

# Unions NSW CallHub Phonebanking Walkthrough

## Introduction

Welcome to our guide to get you up and running with CallHub!

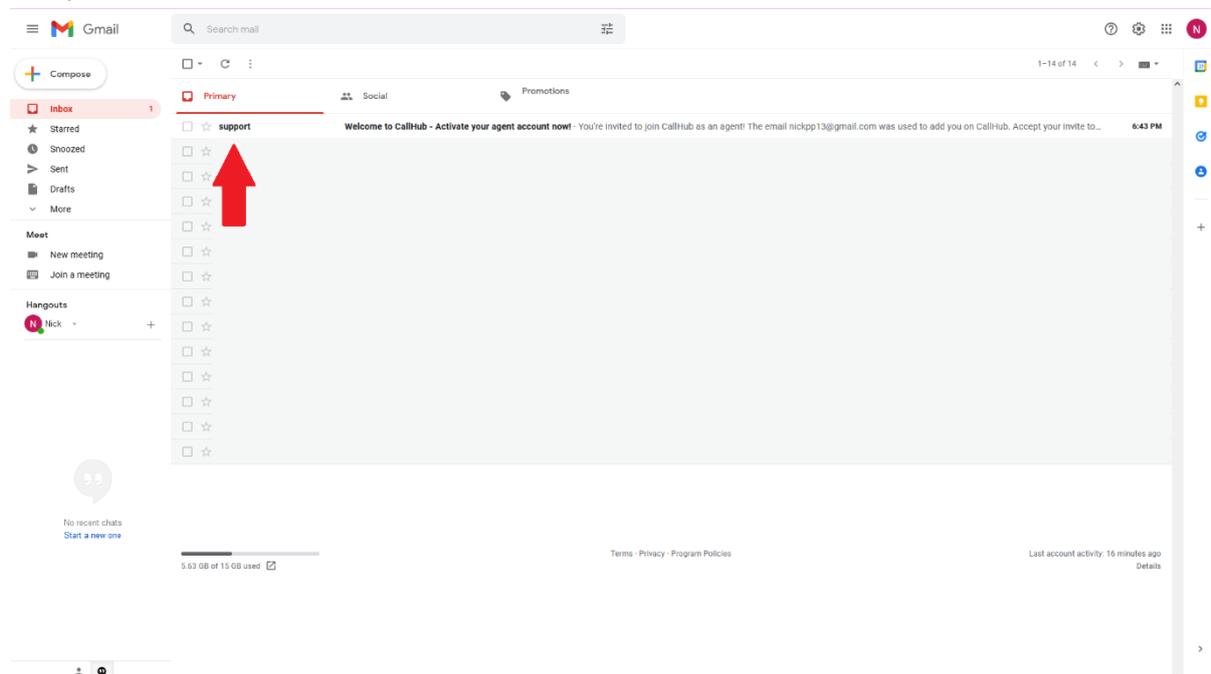
If at any point you run into any problems, don't hesitate to call or text Nick at 0411 237 292.

Before we get started, please note that calls through your browser *only work using Google Chrome*, calling by patching through your phone works on any browser.

Calls done through your phone *do not show your caller ID*, they only show the caller ID of the Unions NSW campaign phone. This is because you don't directly call the contacts, you use your phone to speak but all phone functions like hanging up and the dial pad should be carried out through the CallHub website.

