure is my vote online?
<b>A</b>	Voting online uses the same secure processes used by the banking industry. The ballot is completely protected and your vote preferences are secret
<b>Q</b>	How do I vote?
<b>A</b>	You are sent email instructions with a special link to the vote screen. There are no passwords required and you can vote with any modern smart phone, tablet or desktop computer
<b>Q</b>	What if I have a problem or question during the voting period?
<b>A</b>	TrueVote provide personalised telephone and email support for the duration of the ballot
<b>Q</b>	What happens if I don't see my email when voting starts?
<b>A</b>	If you can't see the email when voting starts check all your mail filters including your spam box as occasionally it can be put there by mistake
<b>Q</b>	Can I vote more than once?
<b>A</b>	No. When you vote your name is automatically marked to the official voter roll as 'voted'
<b>Q</b>	How do I know if I have cast my ballot correctly?
<b>A</b>	After voting, you will see confirmation your ballot has been cast. You cannot vote incorrectly

## Electronic voting benefits include:

- No external handling of your votes
- No login or passwords required to vote
- No risk of loss or tampering of your ballot
- You can validate your preferences after voting
- No risk of voting incorrectly or repeatedly
- Personalised telephone and email help desk support available during the ballot
- Impartial administration of your ballot

Instructions will be sent to you on how to vote when the ballot is opened to voting and includes information on where you can receive assistance from our returning officer or from your own organisation.

TrueVote provides an easy to use voting portal which is accessible online from anywhere and at any time throughout the voting period.

If you want to know more about who we are, go to: [www.truevote.com.au](http://www.truevote.com.au)



John E Donaldson

Client Services