

Western Australian
Electoral Commission

2025 State General Election

Phone Assisted Voting (PAV) Approved Procedures

Version 1.0 – 12 February 2025



WESTERN AUSTRALIAN
Electoral Commission

Our purpose and values

The WA Electoral Commission's purpose is to provide Western Australians with an electoral experience that they understand, trust and can access easily and efficiently. The Commission is guided by its five core values:

Impartial

Our electoral outcomes will not be influenced by others.

Professional

Our work will be at the highest standards for ethics, accuracy and efficiency.

Respectful

Our relationships will be courteous, honest and fair with all.

Innovative

Our systems and processes will adapt to customers' needs.

Collaborative

As a team we will consult and test new ideas with customers.

Purpose of Approved Procedures

In accordance with s.101A of the *Electoral Act 1907*, the Electoral Commissioner must publish Approved Procedures for Technology Assisted Voting as used at the 2025 State General Election, in writing and published on the Commission's website.

The Western Australian Electoral Commission acknowledges the Traditional Owners of the lands on which our electoral activities take place. We pay our respects to Elders past, present and emerging.

Message from the Electoral Commissioner

A key feature of any democracy is the ability to cast a secret vote.

The Western Australian Electoral Commission is providing Telephone (Phone) Assisted Voting as a form of Technology Assisted Voting for the 2025 State General Election. Phone Assisted Voting featuring Interactive Voice Response vote casting is being offered to eligible electors enabling the casting of a secret and unassisted vote. In accordance with s.101 of the *Electoral Act 1907*, an eligible elector is defined as “*an elector who cannot vote without assistance because the elector has a sight impairment or other physical impairment or has insufficient literacy skills*”.

Phone Assisted Voting allows eligible electors to vote over the telephone (via a two-stage process). Firstly, by calling to apply for Phone Assisted Voting and then secondly by calling again to vote. An elector will hear all voting instructions and candidates listed and then use their phone keypad to mark their ballot selections and to cast their vote.

Technology Assisted Voting procedures approved for the 2025 State General Election are set out below and in accordance with the provisions of the *Electoral Act 1907*.

I welcome feedback on the operation of Technology Assisted Voting for the 2025 State General Election and suggestions for future enhancements.

A handwritten signature in blue ink, appearing to read 'R Kennedy', written in a cursive style.

Robert Kennedy

Electoral Commissioner

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1. Definition and approved procedures

The *Electoral Act 1907* (section 101A) states that the Electoral Commissioner may approve and publish procedures in relation to Technology Assisted Voting. Throughout this document, excerpts from the *Electoral Act 1907* [“the Act”] are quoted. Where the legislation is quoted it will appear in italics prior to the written procedures.

Technology Assisted Voting means a method of voting by which an eligible elector votes by means of an electronic device, such as by a telephone or by a computer linked to the internet (s.101 *Electoral Act 1907*).

2. Eligibility

Eligible elector means *an elector who cannot vote without assistance because the elector has a sight impairment or other physical impairment or has insufficient literacy skills but does not include an elector of a class that is excluded from this definition under the regulations.*

2.1. Procedure – elector declaring eligibility

Electors will be required to make a declaration that they fit the above definition. (See [4. Application](#) and [5. The voting process](#)).

3. Technology Assisted Voting – dates and times

Technology Assisted Voting will be made available for voting on the same day that early polling (voting in person) commences. Voting will extend until 6pm Australian Western Standard Time (AWST) on Polling Day Saturday 8 March 2025. Dates and times of operation will be advertised on the Commission’s website and elsewhere.

Technology Assisted Voting will be available in accordance with the prescribed schedule:

Date	Event	Action
Early polling Monday 24 February 2025	Early polling (voting in person) commences. PAV opens 8am AWST	PAV available throughout early polling (voting in person) period. Operating hours may vary and be subject to change and will be published on the WAEC website (elections.wa.gov.au)
Polling Day Saturday 8 March 2025	PAV remains open from 8am AWST	PAV available on Polling Day
Polling Day Saturday 8 March 2025	Application for PAV closes 4pm AWST	PAV Application Call Centre closes 4pm (PAV Vote Casting remains open)
Polling Day Saturday 8 March 2025	All forms of voting closes 6pm AWST	PAV Vote Casting closes 6pm

4. Application

4.1. Application by an eligible elector

The application must be made by an eligible elector before the eligible elector can vote by means of Technology Assisted Voting.

