



Polling Assistant (Bilingual)

People in these roles are employed under the *Commonwealth Electoral Act, 1918* (Electoral Officer EO 2). Pay, terms and conditions can be found in the [Collective Determination](#).

The role

Polling Assistants are the first point of contact for voters at a polling place on election day. The role includes issuing votes as well as managing voters and maintaining security of the election materials. This role is responsible for assisting voters from culturally and linguistically diverse backgrounds who may require support or translated resources.

Work hours

- Election day 7am to approximately 11pm (when all activities in the polling place are finalised).

Training requirements

- Paid online training will be provided. This training must be completed before working.

Key responsibilities

- Comply with relevant legislation, AEC policies and procedures
- Accurately complete all required documentation
- Identify and report issues, taking appropriate action as directed

Voters

- Provide high quality customer service in a professional manner
- Assist all voters who require it, specifically people from culturally and linguistically diverse backgrounds
- Provide on the spot assistance in a language other than English
- Distribute translated resources where required
- Manage the queue of voters and direct voters to relevant voting points and exits
- Provide instructions to voters on how to fill in their ballot papers
- Ensure voters place the ballot papers in the correct ballot box
- Manage enquiries and escalate where required

Election materials

- Account for ballot papers received
- Ensure the security of ballot boxes throughout polling
- Use paper certified lists

Operational aspects of the polling place

- Sort and count ballot papers after polling, at the direction of the Officer in Charge
- Assist with the pack-up of the polling place

Skills and abilities

- Work effectively in a team with diverse groups of people
- Work in a fast-moving operational environment with non-standard or extended hours
- Communicate clearly with good attention to detail
- Remain calm under pressure and maintain professionalism
- Lift and carry up to 12 kilograms*
- Comfortable sitting or standing for long periods of time*
- Work in a range of different physical environments*

*If you require workplace adjustments due to disability or injury, please outline these in your Registration of Interest

Mandatory requirements

- Australian citizen aged 18 years or over
- Maintain political and issue neutrality and impartiality
- Speak a language (in addition to English) that is commonly spoken in the community in which you are employed.

It is expected that a Polling Assistant (Bilingual) will:

- adhere to the Code of Conduct outlined in Attachment A of the [Collective Determination](#) and the [AEC Values and Commitments](#) (we encourage you to read these before polling day)
- comply with the procedures and policies outlined in your training and materials
- avoid any conflict of interest (actual or perceived)
- be familiar with, abide by and promote AEC work health and safety frameworks, policies and procedures
- demonstrate personal integrity and represent the AEC with professionalism
- engage respectfully with diverse individuals and communities
- be flexible, adaptable, and work as part of a team
- take ownership and responsibility for own work
- handle ballot papers safely and securely throughout all electoral processes.

Thank you for your interest in working at a federal electoral event. We need over 100,000 people to fill our temporary jobs. We hope you'll consider joining our team.

Visit aec.gov.au/employment/working-at-elections/types-of-jobs to learn more about what's involved.
