

perth market research

**Report on the
Western Australian Electoral Commission
Technology Assisted Voting Survey
- State General Election 2021**



**WESTERN AUSTRALIAN
Electoral Commission**

(May 2021)

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1.0 INTRODUCTION

The Western Australian Electoral Commission (WAEC) is responsible for conducting State parliamentary elections and referenda, local government postal elections and other statutory elections. In addition, it maintains the State Electoral Roll and promotes community awareness and understanding of the electoral system and processes.

Until 2008 in Western Australia, general elections were usually called every four years at a date determined by the government. In 2011 laws were passed which fixed the date of the state election as the second Saturday in March every four years. The third election held under these laws was in March 2021.

Since 1989, the WAEC has commissioned a post-election survey to determine electors' perceptions of voting rules and their level of satisfaction with electoral procedures and facilities. The findings of these surveys have assisted the WAEC to review electoral operations and plan improvements and enhancements for future elections.

The Commission also provides a range of services and utilises a variety of specialised equipment to assist electors who have particular needs to vote.

The Electoral Act allows eligible electors to vote by means of an electronic device such as a telephone or computer. An eligible elector includes anyone who is unable to vote without assistance because of insufficient literacy skills, is sight impaired or is living with an incapacity.

At the 2021 State general election the following two technology assisted voting options were made available from Wednesday 24 February 2021:

Telephone Assisted Voting (TAV) allowed eligible electors to vote over the telephone by applying and having their enrolment checked via a call centre and then voting via a completely separate vote cast call centre. Commission staff at the vote cast call centre verbally read the voting instructions and ballot paper information to the elector who then instructed the operator how they wanted their ballot papers marked with a second operator ensuring the ballot papers were completed as instructed. A user ID number and pin meant that no name was provided by the elector when contacting the vote cast call centre, thereby ensuring elector anonymity.

Vote Assist allowed electors who visited selected venues to listen to pre-recorded voting instructions and ballot paper information, select their preferences using a special keypad and then have their completed ballot papers self-printed prior to ballot box lodgement. Vote Assist was available throughout the early voting period and on polling day at locations in the Perth CBD and Victoria Park.

The objective of this project was to survey a sample of the eligible population immediately after the State election held on Saturday 13 March 2021 to determine their level of satisfaction with the technology assisted voting services available over the election period.

The results of the survey will be utilised to assist the WAEC in reviewing electoral operations and to plan improvements and enhancements for future elections.

The WAEC engaged Perth Market Research to design the questionnaire, determine a representative sample population, collate the completed questionnaire data and provide a report analysing and evaluating the data gathered.

2.0 METHODOLOGY

Perth Market Research (PMR) undertook a telephone survey of electors who had used Technology Assisted Voting services at the 2021 State general election.

The telephone contact numbers of potential respondents were provided by the Western Australian Electoral Commission, and obtained from electoral participants who had used the Assisted Voting services and chose to participate in a follow-up survey.

Perth Market Research was able to undertake the customer survey on behalf of the WAEC in accordance with standards suggested by the Office of the Auditor General, Western Australia. The research methodology suggested in this proposal conforms to recommendations made to State Parliament in the “Performance Examination - Listen and Learn - Using customer surveys to report performance in the Western Australian public sector” document dated June 1998 and its follow up in 2001.

Consequently, the results quoted in this report are considered to be satisfactory in terms of survey and reporting accuracy and reliability to meet required standards.

In order to achieve these requirements the following sample sizes were obtained from each of the two Assisted Voting methods. The numbers in each category and their corresponding potential sampling errors are detailed in the following table:

Table A – Sampling Error Breakdown

	Population size	Sample size	Sampling error
Telephone Assisted Voting	1,332	200	+/- 6.4%
Vote Assist	15	12	+/- 13.1%

The survey was conducted in the 19 days following the State Election on 13 March 2021. Surveying commenced on Sunday 14 March 2021 and concluded on Thursday 1 April 2021.

The resultant data was collated using PMR’s statistical analysis software and used to form the basis of this report.

3.0 EXECUTIVE SUMMARY

The data collection for this survey was conducted during the 19 days immediately following the March 13, 2021 State General Election for Western Australia. The broad survey results are presented under their key subject headings below.

The survey process resulted in 200 completed surveys for Telephone Assisted Voting and 12 completed surveys for the Vote Assist service. The numbers in each category and their corresponding potential sampling errors are detailed in the following table:

Sampling Error Breakdown

	Population size	Sample size	Sampling error
Telephone Assisted Voting	1,332	200	+/- 6.4%
Vote Assist	15	12	+/- 13.1%

Telephone Assisted Voting (TAV) – 200 respondents

➤ Awareness Source - TAV.

The largest proportion of respondents became aware of the Telephone Assisted Voting service when they called the WA Electoral Commission election enquiries line / Helpdesk (26.5%). This was followed by those who visited the WA Electoral Commission website (16.0%), from word of mouth (14.5%) and those respondents who became aware of it from a disability support group (13.5%). Significantly fewer respondents became aware of it via the use of a search engine (4.5%), from the general media (2.5%), from social media (2.5%) and from a candidate or political party member (0.5%). 23.5% of respondents provided an 'other' response which was not included in the list of responses read to them by the interviewer.

➤ Accuracy Confidence - TAV.

The largest proportion of respondents were very confident that their vote was recorded accurately (70.5%). This was followed by 21.0% of respondents who were confident and a further 5% who were moderately confident. Only 3.5% of respondents were less than 'moderately confident' that their vote was recorded accurately. 2.5% of these were somewhat confident and only 1% were not at all confident.

➤ Security Satisfaction - TAV.

The largest proportion of respondents were very satisfied that the TAV provides a secure means of voting (70.5%). This was followed by 20.5% of respondents who were satisfied and a further 3.5% who were neutral in their opinion. Only 1.0% of respondents were 'dissatisfied' with the security of Telephone Assisted Voting. 0.5% of these were dissatisfied and a further 0.5% were very dissatisfied.

➤ **Telephone Assisted Voting Difficulty - TAV.**

The largest proportion of respondents advised that the TAV was very easy for enabling them to cast their vote (61.5%). This was followed by 29.5% of respondents who indicate that it was easy and a further 4.5% who advised it was neither easy nor difficult. Only 4.5% of respondents advised that it was 'difficult' to cast their vote using Telephone Assisted Voting. 3.5% of these advised that it was difficult and a further 1.0% advised it was very difficult.

➤ **Satisfaction with Assistance - TAV.**

The largest proportion of respondents advised that they were very satisfied with the level of assistance they received in casting their vote (75.0%). This was followed by 17.5% of respondents who were satisfied and a further 6.0% who were neither satisfied nor dissatisfied. Only 1.5% of respondents were dissatisfied with the level of assistance they received when casting their vote. 0.5% of these were dissatisfied and a further 1.0% were very dissatisfied.

➤ **Overall Satisfaction - TAV.**

The largest proportion of respondents advised that, overall, they were very satisfied with Telephone Assisted Voting (74.0%). This was followed by 19.5% of respondents who were satisfied and a further 5.0% who were neither satisfied nor dissatisfied. Overall, only 1.5% of respondents were dissatisfied with Telephone Assisted Voting. 0.5% of these were dissatisfied and a further 1.0% were very dissatisfied.

➤ **Likelihood of Future Use - TAV.**

The largest proportion of respondents advised that they would be very likely to use Telephone Assisted Voting again in the future (68.5%). This was followed by 18.5% of respondents who advised that they would be likely to use it again and a further 7.0% who were neutral. Only 6.0% of respondents advised that they were 'unlikely' to use Telephone Assisted Voting in the future. 3.5% of these were unlikely and a further 2.5% were very unlikely.

➤ **Likelihood of Recommendation - TAV.**

The largest proportion of respondents advised that they would be very likely to recommend Telephone Assisted Voting to other electors (69.5%). This was followed by 20.5% of respondents who advised that they would be likely to recommend it and a further 6.0% who were neutral. Only 4.0% of respondents advised that they were 'unlikely' to recommend Telephone Assisted Voting. 1.0% of these were unlikely and a further 3.0% were very unlikely.

Demographics – TAV.

➤ Gender

51.5% of survey respondents were female compared to 47.0% who were male respondents. 1.0% classified themselves as non-binary, and a further 0.5% refused to provide their gender.

➤ Age

The largest proportion of respondents was aged between 50 to 59 (27.0%), followed by 24.5% between 60 to 69 and 19.5% aged 70+. 13.0% each were aged between 30 to 39 and 40 to 49, 2.5% were between 20 to 24, and 0.5% were between 25 to 29.

➤ Country of Birth

Australia was nominated as the most frequent country of birth (71.0%). Countries of birth other than Australia represented 29.0% of all eligible voters.

➤ Length of Australian Residence (not born in Australia)

All of these respondents, who were not born in Australia, had lived in Australia for more than 6 years. 91.4% advised that they had lived in Australia for greater than 10 years. 8.6% had lived in Australia for between 6 to 10 years.

Vote Assist (VA) – 12 respondents

➤ Awareness Source - VA.

The largest proportion of respondents became aware of the Vote Assist service from a Disability support group (75.0%). This was followed by those who saw it in the general media (16.0%). 25.0% of respondents (3 respondents) provided an 'other' response which was not included in the list of responses read to them by the interviewer.

➤ Accuracy Confidence - VA.

The largest proportion of respondents were very confident that their vote was recorded accurately (91.6%). This was followed by 8.4% of respondents who were confident. No respondents were less than 'confident' that their vote was recorded accurately.

➤ Security Satisfaction - VA.

100% of respondents were very satisfied that the Vote Assist system provides a secure means of voting. No respondents were 'dissatisfied' with the security of the Vote Assist system.

➤ **Venue Convenience - VA.**

All respondents advised that the Vote Assist system was very easy for enabling them to cast their vote (100.0%). No respondents advised that it was 'difficult' to cast their vote using Vote Assist.

➤ **Ease of Venue Access - VA.**

All respondents advised that the Vote Assist venue was very easy to access (100.0%). No respondents advised that it was 'difficult' to access the Vote Assist venue.

➤ **Vote Assist Difficulty - VA.**

All respondents advised that the Vote Assist system was easy in enabling them to cast their vote. 91.6% of respondents considered it to be very easy, followed by 8.4% of respondents who considered it to be easy. No respondents advised that it was 'difficult' to cast their vote using the Vote Assist system.

➤ **Satisfaction with Assistance - VA.**

All respondents advised that they were very satisfied with the level of assistance they received in casting their vote (100.0%). No respondents were dissatisfied with the level of assistance they received when casting their vote.

➤ **Overall Satisfaction - VA.**

All respondents advised that, overall, they were very satisfied with Vote Assist (100.0%). No respondents were dissatisfied with Vote Assist.

➤ **Likelihood of Future Use - VA.**

All respondents advised that they would be very likely to use Vote Assist again in the future (100.0%). No respondents advised that they were 'unlikely' to use Vote Assist in the future.

➤ **Likelihood of Recommendation - VA.**

All respondents advised that they would be very likely to recommend Vote Assist to other electors (100.0%). No respondents advised that they were 'unlikely' to recommend Vote Assist.

Demographics – VA.

➤ **Gender**

58.3% of survey respondents were female compared to 41.7% who were male respondents.

➤ **Age**

The largest proportion of respondents was aged between 50 to 59 (33.3%), followed by 16.7% each aged between 30 to 39, 40 - 49 and 70+. 8.3% each were aged between 25 to 29 and 60 to 69.

➤ **Country of Birth**

Australia was nominated as the most frequent country of birth (66.7%). Countries of birth other than Australia represented 33.3% of all eligible voters.

➤ **Length of Australian Residence (not born in Australia)**

All of these respondents, who were not born in Australia, had lived in Australia for more than 6 years. 91.4% advised that they had lived in Australia for greater than 10 years. 8.6% had lived in Australia for between 6 to 10 years.

4.0 RESULTS OF THE TELEPHONE ASSISTED VOTING SURVEY

This section summarises the results of the survey. The results are presented in broad category headings representing the general topic areas included in the questionnaire.

Demographic data was obtained from respondents to the survey and an analysis of responses to most questions was undertaken based on resulting demographic categories.

4.1 Telephone Voting Assist Awareness Source

In **question 1**, all survey respondents were asked:

“How did you hear about Telephone Assisted Voting?”

Respondents were read out a list of possible responses from which they could choose as many as were appropriate to their situation. The list was as follows:

- Used a search engine (e.g. Google)
- From a Disability support group
- Called the WA Electoral Commission election enquiries line / Helpdesk
- Visited WA Electoral Commission website (i.e. www.elections.wa.gov.au)
- From a candidate or political party member
- From word of mouth
- From social media (Facebook, Twitter)
- From the general media

Respondents were also able to provide ‘other’ responses if they had heard of the service via a different means. Note that as multiple responses were allowed the tally of responses exceeds 100%.