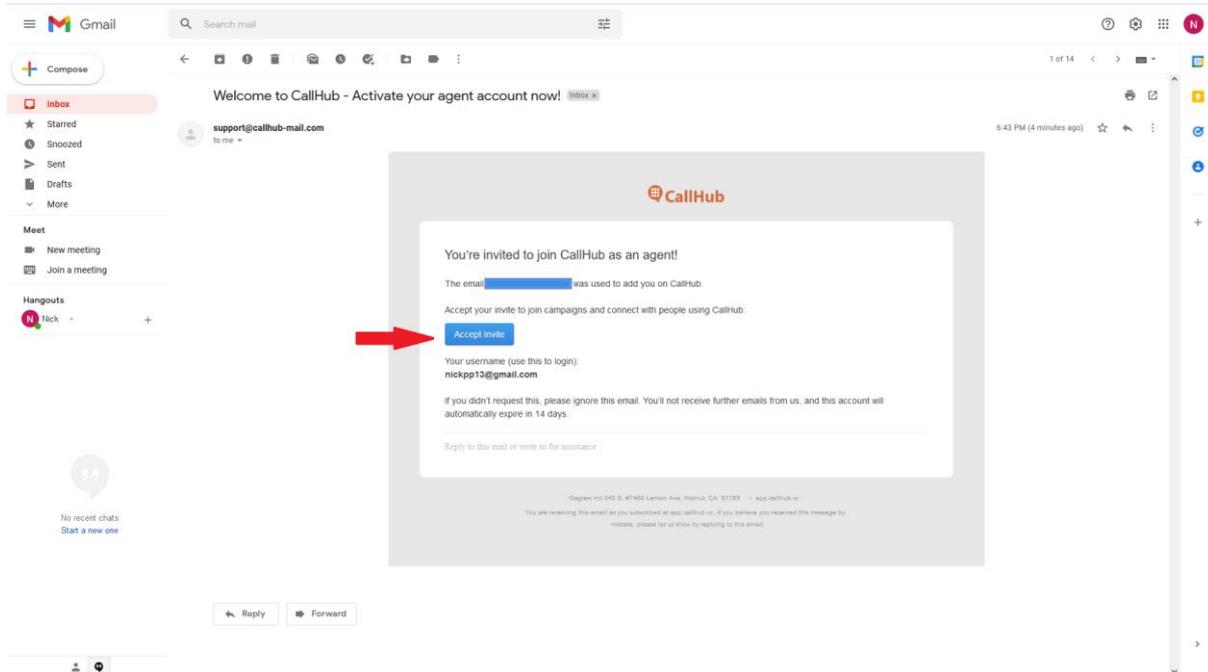
This guide assumes you signed up through the embedded CallHub sign-up on the Unions NSW Action Network page. The link is found here: <https://actionnetwork.org/campaigns/unions-nsw-by-election-calls-sign-up>

## Step 1: Check Emails



After signing up, you should receive a link from CallHub with the subject 'support'. Open this email.

## Step 2: Follow Activation Link

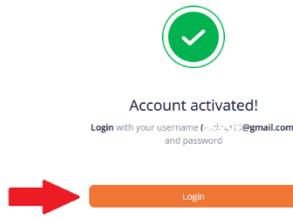


Click on the button 'Accept Invite'. This will open up the webpage to activate your account.

## Step 3: Activate Account

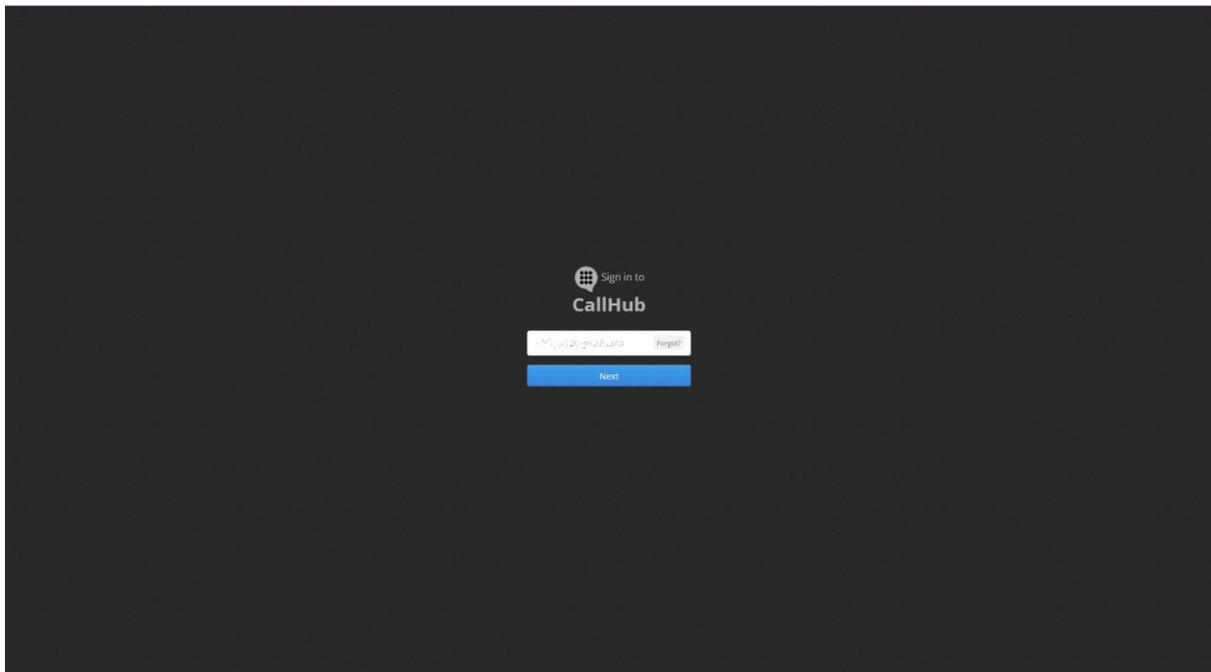
A screenshot of the CallHub account activation form. The form is titled "Activate your account" and is for the username "nickpp13@gmail.com". It contains three input fields: "Name", "Password", and "Re-enter Password". Each field has a placeholder text and a toggle for visibility. At the bottom of the form is a "Done" button.

