

Employment guide

For election casuals and officials



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Acknowledgement of country

The VEC acknowledges the Aboriginal and Torres Strait Islander peoples of this nation, as the Traditional Custodians of the lands on which we work and conduct our business. We pay our respects to ancestors and Elders, past, present, and emerging. We are committed to honouring Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to the land, waters and seas and their rich history of political, educational, and cultural engagement across Australia.

Thank you from the Electoral Commissioner



Thank you for supporting us in safeguarding our electoral system.

The Victorian Electoral Commission's vision is 'all Victorians actively participating in their democracy'. To achieve that vision we need the support of civic-minded citizens – just like you – to ensure we continue to deliver high quality, accessible and safe elections. The public holds election officials in high regard and that is due to the quality of people we work with, people who are prepared to devote their time for a very important ideal, people who perform their important roles without fear or favour.

Victoria was the first place in the world to deliver a secret ballot and that history continues today. Together, we can ensure that the experience of all election participants is easy and seamless, and that elections are delivered with the utmost impartiality and integrity. Any eligible person is free to stand for election and all eligible voters have a right to a secret vote; these rights are protected by legislation. Yet we want all participants to be confident in the process itself and importantly, the validity of the results. This means we need to ensure that everyone is equal at the ballot box, regardless of language, literacy, culture, ability, living status and location.

Thank you for taking this journey with us,

A handwritten signature in black ink, appearing to read 'Sven Bluemmel'. The signature is fluid and cursive, with a long horizontal stroke at the end.

Sven Bluemmel
Electoral Commissioner

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The Victorian Electoral Commission

About

The Victorian Electoral Commission (VEC) is an independent and impartial statutory authority established under the *Electoral Act 2002*. Our work practices are determined by the *Public Administration Act 2004* and guided by the Victorian Public Sector (VPS) Commission.

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, Sven Bluemmel, 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.

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

Election staff

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 we 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 re-check centres, early voting centres and mobile voting centres. Election casuals are paid on an hourly basis

Election officials are appointed to roles in voting centres on election day. Election officials are paid on a package rate which covers training and working hours.

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 our 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 the workplace
- provide timely and responsive service and respond to customer needs
- demonstrate professional 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:

- disclose any and all interests that may impact on your impartiality and urgently update any previous disclosures if anything changes
- 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 and
- decline gifts or hospitality offered in the performance of your duties.

Social media

While many of us use social media in our daily lives, VEC staff need to recognise the potential for misinterpretation and, in some circumstances, damage caused to the VEC via personal use of 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
- not publish any inappropriate material related to the VEC, which includes financial, confidential, sensitive, or branded information about the VEC, its employees, clients, contractors, suppliers, or any other related individuals
- avoid discussing any issues that may imply a political bias
- exercise extreme care when participating in social media discussions so as to not explicitly or implicitly suggest an official position of the VEC

Inappropriate behaviour at work

As set out in the VEC values and code of conduct, the VEC expects all employees to behave respectfully towards colleagues, clients, and members of public.

Inappropriate behaviour, conduct or language considered offensive, aggressive or discriminatory will not be tolerated and may result in disciplinary action up to and including termination of employment.

Inappropriate conduct includes:

- bullying and occupational violence
- discrimination (direct and indirect)
- harassment (including sexual harassment)
- vilification or victimisation.

Reporting incidents of inappropriate conduct

If you experience or witness any incidents of inappropriate conduct report this to your supervisor or manager. Alternatively, you may wish to contact the VEC's Human Resources team directly via HRmailbox@vec.vic.gov.au.

Support for election staff

Information on the VEC website

You will find more information on working with the VEC and answers to frequently asked questions at www.vec.vic.gov.au/work-with-us/work-at-elections.

Personnel Helpline

Personnel Helpline is available year-round to assist potential and existing election staff with questions about their registration or appointments for election work. Personnel Helpline can be contacted weekdays 9.00am to 5.00pm on 1300 783 043 or by emailing PersonnelHelpline@vec.vic.gov.au.

General conditions of appointment

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 \(www.vec.vic.gov.au/work-with-us/disclosure-of-political-activities\)](http://www.vec.vic.gov.au/work-with-us/disclosure-of-political-activities).

