

Date	Time	Interviewer	Respondent's Name	Contact No.	Suburb/postcode

WAEC - Post Election Telephone Assisted Voting Survey 2021

Introduction

Good (...) my name is (...) from Perth Market Research. We are not selling anything. We are conducting research on behalf of the Western Australian Electoral Commission to determine people's awareness and attitudes to voting in the recent state government elections using the Telephone Assisted Voting facility.

Could you spare me a few minutes to answer some questions about the election? We will not be releasing any names of those surveyed to the Commission, so your responses can be made in complete privacy.

- | | | |
|---|-------|---|
| Yes (Continue) | | 1 |
| No (Not available) (Arrange call back) | | 2 |
| No (Refused) (Terminate) | | 3 |

To begin with I need to let you know that every time we refer to the Commission we are referring to the Western Australian Electoral Commission.

How Did They Hear About the Service

Question 1. How did you hear about Telephone Assisted Voting? (READ OUT, ACCEPT MULTIPLES)

- Used a search engine (e.g. Google) 1 (continue)
- From a Disability support group 2 (continue)
- Called the WA Electoral Commission 3 (continue)
election enquiries line / Helpdesk
- Visited WA Electoral Commission 4 (continue)
website (i.e. www.elections.wa.gov.au)
- From a candidate or political party 5 (continue)
member
- From word of mouth 6 (continue)
- From social media (Facebook, 7 (continue)
Twitter)
- From the general media 8 (continue)
- Other (please specify) _____

Confidence that the Vote Was Recorded Accurately

Question 2. On the following scale, how confident are you that your vote was recorded accurately?

- Not at all confident 1 (continue)
- Somewhat confident 2 (continue)
- Moderately confident 3 (continue)
- Confident 4 (continue)
- Very confident 5 (continue)

Satisfaction with Vote Security

Question 3. On the following scale, how satisfied or dissatisfied are you that the Telephone Assisted Voting system provides a secure means of voting?

- Very dissatisfied 1 (continue)
- Dissatisfied 2 (continue)
- Neutral 3 (continue)
- Satisfied 4 (continue)
- Very satisfied 5 (continue)

Ease of Use

Question 4. On the following scale, how easy was Telephone Assisted Voting in enabling you to cast your vote?

- Very difficult 1 (continue)
- Difficult 2 (continue)
- Neither/nor 3 (continue)
- Easy 4 (continue)
- Very easy 5 (continue)

Satisfaction with Assistance Received

Question 5. On the following scale, how satisfied or dissatisfied were you with the assistance you received in casting your vote?

- Very dissatisfied 1 (continue)
- Dissatisfied 2 (continue)
- Neutral 3 (continue)
- Satisfied 4 (continue)
- Very satisfied 5 (continue)

Overall Satisfaction with the Voting Service

Question 6. On the following scale, how satisfied or dissatisfied were you overall with the Telephone Assisted Voting?

- Very dissatisfied 1 (continue)
- Dissatisfied 2 (continue)
- Neutral 3 (continue)
- Satisfied 4 (continue)
- Very satisfied 5 (continue)

Likelihood of Ongoing Use

Question 7. In the future, if Telephone Assisted Voting was available, how likely or unlikely would you use it?

- Very unlikely 1 (continue)
- Unlikely 2 (continue)
- Neither/nor 3 (continue)
- Likely 4 (continue)
- Very likely 5 (continue)

Likelihood of Telephone Assisted Voting Recommendation

Question 8. On the following scale, having used Telephone Assisted Voting, how likely would you be to recommend this voting option to other electors?

- Very unlikely 1 (continue)
- Unlikely 2 (continue)
- Neither/nor 3 (continue)
- Likely 4 (continue)
- Very likely 5 (continue)

General Comments

Question 9. Do you have any comments or suggestions regarding Telephone Assisted Voting?

Demographics

I'm just going to ask you a few quick questions about yourself to make sure that we're getting responses from a good cross-section of people.

Question 10. Gender (RECORD AUTOMATICALLY)

- Male 1
- Female 2

Question 11. Which of the following groupings best represents your age? (READ OUT)

- 18 - 19 1
- 20 - 24 2
- 25 - 29 3
- 30 - 39 4
- 40 - 49 5
- 50 - 59 6
- 60 - 69 7
- 70 + 8
- Refused 9

Question 12. What is your country of birth? (go to Q36 if the answer is Australia)

Question 13. How long have you lived in Australia?

- Less than a year 1
- 1 – 2 years 2
- 2 – 5 years 3
- 6 – 10 years 4
- More than 10 years 5