

# Employment Guide for Election Casuals and Officials



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## Foreword

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Welcome to the Victorian Electoral Commission.

Victorians have a proud history of actively participating in electoral processes. During their lives, most members of our community will participate as electors at State and local government elections.

As the organisation responsible for conducting Victorian elections, the VEC is expected to deliver high quality electoral services that are accessible to all. Its unique position means the VEC is accountable for assuring votes from all Victorians can be made safely and secretly, and are counted without fear or favour.

I am honoured to make these assurances on behalf of the VEC.

I am encouraged by each and every election casual and official's commitment to the VEC's purpose and vision. Through taking these responsibilities seriously, continuing to act with impartiality and integrity, and by protecting the rights of Victorians to participate in free and fair elections, you will help continue our State's proud history.

A handwritten signature in blue ink that reads "Warwick Gately". The signature is written in a cursive, flowing style.

Warwick Gately AM  
Electoral Commissioner

## Acknowledgement of country

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The VEC pays respect to Victoria's traditional owners and their elders past and present who have been custodians of this country for many thousands of years. Their living culture and their role in the life of Victoria is acknowledged by the VEC.

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# The Victorian Electoral Commission

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## About

The Victorian Electoral Commission (VEC) is an independent and impartial statutory authority established under the *Electoral Act 2002*.

The VEC conducts Victorian State elections, local council elections, certain statutory elections and polls, and commercial and community elections.

The VEC also conducts boundary reviews, maintains the Victorian electoral enrolment register, conducts electoral research, provides education services, and works to engage all Victorians who are entitled to vote in the democratic process.

The Electoral Commissioner, Warwick Gately AM, has overall responsibility for the VEC's operations and activity.

## Our vision

All Victorians actively participating in their democracy.

## Our purpose

To deliver high quality, accessible electoral services with innovation, integrity and independence.

## Our values

Our values drive the behaviours that we want to see within our organisation and what we want people to see outside of the VEC.

	<b>Independence</b> Acting with impartiality and integrity	VALUE <b>01</b>
	<b>Innovation</b> Shaping the future through creativity and leadership	VALUE <b>02</b>
	<b>Accountability</b> Transparent reporting and effective stewardship of resources	VALUE <b>03</b>
	<b>Respect</b> Consideration of self, others and the environment	VALUE <b>04</b>
	<b>Collaboration</b> Working as a team with partners and communities	VALUE <b>05</b>

# Election staff

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## Overview

During periods of significant operational activity, such as a Parliamentary or local government election, the Electoral Commissioner authorises the appointment of a number of temporary election staff to ensure that the VEC can effectively and efficiently deliver the activity.

There are two kinds of election roles:

- **Election casuals** are appointed to roles before, on and after election day. Staff may work in election offices, region recheck centres, early voting centres and mobile voting centres.
- **Election officials** are appointed to roles in voting centres on election day.

## Legal responsibilities

The VEC and its employees, appointees and contractors, have certain responsibilities under government legislation including the:

- *Public Administration Act 2004*
- *Charter of Human Rights & Responsibilities Act 2006*
- *Occupational Health and Safety Act 2004*
- *Freedom of Information Act 1982*
- *Privacy and Data Protection Act 2014*
- *Protected Disclosure Act 2012*
- *Workplace Injury Rehabilitation and Compensation Act 2013*
- *Section 17A of the Electoral Act 2002*, in reference to Disclosure of Political Activities.

## Code of conduct

Any person working for the VEC is expected to uphold a high degree of integrity in their conduct during their appointment. The professional conduct of elections maintains the public's trust and confidence in Victoria's electoral processes.

## General behaviour

You must:

- carry out your duties in accordance with VEC procedures and instructions
- treat everyone equally, fairly, consistently and with respect, regardless of a person's age, gender, disability, ethnic origin or religion
- act with openness, honesty and integrity toward all clients
- promote confidence in electoral procedures and processes
- promote inclusiveness and diversity in employment
- provide timely and responsive service and respond to customer needs
- be accessible and available and

- demonstrate high standards of communication, interpersonal skills, demeanour, punctuality and diligence.

### **Confidentiality**

You must:

- honour the confidentiality of information available to you as part of your duties consistent with the VEC's *Privacy Policy*
- not make any unauthorised audio, video or photographic recording inside a VEC-operated venue and
- only access information necessary for the successful completion of your duties and only when access to that information is authorised.

### **Impartiality**

You must:

- not associate with political parties, candidates or lobby groups, other than as required through the performance of your duties
- refrain from commenting on political matters
- disclose any and all interests that may impact on your impartiality and urgently update any previous disclosures if anything changes and
- decline gifts or hospitality offered in the performance of your duties.

### **Social media**

You must:

- consider the consequence of any comment you post to social media if it becomes available to a global audience before posting the comment and
- exercise extreme care when participating in social media discussions so as to not explicitly or implicitly suggest an official position of the VEC.

### **Personnel Helpline**

Personnel Helpline is available year round to assist potential and existing election staff. Personnel Helpline can be contacted weekdays 9.00am to 5.00pm on 1300 783 043 or by emailing [PersonnelHelpline@vec.vic.gov.au](mailto:PersonnelHelpline@vec.vic.gov.au).

## General conditions of appointment

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### Disclosure of political activities

A justified community perception of political neutrality is critical to ensuring a high level of public trust and confidence in the independence and impartiality of the VEC.

As an election casual or official, you are asked to disclose your political memberships and activities prior to the commencement of your appointment. Section 17A of the *Electoral Act 2002* authorises the VEC to discriminate against a person in relation to offering employment on the basis of political membership or activity. This discrimination is lawful under the *Equal Opportunity Act 2010*.