Disclosure of criminal convictions

You will be required to disclose if you have a serious criminal conviction that is not a spent conviction in order to accept an appointment. A serious criminal conviction means that you have received a prison sentence. We require you to disclose this information about your suitability to accept a position to ensure the fairness and integrity of the Victorian electoral system. If you disclose a serious criminal conviction, we will contact you to request further information. For more information on the definition of spent convictions visit [Spent Convictions | Department of Justice and Community Safety Victoria](#).

Information privacy and security

The VEC is committed to safeguarding and preserving the privacy of all personal information it receives, collects, and stores. All personal information is handled in accordance with relevant legislation and the VEC's privacy policies.

The VEC restricts access to personal information. As a VEC casual or official you may have access to personal information when it is reasonably necessary for the performance of your role

- You must keep confidential any information you have access to or receive while conducting your business.
- You must only use information you have access to or receive while conducting business, for business purposes. This includes only looking up information on the electoral roll if you are required to do so for work purposes.

- You must report any potential case of an information security incident, including potential privacy breaches, to your supervisor or manager immediately.
- The VEC's [privacy policy is available on the VEC website.](#)

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 supervisor 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 its employees and appointees. For example, if a person is unable to stand for long periods of time this will be addressed by the supervisor to ensure adequate change in roles to allow sitting to take place.

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.

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.

If you are appointed as an election official working on election day you will not be required to complete a timesheet. Please refer to the duty statements for working hours per role.

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 supervisor.

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 supervisor 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 and to keep clean and tidy always, including personal hygiene. Inappropriate clothing in the workplace includes thongs, tracksuit pants, sports shorts, and ripped or sheer clothing.

Training

The duties of election casuals and officials vary significantly between each 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 module(s). 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 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 supervisor 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.

It is your responsibility to ensure that your vehicle is registered for use on the open road, roadworthy and free of defects, insured by a motor vehicle policy, and free of any modification that may invalidate the insurance at all times you use your vehicle for VEC purposes. Use of a private motor vehicle requires the owner to accept costs incurred resulting from accident or damage.

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

Appointment to an election role may be revoked or suspended by the VEC at any time under section 41 of the *Interpretation of Legislation Act 1984*.

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.

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 VEC's Human Resources team via hrmailbox@vec.vic.gov.au or the VEC's head office can be contacted on (03) 8620 1100.

Remuneration and allowances

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 a Voting centre manager or Assistant voting centre manager, additional hours are included for the set-up of voting centres and for the collection of materials where applicable. Phone and mileage allowances are also included in the Election liaison officer, Voting centre manager and Pack-up officer packages where applicable.

Overtime guidelines

Time and a half (x 1.5) rates apply after 8 hours of work (excluding breaks) on 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 following the election on a date to be advised.

Importance of your details being up to date

It is your responsibility to ensure that all your details are up to date in your *Election Staff Self-Service portal*. This is including your contact details, postal address, bank account, tax file number and superannuation information. Incomplete or incorrect banking details will result in a delay in salary 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 plan 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

The VEC will make superannuation contributions at the legislated rate on behalf of each eligible staff member for ordinary hours worked, as required by the terms and conditions of the *Superannuation Guarantee (Administration) Act 1992*. All appointed staff will be offered their choice of fund.

Election casuals and officials enter their superannuation details through the self-service portal by selecting either, their own fund or the VEC default fund, Aware Super - Future Saver.

If a superannuation fund is not listed, email electionpayroll@vec.vic.gov.au with the superannuation details including fund name, Unique Superannuation Identifier (USI) and ABN. Election payroll will advise when the superannuation fund is available to select from the drop-down menu. Please note that it is the responsibility of the individual to maintain their superannuation details and ensure that they are valid and up to date prior to commencing work.