4.2. Eligibility for Technology Assisted Voting

To vote using Technology Assisted Voting, an eligible elector must be enrolled on the Western Australian electoral roll and make a declaration that they meet the definition of an eligible elector.

4.3. Procedure – application for Technology Assisted Voting

4.3.1. Procedure for Telephone (Phone) Assisted Voting applications

1. An eligible elector may only apply for Telephone (Phone) Assisted Voting (PAV) by telephoning the Western Australian Electoral Commission (WAEC) PAV service (136 800 for local callers or +61 8 6263 9499 for overseas callers) and selecting menu option [1] in order to apply for PAV. Application for PAV is performed via a PAV Application Call Centre operator.
2. At the time of application, the elector must answer the questions required for the operator to determine they are on the roll by providing their name, date of birth and their enrolled address. Eligible electors who are also silent electors are only required to provide their name and date of birth to apply.
3. The elector will make a declaration of eligibility by listening to the eligibility criteria that is read by the operator and affirming the declaration verbally.
4. The operator must verify the elector's details against the electoral roll.
5. If an elector is not listed on the electoral roll, they cannot apply for PAV. An elector who believes they have been omitted from the electoral roll in error may cast a provisional vote at an in-person polling place with assistance from an electoral official or their nominee.
6. Upon successful application, electors will be prompted to provide their own Personal Identification Number (PIN) of 4 digits. Electors who later forget their PIN can re-apply by telephoning the WAEC PAV Application Call Centre.
7. Electors will then separately be issued with a randomly generated 6-digit Voting ID which should be recorded by the elector.

8. The Voting ID can be issued by SMS text, email or phone call.
9. If an elector, wishing to use the phone call service or SMS text service to receive their Voting ID credential, cannot provide an Australian telephone or mobile number, then the phone call service or SMS text service will not be available, and an alternate offering (email) will need to be used.
10. The re-application process is only available through the PAV Application Call Centre and requires the same elector authentication information as an original application.
11. PAV Application Call Centre staff can cancel the application of electors in the following circumstances:
 - An elector advises that they did not apply for PAV but received an application acknowledgement.
 - An elector advises that they applied for PAV but now want to cancel their application.
12. The elector cancelling their application will have to identify themselves in the same method as when they first applied.
13. An elector is able to call a PAV Operator Helpline during business hours (8am – 6pm), including whilst during their vote casting session. An operator is able to provide general assistance but is unable to cast an elector's vote on their behalf.

5. The voting process

Technology (Phone) Assisted Voting is “...a method of voting by which an eligible elector votes by means of an electronic device, such as by a telephone...” (s.101 Electoral Act 1907)

The Commission’s PAV Voting Process is designed in accordance with the Electoral Council of Australia and New Zealand’s (ECANZ) Electoral Industry Standard, ensuring a secure, reliable and accessible service.

5.1. Procedure – voting process for Technology Assisted Voting

Refer to Appendix 1 of this document for the 2025 State General Election Phone Assisted Voting (PAV) – Vote Cast Flow Chart.

5.1.1. Procedure for Telephone (Phone) Assisted Voting process

Elector to apply and declare their eligibility

Electors must first apply and declare their eligibility in accordance with the prescribed application procedure (see [4.3.1 Procedure for Telephone \[Phone\] Assisted Voting applications](#))

An eligible elector may only cast their vote using PAV by telephoning the WAEC PAV service (136 800 for local callers or +61 8 6263 9499 for overseas callers) and selecting menu option [2] in order to cast their vote.

Vote casting using PAV is performed via an automated Interactive Voice Response (IVR) telephony system whereby the elector will hear all instructions and ballot paper details and then use their touch-tone telephone keypad to navigate their ballot paper and perform vote casting.

During the vote casting process, an elector will have the opportunity to break out of their current menu navigation to speak to a PAV operator for help and/or general assistance. A PAV operator however is not able to discuss voting preferences nor perform the vote casting process on behalf of an elector.

If at any time the elector is disconnected (i.e. phone connection outage) prior to completing their vote and calls again, then after successfully re-authenticating, the elector will be placed back within the system at the point of prior disconnection, thus enabling completion of a partially completed vote prior to disconnection.

The elector will hear introductory vote casting instructions and will then affirm or not the following declaration: *I declare that I have not already voted in this State Election* using keypad entry options of [1] affirming no or [2] affirming yes”

An elector will then be prompted to provide their unique Voting ID and Voting PIN. The six-digit Voting ID and four-digit Voting PIN will be entered using their telephone keypad. The elector's eligibility to vote will be authenticated by the PAV Credential Management system. The elector will be asked to input the correct combination of their issued Voting ID and their own Voting PIN. The elector will be given three (3) attempts to provide the correct combination of Voting ID and Voting PIN. After three unsuccessful attempts the elector will be asked to re-apply by again contacting the PAV Application Call Centre.