You will be required to complete a disclosure of political activities in order to accept an appointment. A disclosure is required for each appointment you may be offered. If anything changes in relation to your disclosure after it is submitted, you must notify the VEC through your appointing manager.

A disclosure will not necessarily preclude you from being appointed as an election casual or official. For more information, view the VEC's impartiality requirements at [Disclosure of Political Activities](#).

### Privacy

The VEC collects personal information to fulfil its statutory functions under the *Electoral Act 2002* and for administrative purposes.

When collecting personal information, the VEC will take reasonable steps to advise you what information is being sought, for what purpose, whether any law requires the collection of the information and the main consequences, if any, of not providing the information. The VEC handles all personal information it receives in accordance with the *Information Privacy Act 2000*.

For more information, view the VEC's privacy policy at [Privacy at the VEC](#)

### Supervision

As an election casual or official, you will be supervised by a manager or team leader responsible for your activity. Your supervisor and/or appointing manager are your first contacts in case of any issues or questions in relation to your position.

### Occupational health and safety

Safety is everyone's responsibility at the VEC.

The VEC is committed to providing and maintaining a working environment which is safe and without risk to the health of its employees, clients, contractors and visitors.

This commitment also extends to ensuring that the work of the VEC does not place the Victorian community at risk of injury, illness, disease or any form of property damage. Workplace health and safety management principles are integral to the everyday business of our workplace.

If you discover a health and safety hazard, take remedial action immediately if it is safe to do so, and report it to your appointing manager.

### Pre-existing illness, injury or medical condition

You are not required or permitted to undertake activities that you are not physically capable of performing. In accordance with the *Workplace Injury Rehabilitation and Compensation Act 2013*, you are required to disclose all pre-existing diseases, illnesses or injuries that you reasonably believe could be accelerated, aggravated, exacerbated or caused to recur or deteriorate by undertaking the activities set out in the duty statement specific to your appointment. There is an opportunity to disclose any conditions when accepting your appointment.

If you have a pre-existing condition, please ensure that you advise your manager prior to the commencement of your appointment. The VEC will consider reasonable modifications to the environment to enable you to conduct your activities in a way that is safe for you and others working with you. The VEC will also make reasonable adjustments to your duties and take appropriate action to ensure these duties are conducted in a manner that maintains the health and safety of all of its employees and appointees.

### Hours of work

As an election casual or official with the VEC, you will be required to work such hours as are reasonably required for the professional conduct of the duties and requirements of your appointment. The minimum amount of time that you can be appointed to work is three hours per day. The three hour minimum does not apply to training activities where a one hour minimum payment applies.

You will be advised of your commencement or reporting time through your appointment documentation or by the appointing manager when you confirm your availability to take up your appointment as an election casual or official.

If you are appointed as an election casual, you will be required to accurately record your start, finish and break times on an electronic or paper timesheet.

### Meals and breaks

You will not be required to work more than five hours continuously without a rest or meal break (unpaid) of at least 30 minutes. If you require more regular breaks for medical or religious reasons, please advise your appointing manager.

Please note that due to the nature and location of some VEC-operated venues, there may be limited facilities nearby to purchase a meal. If you are uncertain about whether you should bring a pre-prepared meal to your appointment, check with your appointing manager.

If you are appointed as an election casual, there may be instances where you are required to extend your appointment at short notice on a particular day due to unforeseen circumstances. In these cases, your appointing manager may provide a light meal (e.g. sandwiches, pizza etc.)

### Dress code

Election casuals or officials are most often undertaking their work in an environment that is visible to electors, candidates and the media. As a representative of the VEC, you are expected to be dressed in no less than smart casual.

## Training

The duties of election casuals and officials vary significantly between each particular position. Any training involved for your position will be discussed with you through your appointment documentation or when you commence your appointment.

Some positions require home study, which may involve reviewing hard copy materials and completing the VEC's online training application. Where home study is required, the successful completion of the home study is essential for undertaking the position. The training materials have been developed specifically to build or reinforce the skills required for completing your role. The minimum amount of time you can be paid for completing training activities is one hour.

The VEC appreciates that many election casuals and officials have a history of working on elections. Even if you have worked with the VEC previously, completing training is still important as procedures and rules change over time.

## Use of private motor vehicles

As an election casual or official with the VEC, there may be situations where you will be required to use your private motor vehicle in connection with your appointment. If it is required, your appointing manager will discuss this with you.

Where this is necessary, a mileage allowance will be paid by submitting a claim via electronic timesheet or paper form, or will be included in your remuneration package. Mileage for commuting to and from your ordinary place of work cannot be claimed.

Use of a private motor vehicle requires the owner to accept costs incurred resulting from accident or damage. The VEC cannot accept any responsibility. It is your responsibility to ensure that your vehicle is insured for the duration of your appointment.

The VEC will not be liable for toll fees, transport infringements or fines or parking costs.

## Minimum age requirements

The minimum age of appointment to an election role is 18 years.

## Termination

As an election casual or official, you can terminate your appointment by providing one day's notice to your appointing manager. That is, to the end of that working day.

Similarly, the VEC may terminate your appointment with one day's notice. In situations of misconduct or poor performance, less notice may be provided.

## VEC policies

All appointees and employees of the VEC are subject to a number of policies that are regularly updated. These policies are available for inspection by contacting your appointing manager or by calling the VEC's head office and requesting a copy of the relevant policy. Questions in relation to any policy should be directed to the Human Resources Director. The VEC's head office can be contacted on (03) 8620 1100.

## Remuneration and allowances

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Refer to the [Rates of Pay](#) section for the current hourly rates and packages.

### Election casual remuneration

If you are appointed as an election casual, you will be paid a standard hourly rate which includes an additional loading of 25% above the base rate in lieu of paid leave.