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: From 1 December 2023

Election casual rates of pay:

Election casual role	Base hourly rate	Rate including 25% loading	1.5 x base rate	2 x base rate
Assistant early voting manager	\$30.99	\$38.74	\$46.49	\$61.98
Computer count team leader	\$28.66	\$35.83	\$43.00	\$57.33
Counting officer	\$26.16	\$32.70	\$39.24	\$52.32
Counting team leader	\$28.66	\$35.83	\$43.00	\$57.33
Data entry operator	\$30.99	\$38.74	\$46.49	\$61.98
Democracy ambassador	\$30.99	\$38.74	\$46.49	\$61.98
Early voting centre manager	\$30.99	\$38.74	\$46.49	\$61.98
Early voting centre officer	\$26.16	\$32.70	\$39.24	\$52.32
Election casual consultant L1	\$26.16	\$32.70	\$39.24	\$52.32
Election casual consultant L2	\$30.99	\$38.74	\$46.49	\$61.98
Mobile voting officer	\$26.16	\$32.70	\$39.24	\$52.32
Mobile voting manager	\$28.66	\$35.83	\$43.00	\$57.33
Office assistant L1	\$26.16	\$32.70	\$39.24	\$52.32
Office assistant L2	\$28.66	\$35.83	\$43.00	\$57.33
Office assistant L3	\$30.99	\$38.74	\$46.49	\$61.98
Team leader special projects	\$30.99	\$38.74	\$46.49	\$61.98

Election official rates of pay:

Election official role	2022 State election package rate	Local Govt. and by-election package rate
Assistant voting centre manager	\$874	\$896
Count support officer (part day pm)	\$159	\$163
Declaration issuing officer	\$628	\$644
Election liaison officer	\$1,054	\$1,081
Election official (see Ordinary issuing officer duty statement)	\$568	\$582
Pack-up officer	\$255	\$262
Voting centre manager L1	\$998	\$1,024
Voting centre manager L2	\$1,034	\$1,061
Voting centre manager L3	\$1,070	\$1,097
Voting centre manager L4	\$1,105	\$1,134

Election casual duty statements

Assistant early voting centre manager

The assistant early voting centre manager reports to the early voting centre manager and is responsible for assisting with the operation of an early voting centre. The assistant early voting centre manager must assist and support the early voting centre manager in all the required duties and is expected to deliver electoral services in an efficient, impartial, and professional manner. The assistant early voting centre manager will need to be comfortable and proficient in working with computers.

Duties:

- attend face-to-face training session with the election manager and/or assistant election manager
- read the *Early voting manager manual* and *Early voting officer manual*
- conduct a briefing session with early voting team onsite prior to opening of early voting
- assist with set up of the early voting centre, ensuring that the layout and set-up allows optimal access for all voters, including voters that require assistance
- 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 any voters/electors who require assistance are appropriately assisted
- ensure that candidate/party workers distributing election material outside the centre are not obstructing voters/electors
- ensure early voting centres are free of discarded campaign material
- account for all ballot papers and reconcile ballot papers at the end of each day
- ensure ballot papers and ballot boxes are secure at all times and laptops securely stored
- ensure procedures are carried out as per the *Early voting manager manual* and *Early voting officer manual*
- 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)
- ensure Designated entrance to voting centre P453 sign displayed at the entrance
- monitor candidate helpers/party workers to ensure rules regarding signs are being followed

- monitor activities outside early voting centre, including canvassing restricted zones
- ensure the *Early voting manager journal* is completed correctly and reconciled
- On election day establish a restricted zone for early sort activities as per the *Early voting manager manual*
- commencing on election day, assist with managing the extraction, sort, and count of:
 - own district and region early votes, as well as mobile early votes where required
 - other district early votes and declaration envelopes
- manage the pack up and return of materials to election office or hub as per the *Early voting manager manual*
- prepare the final pick up of all cardboard and stationery from the early voting centre
other duties as directed by the Early voting centre manager
- assist the early voting centre manager with the management of paper timesheets for counting officers and any input required for staff assessments
- other duties as directed by the early voting centre manager.