If an elector indicates that they have already voted in this election, they will be advised that they are not allowed to cast another vote and not permitted to use PAV.

Authenticating the elector and their enrolled district

The PAV Credential Management system must authenticate the elector's Voting ID and Voting PIN and identify the elector's enrolled Legislative Assembly district

Voting instructions and ballot paper formality rules to be explained

The voting process including voting instructions and ballot paper formality rules is explained to the elector.

Verification that elector has not already voted in this election

The PAV system verifies that the elector has not already cast a vote at this election.

Electors using PAV must vote in certain ways

- a. The elector votes in a sequence beginning with the number 1 alongside their most preferred candidate.
- b. Design requirements will not enable electors to cast votes in an incorrect sequence (for example using the same number twice, or missing a number out of sequence).
- c. The elector may still cast an informal vote but will hear a pre-emptive system warning that the pending vote, being completed as instructed, will be declared informal. If this is the elector's intention, then this will not prevent the elector from casting an informal vote.

Undertaking prescribed vote casting

The elector will hear an introductory message stating that there will be two ballot papers audibly presented (read) over the telephone. First the elector will be presented with their Legislative Assembly ballot paper before proceeding to be presented with their Legislative Council ballot paper.

- a. Legislative Assembly ballot paper — The elector will hear all voting instructions to cast a formal vote. The elector will be told the number of candidates on the ballot paper and will hear the exact sequence of candidate and party names as presented on the ballot paper (top to bottom) for the elector's district.

If any candidate is endorsed by a registered political party, the elector will hear the name of the registered political party as it appears on the ballot paper.

The elector will also hear options to (repeat) hear all instructions again and an option to also break out to speak to an operator for assistance (but not to vote cast).

The elector will navigate their Legislative Assembly virtual ballot paper using their telephone keypad options as follows:

Figure 1 – Touchtone telephone / smartphone layout



The following words will be heard for the Legislative Assembly ballot:

“You are enrolled for the Legislative Assembly electoral district of [Y]. Your Legislative Assembly ballot paper has [candidate_count] candidates. To cast a formal vote, you will need to number all candidates from 1 to [candidate_count]. To navigate the candidates, use the keypad as follows;

press 2 to move up

press 8 to move down

to select a candidate, press 5

You must select all [candidate_count] in your preferred order for your vote to be formally counted”

To submit your vote or to open the menu, press star”

- b. Legislative Council ballot paper — The elector will first confirm whether they wish to complete their Legislative Council ballot paper. If the elector chooses not to proceed to complete their Legislative Council ballot paper and effectively bypass their Legislative Council ballot paper, the elector is advised that their Legislative Council ballot paper will be lodged as an informal Legislative Council vote.

Upon the elector confirming their wish to complete their Legislative Council ballot paper, the elector will hear all introductory voting instructions to cast a Legislative Council vote. This will include reference to both ‘above the line’ and ‘below the line’ voting, including the number of candidates featured for both voting options.

The elector will make a choice of opting [1] to cast an 'above the line' Legislative Council vote or opting [2] to cast a 'below the line' Legislative Council vote. At any time during the voting process, the elector can choose to change their preference between options [1] and [2] however they will need to start-over their Legislative Council voting process.

It is not possible to record a Legislative Council vote both above and below the line.

The system will then read out all the names of the groups, parties or candidates (either 'above the line' or 'below the line') based on the elector's indicated preference of vote casting in the order that they appear on the ballot paper, as a means of 'cast as intended' verification. If any candidate is endorsed by a registered political party, the elector will hear the name of the registered political party as it appears on the ballot paper.

If any candidate is a member of a group or party of candidates, the elector will hear the name of a group or party of candidates as it appears on the ballot paper.

The following words will be heard for the Legislative Council above the line ballot:

"You are voting above the line for the Legislative Council. There are [Party_Count] groups or parties listed. To navigate the parties or groups, use the keypad as follows:

press 4 to move left

press 6 to move right

to select a party or group, press 5

You must select at least one party or group for your vote to be formally counted"

To submit your vote or to open the menu, press star"

The following words will be heard for the Legislative Council below the line ballot:

"You have chosen to cast your Legislative Council ballot by voting below the line. Your Legislative Council ballot paper has [LC_candidate_count] candidates below the line. To cast a formal vote below the line you will need to select and number at least 20 candidates. To navigate the candidates, use the keypad as follows:

press 2 to move up

press 6 to move right

press 8 to move down

press 4 to move left

press 5 to add or remove a candidate to your selection

You must select at least 20 candidates for your vote to be formally counted.