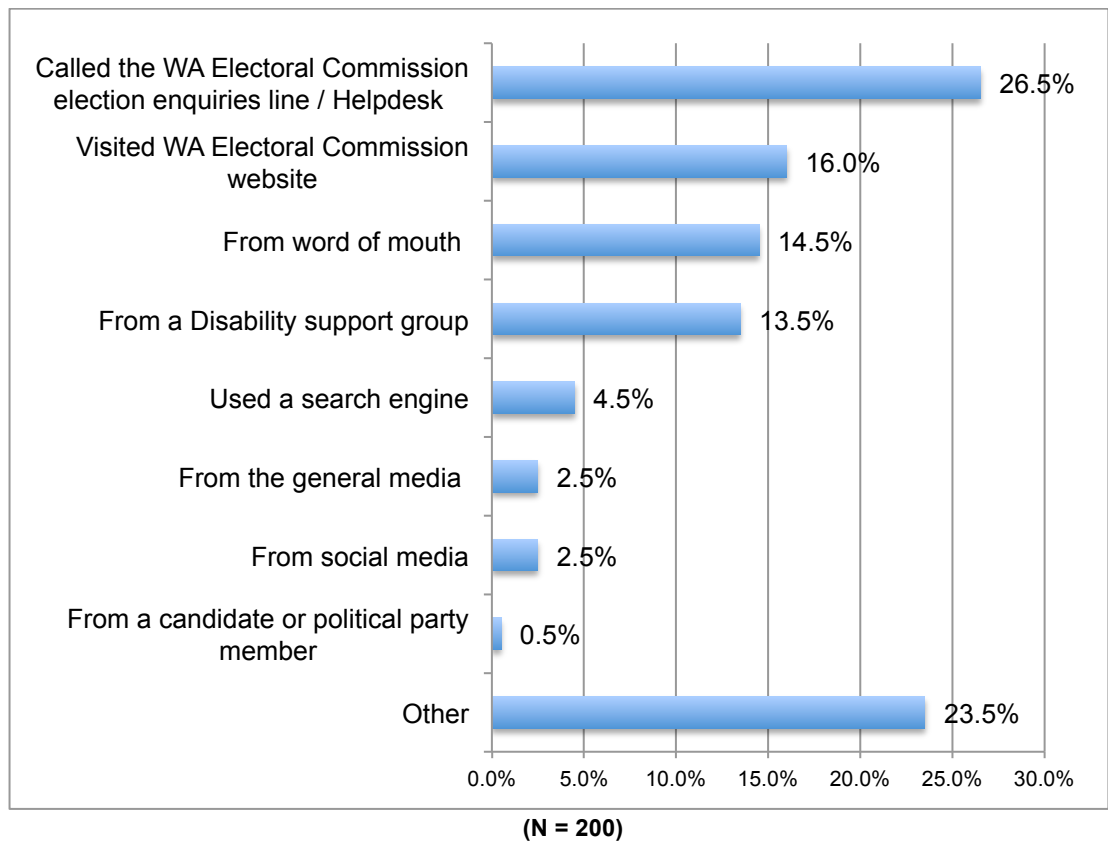
Graph 4.1, presented overleaf, shows that the largest proportion of respondents became aware of the Telephone Voting Assist service when they called the WA Electoral Commission election enquiries line / Helpdesk (26.5%). This was followed by those who visited the WA Electoral Commission website (16.0%), from word of mouth (14.5%) and those respondents who became aware of it from a disability support group (13.5%).

Significantly fewer respondents became aware of it via the use of a search engine (4.5%), from the general media (2.5%), from social media (2.5%) and from a candidate or political party member (0.5%).

23.5% of respondents provided an ‘other’ response which was not included in the list of responses read to them by the interviewer.

Graph 4.1

Telephone Assisted Voting Awareness Source



Those who provided an 'other' response (47 respondents) gave the following responses:

- Have used this service in previous elections (14 respondents)
- Information provided while in quarantine (12 respondents)
- Text message while in quarantine (8 respondents)
- Information while in hospital (7 respondents)
- In nursing home (4 respondents)
- Worked as a telephone operator/info provider (2 respondents)

Demographic Responses

Due to the small sample size of this survey the demographic breakups are not considered to be representative, but rather indicative of results. Consequently, inferences from these results are quoted below rather than statistics.

- Women were more likely to have become aware of the service from the WAEC enquiries line than males, who were more likely to have become aware via the WAEC website.
- Age had little influence on the respondent's awareness method.

4.2 Telephone Voting Assist Accuracy Confidence

In **question 2**, all survey respondents were asked:

“How confident are you that your vote was recorded accurately?”

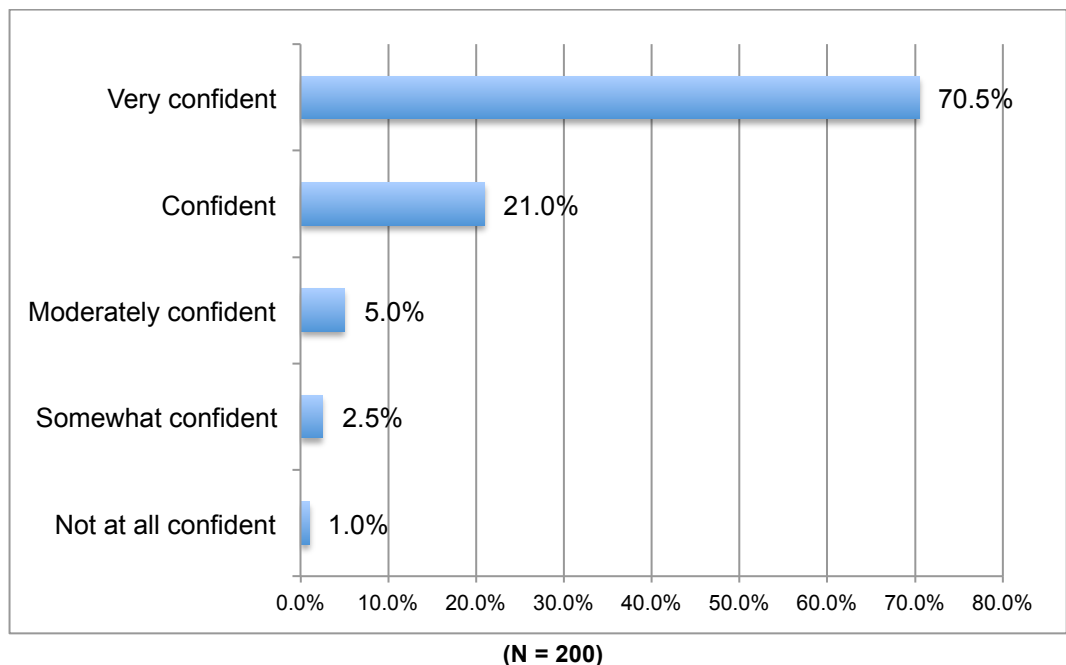
Respondents were asked to indicate their level of confidence using the following scale:

- Very confident
- Confident
- Moderately confident
- Somewhat confident
- Not at all confident

Graph 4.2 shows that the largest proportion of respondents were very confident that their vote was recorded accurately (70.5%). This was followed by 21.0% of respondents who were confident and a further 5% who were moderately confident.

Only 3.5% of respondents were less than ‘moderately confident’ that their vote was recorded accurately. 2.5% of these were somewhat confident and only 1% were not at all confident.

Graph 4.2 **Telephone Assisted Voting Accuracy Confidence**



Demographic Responses

Due to the small sample size of this survey the demographic breakups are not considered to be representative, but rather indicative of results.

Consequently, inferences from these results are quoted below rather than statistics.

It should be noted that confidence that votes were recorded accurately was high across all groups.

- Male respondents were marginally less likely to be confident that their vote was recorded accurately compared to female respondents.
- Older age groups were marginally more likely to have greater confidence that their vote was recorded accurately compared to younger age groups.

4.3 Telephone Voting Assist Security Satisfaction

In question 3, all survey respondents were asked:

“How satisfied or dissatisfied are you that the Telephone Assisted Voting (TAV) system provides a secure means of voting?”

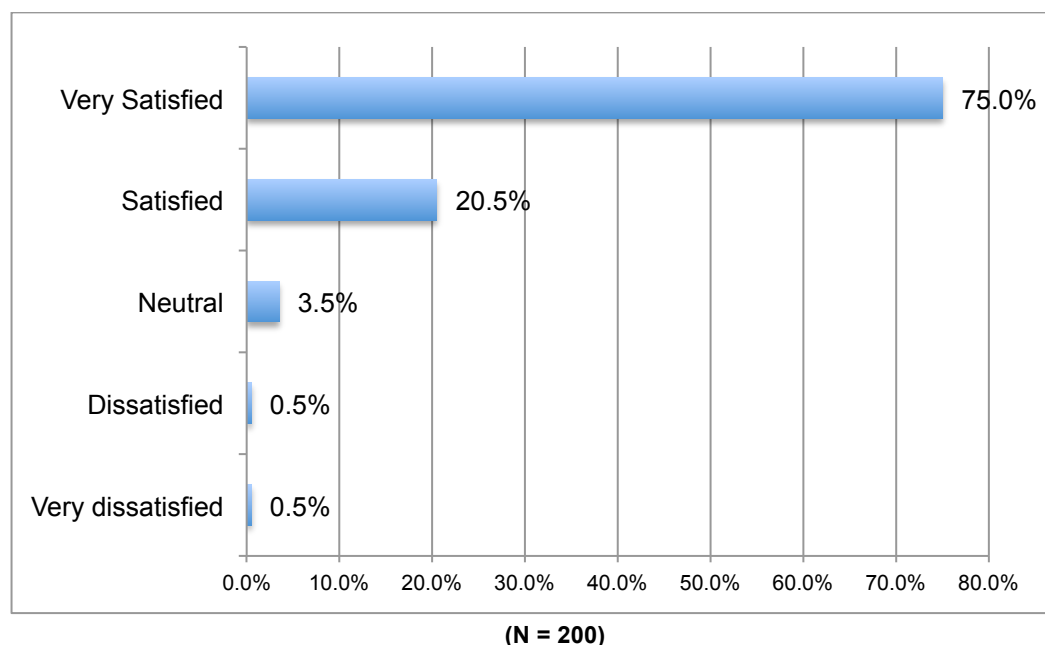
Respondents were asked to indicate their level of satisfaction using the following scale:

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

Graph 4.3 shows that the largest proportion of respondents were very satisfied that the TAV provides a secure means of voting (70.5%). This was followed by 20.5% of respondents who were satisfied and a further 3.5% who were neutral in their opinion.

Only 1.0% of respondents were ‘dissatisfied’ with the security of Telephone Assisted Voting. 0.5% of these were dissatisfied and a further 0.5% were very dissatisfied.

Graph 4.3 **Telephone Assisted Voting Security Satisfaction**



Demographic Responses

Due to the small sample size of this survey the demographic breakups are not considered to be representative, but rather indicative of results.

Consequently, inferences from these results are quoted below rather than statistics.

It should be noted that confidence that the Telephone Assisted Voting system provides a secure means of voting was high across all groups.

- Male respondents were marginally less likely to be satisfied with the security of their vote compared to female respondents.
- Older age groups were marginally more likely to be satisfied that their vote was recorded securely compared to younger age groups.

4.4 Telephone Voting Assist Difficulty

In **question 4**, all survey respondents were asked:

“How easy was Telephone Assisted Voting in enabling you to cast your vote?”

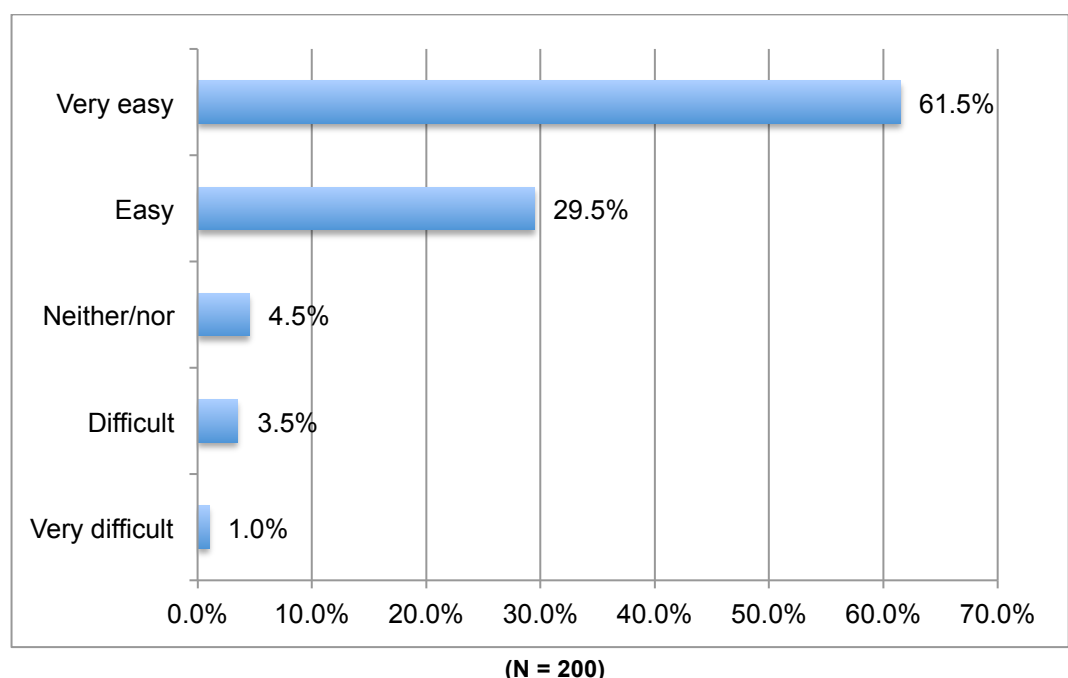
Respondents were asked to indicate their level of ease of use using the following scale:

- Very easy
- Easy
- Neither/nor
- Difficult
- Very difficult

Graph 4.4 shows that the largest proportion of respondents advised that the TAV was very easy for enabling them to cast their vote (61.5%). This was followed by 29.5% of respondents who indicate that it was easy and a further 4.5% who advised it was neither easy nor difficult.

