

Proposed

**NORTHERN TERRITORY PUBLIC SECTOR
TEACHER AND EDUCATOR 2014 – 2017
ENTERPRISE AGREEMENT**

**FREQUENTLY ASKED QUESTIONS
ON THE EMPLOYEE BALLOT**

Employees eligible to vote in respect of the proposed *Northern Territory Public Sector Teacher and Educator 2014 – 2017 Enterprise Agreement* Ballot ('the Ballot') will be receiving a formal communication from the contracted Ballot Service Provider, **Australian Election Company**.

If you are unsure of your eligibility to vote in this Ballot, please contact: Sadie Smith of the Office of the Commissioner for Public Employment (OCPE) on (08)8999 4173 or sadie.smith@nt.gov.au

Voting Period

Q. When can I vote?

A. Voting will only occur in the following period:

OPENS: Friday 21 November 2014 (00:01am Northern Territory time)

CLOSES: Thursday 4 December 2014 (11:59pm Northern Territory time).

Q. Can I vote outside that period?

A. No. Voting will only be open during the applicable Ballot period.

Q. Can I only vote during work hours?

A. You will be able to vote using internet or telephone voting **anytime** 24x7 during the voting period.

Q. I will be outside Australia during the ballot. What early voting options are available?

A. NONE are available - voting will only be conducted during the applicable Ballot period.

Eligible Voters

Q. Who can vote?

A. We have been formally advised of the following by OCPE "...Only employees who will be covered by the proposed *Northern Territory Public Sector Teacher and Educator 2014 – 2017 Enterprise Agreement* under the following classifications can vote:

- Assistant Teacher
- Classroom Teacher

NOTE: This FAQ document has been prepared by Richard Kidd, Australian Election Company as Returning Officer for the proposed Northern Territory Public Sector Teacher and Educator 2014 – 2017 Enterprise Agreement Employee Ballot.

- Senior Teacher
- Highly Accomplished Teacher
- Leading Teacher
- Specialist Teacher
- Non-contract Principal
- Senior College Teacher
- Senior College Administrator
- Vocational Skills Trainer – Prison Educator
- Lecturer Prison Education
- Head Lecturer / Manager Prison Education”

Q. I am unsure if I can vote, who can I ask?

- A.** If you are unsure regarding your eligibility to vote in this Employee Ballot, you should please contact: Sadie Smith of OCPE on (08)8999 4173 or sadie.smith@nt.gov.au

Ballot Details

Q. How can I get a copy of the proposed Agreement?

- A.** We have been advised by OCPE that all relevant documents can be found on the Enterprise Agreements website: http://www.enterpriseagreements.nt.gov.au/T_E/

Q. Who is conducting the Ballot?

- A.** The Ballot is being conducted by **Australian Election Company**. The Returning Officer will be Mr Richard Kidd. Mr.Kidd has conducted many Union, Employer Group and Corporation Elections, together with Collective/Certified/Enterprise Agreement employee ballots for many government agencies and private sector organisations. He is able to be contacted through rkidd@austelect.com .

Q. What will I receive from Australian Election Company?

- A.** On the day the ballot opens, eligible employees should receive their Instruction Sheet with a unique PIN from Australian Election Company by email. The Instruction Sheet will provide “step by step” instructions on how to cast either an internet or telephone vote.

Those eligible employees on pre-approved leave over the Ballot period also can expect to receive the Instruction Sheet/PIN Advice notice just prior to the Ballot opening by mail to their nominated mailing address contained in MyHR as at 10 November2014.

Q. I haven't received my Ballot Instruction sheet with PIN advice. How/when were they distributed?

- A.** If you have not received your advice as expected, please contact **Australian Election Company** helpline on: 1800 224 420 or help@austelect.com.

How to Vote

Q. How can I cast my vote?

- A. There are two options available to cast your vote:
- Through the internet; or
 - Over the telephone.

Information on Internet Voting

Q. How will Internet Voting work?

- A. Each eligible voter should receive detailed information from **Australian Election Company** by Ballot opening. You will need this information in order to cast your vote. A summary overview is provided below.

STEP 1: You will receive an instruction sheet including a unique, randomly generated four (4) digit Personal Identification Number (PIN) by post or by email.

STEP 2: After the voting period commences go to: <https://evote.electionz.com/e/NTPSTE> by entering this URL address into your browser's address line.

STEP 3: Validate your identity by:

- Entering your unique four (4) digit **PIN** (which was supplied in your voting instructions).
- Entering your six (6) digit **PASSWORD** (which for this Ballot is your date of Birth entered as a six (6) digit number in the format of *ddmmyy* (e.g. 6 August 1974 must be entered as 060874).
- Click on the "**Login**" button

STEP 4: Provided the authentication details you entered are correct, cast your vote. To vote "YES" - for acceptance of the proposed Agreement, click in the "YES" box; to vote "NO" - for rejection of the proposed Agreement, click in the "NO" box. Click the "Next" button.