To submit your vote or to open the menu, press star”

Electoral roll updated to record the elector as having voted

The PAV system will record on the WA electoral roll that the elector has voted.

Process following ballot paper lodgement by the elector

Upon final confirmation by the elector of their ballot paper lodgement (both Legislative Assembly and Legislative Council) the following occurs:

- a. Completed ballot papers (Legislative Assembly and Legislative Council) are securely stored in a virtual ballot box.
- b. The elector’s Voting Status is updated to ‘voted’.
- c. The elector is advised that their voting process has now completed.
- d. Any PAV elector having called to Vote Cast prior to 6pm Polling Day (close of voting) may remain connected for up to three (3) hours for the purpose of completing their vote.

6. Record of those who vote

The making of a record of each eligible elector who has voted by means of technology assisted voting. (s.101A[3][b] Electoral Act 1907)

6.1. Record of a vote via Telephone (Phone) Assisted Voting

1. When an elector proceeds to vote they will be asked for their Voting ID issued to them and their Voting PIN provided by them. These will be authenticated against the credentials stored and encrypted when the elector applied. The elector will then be prompted to cast their vote for both the applicable Legislative Assembly district and Legislative Council (whole of State).
2. Credentials used for voting are matched back to the elector's enrolment. This is a record of eligible electors having voted by means of Technology Assisted Voting. This is stored alongside the records of all other voting methods.

7. Secrecy of the vote

The secrecy of the eligible elector's vote. (s.101A[3][d] Electoral Act 1907)

7.1. Secrecy of the vote for Technology Assisted Voting

To preserve an elector's anonymity, the personal identity (name, address, date of birth) of an elector upon casting a vote is never known to the PAV Vote Cast system. Instead, each elector is only identified by their paired credentials of Voting ID and Voting PIN. Furthermore, an elector's credentials are not stored alongside their transmitted ballot papers.

8. Secure transportation and storage of ballot papers

The means of ensuring that any vote cast in accordance with the approved procedures is securely transmitted to the Electoral Commissioner and securely stored by the Electoral Commissioner. (s.101A[3][e] of the Electoral Act 1907)

PAV made available by the Western Australian Electoral Commission utilises system access controls and audit trails to ensure that only staff that have their credentials check have access to the system, thereby maintaining security and data integrity. Examples of these controls include all user accounts having multi-factor authentication (MFA), role-based access control (RBAC), regular access reviews, and detailed logging of access and activity.

The transportation and storage of PAV Vote Records is in accordance with the Commission's electoral governance standards which are designed to ensure the integrity, transparency, and fairness of elections. These standards include:

1. **Compliance with Legislation:** Ensuring all electoral processes comply with the Electoral Act 1907, Referendums Act 1983, Industrial Relations Act 1979, and the Local Government Act 1995¹.
2. **Data Protection:** Implementing general data protection rules and controls, such as geolocking system access and ensuring all data resides within Australia².
3. **Security and Confidentiality:** Maintaining the security of electoral documents and ballot papers, and managing their transportation and storage with due care¹.
4. **Impartiality and Professionalism:** Conducting elections impartially and professionally, with a commitment to high ethical standards¹.
5. **Transparency and Accountability:** Providing detailed logging of access and activity, and ensuring regular access reviews¹.

These standards help maintain public trust and confidence in the electoral process. This includes the implementation of general data protection rules and controls, such as geolocking system access, and ensuring all data resides within Australia. By keeping data within jurisdictional boundaries, jurisdictional control or legal authority can be asserted over the data due to its physical location.

