

# Personnel helpline frequently asked questions (FAQs)

May 2023



# Contents

<b>Login questions</b> .....	<b>2</b>
How do I find the VEC self-service portal? .....	2
What is my username? .....	2
What if I don't use the email address I registered with?.....	2
What do I do if I forget my password? .....	2
My password has expired. What do I do? .....	2
I clicked 'Forgot password', why haven't I received an email? .....	2
<b>Working at elections</b> .....	<b>3</b>
I signed up to work at elections, how do I know you have received my application? .....	3
Do I need to re-register for every election event?.....	3
I am already registered with the Australian Electoral Commission (AEC) for election work, do I need to register with the VEC separately? .....	3
What roles are available at the election?.....	3
When can I expect to hear from the VEC if I am being offered a position? .....	3
Why haven't I been offered a position for the upcoming elections? .....	4
Why didn't I receive an email alerting me to an offer of appointment?.....	4
<b>Access queries</b> .....	<b>4</b>
I do not have access to a computer. How do I access the VEC self-service portal? .....	4
I am using a laptop/computer, but I still can't access the portal .....	4
<b>Updating my details</b> .....	<b>4</b>
How do I update my details on the VEC self-service portal? .....	4
I have changed address and updated this on the VEC self-service portal. Do I need to update my enrolment details?.....	5
How do I update my superannuation details?.....	5
What do I do if the portal will not let me save my Tax File Number? .....	5
How do I remove my details from the VEC database? .....	5
<b>Timesheets</b> .....	<b>5</b>
Why can't I see my timesheet anymore?.....	5

I cannot validate and submit my current timesheet because I have a blank timesheet from a previous pay period. How do I remove it? .....	5
I accidentally deleted my timesheet. What do I do? .....	6
<b>Pay queries.....</b>	<b>6</b>
What are the pay rates for election work? .....	6
Can you send me a separation certificate? .....	6
When will I receive my pay?.....	6
I think there is a mistake with my pay. Who do I speak to? .....	6
Why has my superannuation contribution not been paid? .....	6
I do not have a superannuation account, can I work for the VEC? .....	6
Will working for the VEC impact my Centrelink, pension or allowance payment? .....	7
Will I be taxed? .....	7
I have claimed the tax-free threshold – what does this mean? .....	7
<b>Pay advice .....</b>	<b>7</b>
Where can I find my pay advice? .....	7
Can you send me a copy of my pay advice? .....	7
<b>How to contact the VEC Personnel Helpline.....</b>	<b>7</b>
Phone .....	7
Email.....	7
VEC Personnel Helpline opening hours .....	7

# Login questions

## How do I find the VEC self-service portal?

You can access the [VEC self-service portal](#) by clicking the link or you can copy and paste the URL into the address bar of your web browser <https://electionstaff.vec.vic.gov.au>

## What is my username?

Your username for the VEC self-service portal is the email address you use when you complete your online registration. If you change your email address in your VEC self-service portal, please use the updated email address as your username when signing in.

## What if I don't use the email address I registered with?

You can still log into the VEC self-service portal by using your old email address as your username. Once you are in the portal, update your email address. This updated email address will be your new username.

## What do I do if I forget my password?

If you do not remember your password, click 'Forgot password?' and a password reset code will be sent to your email address.

Make sure your new password:

- has 10 characters or more
- does not have any spaces
- has at least one capital letter
- has at least 7 lower case letters.
- has at least one number
- has at least one of following special characters ! @ # \$ % ^ & \* ( )

## My password has expired. What do I do?

If your password has expired the VEC self-service portal will prompt, you to change your password when you log in.

If you are changing your password, your new password must follow the above rules under 'What do I do if I forget my password?'

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

Please allow at least 10 minutes for the email with your new password to be sent to your inbox and check your junk/spam mail folders.

Check the link you are using is correct. You can access the self-service portal at <https://erm.aurion.cloud/vec/production/electionstaff/login>

If you are still experiencing difficulties, please call the Personnel Helpline on [1300 783 043](tel:1300783043), and they will reset your password and give you a temporary password.

# Working at elections

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

You will receive confirmation of your application after we add you to the personnel database. This can take up to 5 days after you have fully registered. You will receive an email that will include the link to your VEC self-service portal, where you can manage your details.

If you have not received your welcome email, make sure you finalise and submit your application. If you wish to be considered for an election role, you will need to submit your application.

### To complete your registration

1. Go to <https://appointments.vec.vic.gov.au>
2. Click on 'Sign in' in the top right corner.
3. Enter your email address and password and click 'Sign in' again.
4. Click on the 'Election Staff' vacancy, and then click on 'Apply' or 'Modify' at the top of the screen to complete your registration.
5. Once you have completed each section, including your contact details and the questionnaire, click 'Submit'.

You will receive an email confirming that your application has been received.

If you are still experiencing difficulties, please call the Personnel Helpline on [1300 783 043](tel:1300783043).

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

No, you only need to register your details once. You will be considered for roles at all future election events conducted by the VEC.

Please note that registration does not guarantee you will be offered an appointment at an election event.

## I am already registered with the Australian Electoral Commission (AEC) for election work, do I need to register with the VEC separately?

Yes, the VEC does not share a personnel database with the AEC. If you have not registered with the VEC for election work and are interested, please register via this link:

<https://candidate.aurion.cloud/vec/production>

## What roles are available at the election?

The VEC employs election staff in a wide range of short term, casual roles during the election period. For a full view of all election official and election casual roles, read the [Employment Guide](#).

