

# Personnel Helpline

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# Login queries

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## How do I access the Election Staff Self-Service Portal?

To access the self-service portal click the following link: <https://electionstaff.vec.vic.gov.au>. Alternatively, copy and paste the URL into the address bar of your web browser.

## What is my user ID?

Your User ID for the self-service portal will be your email address you were using when you completed your online registration, unless you have updated this to a different email address since you registered.

## What if my email address has changed?

You can still log into the self-service portal by using your old email address as your User ID. Once you are in the system, you can then update your email address. If you are unsure what your password is, please call the Personnel Helpline to change it. Clicking on 'Forgot password?' will generate a password reset code to your old email address.

## I clicked 'Forgot Password', why haven't I received an email?

Please ensure you allow enough time for the email with your new password to be sent to your inbox (at peak times this can take up to half an hour). Also check your junk/spam mail folders, as the email can land there. If you have still not received an email, please call the [Personnel Helpline](#) and confirm that you are using the correct User ID. They can issue you with a temporary password over the phone if required.

## What is my password?

Your password must contain at least 6 characters, at least 1 capital letter and at least 1 numeric character. If you do not remember your password, click 'Forgot password?' and an email will be sent to you with a password reset code. The password you used to register with the self-service portal may have expired. If this is the case, the self-service portal will prompt you to change your password as soon as you log in.

## What do I do if I can't access the link that was provided in the email you sent?

Check that you are entering <https://electionstaff.vec.vic.gov.au> into the address bar. You can also access the self-service portal from our website <https://www.vec.vic.gov.au/workatelections/> by clicking the 'Already Registered? Log in' button.

## Working at elections

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### **I recently signed up to work at elections, how do I know you have received my application?**

When you have been added to the Personnel database you will receive a link to manage your details through the Election Staff Self-Service portal. Please allow up to five business days for your registration to be processed.

If you have not received your confirmation email it is possible that, though you commenced your registration, you did not complete the process. If you wish to be considered for an election role, you will need to finalise and submit your application.

To complete your registration, go to <https://appointments.vec.vic.gov.au> and click on 'Sign in' in the top right corner, then enter your email address and password and click 'Sign in'. Click on the 'Election Staff' vacancy, and then click on 'Apply' or 'Modify' at the top of screen to complete your registration. Once you have completed each section, including your contact details and the questionnaire, click 'Submit'. You will receive an email confirming that your registration has been received.

### **Do I need to re-register for every election event?**

No. You only need to register your details once in order to be considered for roles at any and all future election events conducted by the VEC.

Registration does not guarantee that applicants will be offered an appointment at any given election event.

### **When can I expect to hear back from the VEC if I am being offered a position?**

Election offices will be appointing election staff during September and October 2020. If you are offered an election role, you will receive an email prompting you to access your offer in the Election Staff Self-Service portal. You can accept or decline an offer by following the prompts.

### **I worked at a previous election, why haven't I been offered a position for the upcoming elections?**

Prior work at an election does not necessarily guarantee you will be offered a position. It is up to the Election Manager for each local area who they offer a role to. Election offices will be making offers during September and October 2020. Please ensure your email address is up to date as once an offer is made, an email alert is sent prompting you to access your offer in the Election Staff Self-Service portal.

### **I can see an offer of appointment when I log into my portal. Why didn't I receive an email alerting me?**

If you have not received an email alerting you that an offer of appointment has been issued, check your junk or spam mail folders/filters and ensure your email address is correct within the Election Staff Self-Service portal. Please also ensure that you add [donotreply@vec.vic.gov.au](mailto:donotreply@vec.vic.gov.au) to your email contact list to avoid future VEC emails going to your junk/spam mail folders.

## General queries

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### **Why does the VEC use the self-service portal?**

The self-service portal provides our election staff with a secure way to retrieve their pay advices. It allows staff to self-manage confidential information, including bank account details, and it can be accessed at any time. Staff can also use the portal to accept or decline any job offers that are made during an election.

### **I do not have access to a computer. How do I access the self-service portal?**

The [Election Staff Self-Service portal](#) can also be accessed via mobile (i.e. smartphone) or tablet devices running iOS or Android operating systems.

### **Will the portal work on my smartphone or tablet device?**

Yes, as mentioned in the FAQ above, the [Election Staff Self-Service portal](#) can be accessed via mobile (i.e. smartphone) or tablet devices running iOS or Android operating systems.

### **I am using a laptop/computer but I still can't access the portal. What am I doing wrong?**

The [Election Staff Self-Service portal](#) is supported on the current version, and one previous version of all major browsers. Each time a software update occurs, the portal is tested for compatibility against the current version of Internet Explorer, Mozilla Firefox, Google Chrome and Safari. If you are having trouble accessing the portal, please try updating your current web browser or using an alternative.

## Updating my details

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### **How do I update my details on the self-service portal?**

You can update your details at any time through the Election Staff Self-Service portal. You are encouraged to keep your information updated at all times (whether or not there is a current major election event) as the VEC will use these details to contact you in relation to a prospective election appointment.

To make changes, click on the relevant page, update the information, then click the save button at the bottom of the screen.

Note: some fields cannot be modified through the portal such as title, name, gender and date of birth. Please email [electionpayroll@vec.vic.gov.au](mailto:electionpayroll@vec.vic.gov.au) should you need to update any such details with any supporting documentation attached.

### **I have changed my address and updated this on the self-service portal. Do I need to update my enrolment details separately?**

Yes. The Election Staff self-service portal is not linked to the electoral roll. To check your enrolment details, go to <https://www.vec.vic.gov.au/enrolment>.