8.1. Procedure – transmission and storage of votes – Technology Assisted Voting

8.1.1. Transmission and storage of votes for Telephone (Phone) Assisted Voting

1. Voting by telephone will take place via a single line between the elector's handset and the Interactive Voice Response (IVR) PAV system using an elector's telephone keypad.
2. Votes cast using PAV are stored within a secure, non-public facing virtual ballot box with appropriate security and audit checks. At election end (post 6pm Saturday 8 March 2025), the virtual ballot box contents will be securely transmitted to the Commission's Election Vote Counting System (CountWA) using a secured point to point virtual private network administered by the Commission with appropriate controls and audit trails to manage authorised staff-only system access, security and data integrity.
3. Verification of the contents of the virtual ballot box will be undertaken via non-repudiated system audit trails.
4. Transmission of PAV Vote Records into CountWA using a secured point to point virtual private network will be performed using a secure private channel.
5. The PAV system has been designed and built with multi-cloud redundancy solution. This integrates a multi-vendor solution that allows for complete redundancy with no single point of failure across systems. This disaster recovery (failover) environment is available ensuring back up provisions against system failures.
6. Verified PAV Legislative Assembly Vote Records will then be output-printed from CountWA. Each PAV Legislative Assembly Vote Record will be singularly A4-size output-printed onto encoded security A4-size paper. An outputted PAV Legislative Assembly Vote Record will appear in the same format as an equivalent Legislative Assembly ballot paper for that district. Printing of Vote Records will be performed by the Commission within a secure and controlled environment, with Vote Records to be later integrated with all other Legislative Assembly ballots for processing and subsequent counting.
7. Verified PAV Legislative Council Vote Records will remain as electronic records within CountWA, with Vote Records to be later integrated with all other Legislative Council electronic ballot papers for processing and subsequent counting.

9. Scrutiny and counting of votes

A candidate or the candidate's official agent may appoint a scrutineer to represent the candidate in observing —

- a. any production of the vote record; and*
- b. any other element of the technology assisted voting process that is approved by the Electoral Commissioner for the purposes of this section.*
(s.101D[1] Electoral Act 1907)

9.1. Procedure – scrutiny and counting of votes

1. The provision of PAV is fully governed by the approved procedures as determined in the Act.
2. For the purposes of full distribution counting, PAV Legislative Assembly Vote Records are required to be output-processed (printed) for inclusion into the count. Full failover output printing procedures have been established. Output printing will be undertaken on secured security stock paper before a chain of custody sign-off for admission into the count.
3. PAV Legislative Council Vote Records will remain within electronic form, in accordance with the Commission's strategy of processing whole of State Legislative Council ballots.
4. The Electoral Commissioner will correspond with political parties and candidates and advise how PAV can be scrutinised.
5. Subject to 4. above, scrutineers are permitted to access the Commission's Election Processing Centre and observe output-processing and printing of PAV Legislative Assembly Vote Records.
 - a. Scrutineers must be appointed by a candidate or official agent and must carry adequate identification to demonstrate that the person is a scrutineer when in the controlled environment of the Processing Centre.
 - b. Scrutineers are able to observe the counting of PAV (Ballot Papers) / Vote Records.
 - c. Scrutineers must obey lawful directions given by authorised Commission staff.
 - d. The Electoral Commissioner will further confirm PAV output-processing arrangements (date, time and venue) by publishing these details on the Commission's website.

10. Independent auditing of Technology Assisted Voting

1. *The Electoral Commissioner must engage an independent person (the **independent auditor**) to conduct audits of the information technology used under the approved procedures.*
2. *Without limiting the content of the audit, the independent auditor must determine whether test votes cast in accordance with the approved procedures were accurately reflected in the corresponding test vote record produced under those procedures.*
3. *The independent auditor may make recommendations to the Electoral Commissioner to reduce or eliminate any risks that could affect the security, accuracy or secrecy of voting in accordance with the approved procedures.*
4. *The results of any audit of the information technology used under subsection (1) must be published on the Commission website as soon as practicable and no later than 30 days following the close of polling. (s.101C Electoral Act 1907)*

10.1. Procedure – independent auditing

1. The Electoral Commissioner will appoint an independent auditor who will be provided by the Commission with all necessary assistance to assess the security, accuracy and secrecy of the systems.
2. The auditor will undertake an audit of the PAV systems across multiple stages. These stages being;
 - a. an overview and introduction to PAV and a review of PAV documentation
 - b. witnessing systems
 - c. execution of PAV production testing
 - d. witnessing live PAV operation during the election period.
3. The audit report will be published on the Commission's website no later than 30 days following the close of polling. This report may include any recommendations for future enhancements to reduce or eliminate any risks that could affect the security, accuracy or secrecy of voting in accordance with the approved procedures.

11. Publication of approved procedures

In accordance with s.101A(2) of the *Electoral Act 1907*, an approval by the Electoral Commissioner “*must be in writing and published on the Commission website.*”

12. Electoral Commissioner determination for Technology Assisted Voting

The Electoral Commissioner may determine that technology assisted voting is not to be used at a specified election. (s.101K[1] Electoral Act 1907)

12.1. Procedure – determination of usage

A determination under this section must be in writing and published on the Commission website. (s.101K[2] Electoral Act 1907)

13. Secrecy relating to Technology Assisted Voting

1. *A person commits a crime if the person —*

- a. becomes aware of how an eligible elector, voting in accordance with the approved procedures, voted; and*
- b. gives the information to any other person except in accordance with the approved procedures.*

Penalty for this subsection: imprisonment for 2 years.