### Election official remuneration

If you are appointed as an election official, you will be paid a set package amount for work completed on election day. Your package includes standard and overtime hours (see overtime guidelines below), and training hours. If you are appointed as an Election Liaison Officer, Voting Centre Manager or Assistant Voting Centre Manager, additional hours are included for the set up of voting centres and for the collection, checking and return of materials where applicable. Phone and mileage allowances are also included in the Election Liaison Officer and Voting Centre Manager packages where applicable.

### Overtime guidelines

Time and a half (x 1.5) rates apply after 8 hours of work (excluding breaks) on the one day. Double time (x 2) rates apply all day on Sundays and public holidays. The 25% additional loading does not apply to any hours worked as overtime.

If your shift commences between 8.00pm and 6.00am, an overtime rate of 1.4 x the base hourly rate will apply. If a night shift is in excess of 8 hours or occurs on a Sunday/Public holiday the overtime rules above will take effect.

### Payment method and timeframe

Payments to all election staff will be made by electronic funds transfer. If you are appointed as an election casual, you will be paid in fortnightly instalments. If you are appointed as an election official in a voting centre on election day, you will be paid in the fortnightly pay cycle that follows election weekend. Please ensure that your banking details are up to date in your *Election Staff Self-Service portal*, as any incomplete or incorrect banking details will result in a delay in payment.

### Telephone Allowance

If you are appointed as an Election Liaison Officer or Voting Centre Manager, you will receive a \$20 phone allowance as part of your remuneration package. If you are appointed as an Early Voting Centre Manager, you can claim a \$50 phone allowance on your electronic timesheet.

### Part-day attendance/non attendance

If you are appointed as an election official to a full day position on election day, but only work for part of the day, you will be paid a pro rata amount of the full remuneration package based on the number of hours worked.

If you have completed training prior to election day, but do not attend due to unforeseen circumstances (e.g. illness), the VEC will pay the apportioned amount allocated to training included in your remuneration package.

### Recovering overpayments

In cases where you receive an overpayment for hours or allowances made in error, the VEC will advise you of this, and make arrangements with you to recover the overpaid amount either by deducting from your subsequent pay/s, or by requesting that you pay the overpaid amount back to the VEC via electronic funds transfer.

### Superannuation

Superannuation contributions for election casuals and officials who are eligible for the Superannuation Guarantee will be made to the fund selected in the *Election Staff Self-Service* portal.

The VEC provides a full choice of compliant superannuation funds. If the superannuation guarantee applies to you and you have not nominated a compliant fund or the details for your nominated fund are inaccurate, the contribution will be made to the VEC's default superannuation fund (VicSuper) on your behalf. Similarly, if you do not have a superannuation fund, the contribution will be made to the VEC's default fund (VicSuper) on your behalf. It is your responsibility to manage your membership, including any opt-out subscriptions, with VicSuper.

If you operate a self-managed fund, your fund is not available in the self-service portal or you wish to change your superannuation fund, you must complete the ATO's *Choice of Superannuation* form available through the self-service portal and submit it to the VEC along with any required documents by emailing [electionpayroll@vec.vic.gov.au](mailto:electionpayroll@vec.vic.gov.au).

### Centrelink information

If you receive a Centrelink payment, you must advise Centrelink about your income and changes to your or, in some circumstances, your partner's, work status. This includes any income from your work as an election casual or official with the VEC.

## Rates of pay: 1 June 2022 – 31 December 2022

### Election casual rates of pay:

Election casual role	Base hourly rate	Rate including 25% loading	1.5 x base rate	2 x base rate
Computer Count Team Leader	\$27.96	\$34.95	\$41.94	\$55.92
Counting Officer	\$25.51	\$31.89	\$38.27	\$51.03
Counting Team Leader	\$27.96	\$34.95	\$41.94	\$55.92
Data Entry Operator	\$30.23	\$37.79	\$45.35	\$60.46
Democracy Ambassador	\$30.23	\$37.79	\$45.35	\$60.46
Early Voting Centre Manager	\$27.96	\$34.95	\$41.94	\$55.92
Early Voting Centre Officer	\$25.51	\$31.89	\$38.27	\$51.03
Election Casual Consultant L1	\$25.51	\$31.89	\$38.27	\$51.03
Election Casual Consultant L2	\$30.23	\$37.79	\$45.35	\$60.46
Extraction Officer (Local Govt. postal)	\$24.50	\$30.62	\$36.74	\$48.99
Mobile Voting Officer	\$25.51	\$31.89	\$38.27	\$51.03
Mobile Voting Manager	\$27.96	\$34.95	\$41.94	\$55.92
Office Assistant L1	\$25.51	\$31.89	\$38.27	\$51.03
Office Assistant L2	\$27.96	\$34.95	\$41.94	\$55.92
Office Assistant L3	\$30.23	\$37.79	\$45.35	\$60.46
Region Recheck Leader	\$30.23	\$37.79	\$45.35	\$60.46
Team Leader Special Projects	\$30.23	\$37.79	\$45.35	\$60.46

**Election official rates of pay:**

<b>Election official role</b>	<b>2018 State election package rate</b>	<b>Local Govt. and by-election package rate</b>
Assistant Voting Centre Manager	\$782	\$787
Count Support Officer (part day pm)	\$161	\$173
Election Liaison Officer	\$944	\$936
Enquiry/Dec/Absent Issuing Officer <sup>1</sup>	\$546	\$569
Ordinary Issuing Officer <sup>2</sup>	\$513	\$498
Support Officer/Count Support Officer	\$314	\$323
Support Officer (part day am)	\$161	\$173
Voting Centre Assistant	\$126	\$136
Voting Centre Manager L1	\$966	\$919
Voting Centre Manager L2	\$998	\$975
Voting Centre Manager L3	\$1,064	\$1,045
Voting Centre Manager L4	\$1,149	\$1,158

<sup>1</sup> Refer to the Election Official duty statement for a list of duties applicable to these roles

<sup>2</sup> Refer to the Election Official duty statement for a list of duties applicable to this role

# Election casual duty statements

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## Computer Count Team Leader

The Computer Count Team Leader reports to the Election Manager and is responsible for the overall management of the computer count. The Computer Count Team Leader reconciles boxes of ballot papers once they arrive at the computer count venue, manages and monitors the computer count, and conducts the reconciliation of ballot papers after data entry is complete and prior to calculation.

