

Wentworth voter calls v.6

INTRO: Hi, my name is [your name], and I'm a volunteer with GetUp. We're running a super quick survey. How do you feel about the way Malcolm Turnbull was removed as PM? [Wait. First person to speak loses]

(FAQs) Who is GetUp? We're a national community group which campaigns for climate action, human rights and economic fairness.
How did you get my number? We purchased access to numbers from a commercial database so we could speak to people in your electorate. [If they have further concerns, direct them to privacy@getup.org.au.]

[Listen] **Will this influence your vote on October 20 in the by-election?**
[Listen, reflect back, share a little of your own feelings to help connect.]

CLIMATE & VOTING:

I'm volunteering because of the Liberal party's inaction on global warming. Polling shows that global warming is the number 1 issue in this electorate. Australia is watching the Wentworth by-election, and we have a huge chance to send a message on global warming.

Will that influence your vote this time?

MAYBE: OK no worries. Do you mind me asking what are the issues that will decide your vote?
[Refer to objection handling]
So in light of our conversation, would you consider sending a message by voting against the Liberals this time?

NO / I'M VOTING LIBERAL:
Do you mind me asking why you are planning to vote for the Liberals?
[Refer to objection handling]
So in light of our conversation, would you consider sending a message by voting against the Liberals this time?

YES:
Great! Do you mind if I ask who you *are* planning to vote for?

UNDECIDED:
That's OK. Your vote is really powerful this election—I hope you keep that in mind as you decide on who to vote for.

STILL VOTING LIBERAL:
OK, No worries.

CLOSE: Thanks for participating today, we have noted down your answers to the survey. Is this OK with you?

YES: OK, great. Thanks for your time! Just so you know, you can read GetUp's Privacy Policy at getup.org.au/privacy.

NO: No worries. We won't record any of your responses in that case. Lastly, I just wanted to let you know can read GetUp's Privacy Policy at getup.org.au/privacy. Thanks for your time!

REMEMBER: Don't hang up until you've finished your calling session. Press * to end your current call.

NOTE: You will need to let the caller know that the call is authorised by Paul Oosting, GetUp!, Sydney.

Objection Handling

Effective objection handling relies on us listening and validating the person we are calling before we respond. It's important that we try to reflect back their objection first, e.g. "so you're saying...", "so you think that...". The best responses to objections are often well framed questions which provoke the callee to consider things from another perspective but give them the opportunity to make up their own mind.

Objection	Response
I don't want to destroy the government/install Bill Shorten or ALP.	That's fair enough. Sending a message in Wentworth will not force the Government out. For that to happen the Parliament would need to pass a motion of no confidence—that's unlikely to happen.
Kerryn Phelps is preferencing the Liberal party.	The only person that controls your preferences is you. No politician can control them—you get to decide when you fill in your ballot. That means you could vote for Kerryn Phelps or Licia Heath or another candidate and not give your preferences to the Liberal party.
An independent will not have real power if elected.	Independents and minor parties are playing an increasingly large role in Parliament and have a good chance of winning the balance of power in the House of Representatives, as they now do in the Senate.
I don't want Labor to win the seat.	Fair enough. Voting against the liberals in Wentworth is about sending a message – it won't necessarily force the seat to change to Labor. Also, there are independent candidates, such as Kerryn Phelps and Licia Heath, and the Greens and other progressive minor parties are running as well.
Dave Sharma is a good Liberal candidate/is a moderate/is concerned about climate change.	Fair enough. Do you think that the moderates under Turnbull's leadership have been effective at addressing climate change?
I care about the economy—the Liberals are good at that.	Investment in renewable energy is also going to be a huge part of our economic future. Do you think the Liberals are good for attracting investment in renewables? Would you say that a strong economy depends on a healthy environment? Lots of important industries, like tourism and farming depend on a healthy climate.

Call 02 9053 9135 to get started.

Intro menu. Press:

1. Get started
 2. To be called back, so that GetUp incurs the call cost
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Press * at any time to end your call.

(If you accidentally hang up, dial back into the campaign and the system will prompt you to enter results for your last call)

(If you make a mistake entering a code, you can press 8 at the end to re-enter the results)

Overall outcome. Press:

2. Meaningful conversation (agreed to participate in survey)
3. Answering machine
4. No answer/call back later
5. Not interested/not in the electorate
6. Do not call
7. Wrong number
8. No common language
9. Did not agree to participate in survey / noting down their answers

Vote for Liberals?

2. No (woohoo!)
3. Yes (oh well!)
4. Maybe
5. Didn't say
6. N/A

Who are they voting for?

2. Labor (Tim Murray)
3. Liberals (Dave Sharma)
4. Greens (Dom Wy Kanak)
5. Kerry Phelps
6. Licia Heath
7. Unspecified independent
8. Other party
9. Didn't say

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