Summary conviction penalty for this subsection: a fine of \$6 000.

2. *A person commits a crime if the person discloses to any other person any source code or other computer software that relates to technology assisted voting under the approved procedures, except in accordance with the approved procedures or in accordance with any arrangement entered into by the person with the Electoral Commissioner.*

Penalty for this subsection: imprisonment for 5 years.

Summary conviction penalty for this subsection: imprisonment for 2 years and a fine of \$24 000. (s.101F Electoral Act 1907)

14. False or misleading statements in relation to Technology Assisted Voting

A person must not make a statement (whether orally, in writing or by means of electronic communication) that the person knows to be false or misleading in a material particular for the purposes of or in connection with —

- a. making an application for registration for technology assisted voting; or*
- b. casting a vote using technology assisted voting.*

Penalty: a fine of \$1 000. (s.101G of the Electoral Act 1907)

15. Protection of computer hardware and software

A person commits a crime if the person, without reasonable excuse, destroys or interferes with any computer program, data file or electronic device used, or intended to be used, by the Electoral Commissioner for or in connection with technology assisted voting.

Penalty: imprisonment for 5 years.

Summary conviction penalty: imprisonment for 2 years and a fine of \$24 000. (s.101H of the Electoral Act 1907)

16. Glossary of terms

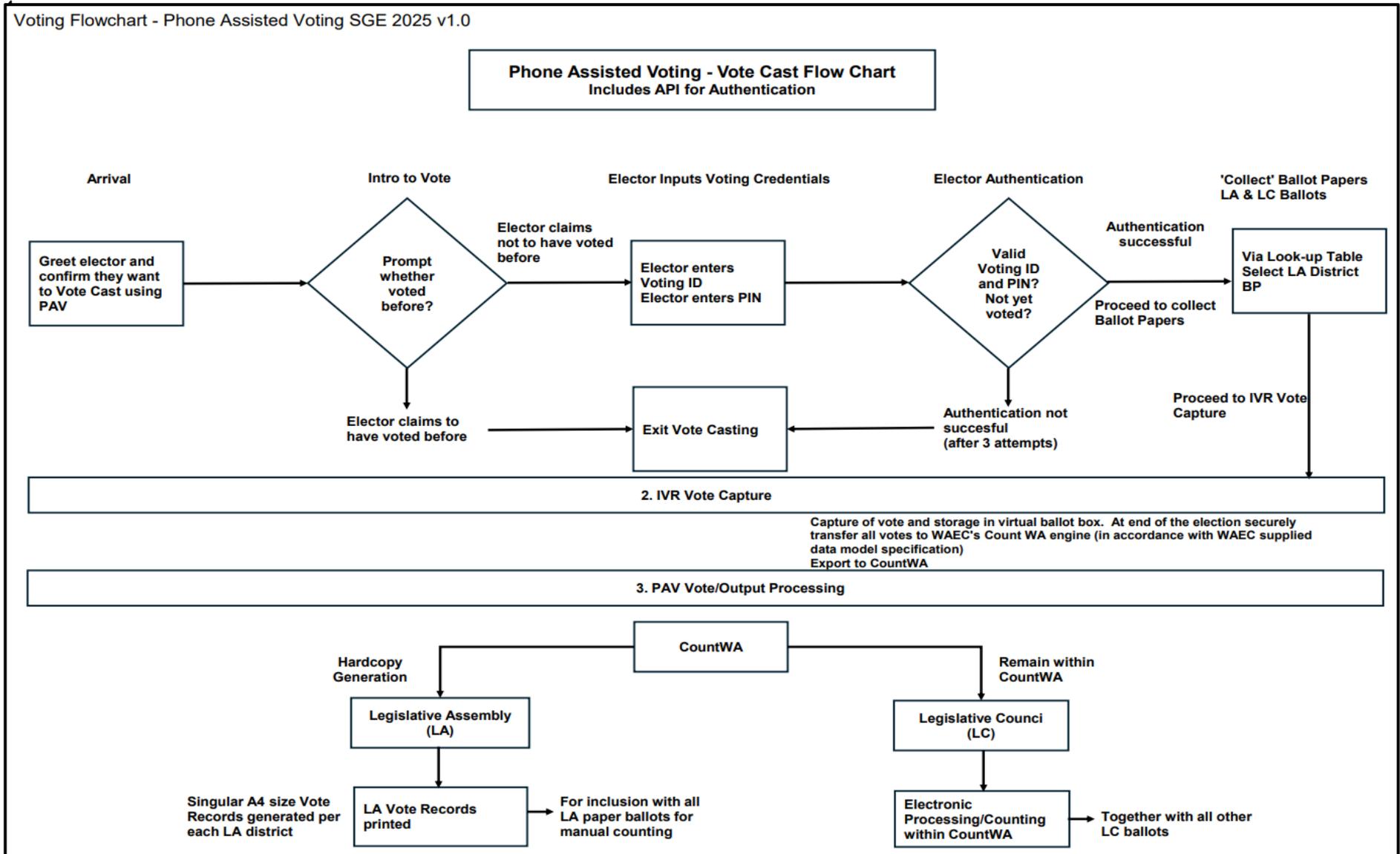
Term	Definition
Dimensional (2D) ballot paper navigation	A method of navigating around a virtual ballot paper using Interactive Voice Response (IVR) keypad options from a touchtone phone. 2D (Dimensional) navigation relates to the up/down and across left/right selections using intuitive keypad options enabling an elector to fast-track their movement around a ballot paper to mark selections and thus cast their vote.
Application Programming Interface (API)	API is a software code that performs communication (transfer of data) between one software module to another. Within the PAV system, an API performs the function of communicating (transferring) the elector's PAV voting credentials (Voting ID and Voting PIN) together with the elector's vote status flag (Voted/Not yet Voted) between the PAV Application module and the PAV Vote Cast module.
Auditor	A suitably qualified independent person appointed by the Electoral Commissioner and in accordance with <i>Electoral Act 1907 s.101C</i> to conduct audits of technology assisted voting under approved procedures. In the 2025 State General Election, the auditor will be tasked with ensuring the integrity and accuracy of the voting process. This involves monitoring compliance with election regulations, reviewing voting procedures, assessing the security and functionality of voting systems, conducting audits of election activities and results, and reporting any discrepancies and issues to relevant authorities. Independently and externally appointed, the auditor maintains transparency and public trust in the electoral process.