Only 4.5% of respondents advised that it was ‘difficult’ to cast their vote using Telephone Assisted Voting. 3.5% of these advised that it was difficult and a further 1.0% advised it was very difficult.

Graph 4.4 Telephone Assisted Voting Difficulty



Demographic Responses

Due to the small sample size of this survey the demographic breakups are not considered to be representative, but rather indicative of results.

Consequently, inferences from these results are quoted below rather than statistics.

It should be noted that the ease with which Telephone Assisted Voting enabled respondents to cast their vote was high across all groups.

- Male respondents were marginally less likely to consider TAV to be easy in enabling them to cast their vote compared to female respondents.
- Older age groups were marginally more likely to consider TAV to be easy in enabling them to cast their vote compared to younger age groups.

4.5 Telephone Assisted Voting - Satisfaction With Assistance

In **question 5**, all survey respondents were asked:

“How satisfied or dissatisfied were you with the assistance you received in casting your vote?”

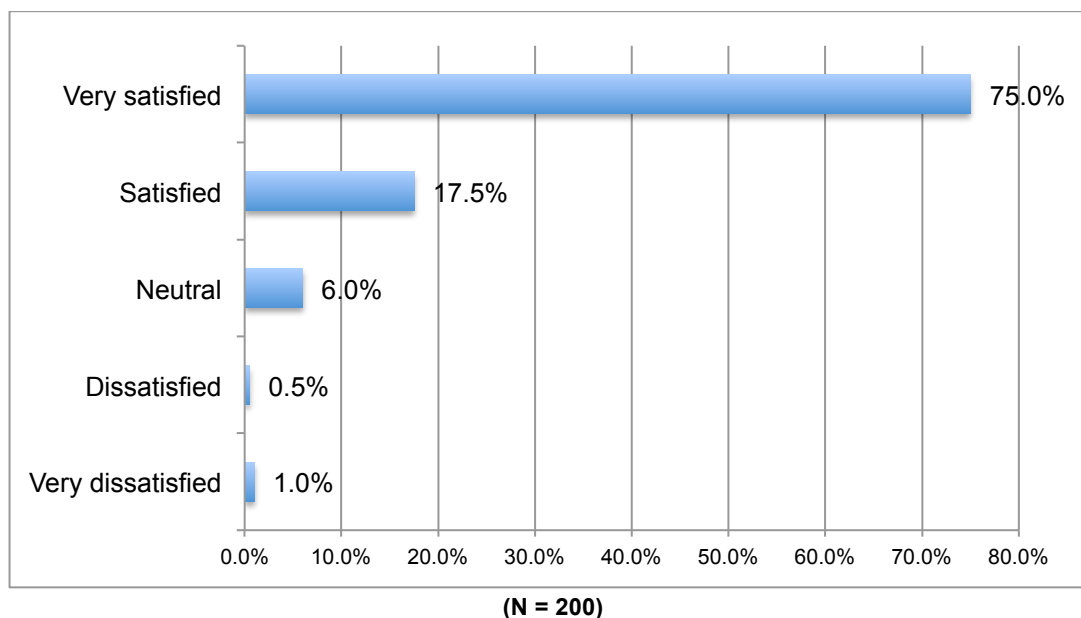
Respondents were asked to indicate their level of satisfaction using the following scale:

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

Graph 4.5 shows that the largest proportion of respondents advised that they were very satisfied with the level of assistance they received in casting their vote (75.0%). This was followed by 17.5% of respondents who were satisfied and a further 6.0% who were neither satisfied nor dissatisfied.

Only 1.5% of respondents were dissatisfied with the level of assistance they received when casting their vote. 0.5% of these were dissatisfied and a further 1.0% were very dissatisfied.

Graph 4.5 Telephone Assisted Voting – Satisfaction with Assistance



Demographic Responses

Due to the small sample size of this survey the demographic breakups are not considered to be representative, but rather indicative of results.

Consequently, inferences from these results are quoted below rather than statistics.

It should be noted that satisfaction with the assistance provided when casting their vote via Telephone Assisted Voting was high across all groups.

- Male respondents were marginally less likely to be satisfied with the level of assistance provided when casting their vote via Telephone Assisted Voting compared to female respondents.
- Age had little influence on the respondent's level of satisfaction with the assistance provided.

4.6 Telephone Assisted Voting – Overall Satisfaction

In **question 6**, all survey respondents were asked:

“How satisfied or dissatisfied were you overall with Telephone Assisted Voting?”

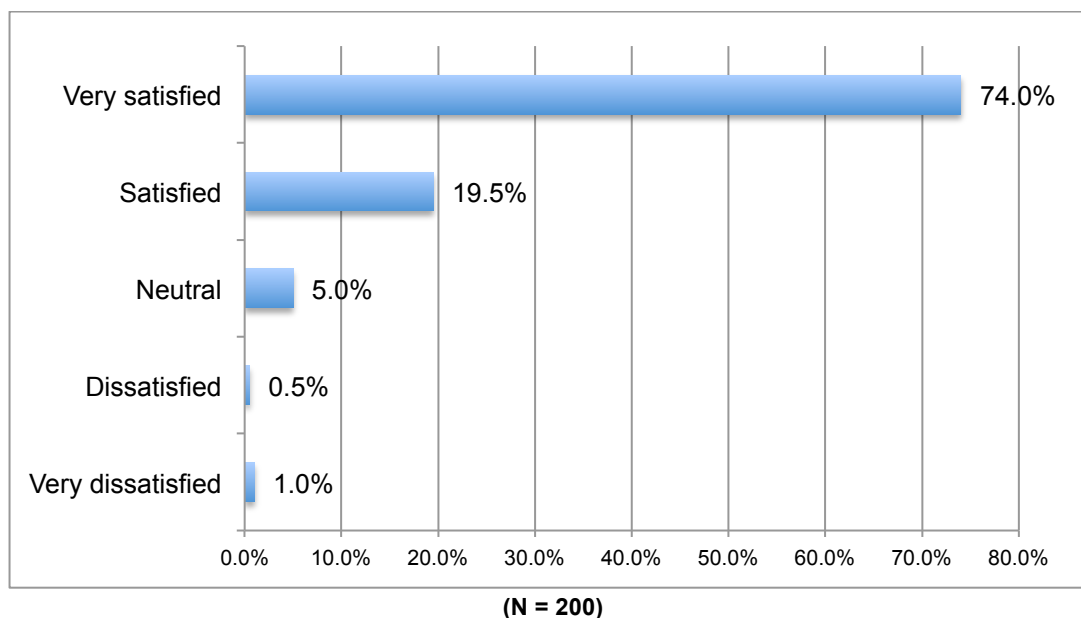
Respondents were asked to indicate their level of satisfaction using the following scale:

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

Graph 4.6 shows that the largest proportion of respondents advised that, overall, they were very satisfied with Telephone Assisted Voting (74.0%). This was followed by 19.5% of respondents who were satisfied and a further 5.0% who were neither satisfied nor dissatisfied.

Overall, only 1.5% of respondents were dissatisfied with Telephone Assisted Voting. 0.5% of these were dissatisfied and a further 1.0% were very dissatisfied.

Graph 4.6 Telephone Assisted Voting – Overall Satisfaction



Demographic Responses

Due to the small sample size of this survey the demographic breakups are not considered to be representative, but rather indicative of results.

Consequently, inferences from these results are quoted below rather than statistics.

It should be noted that overall satisfaction with Telephone Assisted Voting was high across all groups.

- Male respondents were marginally less likely to be satisfied overall with Telephone Assisted Voting compared to female respondents.
- Age had little influence on the respondent's overall satisfaction with Telephone Assisted Voting.

4.7 Telephone Assisted Voting - Likelihood of Future Use

In **question 7**, all survey respondents were asked:

“In the future, if Telephone Assisted Voting was available, how likely or unlikely would you use it?”

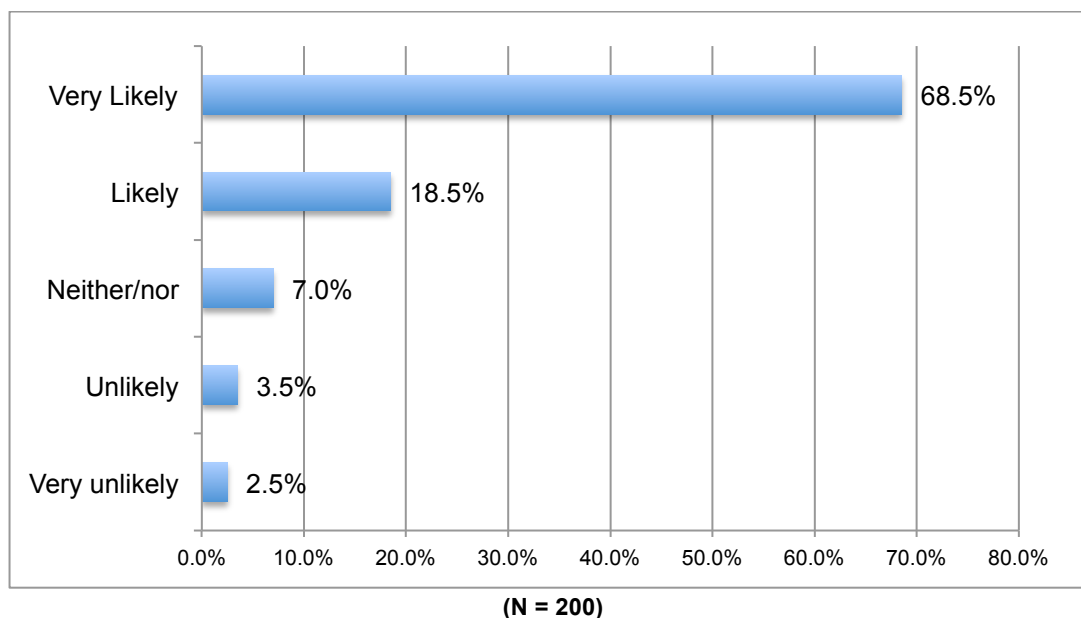
Respondents were asked to indicate their level of ease of use using the following scale:

- Very likely
- Likely
- Neither/nor
- Unlikely
- Very unlikely

Graph 4.7 shows that the largest proportion of respondents advised that they would be very likely to use Telephone Assisted Voting again in the future (68.5%). This was followed by 18.5% of respondents who advised that they would be likely to use it again and a further 7.0% who were neutral.

Only 6.0% of respondents advised that they were ‘unlikely’ to use Telephone Assisted Voting in the future. 3.5% of these were unlikely and a further 2.5% were very unlikely.

Graph 4.7 Telephone Assisted Voting Likelihood of Future Use



Demographic Responses

Due to the small sample size of this survey the demographic breakups are not considered to be representative, but rather indicative of results.

Consequently, inferences from these results are quoted below rather than statistics.

It should be noted that the likelihood of future use of Telephone Assisted Voting among respondents was high across all groups.

- Gender had little influence on the respondent's likelihood of future use of Telephone Assisted Voting.
- Age had little influence on the respondent's likelihood of future use of Telephone Assisted Voting.

4.8 Telephone Assisted Voting - Likelihood of Recommendation

In **question 8**, all survey respondents were asked:

“Having used Telephone Assisted Voting, how likely would you be to recommend this voting option to other electors?”

