

# Frequently asked questions

## Enterprise agreement – ballot process



**Northern Territory  
Electoral Commission**

EVERY vote counts!

The Northern Territory Electoral Commission (NTEC) conducts general elections for the Northern Territory Legislative Assembly and local government (councils) and, under the *Electoral Act 2004*, can conduct ballots for persons and organisations.

### Is voting in the enterprise agreement ballot compulsory?

No. Voting in enterprise agreement ballots is not compulsory; however, all employees are encouraged to participate and have their say.

### How does the online ballot process work?

NTEC uses voting software called NetVote. Employees are given access to the enterprise agreement (EA) ballot via an email sent to their work email or alternative email address (if provided). This email will contain a link to the online ballot.

### What is NetVote?

NetVote is software that allows for an election or 'ballot' to be conducted online for both referendum (i.e. yes - no votes) or candidate elections using different voting systems like preferential, first-past-the-post and Hare-Clark. The EA ballot will be conducted as a referendum with voters casting a 'yes' or 'no' vote.

NetVote also counts the votes cast which provides an immediate result once voting has closed.

NetVote is hosted by NTG Data Centre Services. It uses the name, email address and employee number of participants to administer the EA ballots. This information is protected onsite within the NTG data centre.

### What information do I need to complete my vote in the EA ballot?

You will need an email from the NT Electoral Commission that provides a unique identifier and link to the online ballot, you will need to have your employee number to log in to cast your vote.

You should also be aware of the contents of the EA in order to make your vote.

### When do I need to complete my vote in the EA ballot?

You must vote within the voting period. The voting period is listed in the EA bulletins you receive and on the NTEC's website. Once the ballot period closes, no further votes are able to be accepted.

### **Will I receive reminders during the ballot period?**

Yes, you will receive an email from the NTEC prior to the ballot opening and reminders during the voting period until you have made your vote. The number of reminders sent depends on how long the ballot period is. Once you have cast your vote, you will no longer receive reminder emails.

### **What if I start the process but don't finish it and can I change my vote once submitted?**

The voting process does not take long to complete. However, if you start the process and wish to vote later you can select the '*Cancel – Vote Later*' button and start again at a later time. Once you have submitted your vote you cannot make changes.

### **I didn't receive an email with my ballot access information, who can I contact?**

If you didn't receive an email with your EA ballot access information, contact NTEC at [NetVote.NTEC@nt.gov.au](mailto:NetVote.NTEC@nt.gov.au) or [8999 7641](tel:89997641). The NTEC will need to verify your entitlement to vote with your organisation before issuing you with an EA ballot access email.

### **What if I click on my voting link and can't access the voting website?**

If you are able to confirm an internet connection but still cannot access the voting website please contact NTEC at [NetVote.NTEC@nt.gov.au](mailto:NetVote.NTEC@nt.gov.au) or [8999 7641](tel:89997641).

### **I received an email with my ballot access information but can't log in, who can I contact for help?**

Check you have entered the correct unique identifier (cut and paste) and employee number. If a NetVote error message occurs, write down the message and contact the NTEC at [NetVote.NTEC@nt.gov.au](mailto:NetVote.NTEC@nt.gov.au) or [8999 7641](tel:89997641).

### **I won't be at work during the EA ballot voting period, can I still vote?**

Yes. You can provide a personal email address to replace your work email address to receive the EA ballot link and information. You will need to provide this alternate email to the NTEC at [NetVote.NTEC@nt.gov.au](mailto:NetVote.NTEC@nt.gov.au) or [8999 7641](tel:89997641). When you email or call the NTEC, please include your name and employee number. NTEC staff verify the identity of employees using the data provided by the organisation before accepting an alternative email.

### **I can't access my work email remotely, can I have the ballot access information sent to my personal email account?**

Yes. You can provide a personal email address to replace your work email address to receive the EA ballot link and information. You will need to provide this alternate email to the NTEC at [NetVote.NTEC@nt.gov.au](mailto:NetVote.NTEC@nt.gov.au) or [8999 7641](tel:89997641). When you email or call the NTEC, please include your name and employee number. NTEC staff verify the identity of employees using the data provided by the organisation before accepting an alternative email.

### **Someone I work with didn't receive the email but I think they are entitled to vote, can I send them my access link?**

No, your EA ballot information is unique to you. If someone did not receive an email and they believe they should have, they should contact the NTEC at [NetVote.NTEC@nt.gov.au](mailto:NetVote.NTEC@nt.gov.au) or [8999 7641](tel:89997641). When you email or call the NTEC, please include your name and employee number. Once a person is verified by the organisation as being entitled to vote, they will receive the EA ballot access email.

Details of any new starters will be provided by the organisation to the NTEC during the voting period and these employees will receive an EA ballot access email.

### **I work with someone who is having trouble completing their vote in the EA ballot, can I help them?**

It is okay to help someone to access the online ballot or with logging in to the online ballot, but it is very important that each person cast their own vote and are able to cast their vote privately.

Any assistance provided to someone should be impartial and not influence their vote. If a person assisting another becomes aware of the vote cast, this information must be kept confidential.

### **What happens to non-deliverable emails?**

NTEC will manage non-deliverable emails and advise the relevant organisation when these occur. Employees who provide alternative email addresses are strongly encouraged to monitor their inbox as some private email networks do not send non-deliverable notices. Employees should contact the NTEC during the voting period if they have provided an alternative email address but do not receive an email.

### **What information about me is provided to the NT Electoral Commission?**

The NTEC is provided with a roll listing employees who are eligible to vote. Information provided includes your name, email address and employee number.

### **How is my personal information stored and what happens to it after the election?**

The information provided is used to set up the EA ballot event in NetVote and used by NTEC staff to verify individuals who make enquiries during the voting period. After the election is complete and the information is no longer required, it is deleted.

NTEC staff operate under the NTG Code of Conduct. Only staff members tasked with supporting the EA ballots have access to NetVote.

### **Is my vote confidential?**

The only personal identifiable information recorded in the system is your name, employee number and email which is maintained within the NTG data centre. The system programmatically separates the voter credentials from the vote cast.

**What information is provided to my organisation at the conclusion of the ballot process?**

When the ballot has closed, the results of the ballot will be determined. The NTEC provides a report on the number of votes cast in total, as well as the number of 'yes' votes and the number of 'no' votes. No details of who voted in the ballot are provided.

The NTEC provides a report with the results and a summary of the ballot process which may include general information including the number of enquires received by category, number of requests to change email addresses etc.