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
- 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 (Local Government elections only)

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 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 or election manager 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. 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 if required
- 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 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 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 face-to-face training session with the election manager and/or assistant election manager
- read the *Early voting manager manual* and *Early voting officer manual*
- conduct a briefing session with early voting team onsite prior to opening of early voting
- assist with set up of the early voting centre, ensuring that the layout and set-up allows optimal access for all voters, including voters that require assistance
- 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 any voters/electors who require assistance are appropriately assisted
- ensure that candidate/party workers distributing election material outside the centre are not obstructing voters/electors
- ensure early voting centres are free of discarded campaign material
- account for all ballot papers and reconcile ballot papers at the end of each day
- ensure ballot papers and ballot boxes are secure at all times and laptops securely stored
- ensure procedures are carried out as per the *Early voting manager manual* and *Early voting officer manual*
- 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)
- ensure Designated entrance to voting centre P453 sign displayed at the entrance
- monitor candidate helpers/party workers to ensure rules regarding signs are being followed
- monitor activities outside early voting centre, including canvassing restricted zones
- ensure the *Early voting manager journal* is completed correctly and reconciled

- On election day establish a restricted zone for early sort activities as per the *Early voting manager manual*
- commencing on election day, manage the extraction, sort, and count of:
 - own district and region early votes, as well as mobile early votes where required
 - other district early votes and declaration envelopes
- manage the pack up and return of materials to election office or hub as per the *Early voting manager manual*
- approve all electronic timesheets for early voting staff, enter and approve all paper timesheets for counting officers and complete staff assessments for all early voting staff
- prepare the final pick up of all cardboard and stationery from the early voting centre
- 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 and assistant early voting centre manager. Their role is to assist the early voting management team to deliver electoral services in an efficient, impartial, and professional manner in accordance with the procedures set out in the *Early voting officer manual* and 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 face-to-face training or on-the-job training with the election manager and/or assistant election manager as directed
- read the *Early voting officer manual*
- assist with the set-up of the Early Voting Centre
- ensure procedures are carried out as per the *Early voting officer 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
- sign declaration envelopes after elector have completed papers correctly
- 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 laptops are securely stored
- complete all required documentation
- complete reconciliation for issuing point at the end of each day
- participate in extraction, sort, vote exchange and count activities from election day
- assist with the pack up and return of election materials to the election office, warehouse, or hub
- other duties, as directed by the early voting centre manager, assistant 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, developing training and recruitment products, or assisting head office staff to deliver electoral projects.

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.

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 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 voting manual* and ensure the correct procedures are followed
- complete all required training
- supervise and train the mobile voting officers
- visit mobile voting venues as per itinerary scheduled by the election manager
- check with venue contact to identify electors able to vote at a static location and those who will need to be visited in their room
- 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 who require assistance
- correctly mark elector's name off the roll and issue ballot papers to the electors
- establish the correct district and region for each elector to ensure correct ballot papers are issued
- 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
- ensure Designated entrance to voting centre P453 sign displayed at the entrance
- monitor candidate helpers/party workers and ensure rules regarding signs and canvassing restricted zones are being followed and complete all required documentation
- account for all ballot papers
- ensure the *Mobile voting manager journal* is completed correctly and reconciled
- ensure ballot papers and ballot boxes are secure always
- ensure laptops are securely stored
- return election material to the election office
- 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 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 voting manual* and ensure the correct procedures are followed
- visit mobile voting venues as per itinerary scheduled by the election manager
- 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 MVM in ensuring *Mobile voting manager journal* is completed correctly and reconciled
- ensure ballot papers and ballot boxes are secure at all times
- ensure laptops are securely stored
- return election material to the election office with mobile voting manager, if required
- 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, hub manager, 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.

Team leader special projects

The team leader special projects are 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 are 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

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 guide* and *Election official 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 guide* and *Election official 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 and be ready to start work at 7 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
- supervise and monitor the declaration staff, ensuring correct procedures are followed, including the use of tablet and laptops (if applicable)
- 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
- ensure Designated entrance to voting centre P453 sign displayed at the entrance
- monitor candidate helpers/party workers and ensure rules regarding signs are being followed
- monitor activities outside voting centre, including canvassing restricted zones
- 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 which may be around 10 pm
- assist with the completion of all necessary returns, the packing up of materials and tidying up the voting centre
- other duties, as directed.

Count support officer

The count support officers are appointed to selected voting centres and report to the voting centre manager.