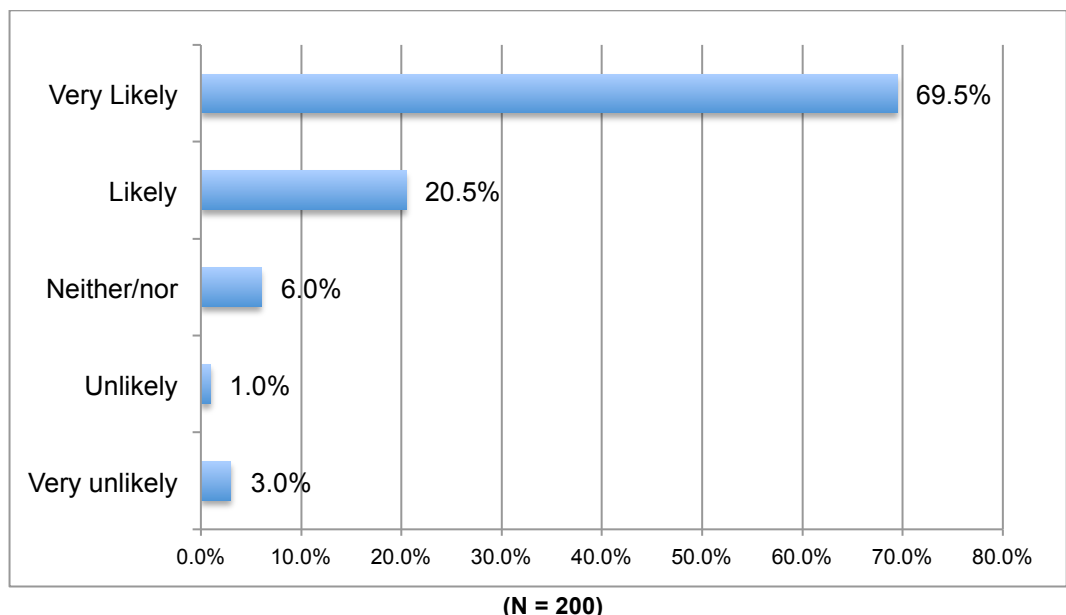
Respondents were asked to indicate their level of ease of use using the following scale:

- Very likely
- Likely
- Neither/nor
- Unlikely
- Very unlikely

Graph 4.8 shows that the largest proportion of respondents advised that they would be very likely to recommend Telephone Assisted Voting to other electors (69.5%). This was followed by 20.5% of respondents who advised that they would be likely to recommend it and a further 6.0% who were neutral.

Only 4.0% of respondents advised that they were ‘unlikely’ to recommend Telephone Assisted Voting. 1.0% of these were unlikely and a further 3.0% were very unlikely.

Graph 4.8 Telephone Assisted Voting Likelihood of Recommendation



Demographic Responses

Due to the small sample size of this survey the demographic breakups are not considered to be representative, but rather indicative of results.

Consequently, inferences from these results are quoted below rather than statistics.

It should be noted that the likelihood of recommendation to other electors of Telephone Assisted Voting was high across all groups.

- Gender had little influence on the respondent's likelihood of recommendation of Telephone Assisted Voting.
- Age had little influence on the respondent's likelihood of recommendation of Telephone Assisted Voting.

4.9 Telephone Assisted Voting – General Comments

In **question 9**, all survey respondents were asked:

“Do you have any comments or suggestions regarding Telephone Assisted Voting?”

This question was open-ended, with no response categories provided. The results represent a top-of-mind response from respondents.

98 of the 200 respondents provided a response.

Table 4.9 shows the uncorrected, verbatim responses from those who chose to complete this question.

Table 4.9 General Comments

1	The process would be made a lot more equitable and easier if the electoral commission made the content of the ballot forms easily available online. I always choose to vote below the line and prefer to read the candidates names/parties myself and to organise my voting selections before I call the voting centre. This makes the voting process a lot quicker and easier and I can be sure that I have organised my preferences correctly. Currently the only way I can do this is to find party how to vote cards which list the candidates, but then I must spend a lot of time re-organising them into the correct order and can only infer this from the headings on the form. I have no way of knowing the exact order as represented to voters using the printed ballot form until I phone the call centre, And am forced to read party how to vote forms and party selections before I can access the form myself. This unfairly biases me towards whichever party how to vote card I have obtained. Even though I work very hard to ignore these party preferences, I am afraid that I am subliminally influenced by them. As I work best reading the material in front of me, and use braille and a screen reader, it would be incredibly useful to be able to access these documents quickly and easily off the website so I can spend as much time as I need working out my preferences. It would also make it much easier for me if I could read the forms along with the telephone operator, and this would make my voting experience much more similar to cited voters.
2	I think this is a FANTASTIC service that allows Vision Impaired and Blind people to cast their vote independently and privately. The only comment I have is that it would be great if an email could be sent out listing the candidates for each of the ballot papers for the Legislative Assembly and Legislative Council respectively. When I asked for this I was told I had to find it out myself. Other than that, you are to be congratulated for providing a great service!
3	At this stage telephone voting is the best alternative. For deaf/blind

	there may need to be a better solution.
4	Was very easy.
5	All of the staff that I dealt with telephone voting were amazing, and read all of the candidates slowly, and when I asked the staff to read any parties out again, they happily obliged.
6	Contact people very helpful - only used as was in quarantine.
7	The service itself seemed very good, however initially I was put through to the "department" and they were hopelessly disorganised and didn't even seem to know there was a phone service, so after waiting a very long time I hung up, redialled the number and very carefully and slowly pressed the correct keypad number with a good outcome.
8	I was unexpectedly in hospital so it was a great service.
9	As many users are unable to access the internet, it would be helpful if registered users were provided with materials, such as information on all candidates in their district. Perhaps registration could begin earlier, to facilitate this.
10	Streamline ring up twice you should have the option to continue once you have been verified. The system could record your mobile number as a cross-reference.
11	There was some difficulty getting through on the number to cast my vote which might have led to my not voting had I not persevered.
12	The staff were very helpful.
13	Very easy but when giving info to get the code the person didn't read my info back to me and got my details wrong so I had to call again. Took a while to get my code. Have also recommended to others.
14	Thank you for this option, I wouldn't have been able to vote otherwise.
15	Would use it again.
16	Great service. It took a while to get through but was easy to do.
17	I've already told several friends.
18	Blank/absent/invalid votes should be an option in the Telephone Assisted voting too if that's what the voter wants to record. It was my understanding that, in past elections at least, one did not have the option of recording a blank vote/ballot paper via Telephone Assisted Voting. Also information regarding how candidates/parties were directing preferences was difficult to follow and to locate.
19	I only used it because of COVID self quarantine and my postal vote failing to arrive prior to election day. I mailed my postal vote application on 23 February in the same envelope as my partner, his postal vote arrived and mine didn't.

20	Already recommended to friends.
21	It was convenient for me.
22	Already told friends about TAV...they're in the same situation as me, and how easy it was.
23	It took a while to get through, line was engaged, but once I started the process was simple and the lady who helped me was patient and good humoured.
24	No, it's a good service.
25	Not very mobile and would not be able to stand for long on election day so this was really helpful.
26	My postal vote pack didn't arrive and I had travel plans on the day so I called the electoral commission to see what I could do. The first call they weren't very helpful but I called again the next day after a friend said there was a phone voting system and they agreed to let me do it.
27	Thank you for providing this service.
28	I was in quarantine so this was the only way I could vote so I appreciate the option and would do it again in similar circumstances.
29	Very easy but took an hour however very convenient if you're not mobile or have a disability. Thanks for the option.
30	Didn't need assistance, process long but simple.
31	Definitely would use it again. A bit hard to vote below the line so I did above.
32	I've already told a few of my friends about it.
33	Very happy this option was available to me.
34	Thank you for allowing me to vote via telephone.
35	Very convenient. I am a retiree and happened to be unwell at the time voting was in play. I felt confident that my login/password were confidential and that my vote was taken accurately. I would not have known about this service unless I had called the electoral commission. It was too late to apply for a postal vote as I became unwell within a couple of days of the election. Friends and family I have spoken to about the service had no idea it was available and would have preferred this option to the postal vote. I, myself, would also prefer this option to a postal vote or indeed even early voting.
36	Already recommended.
37	Was in quarantine. Great if you can't physically vote.
38	Mr Thomas assisted me and was fantastic. It's a very good idea for those of us who cannot physically vote.

39	Told everyone I know, saves money/environment on paper ballots. Long wait to get through but worth it.
40	It was very long winded, had to get a lot of codes.
41	Great system.
42	Two step process to keep anonymity a little long winded, very difficult to vote below the line this way. Handy way to vote if travelling. Benefit outweighs difficulty.
43	The assistance was very good. Have already told other friends about TAV.
44	Good. Easy to vote. Saves time and skips the queue
45	The operators were very patient and spoke clearly.
46	It was easy as stress free.
47	Suited me as I was in isolation and my postal vote didn't arrive in time.
48	I was in Melbourne at the time and I did not get the chance to cast a vote when I was in Perth. Voting via telephone assistance was very helpful as I was unaware of that option so I was very satisfied having this option. Thank you.
49	I did not say I would participate in this research.
50	I enjoy voting this way and it means that if I use the system it is likely that it will be offered to people in future. I recommend other blind and vision impaired people also use the system.
51	I'm glad I had this option but it took 2 hours to record my vote as I'm very hard of hearing. It was tiring and tedious.
52	It was easy. The assistant on the line was very good-natured and had a sense of humour and the whole experience was very pleasant.
53	Postal voting pack arrived too late and a friend told me to call the Greens and they suggested TAV. I was upset that the postal vote pack was late. I understand COVID was an issue but if I hadn't been eligible for TAV I wouldn't have been able to vote. Expand this to include everyone.
54	It was a great alternative to booth queuing and delays in the mail system for postal vote
55	It's great and went smoothly.
56	Electoral Commission helpline texted the AV registry number, I'm blind so that wasn't very easy. Can you set up a system where I can hear my registry number?
57	Would only use it if I had to.
58	They were so sweet. The level of help I got was wonderful.

59	I missed the postal vote so the EC suggested TA voting
60	Need a place to go or website link to find info on the candidates. The process is very long if you want to vote below the line.
61	I have used it for years and really like this system. It helps vision impaired people very much.
62	I'm very happy with this service.
63	Being interstate for this election meant that it was impossible to vote without the telephone voting. I had several issues trying to set this up, and the first verification code they send via email didn't work and a AEC staffer tried to get me to give her my name so she could take me off the list without voting. That absolutely disgusted me, as voting is an absolute right and for her to have even attempted to disenfranchise me was appalling. I called back and had to repeat the process again to get another number. All in all it took over 3 hours to vote.
64	There needs to be a better way to assist the elderly to meet their responsibility to vote. People who are housebound or who have little money to spare have a very difficult time going to vote nowadays.
65	Rang the electoral commission help line and they were very unhelpful. There needs to be a better way to give information about the parties prior to voting.
66	No need as it was very well conducted, although I believe there would some of the public who would not trust the confidentiality.
67	As I was in hospital on Election Day telephone voting was an ideal option for me.
68	It really is a good system for people who cannot get to a post office or the Election Day outlets. Thank you, I found very helpful.
69	I only used this method of voting because I had a broken leg at the time and could not drive, however the whole procedure was easy and I would recommend it to anyone should the subject come up.
70	The security, while probably the best it can be in the circumstances, does not instil absolute confidence.
71	It was very good.
72	I'm not blind or disabled in any way, I was just in quarantine, so it was probably a lot easier for me to use than other people because I had the list of candidates from my area in front of me while I was voting. If someone was blind, I can imagine that voting below the line in the upper house would be very difficult! Are those people provided with a Braille version of the voting papers before they vote so that they can read who all the different candidates are?
73	Telephone assisted voting needs to be more publicised. Even after calling the WA Electoral Office to tell them I was housebound & hadn't

	received my postal vote in time, I was told to wait until Monday & if it wasn't received to call them back to get an exemption so I wouldn't be fined. I was informed about TAV by posting on Twitter & someone telling me I could vote in the phone.
74	Was very simple and quick would be great if we could all vote that way, saves attending polling stations, long waits and possibly dollar savings.
75	Obviously, secure online voting would be an even better option.
76	Was very easy to use.
77	Only that It was easier for me to pre-plan who I was voting for prior to the phone call and that info was not easy for me to find. Once I had the printed ballot papers I was able to prepare slowly to make the phone call easier. More reflective on me than the system. Well done.
78	Very easy and secure Only way I will vote in future easier than post as I vote as disability makes writing difficult.
79	I think it's a scam. Was in lockdown and don't believe it was secure. Why couldn't I vote online?
80	I have used Vote Assist many yeas ago and while it was accessible it is probably out-dated these days. I have used Telephone Assisted Voting for state and federal elections as well as for organisation polls and elections and I find it easy to use and a straight-forward system. I would prefer Internet Voting as my first preferred option for Voting, it is a system I have used in the past and I find it easy to use and it makes sense nowadays that everyone is so online these days.
81	My first call was 20th in line which was off putting, but the queue moved quickly. Might be an idea to indicate that.
82	I was offshore so it was impossible to vote anyway, I tried the telephone voting and never received a code and was unable to vote.
83	Very happy with TAV. Extremely easy, staff helpful and efficient
84	Both Karen & Robyn from the WAEC worked to come up with an effective solution to a complex situation. They made the process easy and far less complicated than expected.
85	I was forced to vote by this method as my postal vote was delivered too late. I was prepared by reading someone else's sheet of candidates before they voted, otherwise I may have found it more difficult. In future I will make sure I have all candidates in front of me before telephone voting, too many for me to hold in my head. The staff were wonderful and eminently patient. Thank you.
86	I found it difficult trying to remember the candidates names and who they stood for. I just chose to put one vote above the line instead of trying to go through that long list. Would be good if we had access to the candidates being put on line to work out. I am interstate and have