### Duties:

- assisting the Election Manager to present the computer count briefing session for candidates, scrutineers and other interested parties
- preparation of the computer count venue
- testing the computer count application at the count venue before commencement of data entry, including report generation
- creating formal batch cover sheets at the election office and coordinating batching of ballot papers
- reconciliation of ballot papers once they arrive at the count venue
- training Data Entry Operators (DEOs)
- managing the flow and allocation of batches of ballot papers throughout the computer count
- monitoring the progress of computer count via batch manager, count overview and reports
- management of scrutineers
- auditing batches of ballot papers for accuracy of DEOs and at the request of scrutineers
- reconciliation of batches of ballot papers once data entry is completed
- removal of informal ballot papers for determination by the Election Manager
- providing the Election Manager with results reports for distribution
- generation and filing of reports
- preparing the venue and computer count application for calculation
- performing final reconciliation steps before calculation
- packaging the ballot papers at the completion of the computer count
- ensuring agency staff timesheets and assessments are finalised
- preparing for a recount if necessary
- packing up the computer count venue

## Melbourne City Council

In addition to the above duties could include:

- following procedures in City of Melbourne manual for preparing Leadership Team and Councillors ballot papers for computer count
- finalising ATL ballot papers and allocation of ATL votes in the computer count application
- data entry of ballot papers that are admitted under the exhaust rule

## Counting Officer

A Counting Officer reports to the Counting Team Leader. The role of the Counting Officer is to assist with the conduct of the scrutiny at an election according to the procedures set out in the Counting Team Leader Information notes. This role involves long periods of standing. The Counting Officer is accountable to the Counting Team Leader and Election Manager or Region Co-ordinator to deliver electoral services in an efficient, impartial and professional manner.

### **Duties:**

- be familiar with the rules for formality of ballot papers
- operate note-counting machines
- operate letter-opening machines
- assist with any required preliminary checks for declaration votes (e.g. signatures)
- assist with the opening of postal declaration envelopes and extraction of ballot papers
- assist with the sorting and counting of ballot papers to achieve first preference results
- assist with any rechecks
- assist with any preference distribution or proportional representation counting
- complete tracking documentation during counting as specified in procedures
- assist with any recounts
- assist with completion of required results documentation
- assist with preparation of ballot papers for computer count
- label the bundles of ballot papers and place into security boxes
- label the security boxes as instructed
- other duties, as directed by the Counting Team Leader, Election Manager or Region Co-ordinator and
- at Parliamentary elections, assist with preparation of batches of below-the-line Region ballot papers for dispatch to the count centre.

## Counting Team Leader

The Counting Team Leader reports to the Election Manager or Region Co-ordinator. The Counting Team Leader takes responsibility for the conduct of manual counting at an election, according to the procedures set out in the Counting Team Leader Information notes, and for managing staff and resources efficiently. The Counting Team Leader is responsible for delivering electoral services in an efficient, impartial and professional manner.

### **Duties:**

- read the Counting Team Leader information notes and complete all required exercises, if applicable
- attend a training session as advised
- direct a team of counting officers
- be familiar with the rules for formality of ballot papers
- keep scrutineers informed of the procedures at each stage of the count
- maintain good order among all persons present at the count
- supervise the counting of first preference votes
- supervise a recheck of ballot papers (attendance only)
- complete tracking documentation during counts as specified in procedures
- maintain a balance of ballot papers throughout all activities
- accurately complete required results documentation
- complete assessment documentation for counting staff
- label the bundles of ballot papers and place into security boxes
- label security boxes as instructed and
- at Parliamentary elections, prepare batches of below-the-line Region ballot papers for dispatch to the computer count centre.

### **If required:**

- supervise required preliminary checks for declaration votes (e.g. signatures)
- supervise the opening of postal declaration envelopes and extraction of ballot papers
- supervise any distributions of preferences
- supervise recount of ballot papers and
- other duties, as directed by the Election Manager or Region Co-ordinator or their designate.

## Data Entry Operator

The Data Entry Operator reports to the supervising officer at a Victorian Electoral Commission counting venue. Their role is to assist in the conduct of computer counts to determine the result of an election. Data entry operators for computer counts must be proficient in numeric data entry (i.e. 7,000 – 10,000 keystrokes per hour).

### **Duties:**

- undertaking and passing a data entry keyboard test, if required
- processing data according to VEC instructions
- other duties, as directed by the Counting Team Leader, Election Manager or their designate.

## Democracy Ambassador

The Democracy Ambassador role is a casual position reporting to officers in the Education and Inclusion team. Democracy Ambassadors are primarily responsible for delivering electoral information and enrolment outreach sessions to one or more priority communities, leading up to an election event.

Sessions may be during the week or at weekends, and any time during the day or early evening when community members are available. The role includes assisting community members to enrol if they are not on the electoral roll, voter education, publicising elections and connecting with priority target communities to arrange outreach sessions.

Priority communities include:

- multicultural communities
- people experiencing homelessness
- people in correction facilities
- people living with an intellectual disability, their families and carers
- Aboriginal and Torres Strait Islander communities
- young people outside school settings.