Fill in the account activation form.



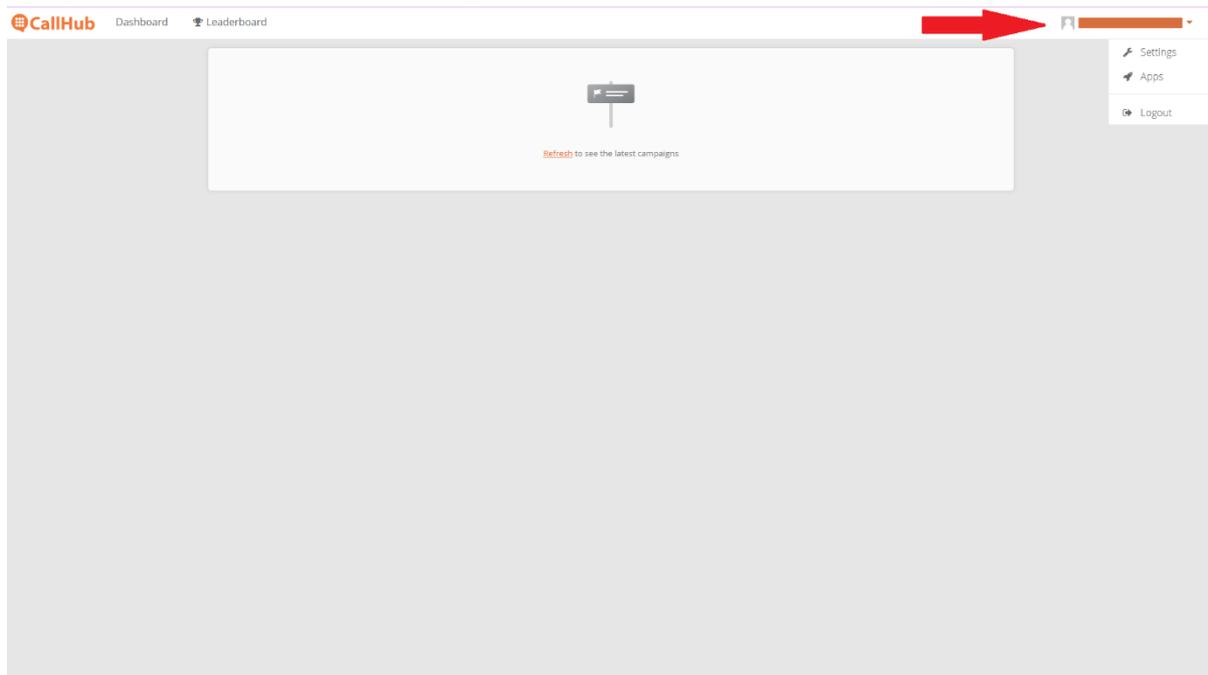
If you correctly filled out the account activation, you would see this success page. Click the login in button after to be redirected to the login page.