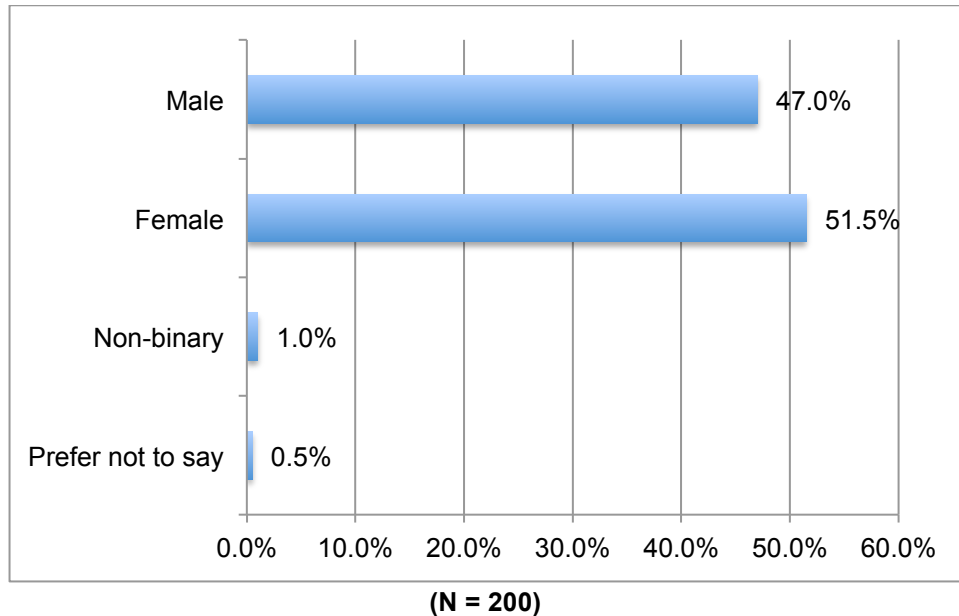
	been since January. I also sent for a postal vote form three weeks ahead but didn't and still haven't received it. Being 79 years old it was quite daunting doing voting online.
87	Because I spend a lot of time traveling between the US and Australia I was not familiar with any of the candidates or of the various parties. It would have been nice if there was a location on the web where the candidates and parties could write a short synopsis of the things they support and want to do. Thank you.
88	The selections of candidates to cast ballots were confusing as you needed to number all the candidates, there's not enough pre-casting information available.
89	Was an easy and seamless process, thank you.
90	More information that connects the party and the person representing the party and also where their preferences are going.
91	Make sure your phone attendants are loud and clear. Couldn't hear the person on the other end very well.
92	Please make this available for Federal Elections too. I would love this to be the way I vote for everything going forward.
93	Without telephone voting I would have been unable to vote and, as a result, received a fine. I am overseas and did not receive the usual postal vote (silent voter) and nor would it have been returned in time, noting COVID delays, had I received it and voted by post.
94	If I were in the position to use it again I would not hesitate.
95	No suggestions, I think it's a great idea, I'm disabled, my Postal Vote I had asked to be sent out, never arrived in time. I will be using this service again.
96	Make it easier for people with a severe hearing impairment to lodge a vote.
97	It's a good service. I really appreciate having this choice.
98	It was really easy and the assistance was welcome.

4.10 Demographics

4.10.1 In **question 10**, interviewers noted the gender of all survey respondents.

51.5% of survey respondents were female compared to 47.0% who were male respondents. 1.0% classified themselves as non-binary, and a further 0.5% refused to provide their gender.

Graph 4.10.1 **Gender of Respondents**

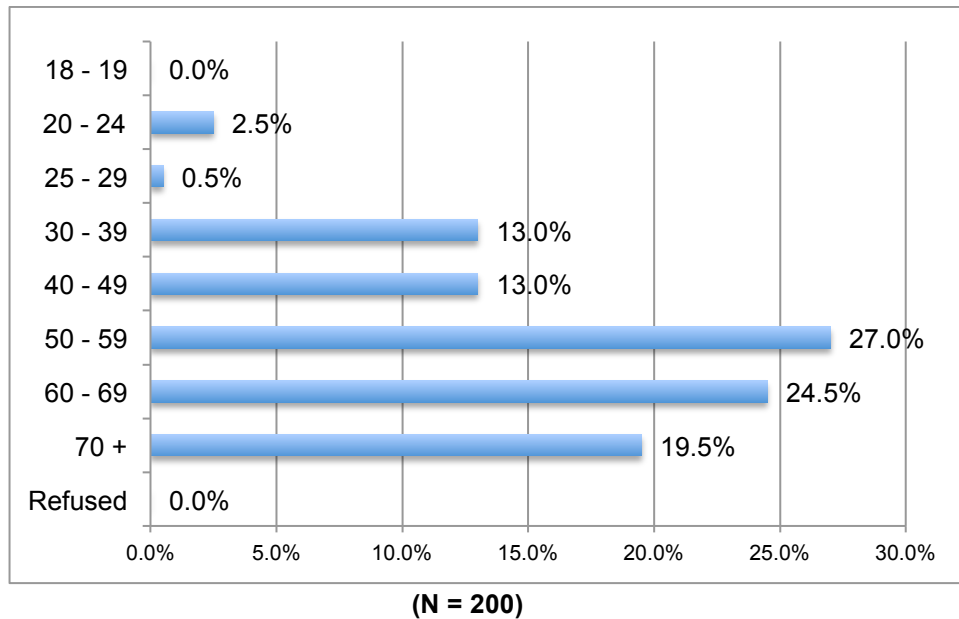


4.10.2 In **question 11**, all survey respondents were asked:

“Which of the following groupings best represents your age?”

Graph 4.10.2 shows that the largest proportion of respondents was aged between 50 to 59 (27.0%), followed by 24.5% between 60 to 69 and 19.5% aged 70+. 13.0% each were aged between 30 to 39 and 40 to 49, 2.5% were between 20 to 24, and 0.5% were between 25 to 29.

Graph 4.10.2 **Age of Respondents**

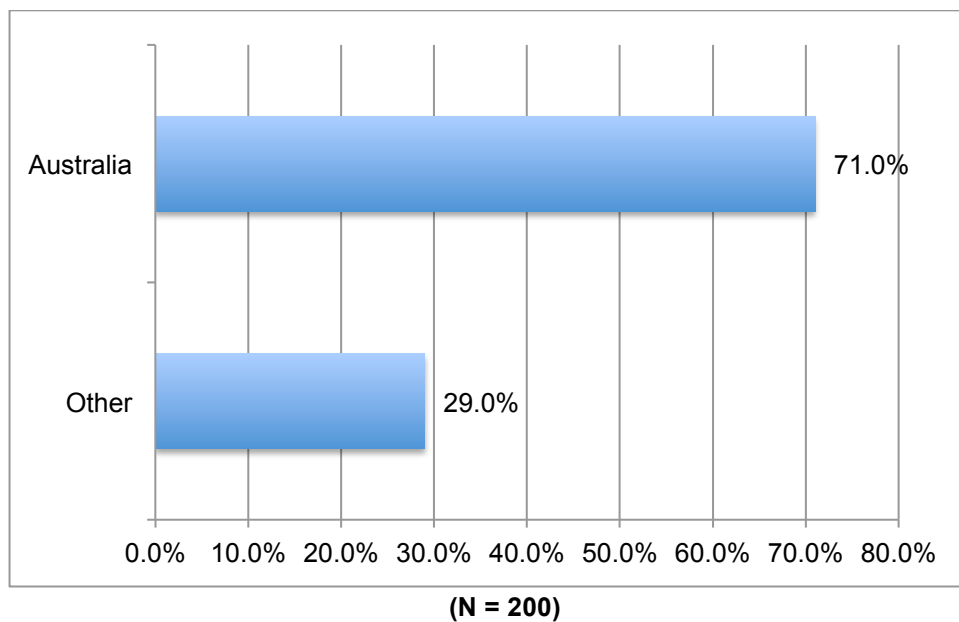


4.10.3 In question 12, all survey respondents were asked:

“What is your country of birth?”

Table 4.10.3 shows that the largest proportion of respondents was born in Australia (71.0%). 29% of respondents were born overseas.

Graph 4.10.3 **Country of Birth**

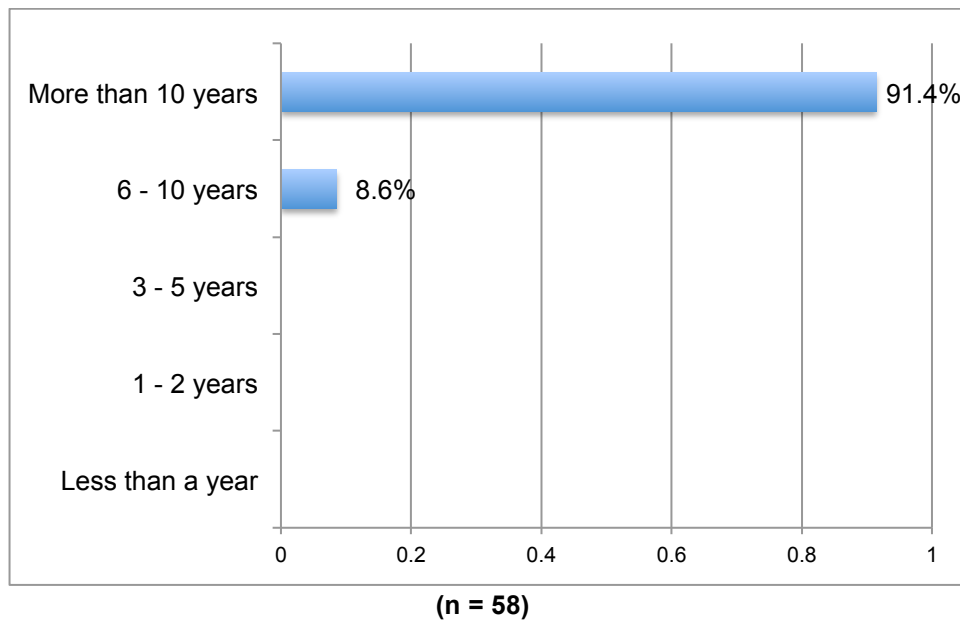


4.10.4 In **question 13**, survey respondents who were not born in Australia (58 respondents) were asked:

“How long have you lived in Australia?”

All of these respondents, who were not born in Australia, had lived in Australia for more than 6 years. 91.4% advised that they had lived in Australia for greater than 10 years. 8.6% had lived in Australia for between 6 to 10 years.

Graph 4.10.4 **Length of Residence in Australia**



5.0 RESULTS OF THE VOTE ASSIST SURVEY

This section summarises the results of the survey. The results are presented in broad category headings representing the general topic areas included in the questionnaire.

Demographic data was obtained from respondents to the survey and an analysis of responses to most questions was undertaken based on resulting demographic categories.

5.1 Vote Assist Awareness Source

In **question 1**, all survey respondents were asked:

“How did you hear about Vote Assist?”

Respondents were read out a list of possible responses from which they could choose as many as were appropriate to their situation. The list was as follows:

- Used a search engine (e.g. Google)
- From a Disability support group
- Called the WA Electoral Commission election enquiries line / Helpdesk
- Visited WA Electoral Commission website (i.e. www.elections.wa.gov.au)
- From a candidate or political party member
- From word of mouth
- From social media (Facebook, Twitter)
- From the general media

Respondents were also able to provide ‘other’ responses if they had heard of the service via a different means. Note that as multiple responses were allowed the tally of responses exceeds 100%.

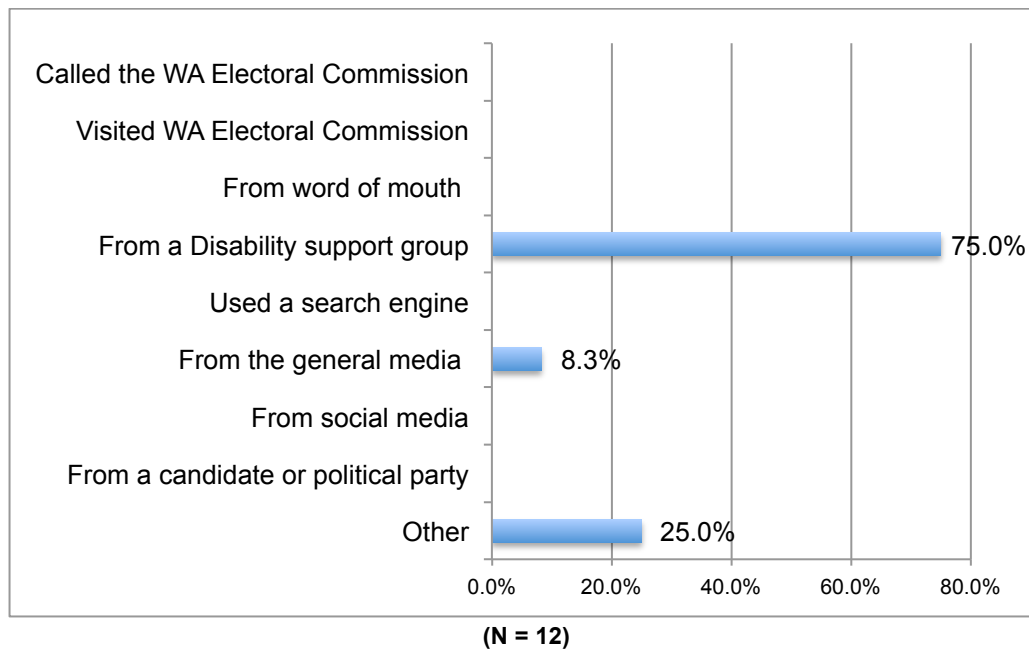
Graph 5.1, presented overleaf, shows that the largest proportion of respondents became aware of the Vote Assist service from a Disability support group (75.0%). This was followed by those who saw it in the general media (16.0%).