## How do I change my superannuation details?

Superannuation details cannot be modified through the portal so if you wish to change your super fund, please:

- complete the [Choice of Superannuation form](#) and any additional documents, if required
- send the completed form and any other required documents to [VEC Payroll](#).

## I haven't supplied the VEC with any superannuation details. Why is Vic Super showing as my superfund?

If you haven't nominated a compliant super fund, and you are eligible for super, a VicSuper Future Saver account will be created for you and your super contributions will be paid into this.

Automatic insurance cover including Death, Total and Permanent Disability (TPD) and Income Protection (IP) will be applied to your account and the premiums will be deducted. We recommend you read through the [VicSuper insurance handbook](#). This should help you work out what the right cover is for you. You need to be aware that you could be paying for insurance that you might not need or be eligible for.

To review, reduce or cancel your cover, contact VicSuper on 1300 366 216.

## What do I do if the portal won't let me save my Tax File Number (TFN)?

The portal requires you to enter your TFN in the following format: XXX-XXX-XXX. Check that you have entered your TFN in this format before saving. If you continue to experience issues, please contact the [Personnel Helpline](#).

## I am no longer interested in working for the VEC, how do I remove my details from the database?

To permanently remove your user record from the VEC's Personnel database, log in to the portal and click on your name in the top right hand corner. Click Unsubscribe, provide a reason for unsubscribing, and click Unsubscribe again. By unsubscribing you will no longer be eligible to receive offers of appointment for future elections.

# Timesheets

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## Why can't I see my timesheet anymore?

It could be because your current placement has ended, or you have changed roles where electronic timesheets are not available to the individual (e.g. Counting Officer or Counting Team Leader). In these cases, election office staff must enter and approve any hours that have not been entered by the last Friday of the pay period.

## I cannot save and validate my timesheet because I have a blank timesheet from a previous pay period. How do I remove it?

Click on 'View full list' at the top of the page, select the empty timesheet for the relevant pay period, then click 'Delete'. **Do not** delete your timesheet for the current pay period. If you have

accidentally deleted your timesheet for the current pay period, call the [Personnel Helpline](#) for further assistance.

### **Can I claim for kilometres (KMs) travelled on my timesheet?**

As an election casual or official, you are not entitled to claim for travel between home and your ordinary place of work. There may be some situations where you will be required to use your private motor vehicle in connection with your appointment. If this is the case, your appointing manager will discuss the situation with you. Where it is necessary to use your private motor vehicle for work purposes, you can submit a claim via electronic timesheet (where applicable) or paper form. For some election day roles, a kilometre allowance is included in the remuneration package.

## **Pay queries**

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### **I worked at the recent election, when will I receive my pay?**

The VEC operates on a fortnightly pay period. Each pay period closes on the second Friday of the fortnight and you should receive your payment on Wednesday or Thursday of the following week. You will receive an email notification at this time advising you that you have a new pay advice available in the portal.

Occasionally the VEC will arrange an additional pay-run outside its standard pay cycle for election staff. If this is the case, you will receive an email with further details.

If you believe you should have received your pay by now, log in to your Election Staff Self-Service portal and confirm that your bank account details have been entered correctly. If you have forgotten to add your bank account details you can add them ASAP and your pay will automatically be processed during the next pay period.

If you have any other pay related queries, please call the [Personnel Helpline](#).

### **I worked at the recent election, why was I taxed so much?**

There are two possible reasons for being taxed at a higher rate:

1. You have not ticked the 'Claim General Exemption' box. If you are eligible to claim the Tax Free Threshold, log in to your self-service portal ASAP. Log in to your self-service portal, go to the 'Bank, Tax and Superannuation Details' section and tick the box, then click save.
2. You have forgotten to enter your Tax File Number. Log in to your self-service portal, go to the 'Bank, Tax and Superannuation Details' section and enter your TFN in the required format, then click save.

Note: You may claim the tax-free threshold from one employer at a time, unless your total income from all sources for the financial year will be less than the tax-free threshold. For further information, please visit the [Australian Taxation Office](#) website.

### **I worked at the recent election, why haven't I been paid any superannuation?**

To be eligible for superannuation you need to have earned at least \$450.00 per calendar month.

## Pay advices

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### Where can I find my pay advices?

Log in to your self-service portal. Your pay advice(s) will be listed under the 'Pay Advices' section. Click on the pay advice you wish to open in order to download a PDF version to your device.

### Can you email me a copy of my pay advice?

For privacy reasons, pay advices cannot be sent via email. We do, however, send you an email to notify you when a new pay advice is available via the self-service portal.

### Can you send me a paper copy of my pay advice in the mail?

If you are unable to print your pay advice at home or are having trouble accessing the PDF version via the portal, please email a request for a hard copy of your pay advice to [electionpayroll@vec.vic.gov.au](mailto:electionpayroll@vec.vic.gov.au). Please allow up to 2 weeks to receive this in the mail.

## Contact us

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### How do I contact the VEC Personnel Helpline?

Call 1300 783 043 or email [personnelhelpline@vec.vic.gov.au](mailto:personnelhelpline@vec.vic.gov.au). The Personnel Helpline is available from Monday to Friday between 9.00am and 5.00pm.

### How do I contact VEC Payroll?

VEC payroll can be contacted by emailing [electionpayroll@vec.vic.gov.au](mailto:electionpayroll@vec.vic.gov.au)

To speak to someone regarding a VEC Payroll enquiry, please phone the [Personnel Helpline](#).