#### Step 4: Login to CallHub



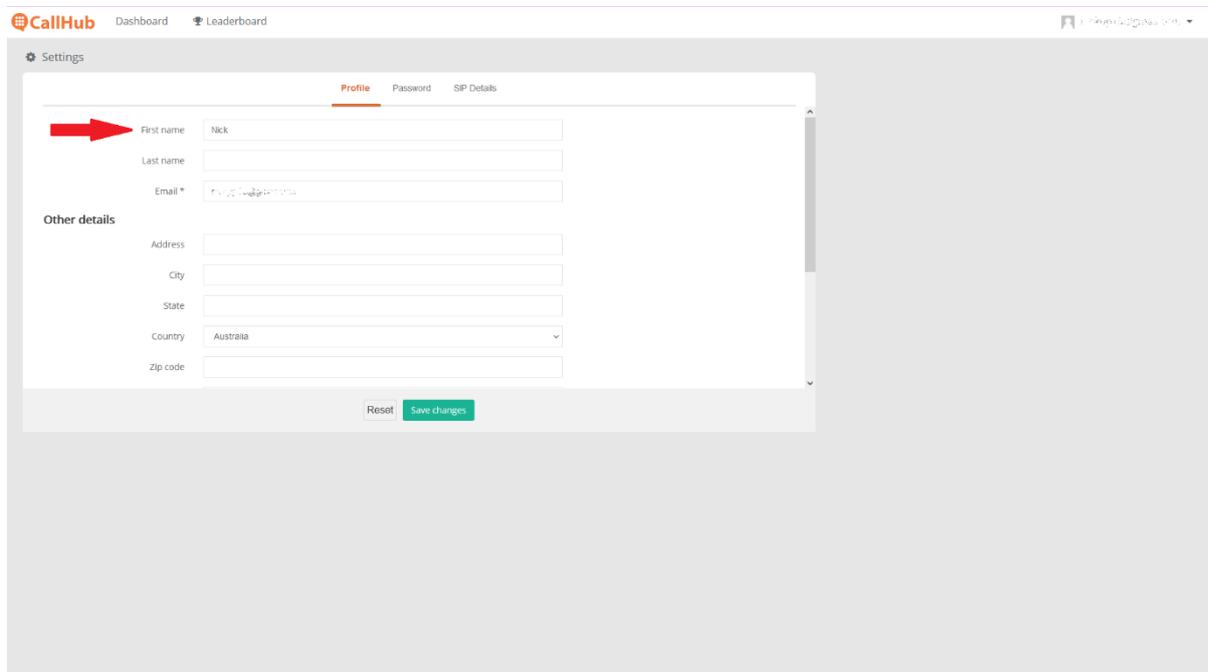
Using your username (the email you signed up with) login into CallHub with the password you have just set.