25.0% of respondents (3 respondents) provided an ‘other’ response which was not included in the list of responses read to them by the interviewer. Those who gave this response provided the following responses:

- Already knew about it/have used it before. (2 respondents)
- Blind citizen’s Newsletter. (1 respondent)

Graph 5.1

Vote Assist Awareness Source



Demographic Responses

Due to the small sample size of this survey the demographic breakups are not considered to be representative, but rather indicative of results. Consequently, inferences from these results are quoted below rather than statistics.

- Women were less likely to have become aware of the service from the general media than males.
- Age had little influence on the respondent's awareness method.

5.2 Vote Assist Accuracy Confidence

In question 2, all survey respondents were asked:

“How confident are you that your vote was recorded accurately?”

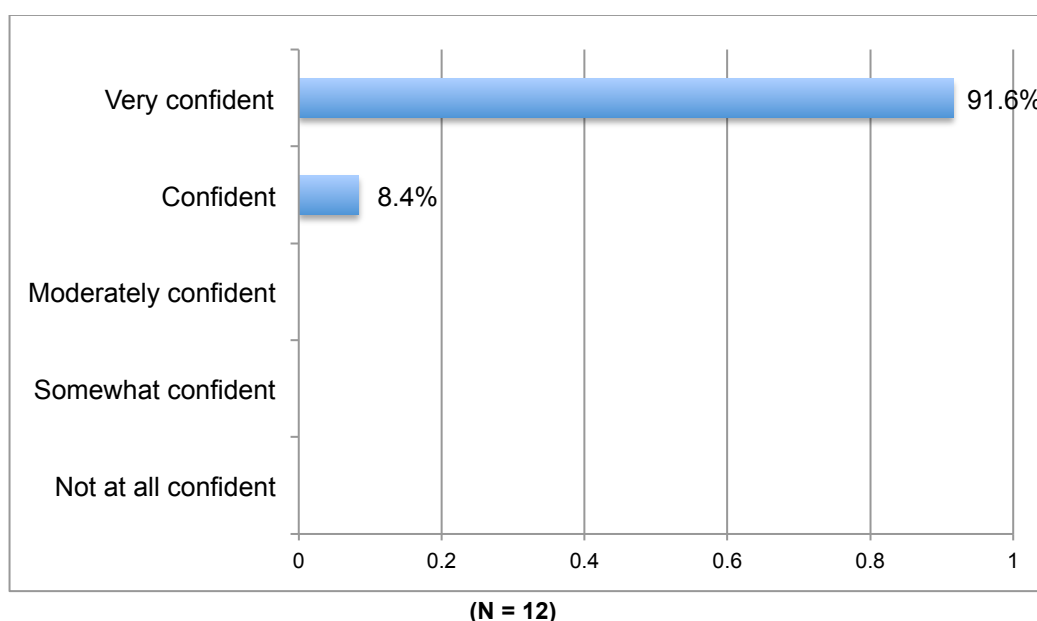
Respondents were asked to indicate their level of confidence using the following scale:

- Very confident
- Confident
- Moderately confident
- Somewhat confident
- Not at all confident

Graph 5.2 shows that the largest proportion of respondents were very confident that their vote was recorded accurately (91.6%). This was followed by 8.4% of respondents who were confident.

No respondents were less than ‘confident’ that their vote was recorded accurately.

Graph 5.2 **Vote Assist Accuracy Confidence**



Demographic Responses

Due to the small sample size of this survey the demographic breakups are not considered to be representative, but rather indicative of results. Consequently, inferences from these results are quoted below rather than statistics.

- Gender had no influence on the belief that the respondents' votes were recorded accurately.

- Age had no influence on the belief that the respondents' votes were recorded accurately.

5.3 **Vote Assist Security Satisfaction**

In **question 3**, all survey respondents were asked:

“How satisfied or dissatisfied are you that the Vote Assist system provides a secure means of voting?”

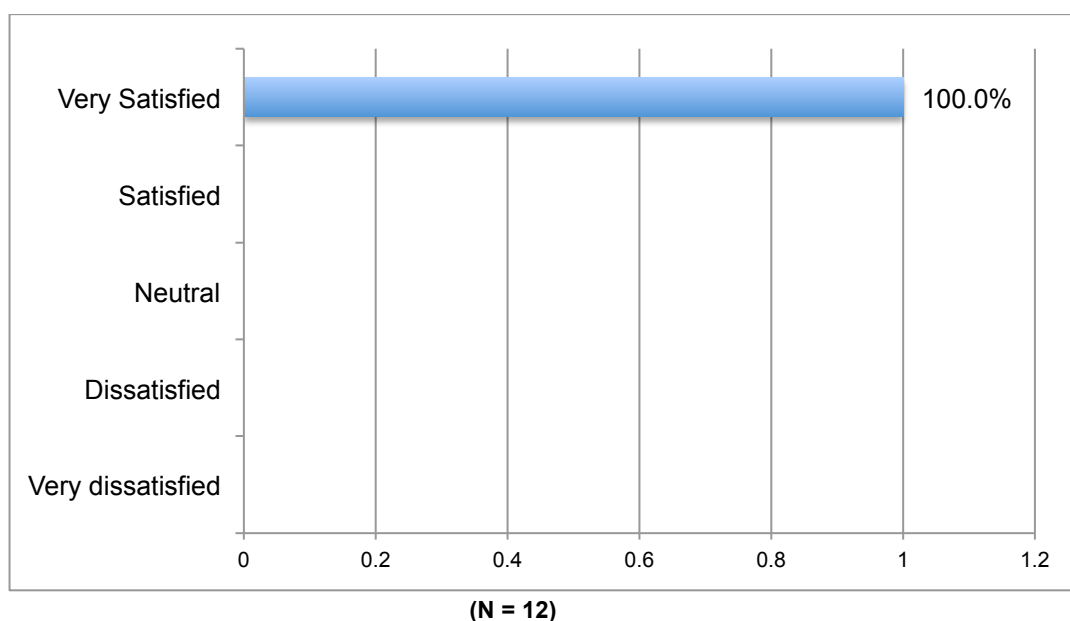
Respondents were asked to indicate their level of satisfaction using the following scale:

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

Graph 5.3 shows that 100% of respondents were very satisfied that the Vote Assist system provides a secure means of voting.

No respondents were ‘dissatisfied’ with the security of the Vote Assist system.

Graph 5.3 **Vote Assist Security Satisfaction**



Demographic Responses

Due to the small sample size of this survey the demographic breakups are not considered to be representative, but rather indicative of results. Consequently, inferences from these results are quoted below rather than statistics.

All respondents had full confidence that the Vote Assist system provides a secure means of voting.

5.4 Vote Assist Venue Convenience

In **question 4**, all survey respondents were asked:

“How convenient was the Vote Assist venue?”

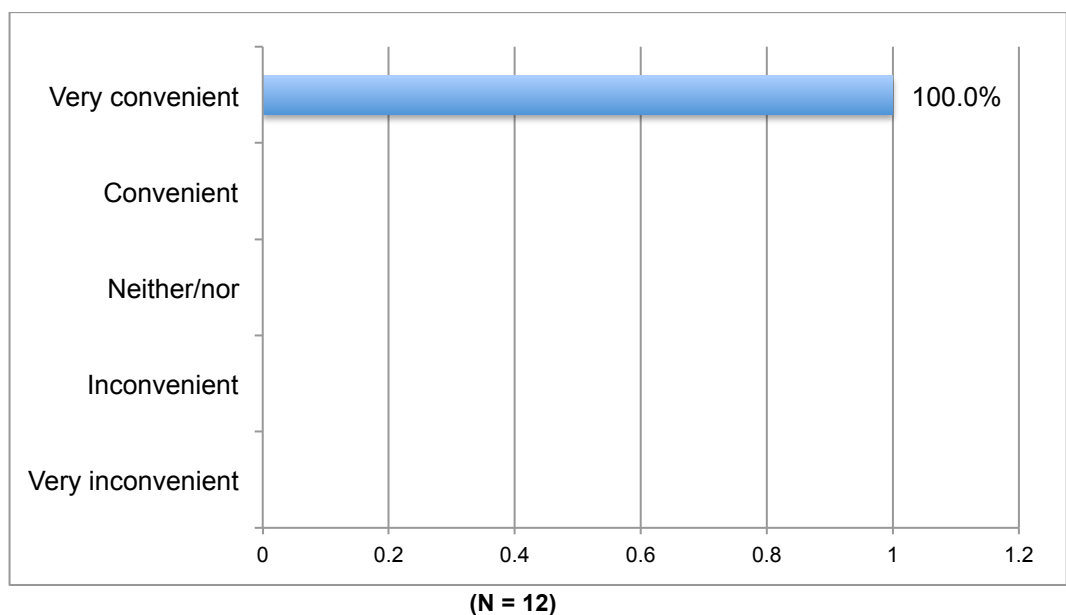
Respondents were asked to indicate their level of ease of use using the following scale:

- Very convenient
- Convenient
- Neither/nor
- Inconvenient
- Very inconvenient

Graph 5.4 shows that all respondents advised that the Vote Assist system was very easy for enabling them to cast their vote (100.0%).

No respondents advised that it was ‘difficult’ to cast their vote using Vote Assist.

Graph 5.4 **Vote Assist Venue Convenience**



Demographic Responses

Due to the small sample size of this survey the demographic breakups are not considered to be representative, but rather indicative of results. Consequently, inferences from these results are quoted below rather than statistics.

All respondents scored the Vote Assist venue as being very convenient.

5.5 Vote Assist Ease of Venue Access

In question 5, all survey respondents were asked:

“Was the venue easy to access?”

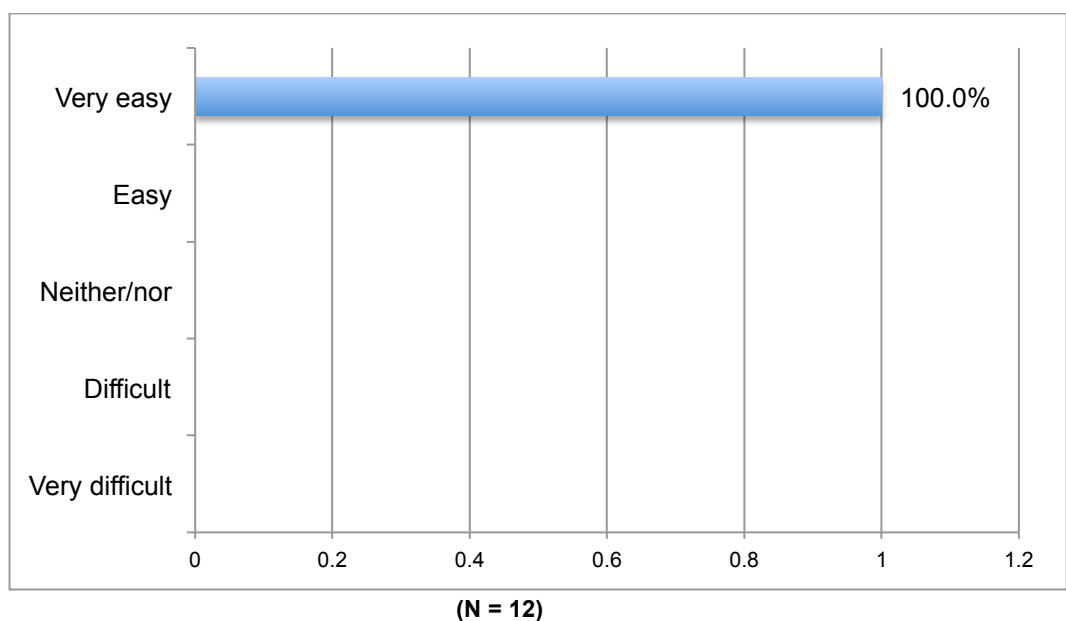
Respondents were asked to indicate their level of ease of use using the following scale:

- Very easy
- Easy
- Neither/nor
- Difficult
- Very difficult

Graph 5.5 shows that all respondents advised that the Vote Assist venue was very easy to access (100.0%).

No respondents advised that it was ‘difficult’ to access the Vote Assist venue.

Graph 5.4 **Vote Assist Ease of Venue Access**



Demographic Responses

Due to the small sample size of this survey the demographic breakups are not considered to be representative, but rather indicative of results. Consequently, inferences from these results are quoted below rather than statistics.