STEP 5: Confirm your vote. To make sure you clicked the selection you intended, you will be prompted to confirm your vote selection. To confirm your vote selection, click the "Submit" button. To amend your vote selection, click the "Back" button and then change your vote.

This completes your vote. Click the "Close" button to end your voting session. Once you have cast and confirmed your vote, **you will be unable to vote again either by internet or telephone.**

Q. What kind of device can I use for internet voting?

- A. If you can access the internet with your device, you will be able to access internet voting (for example smart phones, tablets, laptops and desktop computers).

Q. Do I have to be within the NT Government's Firewall to vote?

A. No. If you can access the internet, you will be able to vote. Australian Election Company utilizes secure, remote internet voting.

Q. Does it matter what Internet Browser I use?

A. No. You will be able to access the URL using any internet browser including Internet Explorer, Google Chrome, Safari, Mozilla, Firefox etc. There are no known incompatible browsers.

Information on Telephone Voting

Q. How will telephone voting work?

A. Each eligible voter should receive detailed information from **Australian Election Company** by Ballot opening. You will need this to cast your vote. A summary overview is provided below.

STEP 1: You will receive an instruction sheet including a unique, randomly generated four (4) digit Personal Identification Number (PIN) by post or by email.

STEP 2: After the voting period commences use a tone-dial/push button phone or mobile phone to dial: **1800 768 717**. If calling from overseas, dial **+612 8227 1623**.

STEP 3: Validate your identity by using the telephone keypad on your phone:

- Enter your unique four (4) digit PIN (which was supplied in your voting instructions) followed by the (#) key
- Enter your six (6) digit PASSWORD (which for this Ballot is your date of Birth entered as a six (6) digit number in the format of *ddmmyy* (eg. 6 August 1974 must be entered as 060874) – followed by the (#) key.

STEP 4: You will be prompted to cast your vote by using the telephone keypad on your phone. To vote "YES" - for acceptance of the proposed Agreement, press the number "1" on the keypad; to vote "NO" - for rejection of the proposed Agreement, press the number "2" on the keypad.

STEP 5: You will be prompted to confirm your vote by using the telephone keypad on your phone. To make sure you clicked the vote selection you intended, you will be prompted to confirm your vote selection. To confirm your vote selection, press the number "1" on your keypad. To amend your vote selection, press the number "2" on your keypad and then you will be guided through the voting process again and asked to confirm your revised vote selection. To confirm your revised vote selection, press the number "1" on your telephone keypad.

This completes your vote. Once you have cast and confirmed your vote, **you will be unable to vote again, either by internet or telephone.**

Congestion on the telephone network should be limited. However, if high system demand is experienced at any time, it may be necessary to redial.

Q. What type of telephone can I use for telephone voting?

- A. Generally, any tone-dial/push button phone, including mobile phones will work. However, mobile phone calls will be charged at applicable rates. A rotary dial phone that uses pulse-dial will not work.

Q. What call fees apply if I vote over the telephone?

- A. Using the 1800 number from a landline is a “free call”, however calls made from mobile phones will be charged at the carrier’s applicable rate. For international calls, standard call rates will apply from the relevant land line or mobile service provider.

Q. What if I’m moving, travelling or working away from home?

- A. You will be able to vote using any tone-dial/push button phone or Internet enabled computer smart-phone, tablet or laptop from anywhere with internet or telephone reception.

Q. What if someone has a hearing impairment?

- A. Voting will be available through the internet.

However if you do not have access to the internet and wish to cast your vote over the telephone please be aware the automated telephone voting system does not work with TTY technology. If you use the telephone voting service, you may need assistance in casting your vote. The basis of the telephone script for the automated vote can be made available (through the Help Line 1800 224 420) in order that you can understand the process. We recommend that if you need assistance, that you appoint another individual to assist in voting; you could appoint a relative or trusted friend. Alternatively you may seek assistance from the Returning Officer (Richard Kidd on 1800 224 420). However all employees should ensure they respect and practice the need for privacy in the voting process.

Security & Confidentiality

Q. How do you authenticate voter identity for internet or telephone voting?

- A. A voter is authenticated by use of a unique random personal identification number (PIN) and a Password already known by the voter. The PINs are sent to each eligible voter by Australian Election Company and are not disclosed to any other person. The combination of authentication information validates the voter for access to the online or telephone voting system.