### **Duties:**

- participate in face-to-face training and complete an online training module
- follow policies and procedures of the Democracy Ambassador Program and the Victorian Electoral Commission
- deliver and evaluate electoral information and enrolment sessions to one or more priority communities
- perform program tasks and activities (as delegated)
- collect evaluation data as required
- organise materials and transport to facilitate outreach enrolment and education sessions
- liaise with community networks and stakeholders to book outreach sessions
- any other duties, as directed.

The role will require flexibility in working hours.

Democracy Ambassadors will follow procedures and methods of work at all times to ensure safety and wellbeing of themselves and fellow staff, contractors and visitors.

## Early Voting Centre Manager

The Early Voting Centre Manager reports to the Election Manager and is responsible for the operation of an early voting centre. The early voting centre maybe located at a site other than the election office. The Early Voting Centre Manager must assist and support the Election Manager in all the required duties and is expected to deliver electoral services in an efficient, impartial and professional manner. The Early Voting Centre Manager will need to be comfortable and proficient in working with computers.

### Duties:

- attend a 2-3 hour face-to-face training session with the Election Manager and/or Assistant Election Manager
- read the Early Voting Manual
- conduct a coaching/briefing session with early voting team onsite prior to the opening of early voting
- receive resources and set up the early voting centre, ensuring that the layout and set-up allows optimal access for all voters, including voters with disabilities
- ensure that the early voting centre is always staffed by an individual on the state electoral roll, to enable enrolment applications to be signed and witnessed
- supervise and monitor staff in the performance of their duties and ensure efficient operation of the early voting centre
- ensure that all staff are dealing with all voters in a fair, friendly and helpful manner
- ensure that any voters/electors with special needs are being identified and assisted appropriately
- ensure that candidate/party workers distributing election material outside the centre are not obstructing voters/electors
- ensure early voting centres are free of any campaign material discarded by previous voter/electors
- issue ballot papers to early voters/electors
- account for all ballot papers
- reconcile ballot papers at the end of each day
- ensure ballot papers and ballot boxes are secure at all times
- ensure netbooks are securely stored
- ensure procedures are carried out as per the Early Voting Manual
- ensure the Early Voting Journal is completed correctly and reconciled
- at the close of early voting, return all unused ballot papers, ballot boxes and other electoral materials to the election office
- commencing on election day, lead the count of own electorate early votes (refer Counting Officer Duties)
- ensure that group voting tickets for all Legislative Council groups for each Region are readily accessible for electors (for parliamentary elections)
- provide copies of registered how-to-vote cards to voters/electors if requested (for local government elections) and,
- other duties as directed by the Election Manager or their delegate.

## Early Voting Centre Officer

The Early Voting Centre Officer reports to the Early Voting Centre Manager. Their role is to assist the Early Voting Centre Manager to deliver electoral services in an efficient, impartial and professional manner in accordance with the procedures set out in the Early Voting Manual and will display excellent customer service skills to all voters/electors. Early Voting Centre Officers will need to be comfortable and proficient in working with computers.

### **Duties:**

- attend a face-to-face coaching/briefing session with the Early Voting Centre Manager onsite prior to the opening of early voting
- read the Early Voting Manual
- assist with the set-up of the Early Voting Centre
- ensure procedures are carried out as per the Early Voting Manual
- correctly mark the voter's/elector's name off the roll
- establish correct Council and Ward for the voter to ensure correct ballot papers are issued (Local Government elections)
- establish the correct District and Region for the electors to ensure correct ballot papers are issued (Parliamentary elections)
- issue ballot papers to early voters/electors
- ensure declaration envelopes are fully completed and signed by the voter and Early Voting Centre Officer
- deal with all voters/electors in a fair, friendly and helpful manner
- appropriately assist any voters with special needs
- ensure that ballot papers and ballot boxes are secure at all times
- ensure netbooks are securely stored
- complete all required documentation
- assist the Early Voting Centre Manager with reconciliation at the end of each day
- assist with the pack up and return of election materials to the election office and
- other duties, as directed by the Early Voting Centre Manager or Election Manager.

## Election Casual Consultant

The Election Casual Consultant is a head office election casual position reporting to a project or program manager. The Election Casual Consultant may be involved in focus groups, reviewing manuals and online training, and developing training and recruitment products.

The Election Casual Consultant must conduct their duties in an efficient, impartial and professional manner.

### **Duties:**

- apply legislation, rules, procedures and processes applicable to the project or program
- provide opinions, advice and expertise from an election casual perspective
- contribute to the review of procedures and processes
- perform project or program tasks and activities (as delegated)
- any other duties, as directed.

## Extraction Officer

An Extraction Officer reports to the Counting Team Leader. The role of the Extraction Officer is to assist with the extraction of votes from declaration envelopes in preparation for a computer count. The Extraction Officer is accountable to the Counting Team Leader and Election Manager to deliver electoral services in an efficient, impartial and professional manner.

### **Duties:**

- operate a note-counting machine
- operate a letter-opening machine
- assist with any required preliminary checks for declaration votes (e.g. signatures)
- assist with the opening of postal declaration envelopes and extraction of ballot papers
- assist with completion of required results documentation
- assist with the preparation of ballot papers for computer count
- label the bundles of ballot papers and place into security boxes
- label the security boxes as instructed and
- other duties, as directed by the Counting Team Leader or Election Manager.

## Mobile Voting Manager

The Mobile Voting Manager reports to the Election Manager. Their role is to deliver electoral services in an efficient, impartial and professional manner in accordance with the procedures set out in the Mobile Early Voting Manual and to display excellent customer service skills to all electors. The Mobile Voting Manager's own vehicle will be required for this position.

