



Telephone Dictation Service for Disabled Voters

A telephone dictation service will be available for the 2026 Masterton District Council by-election. Below is a summary of the service arrangements.

Who is eligible to use this service?

You may be eligible to use the telephone dictation service if you believe it is not possible or practicable for you to vote by casting an ordinary vote without hardship or undue inconvenience due to:

- Being blind
- Having a vision impairment that prevents you from marking your voting document without assistance
- Having another physical disability that prevents you from marking your voting document without assistance

What is dictation voting and how does it work?

Dictation voting is a confidential and secure service that allows eligible voters to cast their vote by telephone. It is strictly limited to eligible disabled voters only.

Here's how it works:

- The voting service is available on **weekdays** between **9:00am to 4:30pm**, from **20 April to 21 May 2026**, inclusive.
- Eligible voters should contact our dedicated call centre on **0800 666 040** to request access.
- Voters must be ready to vote before calling, to help ensure a smooth and efficient process.
- Upon receiving a request, the Electoral Officer will assess eligibility:
 - If satisfied the criteria are met, the request will be approved.
 - If not, the request will be declined.

Once approved:

- Voters will dictate their votes to the telephone dictation assistant.
- The votes will be read back to the voter to confirm accuracy.
- Once confirmed, the votes will be cast and **cannot be changed**.

We recommend applicants wait until they have received their original voter pack before using the service. This will allow applicants to review information about the candidates, allowing the whole process to be completed with just one phone call.

If call volumes are high, callers will have the option to leave a message requesting a call back.