## Step 5: Go to Profile Settings

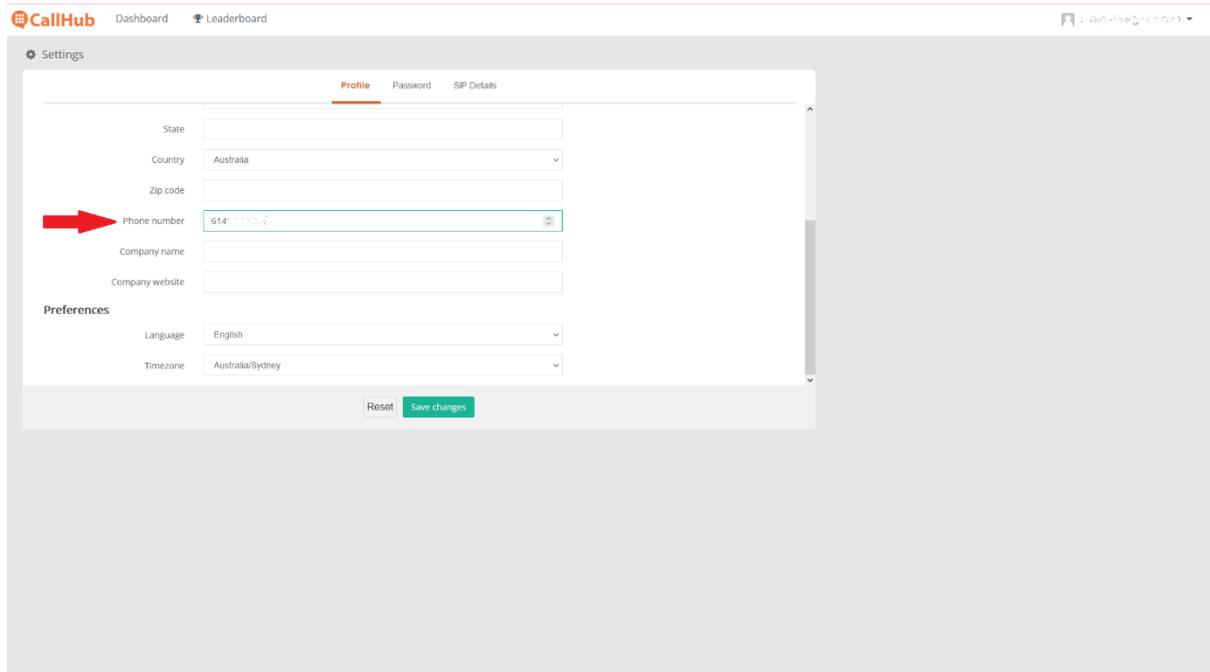


You should now see the 'Dashboard', from the Dashboard navigate to the top right of the screen which should have your username/email. Clicking this will display a drop-down menu, click settings.

## Step 6: Add your name and phone number



From the drop-down menu settings will appear. In settings you want to add your name and phone number. For convenience and portability, I recommend mobile. **Note: your number must start with the 61 international code for Australia, not including a + symbol.** For example, a mobile number 0412 345 678 would be written '61412345678'.

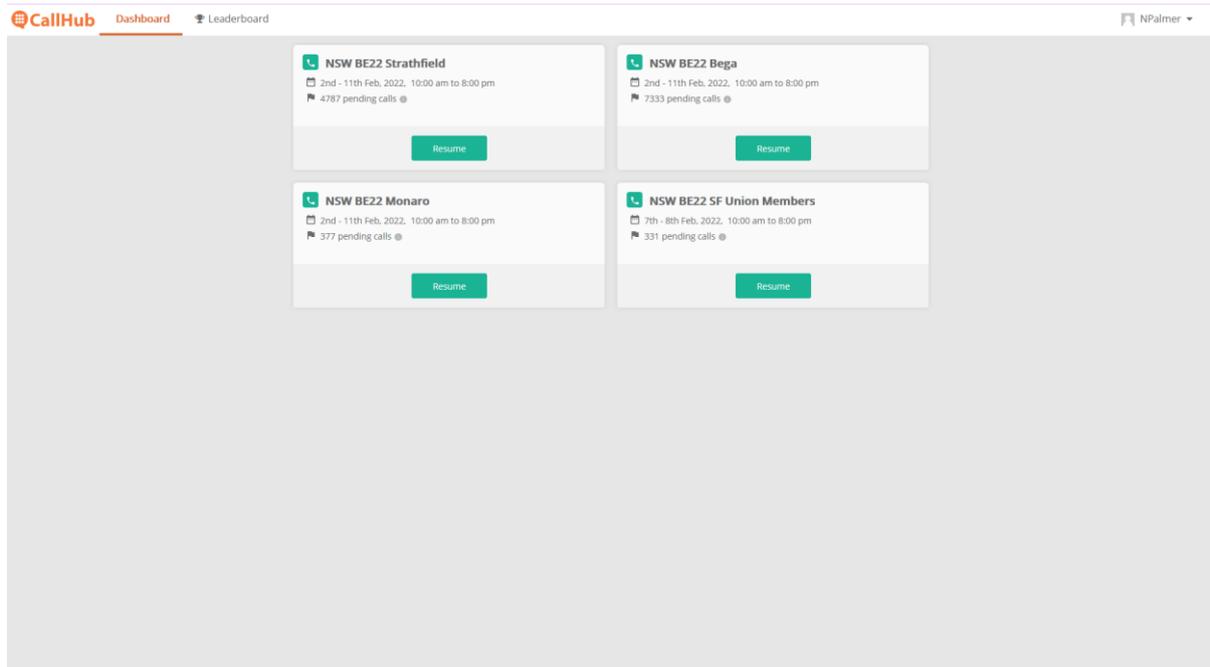


By scrolling down, you will be able to see the 'Phone number' field. Format this as previously mentioned.

## Step 7: Text Nick

Text or call Nick so he can add you to the CallHub campaigns. From these you will be able to start calling. Nick's number is: 0411 237 292. This is also a good time to mention whether you would like to call through the browser or phone.

