

# Polling Official Role Profile – Voter Information Officer

## Position Details

|                           |                        |                           |                                |
|---------------------------|------------------------|---------------------------|--------------------------------|
| <b>CEA Classification</b> | EO 2                   | <b>Engagement Status</b>  | CEA Act                        |
| <b>Location</b>           | Polling Place          | <b>Date Last Modified</b> | November 2018                  |
| <b>APS Family</b>         | Administration         | <b>APS Function</b>       | General Administrative Support |
| <b>APS Role</b>           | Administrative Support | <b>APS Job Code</b>       | 070                            |

### Purpose of the role

The purpose of this role is to assist electors to cast a formal vote in communities that are culturally and linguistically diverse and in some Indigenous communities. These communities may not be familiar with Australia’s electoral process and may have been identified as having high informality rates. They do not undertake any other polling tasks.

This role is dedicated to giving information or other assistance to electors to complete a formal ballot paper for any federal election including for the House of Representatives, the Senate or at a Referendum.

This role is required to assist with the scrutiny after 6.00pm.

### Role context

Staff engaged for this role use their cultural, communication and special language skills to communicate formality messages and other information to assist electors, with particular attention to those with specific language needs.

VIOs assist electors by:

- using their cultural, communication and language skills to convey information needed to assist electors
- proactively engaging electors to determine if they require additional information or assistance prior to entering the polling place. They may do this by greeting electors and moving along the voting queue to ascertain the needs of electors and to provide information or to direct them to other assistance accordingly
- offering electors the opportunity to practise voting on a generic ballot paper
- distributing written information, including translated materials.

This role will be required to work long hours in varying polling place conditions on polling day and may be required to work either side of polling day if required.

## Key position responsibilities

- 1 Engage with voters and provide information, possibly in a language other than English:
  - Provide how to vote information
  - Convey the information needed to assist voters making a formal vote
  - Allow voters to practice voting
  - Accompany voters to voting screens to make their vote if requested
- 2 Provide general information on the electoral process in Australia:
  - Answer general voter enquiries
  - Answer public enquires possibly in a language other than English
- 3 Assist officials who are having difficulty locating electors on the certified list or completing declaration envelopes:
  - Respond to polling officials who request assistance dealing with a voter with limited English
  - Escort voters to issuing point if it is obvious the voter will require help being located on the certified list or completing a declaration envelope
- 4 Assist in the scrutiny after 6pm
  - At the direction of the OIC sort and count ballot papers, pack election materials

## Key organisational accountabilities

- Adherence to the:
  - APS Values and Code of Conduct;
  - AEC Values and Commitments.
- Ability to handle ballot papers safely and securely throughout all electoral processes and to account for every ballot paper at all times.
- Ability to comply with the AEC's procedures and policies as varied from time to time.
- Ability to take reasonable steps to avoid any conflict of interest (real or apparent) in connection with your employment with the AEC.
- Must not be or be seen to be publicly active in political affairs and not intend to publicly engage in such activities during your employment with the AEC.
- Be familiar with, abide by and promote all AEC work health and safety frameworks, policies and procedures.

## Mandatory Requirements

- Ability to work under pressure in a highly agile and fast pace operational environment and take ownership and responsibility for own work.

- Ability to understand and communicate clearly in a culturally appropriate manner for the group of electors being targeted in the required language.
- Knowledge and experience in successfully completing allocated tasks, accepting stated importance of tasks and to a compliant standard while delivering results within competing timeframes and priorities.
- Proven ability to communicate and willingness to engage with diverse individuals and communities and to be flexible and adaptable.
- Demonstrated personal integrity whilst achieving results within legislative, policy and budget parameters.
- Ability to represent the AEC in a professional manner and work effectively as part of a team to support the efficient delivery of an electoral event.

### Other Essential Requirements

- Australian citizenship;
- 18 years or over;
- Have access to a mobile phone;
- Confidence to readily engage with people on first meeting and to be proactive in initiating contact;
- Full and current driver's licence is required with access to a registered and comprehensively insured PMV suitable for transporting polling equipment;
- Character clearance, including a police check is required.