Amazon Web Services (AWS)	An IT Cloud platform that provides a wide range of services, including computing power, storage and databases. For the Phone Assisted Voting project, AWS hosts and manages the digital infrastructure required for secure handling and processing of the PAV Vote Casting module. It ensures reliable system access, upholds data security, and offers scalability necessary to handle different volumes of voter activity.
Amazon Polly	Amazon Polly is a text to speech service that transforms written text into human speech using deep learning technology. Polly will be utilised to create phonetic spelling of Candidate names for the Pronunciation Guide and to create audio files for Phone Assisted Voting.
Credential Management	Refers to the issuing, recording, storage, transmission, and administration of an elector's Voting Credentials within the Phone Assisted Voting system comprised of the Application module, and Vote Casting module (outsourced to vendor Contactx).

Term	Definition
CountWA	The Commission's Election Vote Counting System.
Customer Supplied Item (CSI)	Any material, information, or resource provided by the customer that is essential for the execution and completion of a project or service. For the PAV project this includes all nominated candidate and group names, ballot paper positions, all text scripted IVR telephony audio messages and content and Acceptance Test plan all provided by the Customer (WAECE) to the vendor (Contacx).
Dual tone multi-frequency signalling (DTMF)	Also termed touchtone. The sounds or tones generated by a telephone when the numbers are pressed. These tones are transmitted with the voice channel and comprise two simultaneously transmitted tones of different frequencies. A form of telecommunications signalling.
Electronic Data Interchange (EDI)	A system for exchanging business information between computers using standardised formats. EDI specifications outline how data should be formatted for transfer (import and export) between different systems. Within PAV, the specified EDI is a data model based on the format of WAECE's Election Vote Counting System (CountWA) database. This data model is used, at end of election, to transfer content of the virtual ballot box (containing PAV Vote Records) back to WAECE.
Election Metadata	Election business rules, interpretation of legislation, count methodology, ballot paper templates & formality rules, election date & times (election open, election close), LA district list, customer logos.
Informal Vote	<p>An informal vote is a ballot that is deemed invalid due to errors or incorrect markings or missing details. Informal votes can impact PAV by not producing accurate election results, therefore voters must be provided with clear guidance during the voting process to minimise the number of informal votes and improve the integrity of the results.</p> <p>An Informal vote is a vote cast that has not been marked according to the formality rules for that election.</p> <p>Within PAV, an elector has the opportunity as per other voting channels to cast an informal vote.</p> <p>However, prior to any Informal vote being finalised and submitted, the PAV system will provide a pre-emptive message warning the elector that the pending vote being cast is Informal, thus allowing the elector opportunity to re-cast, (enabling a formal vote) or otherwise allow the elector to continue to cast a deliberate Informal vote.</p>