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

If you are offered an election role, you will receive an email prompting you to access your offer in the VEC self-service portal. You can accept or decline the offer by following the prompts.

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

Having election experience does not guarantee that you will be offered a position at upcoming elections.

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

Your email address in your VEC self-service portal may not be up to date. Please ensure your email address is current in your portal so that you do not miss future emails.

You should also check your junk or spam folders. To make sure you do not miss future VEC emails that may be sent to your junk or spam folders please add [donotreply@vec.vic.gov.au](mailto:donotreply@vec.vic.gov.au) to your email contact list.

## **Access queries**

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

You can access the VEC self-service portal via smartphone or tablet devices running iOS or Android operating systems.

### **I am using a laptop/computer, but I still can't access the portal**

If you are having trouble accessing the portal, please try updating your current web browser, use an alternative browser or use an alternative device.

## **Updating my details**

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

You can update your details at any time through the VEC self-service portal. Keep your information up to date at all times (regardless of if 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 update your details**

1. Access your [VEC self-service portal](#).
2. Click on the relevant page you would like to update (e.g., banking).
3. Update your information.
4. 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 contact the Personnel Helpline for help with these.

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

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

## **How do I update my superannuation details?**

You can update your superannuation details in the VEC self-service portal.

If a superannuation fund is not listed, email [electionpayroll@vec.vic.gov.au](mailto: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.

## **What do I do if the portal will not let me save my Tax File Number?**

You need to enter your Tax File Number (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 call the Personnel Helpline on [1300 783 043](tel:1300783043) or [email](#).

If you do not have a TFN, please contact the Australian Taxation Office (ATO).

## **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**

1. Log in to your [VEC self-service portal](#).
2. Click on your name in the top right-hand corner.
3. Click 'unsubscribe' and provide a reason for unsubscribing.
4. Click unsubscribe again.

By unsubscribing you will no longer be eligible to receive offers of appointment for future elections.

## **Timesheets**

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

You may not be able to see your timesheet because your current placement has ended, or you have changed roles. Electronic timesheets are not available for some roles (such as counting officer or counting team leader).

If you need evidence of your timesheet and no longer have access, please contact the Personnel Helpline who will be able to provide this to you.

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

## **To remove a blank timesheet**

1. Click on 'View full list' at the top of the timesheet page.
2. Select the empty timesheet for the relevant pay period.
3. Click 'Delete'.

## **I accidentally deleted my timesheet. What do I do?**

You are unable to raise the timesheet again yourself. Please contact the Personnel Helpline and they will be able to raise it for you again.

# **Pay queries**

## **What are the pay rates for election work?**

You can find a full summary of the pay rates for election casuals and officials on the [Registered Workers](#) page of the VEC website.

## **Can you send me a separation certificate?**

Yes, please email your request for a separation certificate to [personnelhelpline@vec.vic.gov.au](mailto:personnelhelpline@vec.vic.gov.au)

## **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.

If you have any other pay related queries, please call the Personnel Helpline [1300 783 043](tel:1300783043) or email [personnelhelpline@vec.vic.gov.au](mailto:personnelhelpline@vec.vic.gov.au)

## **I think there is a mistake with my pay. Who do I speak to?**

If you think you have been incorrectly paid, please contact the Personnel Helpline. They will be able to investigate on your behalf.

## **Why has my superannuation contribution not been paid?**

Superannuation contributions are paid to employee funds on or before the quarterly due dates. You can see the dates on the [ATO website](#).

## **I do not have a superannuation account, can I work for the VEC?**

You must nominate a superannuation account. If you don't have an existing fund you can choose to nominate the VEC's default fund, Aware Super – Future Saver or create a new account with a fund of your choice. You need a superannuation account to work for the VEC. Under the law, employers must pay superannuation contributions to a complying superannuation fund for all employees. If you choose to nominate the VEC's default super fund, Aware Super – Future Saver will contact you with information on your new account when the VEC processes your super.

For more information about the superannuation guarantee please visit the [ATO website](#) or call the ATO on [13 10 20](#).

## **Will working for the VEC impact my Centrelink, pension or allowance payment?**

To find out if payments for temporary election work affect any government benefits you receive, please contact [Services Australia - Centrelink](#).

## **Will I be taxed?**

The exact amount of tax withheld for temporary employment with the VEC will depend on your individual financial circumstances. Please refer to the [ATO website](#) for further information.

## **I have claimed the tax-free threshold – what does this mean?**

You can find information on the tax-free threshold on the [ATO website](#).

## **Pay advice**

### **Where can I find my pay advice?**

Log in to your VEC self-service portal. Your pay advice(s) will be listed under the 'Pay Advices' section. Click on the pay advice you wish to open to download a PDF version to your device. If you require assistance, please contact the Personnel Helpline.

### **Can you send me a copy of my pay advice?**

Yes. If you are experiencing difficulties accessing your pay advice on the VEC self-service portal, we can provide you with a copy of your pay advice. Please send a request for a copy of your pay advice to [personnelhelpline@vec.vic.gov.au](mailto:personnelhelpline@vec.vic.gov.au). Allow up to 2 weeks to receive the copy.

## **How to contact the VEC Personnel Helpline**

### **Phone**

Call the VEC Personnel Helpline on [1300 783 043](#).

### **Email**

[personnelhelpline@vec.vic.gov.au](mailto:personnelhelpline@vec.vic.gov.au)

### **VEC Personnel Helpline opening hours**

Monday to Friday between 9 am and 5 pm.