### **Duties:**

- read the Mobile Early Voting Manual and ensure the correct procedures are followed
- complete all required training
- supervise and train the Mobile Voting Officer
- visit numerous mobile voting centre sites, as required
- check list of patients/residents with venue administration to identify electors able to vote at a static location and those who will need to be visited in their room
- return to a venue if requested to enable those who are not well enough to vote at time of original visit to vote before Election Day
- sign and witness enrolment applications, therefore one team member must be on the State electoral roll
- deal with all electors in a fair, friendly and helpful manner
- appropriately assist any electors with special needs
- Correctly mark elector's name off the roll
- establish the correct District and Region for each elector to ensure correct ballot papers are issued
- issue ballot papers to the electors
- ensure declaration envelopes are fully completed and signed by the elector and election official
- provide folder of registered how-to-vote cards for electors to view if requested at mobile voting centres
- ensure that group voting tickets for all Legislative Council groups for each Region are readily accessible to electors
- complete all required documentation
- account for all ballot papers
- ensure the Mobile Early Voting Journal is completed correctly and reconciled
- ensure ballot papers and ballot boxes are secure at all times
- ensure netbooks are securely stored
- return election material to the election office and
- undertake other duties, as directed by the Election Manager.

## Mobile Voting Officer

The Mobile Voting Officer reports to the Mobile Voting Manager. Their role is to deliver electoral services in an efficient, impartial and professional manner in accordance with the procedures set out in the Mobile Early Voting Manual and to display excellent customer service skills to all electors. The Mobile Voting Officer's own vehicle may be required for this position.

### **Duties:**

- complete all required training
- read the Mobile Early Voting Manual and ensure the correct procedures are followed
- visit numerous mobile voting centre sites, as required
- return to a venue if requested to enable those who are not well enough to vote at time of original visit to vote before Election Day
- sign and witness enrolment applications, therefore one team member must be on the State electoral roll
- deal with all electors in a fair, friendly and helpful manner
- appropriately assist any electors with special needs
- correctly mark elector's name off the roll
- establish the correct District and Region for each elector to ensure correct ballot papers are issued
- issue ballot papers to the electors
- ensure declaration envelopes are fully completed and signed by the elector and election official
- provide folder of registered how-to-vote cards for electors to view if requested at mobile voting centres
- ensure that group voting tickets for all Legislative Council groups for each Region are readily accessible for electors
- complete all required documentation
- assist Mobile Voting Manager in ensuring Mobile Early Voting Journal is completed correctly and reconciled
- ensure ballot papers and ballot boxes are secure at all times
- ensure netbooks are securely stored
- return election material to the election office with Mobile Voting Manager, if required and
- undertake other duties, as directed by the Mobile Voting Manager or Election Manager.

## Office Assistant

An Office Assistant reports to the relevant manager responsible for their operations, including Election Manager or Region Coordinator, project manager or program manager. The duties of the Office Assistant are to assist the manager with one or more of the following tasks.

### **Duties:**

- complete all required training
- provide clerical support, including data entry
- collect from and deliver mail to the post office
- respond to public enquiries
- assist with the appointment and processing of personnel and training documentation
- process requests for early, replacement and postal ballot papers as authorised by the Election Manager
- process returns of ballot material, including the scanning of postal returns and tallying of ballot paper returns
- assist with the extraction and counting of ballot papers and, where relevant, the preparation for data entry of ballot paper preferences
- assist with the receipt, collection, packaging and storage of materials, including sensitive electoral material
- prepare documentation and reports for use by the relevant manager and
- other duties, as directed.

When designated at a higher level, the Office Assistant will also:

- manage aspects of the election, program or project, as delegated
- conduct or participate in training and trial operations, as required and
- recruit, train and supervise staff on election or project tasks and activities.

## Region Recheck Leader

The Region Recheck Leader reports to the Election Manager. It is a senior position in the election office, or at a centralised count centre, that has responsibility for the recheck of Region ballot papers for an electorate. They must conduct their duties in an efficient, impartial and professional manner, including the supervision of counting team/s.

### **Duties:**

- undertake training as required by the VEC
- set-up the Region recheck area in readiness for operation
- participate in the primary count of Region ballot papers
- train the Region recheck counting officers
- lead the Region counting team to recheck the Region ballot papers in accordance with correct procedures
- enter Region recheck results into the Election Management System
- monitor the velocity of the Region recheck against the count plan
- monitor the variance between Region primary and recheck results, and Region rechecks and District rechecks
- assist the Election Manager to manage Region scrutineers
- make decisions on the formality of Region ballot papers
- manage the preparation of below-the-line Region ballot papers for dispatch to the computer count centre
- deliver the below-the-line Region ballot papers to the computer count centre
- follow-up any discrepancies with the below-the-line Region ballot papers, as advised by the computer count centre
- prepare the packaging of the Region above-the-line and informal ballot papers.
- ensure the Region above-the-line and informal ballot papers are dispatched to the warehouse in accordance with the agreed schedule
- escalate any issues to the Election Manager, Region Coordinator, or Region Election Support Officer, as required
- ensure that the timesheets of the Region counting team are entered into the Personnel Management System prior to the end of the pay periods
- assess members of the Region counting team and enter ratings into the Personnel Management System
- prepare required paperwork for election returns
- assist the Election Manager with any other tasks, as required

### Scrutiny Assistant (Election Office)

The Scrutiny Assistant reports to the Election Manager.

#### **Duties:**

- assist with the unfolding of ballot papers
- assemble cardboard furniture
- fold and stack all cardboard furniture and
- any other duties, as directed.