Duties

- read the *Election official manual*
- complete all training - this includes an online component
- arrive at the voting centre and be ready to start work at 5:30 pm with a finish time of 10 pm
- assist with voting centre activities such as unfolding, determining formality, sorting, and counting ballot papers
- other duties, as directed by voting centre manager

Declaration issuing officer

The declaration issuing officer reports to the voting centre manager. The role of the declaration issuing officer is to assist in the conduct of the election at a voting centre according to the procedures set out in the *Election official manual*. The declaration issuing officer must display excellent customer service skills to all voters/electors.

Duties

- read the *Election official manual*
- complete all training - this includes an online component and a face-to-face session
- arrive at the voting centre and be ready to start work at 7:30 am on election day
- assist with the set-up of the voting centre between 7.30 am and 8 am on election day
- 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 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, laptop (if applicable) or *List of Streets* to establish the correct district and region (Parliamentary elections)
- mark the 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
- sign declaration envelopes after elector have completed papers correctly
- complete all required documentation
- maintain security for election material always
- complete the sort, count and reconciliation of all absent and declaration votes ensuring paperwork is completed accurately
- assist with the packaging of ballot papers and materials, for return to the election office
- assist in the scrutiny and counting of ballot papers, as directed
- remain in the voting centre until all duties are completed which may be around 10 pm
- any 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 using their own vehicle, attend the scrutiny at a selected voting centre/s, provide assistance to voting centre managers (where required), assess the performance of the voting centre managers and report back to the election manager.

Duties before election day:

- read the *Voting centre manager guide* and *Election official manual*
- attend voting centre manager face-to-face training
- complete all training - this includes an online component
- assist with voting centre manager training if required

Duties on election day and night:

- visit a designated group of voting centres to schedule provided by election manager, or as directed by the election manager
- ensure correct procedures are being followed and provide feedback to voting centre managers regarding any corrective action required where procedures are not 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
- complete reports on voting centres and assessment of staff
- other duties, as directed.

Election official (Ordinary issuing officer)

The election official (ordinary issuing officer (OIO)) reports to the voting centre manager. This role assists in the conduct of the election at a voting centre according to the procedures set out in the *Election official manual*. The OIO must display excellent customer service skills to all voters/electors.

Duties

- read the *Election official manual*
- complete all training - this includes an online component
- arrive at the voting centre and be ready to start work at 7:30 am on election day
- assist with the set-up of the voting centre between 7:30 am and 8 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 and always maintain security for election material
- mark the scannable roll correctly and correctly issue ballot papers to voters/electors
- complete and sign all required documentation
- assist voters to complete Voter Information Report M480 (Local Government elections) or Elector Information Report P1081 (Parliamentary elections).
- 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 which may be around 10 pm
- any other duties, as directed.

OIO's may be rotated through various duties on election day including:

Guarding the ballot box:

- 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, always, and never leave the ballot box unattended.

Managing and controlling the queues:

- greet voters/electors
- ensure that voters/electors wait in an orderly queue
- 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
- identify voters who require assistance and help them as required

Pack-up officer

The pack-up officer (PUO) reports to the voting centre manager. Their role is to manage the packing up of all materials at the conclusion of voting, and transport these to either an election office or metropolitan hub as part of the return of materials.

Duties

- complete all training including an online component
- arrive at the voting centre and be ready to start work at 5 pm with a finish time of 11.30 pm
- manage and complete the pack-up of all materials in the voting centre
- work with the voting centre managers to finalise all paperwork and ensure all returns are finalised
- use their own car to return materials to the central drop-off point for the district.

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 guide* and *Election official 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 guide* and *Election official 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 centre 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 who require assistance
- arrive at the voting centre and be ready to start work at 7 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 tablet and laptops (if applicable)
- ensure that all staff are dealing with all voters in a fair, friendly, and helpful manner
- ensure that any voters requiring assistance are being identified and assisted appropriately
- ensure Designated entrance to voting centre P453 sign displayed at the entrance
- monitor candidate helpers/party workers and ensure rules regarding signs are being followed
- monitor activities outside voting centre, including canvassing restricted zones
- 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
- remain in the voting centre until all duties are completed and the pack-up officer has left the voting centre which may be around 10 pm
- 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.

