

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.