### Team Leader Special Projects

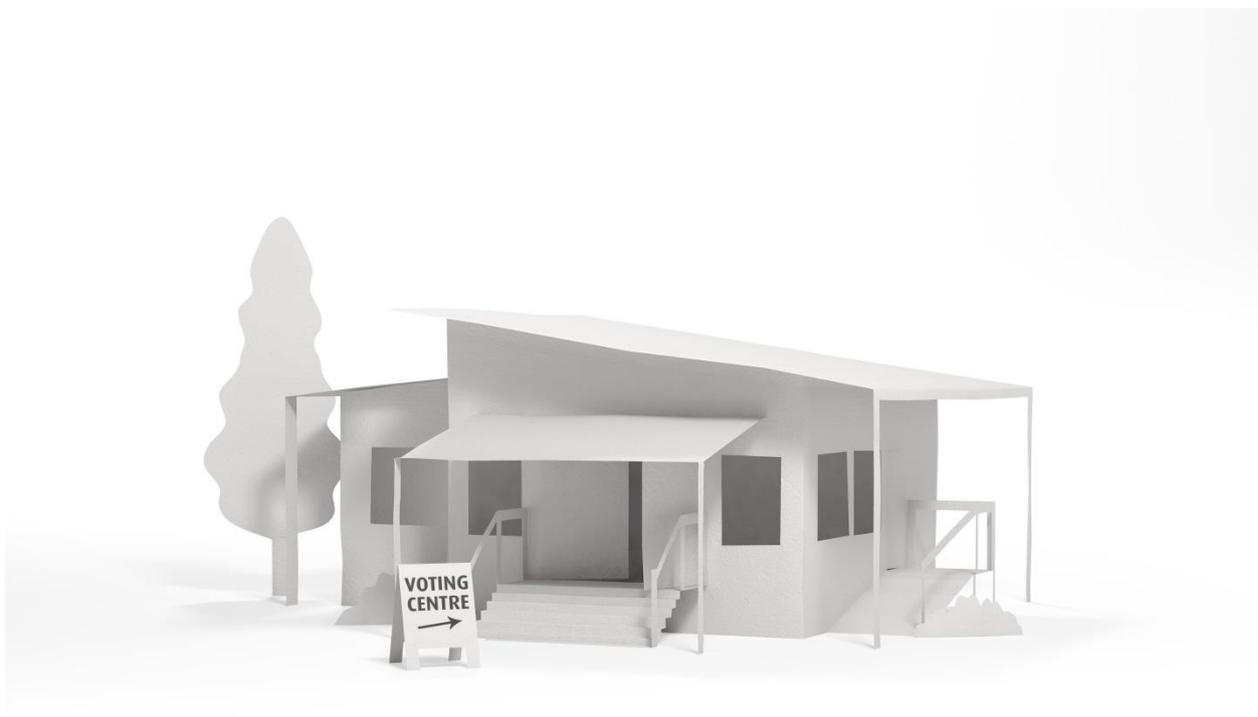
The Team Leader Special Projects is a head office election casual position reporting to a project or program manager. The Team Leader Special Projects may be involved with candidate services, personnel, mail processing and other head office election activities. The Team Leader Special Projects is a senior position operating within project teams and must conduct their duties in an efficient, impartial and professional manner, including the supervision of other project team members.

#### **Duties:**

- apply legislation, rules, procedures and processes applicable to the project or program
- contribute to the drafting, review and establishment of procedures and processes
- perform project or program tasks and activities (as delegated)
- prepare reports, as requested
- recruit, train and supervise project officers on project or program tasks and activities and
- any other duties, as directed.

## Election official duty statements

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○ Ballot Box Guard	
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○ Relief Officer (parliamentary elections)	
○ Voting Centre Assistant	
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## Assistant Voting Centre Manager

The Assistant Voting Centre Manager reports to the Voting Centre Manager. Their role is to assist in the conduct of the election at a voting centre according to the procedures set out in the Voting Centre Manager's Guide and Election Official's Manual and display excellent customer service skills to all voters. The Assistant Voting Centre Manager must assist and support the Voting Centre Manager in all the required duties and act as Voting Centre Manager if required.

### Duties

- read the *Voting Centre Manager's Guide* and *Election Official's Manual*
- complete all training – this includes an on-line component
- attend Voting Centre Manager training
- assist the Voting Centre Manager in the set-up of the voting centre on election eve
- arrive at the voting centre by 7.00 am on election day
- act as Voting Centre Manager should the appointed Voting Centre Manager be required to leave the voting centre
- supervise and monitor the declaration staff, ensuring correct procedures are followed, including the use of electronic devices (if applicable)
- manage the rotation of election officials and monitor breaks
- facilitate the smooth flow of voters/electors
- answer questions from voters and election officials
- issue ordinary or declaration ballot papers as required enabling election officials to take breaks during the course of the day
- monitor the performance of all staff during the day to ensure all are following correct procedure
- ensure that all staff are dealing with voters in a fair, friendly and helpful manner
- ensure that any voters with special needs are being identified and assisted appropriately
- monitor candidate helpers/party workers
- assist with the scrutiny and count of ballot papers
- assist the Voting Centre Manager with the assessment of voting centre staff, if required
- remain in the voting centre until all duties are completed
- assist with the completion of all necessary returns, the packing up of materials and tidying up the voting centre and
- other duties, as directed.

## Election Liaison Officer

The Election Liaison Officer reports to and acts as a representative of the Election Manager on election day. The Election Liaison Officer will, as far as possible, visit each of their allocated voting centres, attend the scrutiny at a selected voting centre/s, provide assistance to the Voting Centre Manager (if required), assess the performance of the Voting Centre Manager and report back to the Election Manager.

### **Duties before election day:**

- read the Voting Centre Manager's Guide and Election Official's Manual
- attend Voting Centre Manager training
- complete all training - this includes an online component
- assist with Voting Centre Manager training if required and
- attend voting centres on the evening before election day, to observe and advise on the setting up of voting centres (if required).

### **Duties on election day and night:**

- visit a designated group of voting centres, or as directed by the Election Manager
- ensure correct procedures are being followed
- provide support and assistance to Voting Centre Managers, as required
- carry a folder of registered how-to-vote cards provided by the Election Manager
- deliver additional electoral material, as required
- assist with the delivery and receipt of election material to the election office on election night, if required
- complete reports on voting centres and staff and
- other duties, as directed.