All respondents scored the Vote Assist venue as being very easy to access.

5.6 Vote Assist Voting Difficulty

In **question 6**, all survey respondents were asked:

“How easy was Vote Assist in enabling you to cast your vote?”

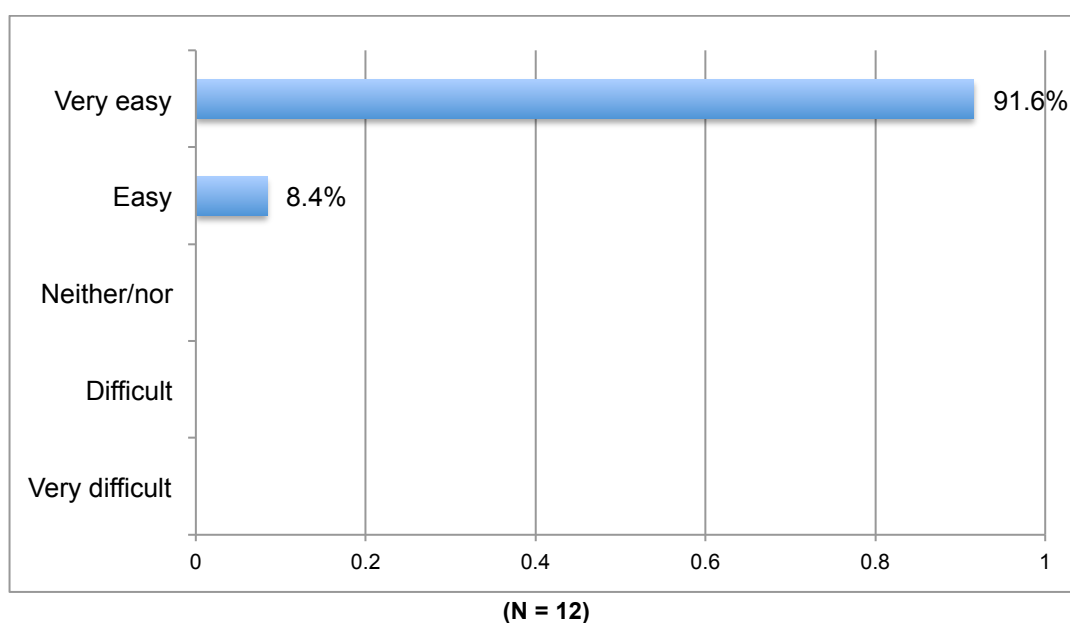
Respondents were asked to indicate their level of ease of use using the following scale:

- Very easy
- Easy
- Neither/nor
- Difficult
- Very difficult

Graph 5.6 shows that all respondents advised that the Vote Assist system was easy in enabling them to cast their vote. 91.6% of respondents considered it to be very easy, followed by 8.4% of respondents who considered it to be easy.

No respondents advised that it was ‘difficult’ to cast their vote using the Vote Assist system.

Graph 5.6 **Vote Assist Difficulty**



Demographic Responses

Due to the small sample size of this survey the demographic breakups are not considered to be representative, but rather indicative of results. Consequently, inferences from these results are quoted below rather than statistics.

It should be noted that the ease with which the Vote Assist system enabled respondents to cast their vote was high across all groups.

- Gender had no influence on the ease with which the Vote Assist system enabled respondents to cast their vote was high across all groups.
- Age had no influence on the ease with which the Vote Assist system enabled respondents to cast their vote was high across all groups.

5.7 **Vote Assist - Satisfaction With Assistance**

In **question 7**, all survey respondents were asked:

“How satisfied or dissatisfied were you with the assistance you received in casting your vote?”

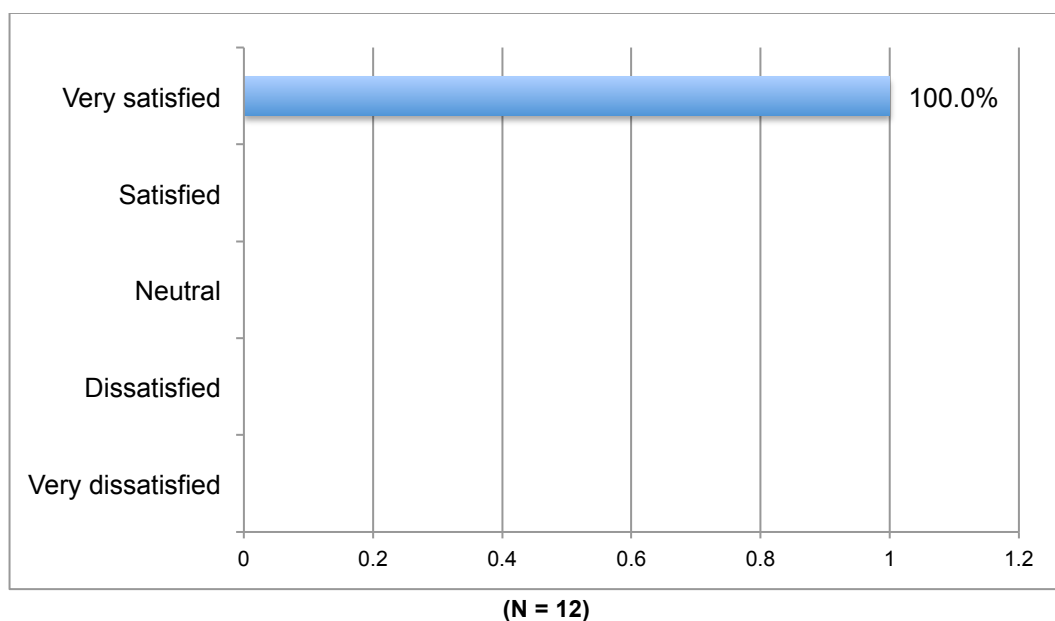
Respondents were asked to indicate their level of satisfaction using the following scale:

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

Graph 5.7 shows that all respondents advised that they were very satisfied with the level of assistance they received in casting their vote (100.0%).

No respondents were dissatisfied with the level of assistance they received when casting their vote.

Graph 5.7 **Vote Assist – Satisfaction with Assistance**



Demographic Responses

Due to the small sample size of this survey the demographic breakups are not considered to be representative, but rather indicative of results.

Consequently, inferences from these results are quoted below rather than statistics.

It should be noted that satisfaction with the assistance provided when casting their vote via Vote Assist was high across all groups.

- Gender had no influence on the satisfaction with the assistance provided when casting their vote via Vote Assist.
- Age had no influence on the satisfaction with the assistance provided when casting their vote via Vote Assist.

5.8 Vote Assist – Overall Satisfaction

In **question 6**, all survey respondents were asked:

“How satisfied or dissatisfied were you overall with Vote Assist?”

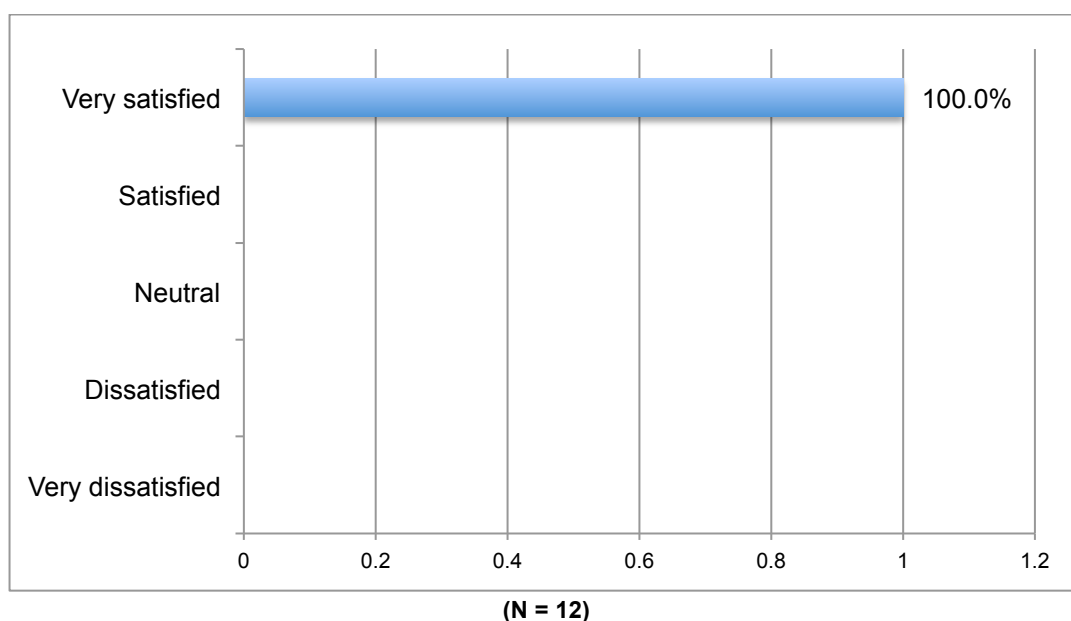
Respondents were asked to indicate their level of satisfaction using the following scale:

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

Graph 5.6 shows that all respondents advised that, overall, they were very satisfied with Vote Assist (100.0%).

No respondents were dissatisfied with Vote Assist.

Graph 5.6 **Vote Assist – Overall Satisfaction**



Demographic Responses

Due to the small sample size of this survey the demographic breakups are not considered to be representative, but rather indicative of results.

Consequently, inferences from these results are quoted below rather than statistics.

It should be noted that overall satisfaction with Vote Assist was high across all groups.

- Gender had no influence on the overall satisfaction with Vote Assist.
- Age had no influence on the overall satisfaction Vote Assist.

5.9 Vote Assist - Likelihood of Future Use

In **question 9**, all survey respondents were asked:

“In the future, if Vote Assist was available, how likely or unlikely would you use it?”

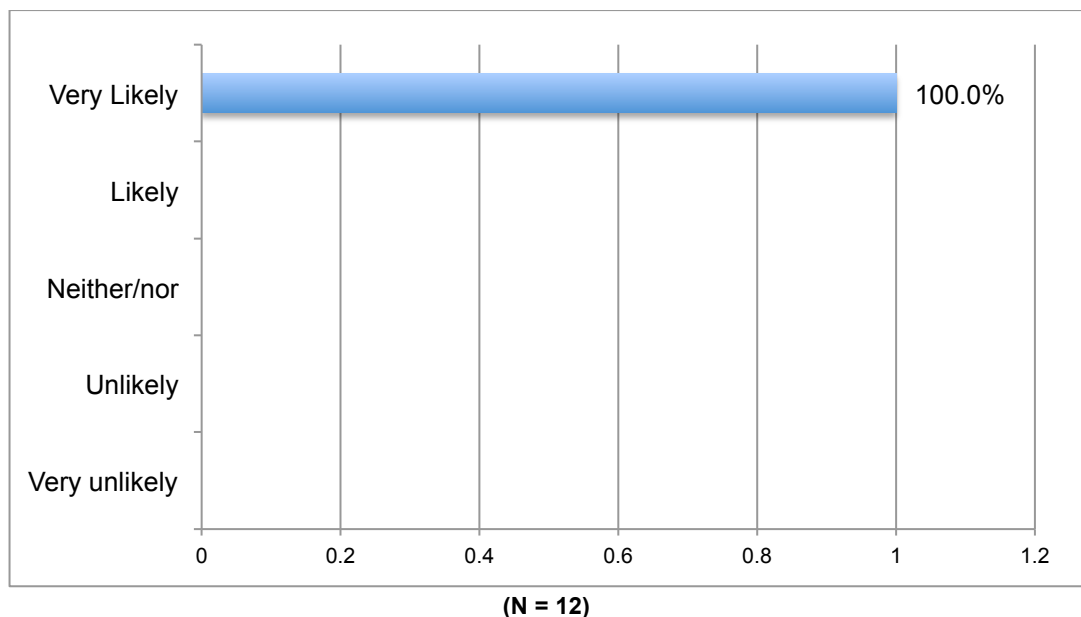
Respondents were asked to indicate their level of ease of use using the following scale:

- Very likely
- Likely
- Neither/nor
- Unlikely
- Very unlikely

Graph 5.9 shows that all respondents advised that they would be very likely to use Vote Assist again in the future (100.0%).

No respondents advised that they were ‘unlikely’ to use Vote Assist in the future.

Graph 5.9 **Vote Assist Likelihood of Future Use**



Demographic Responses

Due to the small sample size of this survey the demographic breakups are not considered to be representative, but rather indicative of results. Consequently, inferences from these results are quoted below rather than statistics.

It should be noted that the likelihood of future use of Vote Assist among respondents was high across all groups.

- Gender had no influence on the respondent's likelihood of future use of Vote Assist.
- Age had no influence on the respondent's likelihood of future use of Vote Assist.

5.10 Vote Assist - Likelihood of Recommendation

In **question 10**, all survey respondents were asked:

“Having used Vote Assist, how likely would you be to recommend this voting option to other electors?”