## Step 8: Click 'Resume'



After refreshing the page, you will now have the option to 'Resume' a campaign. Resume the campaign you would like to call into.

## Step 9: Read through script and click ‘Join Campaign’

**CallHub** NSW BE22 SF Uni Connecting calls... NPalmer

Leave Drop Voicemail Mute Hangup Re-dial

Dialing Amitabh Gupta...

### NSW By-Elections Phone-Banking Scripts

#### 1. Connection

Hi, is this [first\_name]? My name is [agent\_firstname]. I'm a union member calling on behalf of Unions NSW – we're calling union members across your community about the upcoming by-election.

We know from previous elections that sometimes people don't realize these sorts of elections are on, and we want to make sure union members, like yourself, don't get fazed for not voting.

Especially with all the chaos around Covid-19, and schools set to return, it would be perfectly understandable if you weren't paying too much attention to politics.

#### 2. Context

I am volunteering because this by-election is our community's chance to send the Premier a message about the current state of New South Wales.

Perrottet's 'let-it-rip' strategy is putting our entire state under enormous pressure.

Nurses are working shifts end on end in hospitals being overwhelmed with daily cases.

Teachers and parents are in chaos with no plan for schools to return safely.

Retail and transport workers unable to work safely and ensure our supermarket shelves are not bare.

He has put his ideology ahead of expert advice.

And we need to send him a message at this by-election before he falls us again.

#### 3. Commitment

Have you given much thought to which candidate you are going to support at the by-election

[Record their voting intention]

[Labor/Greens: "That's great – make sure you number every square and put the Liberal candidate last to send the Premier a message."

[Labor/Greens: "That's great – make sure you number every square and put the Liberal candidate last to send the Premier a message."

[If Undecided: "That's ok – how do you feel the Premier is currently handling the pandemic?"

- Only six months ago – it seemed like NSW was moving out of the pandemic.
- Instead once Perrottet became the Premier he started outing his own extreme ideology ahead of the health and safety of NSW.
- Without a plan for more staff at our hospitals, or for rapid-antigen-tests to be freely available for people who need to return to work.
- And its our nurses, healthcare workers, teachers and retail workers are bearing the brunt of his failed policy – we need to send him a

It is not a bad idea at this point to familiarise yourself with the script. Bear in mind our campaign is a 'negative campaign' that is designed to focus on the premier and target voters who mightn't normally vote in favour of working people. So we don't refer to local issues, but broad issues.

**CallHub** Dashboard Leaderboard NPalmer

Join Campaign

### NSW By-Elections Phone-Banking Scripts

#### 1. Connection

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- Instead once Perrottet became the Premier he started outing his own extreme ideology ahead of the health and safety of NSW.
- Without a plan for more staff at our hospitals, or for rapid-antigen-tests to be freely available for people who need to return to work.
- And its our nurses, healthcare workers, teachers and retail workers are bearing the brunt of his failed policy – we need to send him a

When you are ready to start making calls, simply click the 'Join Campaign' button on the top left.

## Step 9: Joining Call

CallHub NSW BE22 SF Uni Connecting calls... Survey submitted successfully NPalmer

Leave Drop Voicemail Mute Hangup Re-dial

Dialing Gregory Ryan...  
Gregory Ryan's current status is calling...

### NSW By-Elections Phone-Banking Scripts

#### 1. Connection

Hi, is this Prajayan? My name is Nick, I'm a union member calling on behalf of Unions NSW – we're calling union members across your community about the upcoming by-election.

We know from previous elections that sometimes people don't realize these sorts of elections are on, and we want to make sure union members, like yourself, don't get fished for not voting.

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And we need to send him a message at this by-election before he falls us again.

#### 3. Commitment

Have you given much thought to which candidate you are going to support at the by-election

(Record their voting intention)

**If Labor/Greens:** "That's great – make sure you number every square and put the Liberal candidate last to send the Premier a message."

**If Labor/Greens:**  
- "That's great – make sure you number every square and put the Liberal candidate last to send the Premier a message."

**If Undecided:**  
- "That's ok – how do you feel the Premier is currently handling the pandemic?"  
- Only six months ago – it seemed like NSW was moving out of the pandemic.

Save Clear Save and Leave

7 Calls you made today  
15 Total calls made in this campaign

Rate call quality

You will now see an indication that you are joining calls. CallHub will now call through the list to connect you to contacts.