## Election Official

Election officials report to the Voting Centre Manager. The role of the election official is to assist in the conduct of the election at a voting centre according to the procedures set out in the Election Official's Manual. The election official must display excellent customer service skills to all voters/electors.

### All election officials are required to:

- read the Election Official's Manual
- complete all training - this includes an online component
- assist with the set-up of the voting centre between 7.30 am and 8.00 am on election day
- answer general questions from voters/electors
- deal with all voters/electors in a fair, friendly and helpful manner and assist any voters with special needs
- keep the voting centre tidy
- assist in the scrutiny and counting of ballot papers, as directed
- assist with the packaging of ballot papers and materials, for return to the election office
- remain in the voting centre until all duties are completed and
- any other duties, as directed.

Election Officials may be rotated through various roles and duties on election day.

### Ordinary Issuing Officers are required to:

- maintain security for election material at all times
- mark the electronic roll or scannable roll correctly
- correctly issue ballot papers to voters/electors
- complete and sign all required documentation and
- assist voters to complete Voter Information Report M480 (Local Government elections)  
or
- assist electors to complete Elector Information Report P1081 (Parliamentary elections).

### Ballot Box Guards are required to:

- ensure that all completed ballot papers are placed in the correct ballot box
- direct voters to the ballot box then to the correct exit
- ensure the security of the ballot box at all times and
- never leave the ballot box unattended.

**Queue Controllers** are required to:

- wear the visibility vest
- greet voters/electors
- ensure that voters/electors wait in an orderly queue for an issuing point to become free
- direct ordinary voter/electors to the next available issuing point, establishing mini queues at each issuing point
- direct declaration voters/electors to the declaration table when a vacancy occurs and
- identify voters who are visually impaired, physically disabled, requiring a language interpreter, etc. and provide assistance where necessary.

**Voting Centre Liaison Officers** are required to:

- undertake election official duties as required
- regularly monitor the outside of the Voting Centre to ensure that legislative requirements regarding placement and distribution of campaign material are being met
- liaise and respond to any candidate/party worker queries in meeting legislative requirements
- ensure co-operative and respectful interactions between voting centre staff, party workers and candidate helpers
- resolve any potential disputes by applying a customer service and common-sense approach
- escalate any issues that cannot be resolved from candidate/party workers to the Voting Centre Manager
- assist Queue Controllers in managing queues, answering questions and providing assistance to voters
- other duties, as directed.

**Declaration Issuing Officers** are required to:

- attend a training session, if required
- assist voters/electors with enrolment and general enquiries
- sign and witness enrolment applications
- use a tablet, netbook or Streets List to establish the correct Ward and Council (Local Government elections)
- use a tablet, netbook or Streets List to establish the correct District and Region (Parliamentary elections)
- mark the electronic roll or scannable roll correctly
- issue absent and declaration votes
- issue correct ballot papers to voters/electors
- ensure any declaration envelopes are completed correctly and signed by the voter and election official

- complete all required documentation and
- maintain security for election material at all times.

**Relief Officers** (parliamentary elections) are required to:

- assist electors with any general queries and
- replace election officials during breaks.

**Voting Centre Assistants** (parliamentary elections) are required to:

- assist in the unfolding of ballot papers and
- assist in folding and stacking of all cardboard furniture.

**Support Officer/Count Support Officer:**

Support Officers and Count Support Officers are appointed to selected voting centres to assist for a 4½ hour period, either am or pm, and may be allocated to any Election Official duties except for VCM, AVCM or Declaration Issuing Officer.

## Voting Centre Manager

The Voting Centre Manager reports to the Election Manager. Their role is to manage the conduct of the election at a voting centre according to the procedures set out in the Voting Centre Manager's Guide and Election Official's Manual and to manage the staff and resources efficiently. The Voting Centre Manager is accountable to the Election Manager to deliver electoral services in an efficient, impartial and professional manner and display excellent customer service skills to all voters/electors.

### **Duties:**

- read the Voting Centre Manager's Guide and Election Official's Manual
- complete all training - this includes an on-line component
- attend Voting Centre Manager training
- collect election material from Election Manager prior to election day and check all required material has been provided
- contact voting centres prior to election day to confirm cardboard furniture has been delivered. (This is not applicable for non-host Voting Centre Managers)
- contact voting centre staff prior to the election, to confirm experience and ascertain strengths
- set up the voting centre on election eve, ensuring that the layout and set-up allows optimal access for all voters, including voters with disabilities
- arrive at the voting centre by 7.00 am on election day
- brief staff on their duties and allocate positions to them
- monitor performance of all staff regularly to ensure all are following correct procedures, especially early in the day. Focus particular attention on inexperienced staff
- supervise and monitor the declaration staff, ensuring correct procedures are followed, including the use of electronic devices (if applicable)
- ensure that all staff are dealing with all voters in a fair, friendly and helpful manner
- ensure that any voters with special needs are being identified and assisted appropriately
- monitor candidate helpers/party workers
- supervise the efficient operation of the voting centre
- brief scrutineers
- supervise the scrutiny and count of ballot papers at the end of the day
- transmit final results to the election office at required stages of scrutiny
- complete assessments for staff
- supervise the completion of all necessary returns, the packing up of materials and tidying up the voting centre
- deliver election material to the election office and
- other duties, as directed.

**Non-host Voting Centre Managers:**

A Voting Centre Manager who is not the host Voting Centre Manager at a joint voting centre is not required to contact their voting centre prior to election day to confirm deliveries and they do not have responsibility for Declaration Issuing Officers. These duties are the responsibility of the host Voting Centre Manager for the joint voting centre.



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