Term	Definition
Interactive Voice Response (IVR)	As per ECANZ definition: An automated telephone-based system or service that allows users to enter information and make menu selections using DTMF devices such as a touchtone telephone and to receive audible information. Examples of Interactive Voice Response include automated telephone voting; telephone banking and bill pay (BPay) services. IVR system output is presented as audible signals or voice (whether live, recorded, digitised or synthesised).
IVR Provider	An organisation that develops and/or operates IVR services, for example an Electoral Commission or 3 rd party service provider.
Lock down	A specified date imposed by WAEC IT whereby no further system development nor changes to infrastructure hosting arrangements can be undertaken unless agreed to by WAEC. PAV Lock down date is Friday 10 January 2025.
Menu	As per ECANZ definition: The presentation to the user of a list of possible actions. A menu typically comprises a set of prompts each describing an available function and the user action necessary to invoke that function.
National Relay Service	As per ECANZ definition: A Commonwealth funded service contracted to provide access to the telephone network between people who have a hearing or speech impediment or who are deaf and the wider community. A Relay Officer is involved to facilitate calls. Relay Officers are bound by Commonwealth laws to keep all calls confidential.
Telephone (Phone) Assisted Voting (PAV)	Telephone (Phone) Assisted Voting.
PAV Operating period	<p>Phone Assisted Voting will be offered throughout the Early Polling period during normal business hours.</p> <p>Application for PAV will commence from 08:00am Monday 24 February and up until 04:00pm Polling Day (Saturday 8 March 2025).</p> <p>Voting using Phone Assisted Voting will be available from 09:00am Monday 24 February 2025 and be offered on a continuous 24-hour basis through until 06:00pm Polling Day (Saturday 8 March 2025). Help Desk support for Phone Assisted Voting will be available during normal business hours only.</p> <p>Specific times of operation and any further changes to Phone Assisted Voting operating hours will be further advised on the Commission's web site.</p>

Term	Definition
Pilot number	The main phone number within a telephony system that serves as a gateway for all incoming calls. (A front door that connects callers to the right place).
Remote Electronic Voting (REV)	A form of Technology Assisted Voting. Allowing electors to cast their ballots from any location using electronic devices such as computers, smart phones and tablets.
Scrutineer	A person appointed by a candidate to observe the polling and counting procedures on the candidate's behalf during election.
Secure File Transfer Protocol (SFTP)	An IT file management method providing a secure file transfer / file access with an external network / provider.
Technology Assisted Voting (TAV)	Technology Assisted Voting, as referenced within the <i>Electoral Act 1907 s.101</i> . For SGE 2025, Technology Assisted Voting is to be offered as Phone Assisted Voting (PAV).
Voting Credentials	A pair of unique identifiers enabling an elector to vote cast. PAV Voting Credentials comprise (1) a Voting PIN (four-digit code) and (2) a Voting ID (six-digit code). The paired voting credentials are entered via an elector's telephone keypad and authenticated prior to enabling an elector to vote cast.
Vote Record	As per legislation, <i>Electoral Act 1907 s.101B</i> . Virtual representation of an elector's completed ballot paper.
Voting ID	A six-digit code created by WAEC and sent to the PAV elector. Referred to as Voting credential #1.
Voting PIN	As per ECANZ definition: Personal Identification Number. A number provided by the elector to the WAEC to be used to access the Phone Assisted Voting system. The Voting PIN is numeric, four-digit. Referred to as Voting credential #2.

Appendix 1 Phone Assisted Voting – Vote Cast Flow Chart



Western Australian Electoral Commission

Level 2, 66 St Georges Terrace, PERTH WA 6000

GPO Box F316, PERTH WA 6841

Phone (08) 9214 0400 or 13 63 06

Email waec@waec.wa.gov.au

Web elections.wa.gov.au

Translating & Interpreting Service (TIS)

13 14 50 and then ask for (08) 9214 0400

National Relay Service (NRS)

Speak & Listen number 1300 555 727

SMS Relay number 0423 677 767