## Step 11: On Call

CallHub NSW BE22 SF Uni Connecting calls... NPalmer

Leave Drop Voicemail Mute Hangup Re-dial

Prajayan Kathirgamanathan  
+ Tag

Profile History

Phone numbers  
+61 437 496 609  
+61 437 496 609

Address  
50 Dean Street Strathfield South NSW AU - 2136

Email address  
prajayan.kathirgamanathan@mq.edu.au

job title  
IT Officer

Company name  
Macquarie University  
Union: NTEU

### NSW By-Elections Phone-Banking Scripts

#### 1. Connection

Hi, is this Prajayan? My name is Nick, I'm a union member calling on behalf of Unions NSW – we're calling union members across your community about the upcoming by-election.

We know from previous elections that sometimes people don't realize these sorts of elections are on, and we want to make sure union members, like yourself, don't get fished for not voting.

Especially with all the chaos around Covid-19, and schools set to return, it would be perfectly understandable if you weren't paying too much attention to politics.

#### 2. Context

I am volunteering because this by-election is our community's chance to send the Premier a message about the current state of New South Wales.

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He has put his ideology ahead of expert advice.

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#### 3. Commitment

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(Record their voting intention)

**If Labor/Greens:** "That's great – make sure you number every square and put the Liberal candidate last to send the Premier a message."

**If Labor/Greens:**  
- "That's great – make sure you number every square and put the Liberal candidate last to send the Premier a message."

**If Undecided:**  
- "That's ok – how do you feel the Premier is currently handling the pandemic?"  
- Only six months ago – it seemed like NSW was moving out of the pandemic.

Save Clear Save and Leave

7 Calls you made today  
15 Total calls made in this campaign

Rate call quality

You now should be on the call. You will notice, if you filled in your name, the script will now have your first name and the contact's first name. Go through the questions and the script, don't be afraid to make it your own and draw from your experience of this haphazard handling of Omicron.

# Voicemails

**CallHub** NSW BE22 SF Uni Click Save to move ahead Vocemal Dropped

Listen Drop Voicemail Mute Hangup Re-dial

**Profile** History

**Prajayan Kathirgamanathan**  
+ Tag

Phone numbers  
+61 437 496 609  
+61 437 496 609

Address  
50 Dean Street Strathfield South NSW AU - 2136

Email address  
prajayan.kathirgamanathan@mq.edu.au

Job title  
IT Officer

Company name  
Macquarie University

Union: NTEU

### NSW By-Elections Phone-Banking Scripts

**1. Connection**  
Hi, is this Prajayan? My name is Nick, I'm a union member calling on behalf of Unions NSW - we're calling union members across your community about the upcoming by-election.  
We know from previous elections that sometimes people don't realize these sorts of elections are on, and we want to make sure union members, like yourself, don't get fined for not voting.  
Especially with all the chaos around Covid-19, and schools set to return, it would be perfectly understandable if you weren't paying too much attention to politics.

**2. Context**  
I am volunteering because this by-election is our community's chance to send the Premier a message about the current state of New South Wales.  
Perrotet's 'let-it-rip' strategy is putting our entire state under enormous pressure.  
Nurses are working shifts end on end in hospitals being overwhelmed with daily cases.  
Teachers and parents are in chaos with no plan for schools to return safely.  
Retail and transport workers unable to work safely and ensure our supermarket shelves are not bare.  
He has put his ideology ahead of expert advice.  
And we need to send him a message at this by-election before he fails us again.

**3. Commitment**  
Have you given much thought to which candidate you are going to support at the by-election

[Record their voting intention]

**If Labor/Greens:** "That's great - make sure you number every square and put the Liberal candidate last to send the Premier a message."  
**If Labor/Greens:** "That's great - make sure you number every square and put the Liberal candidate last to send the Premier a message."  
**If Undecided:** "That's ok - how do you feel the Premier is currently handling the pandemic?"  
"Only six months ago - it seemed like NSW was moving out of the pandemic."

Save Clear Save and Leave Rate call quality

7  
Calls you made today

15  
Total calls made in this campaign

If you get a voicemail, simply click 'Drop Voicemail' and our pre-recorded voicemail will play so you don't have to waste time. This voicemail informs the voters that we are reaching out to send Perrotet a message.