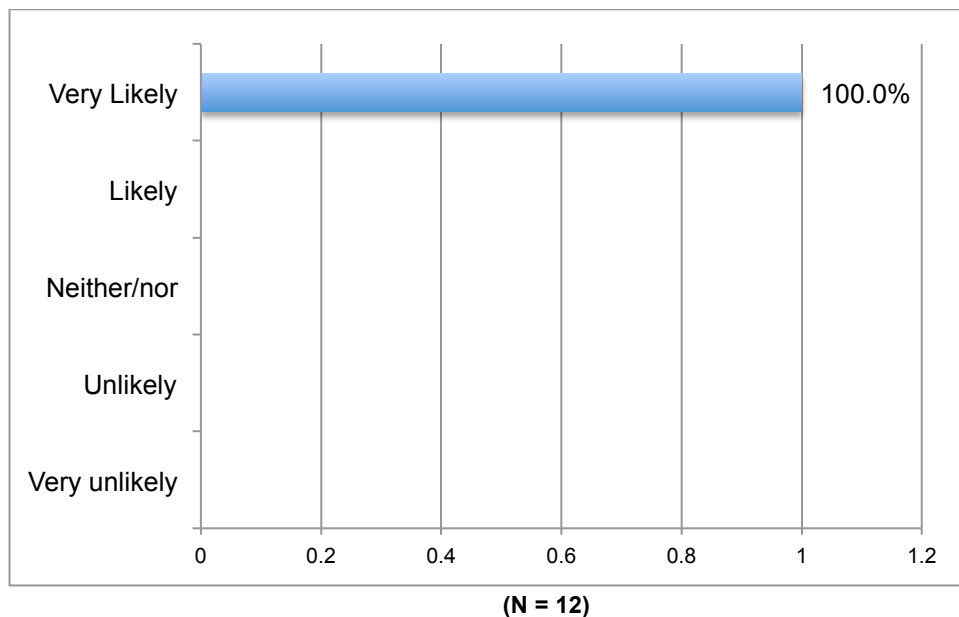
Respondents were asked to indicate their level of ease of use using the following scale:

- Very likely
- Likely
- Neither/nor
- Unlikely
- Very unlikely

Graph 5.10 shows that all respondents advised that they would be very likely to recommend Vote Assist to other electors (100.0%).

No respondents advised that they were ‘unlikely’ to recommend Vote Assist.

Graph 5.10 **Vote Assist Likelihood of Recommendation**



Demographic Responses

Due to the small sample size of this survey the demographic breakups are not considered to be representative, but rather indicative of results.

Consequently, inferences from these results are quoted below rather than statistics.

It should be noted that the likelihood of recommendation to other electors of Vote Assist was high across all groups.

- Gender had no influence on the respondent's likelihood of recommendation of Vote Assist.
- Age had no influence on the respondent's likelihood of recommendation of Vote Assist.

5.11 Vote Assist – General Comments

In **question 11**, all survey respondents were asked:

“Do you have any comments or suggestions regarding Vote Assist?”

This question was open-ended, with no response categories provided. The results represent a top-of-mind response from respondents.

9 of the 12 respondents provided a response.

Table 5.11 shows the uncorrected, verbatim responses from those who chose to complete this question.

Table 5.11 General Comments

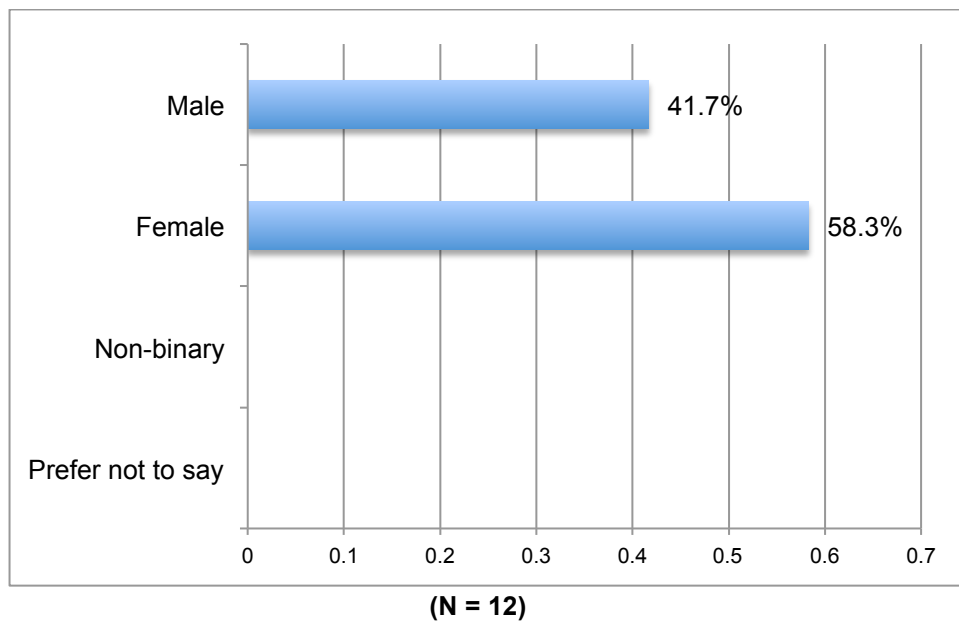
1	Already have recommended it via face book and word of mouth. Assistants were friendly, helpful and it was easy.
2	Would be good if one could skip through a bit quick quicker.
3	I have already recommended VA to others.
4	A great system, really appreciated the help. Very happy with the recording and pace of recording. The operation of the system was clear and easy. It was dignified and respectful experience and I'm very happy with the system.
5	System very slow if you vote below the line, as a silent voter I needed assistance which took time, please make provision for silent voters in the future.
6	There should be 2 methods of voting, one for people who aren't confident with technology and one for those of us who are. Listening to the parties being read out repeatedly was tedious, maybe we could use different numbers to "scroll" left or right through the parties on offer and another number to "select" your choice. A way for confident voters to make it a little easier.
7	I would recommend it to anyone who has a disability or even without.
8	Had to take the hearing aids out to put on the headphones. Otherwise very easy.
9	The headphones were very uncomfortable.

5.12 Demographics

5.12.1 In **question 12**, interviewers noted the gender of all survey respondents.

58.3% of survey respondents were female compared to 41.7% who were male respondents.

Graph 5.12.1 Gender of Respondents

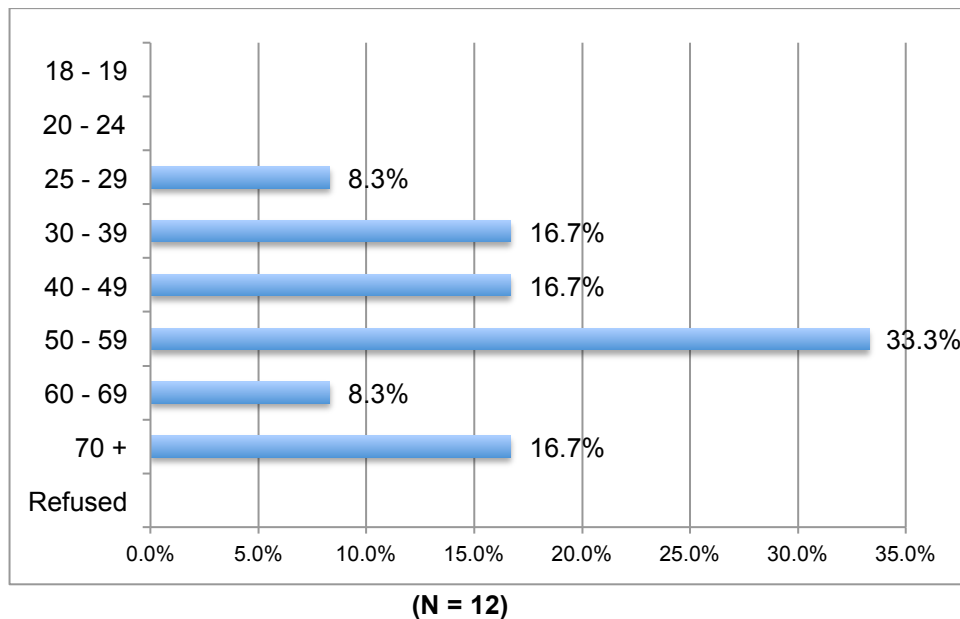


5.12.2 In **question 13**, all survey respondents were asked:

“Which of the following groupings best represents your age?”

Graph 5.12.2 shows that the largest proportion of respondents was aged between 50 to 59 (33.3%), followed by 16.7% each aged between 30 to 39, 40 - 49 and 70+. 8.3% each were aged between 25 to 29 and 60 to 69.

Graph 5.12.2 **Age of Respondents**

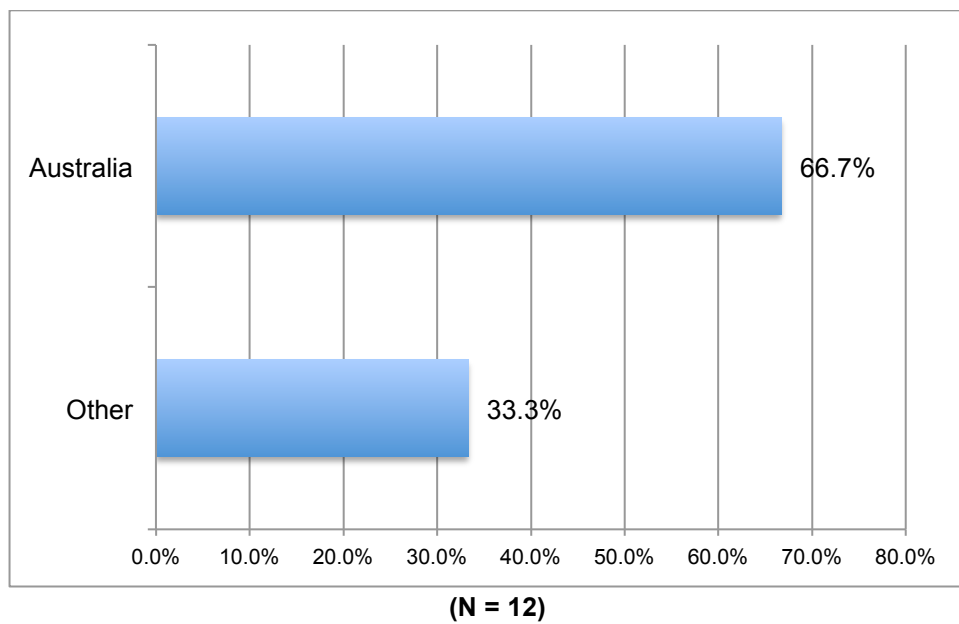


5.14.3 In **question 14**, all survey respondents were asked:

“What is your country of birth?”

Table 5.14.3 shows that the largest proportion of respondents was born in Australia (66.7%). 33.3% of respondents were born overseas.

Graph 5.14.3 **Country of Birth**

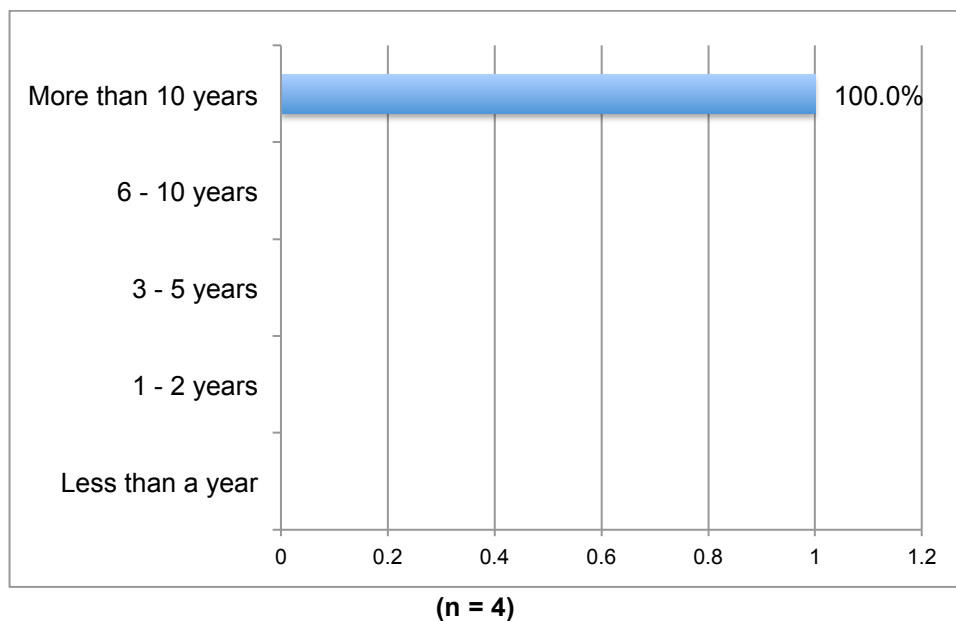


5.15.4 In **question 15**, survey respondents who were not born in Australia (58 respondents) were asked:

“How long have you lived in Australia?”

All of these respondents, who were not born in Australia, had lived in Australia for more than 6 years. 91.4% advised that they had lived in Australia for greater than 10 years. 8.6% had lived in Australia for between 6 to 10 years.

Graph 5.15.4 **Length of Residence in Australia**



Appendix 1

Questionnaires