Q. Will anyone be able to tell how I voted?

- A. The information that identifies you as an employee eligible to vote is kept completely separate from your vote. Please Note, once your vote is “confirmed”, your personal details are electronically detached from your vote. Therefore your vote is guaranteed to be completely anonymous. The technology used by Australian Election Company ensures the secrecy of each person’s vote. OCPE management will only be advised of the outcome of the Ballot. OCPE management will not receive information about who participated in the ballot.

Q. How does the Australian Election Company guard against fraud and multiple votes?

- A. Australian Election Company is committed to making the ballot process more secure and accountable. The system applies multi-level authentication and Secure Sockets Layer (SSL) encryption to enhance security. To ensure against multiple voting or “ballot stuffing” the internet and telephone voting system “consumes” the voter’s PIN and password preventing it from re-use once a vote has been cast. It is impossible to multiple vote using the same PIN/PASSWORD combination.

Troubleshooting

Q. What Help Desk Facilities will be available?

- A. The Helpdesk telephone number will be 1800 224 420 or +617 5499 1688 from overseas. The telephone Helpdesk will operate from 08:30am to 05:00pm AEST as a minimum on business days during the currency of the Ballot. However employees seeking to access Helpdesk facilities will need to take into account relevant time zone differences.

An email Helpdesk help@austelect.com will be regularly monitored and also will be available.

Q. Australian Election Company has informed me that my name is not on the list of eligible voters and therefore I cannot vote. What can I do?

- A. You will need to contact Sadie Smith of OCEP on (08)89 994171 or sadie.smith@nt.gov.au to check your eligibility.

Q. I want to vote, but I've lost/spoilt/didn't receive my Instruction Sheet/PIN Advice. How can I vote?

- A. You will need to correctly respond to a series of identification check/authentication questions which will be posed by our Helpdesk staff. The Helpdesk telephone number will be 1800 224 420 or +617 5499 1688 from outside Australia. The Helpdesk email address is help@austelect.com

Q. I've input my PIN, but the telephone voting line message tells me that the system has not recognised my PIN, or that the PIN I have input is invalid. What should I do?

- A. How many times have you attempted to vote? If only one attempt has been made, then try again. To eliminate a mechanical error possibility, try voting from another phone. To eliminate a human error possibility, perhaps have a trusted friend input the PIN. If, after exhausting those possibilities, you still cannot register a successful vote, contact the Helpdesk on 1800 224 420 or through help@austelect.com .

Q. I've voted, what should I do with my Instruction sheet with my PIN on it?

- A. No one else will be able to use your PIN after you've voted, but you should destroy or delete the Instruction Sheet anyway.

Q. I've voted, but want to change my vote. Can I?

- A. No, you will be unable to attempt to change your vote. As in most Ballots/Elections, each voter/elector is allowed only one vote. When that vote has been cast, the vote cannot be changed.

Q. I cannot connect to the telephone voting line. What's wrong?

- A.** How many attempts have you made? If you have made only one attempt, then please try again. Did you get an engaged signal?

YES - try again later.

NO – What number were you dialing? If calling from within Australia, the Ballot “line” number is **1800 768 717**. If calling from overseas, dial **+612 8227 1623**.

Q. After casting my telephone vote, I did not appear to receive a confirmation message indicating my vote had been recorded. How can I check that it has been recorded?

- A.** After you have confirmed your vote selection, you should receive the message “Your vote has been recorded and your password cannot be used again to vote. Thank you, goodbye.”

However, if you call the Ballot “line” again and enter your PIN and Password, if your original vote was confirmed and recorded, you will receive a message advising that you have already voted, and you will then be disconnected.

In the event you do not get disconnected, your original vote was not recorded and you could continue to cast your vote. You should be prompted with the confirmation message within 30 seconds. If you do not receive that confirmation, please email details of your voting attempts to help@austelect.com.

Feedback

Q. I want to relay comments on the Ballot process. Who can I contact about this?

- A.** Comments about the Ballot process should be referred to the Returning Officer, Richard Kidd rkidd@austelect.com Technical related comments can be sent to help@austelect.com.

HOW TO VOTE

VIA THE INTERNET

1 Your PIN will be emailed or posted to you on or by 21 November 2014

2 Go to the following web address
<https://evote.electionz.com/e/NTPSTE>

3 Enter your PIN and PASSWORD, then click on the LOGIN button
(your password is your date of birth ddmmyy)

4 Cast your vote (click YES or NO)

5 Confirm your vote

VIA THE TELEPHONE

1 Your PIN will be emailed or posted to you on or by 21 November 2014

2 Dial 1800 768 717

3 Enter your PIN # and PASSWORD #
(your password is your date of birth ddmmyy)

4 Follow the prompts to cast your vote

5 confirm your vote