## Answering Questions/Voting Intention

**CallHub** NSW BE22 SF Uni Click Save to move ahead NPalmer

Listen Drop Voicemail Mute Hangup Re-dial

**Profile** History

**Prajayan Kathirgamanathan**  
+ Tag

Phone numbers  
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yourself, don't get fined for not voting.  
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I am volunteering because this by-election is our community's chance to send the Premier a message about the current state of New South Wales.  
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Retail and transport workers unable to work safely and ensure our supermarket shelves are not bare.  
He has put his ideology ahead of expert advice.  
And we need to send him a message at this by-election before he fails us again.

**3. Commitment**  
Have you given much thought to which candidate you are going to support at the by-election

[Record their voting intention]

Labor/Greens  
Undecided  
Liberal  
Not Liberal/Liberals last  
Leaving Labor/Greens  
Minor Party (i.e., One Nation)  
Declined Answer

"Without a plan for more staff at our hospitals, or for rapid-antigen-tests to be freely available for people who need to return to work."  
"And its our nurses, healthcare workers, teachers and retail workers are bearing the brunt of his failed policy - we need to send him a message to get his act together."  
"Can we count on you to use your vote to send the Premier a message?"

**If Liberal:**  
"Are you normally a liberal voter?"  
"That's ok - how do you feel the Premier is currently handling the pandemic?"

Save Clear Save and Leave Rate call quality

7  
Calls you made today

15  
Total calls made in this campaign

This question is *important to start a conversation* around who the contact is supporting. See the tips below on how to pivot towards putting the Liberals last.

## Call Dispositions

The screenshot shows the CallHub interface for a contact named Prajayan Kathirgamanathan. The contact's profile is on the left, including phone numbers, address, and company name (Macquarie University). The main area displays a list of call disposition options: LEFT\_MESSAGE, BAD\_NUMBER, CALLBACK, DO\_NOT\_CALL, ANSWER, NO\_ANSWER, and Hang up. A 'Set Call Disposition:' dropdown menu is currently set to 'LEFT\_MESSAGE'. The right sidebar shows '7 Calls you made today' and '15 Total calls made in this campaign'. A 'Rate call quality' link is visible at the bottom right.

The call disposition section is where you note whether the call went through, if you left a voicemail and whether the number was bad etc. This is necessary to fill out before moving to the next call.

## Issues with Contact Information

The screenshot shows the CallHub interface for the same contact, Prajayan Kathirgamanathan. The 'Issues' section is highlighted, with a dropdown menu set to 'Not in electorate'. Below the dropdown, there are checkboxes for 'Not union member' and 'Not in electorate'. The 'Set Call Disposition:' dropdown is also visible, set to 'LEFT\_MESSAGE'. The right sidebar shows '7 Calls you made today' and '15 Total calls made in this campaign'. A 'Rate call quality' link is visible at the bottom right.

If a contact detail is incorrect like the contact is not in the electorate or is not a member of a union indicate this here. If a contact is not a member of a union this is okay, as mentioned in the 'FAQs' section, they would have signed one of our petitions and are still important to engage with!

## Adding Notes

The screenshot shows the CallHub interface for a call with Gregory Ryan. The profile section on the left lists contact details: Phone numbers (+61 2 9743 4157), Address (14 Pomeroy Street Homebush NSW AU - 2140), Email address (greg@t.usyd.edu.au), Job title (Computer Systems Officer), Company name (University of Sydney), and Union (NTEU). The main content area displays a script with sections for FAQs, Issues, and Notes. The Notes field contains the text "Already voted". The sidebar on the right shows statistics: 10 calls made today and 17 total calls made in this campaign. At the bottom of the main content area, there are "Save", "Clear", and "Save and Leave" buttons.

If there is anything you feel is worth noting down, like someone has already voted or incorrect contact details not mentioned in the 'Issues' section, you can add this here.

## Moving on to the next call

Simply click 'Save' to move to the next call.

## Other Tips

- Use the buttons on CallHub, *not your phone*, to hang up, use the dial pad and mute. Otherwise, you will be disconnected and need to be called by CallHub again. (Phone users only)
- Make the script your own! Experience carries through well in these conversations.
- Don't hesitate to reach out to Nick on 0411 237 292 if you are having technical difficulties. He will get back to you as soon as possible.