



Remote Services Delivery Team Member

People in these roles are employed under the *Commonwealth Electoral Act, 1918* (Electoral Officer E03). Pay, terms and conditions can be found in the [Collective Determination](#) (Remote Services Delivery Team Member).

The role

Remote Services Delivery Team Members work with other members of the remote mobile team to deliver a successful mobile polling service to voters in remote and very remote Australia. This service is provided across the two weeks of the early voting period and has a week of training in preparation for service delivery.

Mobile polling is a unique and important voting service which enables voters who are unable to attend or have difficulties in attending a polling place to vote with AEC staff. In remote Australia, mobile polling is provided to discrete communities, including First Nations communities and other locations such as aged care facilities and prisons.

The team

Each team usually consists of four staff and may receive support from a member of the local community during polling. The Remote Services Delivery Team Member role supports delivery of polling.

Key responsibilities

Provide information and support to voters in a patient, compassionate and supportive manner.

- Ensure information is provided clearly and in a manner the voter can understand
- Assist voters to access support (i.e. language translation materials) as required
- Use an approach to ensure people who may be experiencing barriers to participating in electoral processes feel comfortable during the voting process

Issue votes in accordance with policy, procedures and ballot paper principles.

- Adhere to Work Health and Safety (WHS) requirements (both physical and psychosocial) and escalate WHS issues through the Trip Leader and Team Leader (where appropriate).
- Use electronic certified lists
- Issue declaration votes (a declaration vote requires the voter to sign a declaration instead of having their name marked off a certified list)
- Manage and issue ballot papers to voters
- Assist voters to complete enrolment forms and record information provided
- Always maintain ballot paper integrity and security

Monitor the ballot box and queue management.

- Ensure security of ballot boxes throughout polling

- Complete required documentation
- Manage voter queues, with consideration to building occupancy limits and ability to maintain good hygiene measures

Assist with end-of-day activities.

- Finalise documentation and contribute to packing of materials
- Complete reconciliation, secure materials and undertake other duties as directed

What to expect

You will be required to:

- work non-standard or extended hours over the early polling period based on a roster
- travel in different types of transport including 4WD, light aircraft, helicopter or ferry/boat
- complete all required online and face-to-face training before commencing in the role
- be required to travel to one or more facilities or communities in a day
- engage in long periods sitting, standing, or driving
- lift and carry of election materials within reason
- work effectively as part of a team to service small groups of diverse people
- be able to communicate clearly and have good attention to detail
- uphold the AEC's values of professionalism, quality, and agility
- work in remote Australia where you may experience geographical isolation, limited mobile phone and Wi-Fi coverage, and accommodation of a more basic standard than usually found in major cities and towns (e.g. shared accommodation and communal facilities, non-commercial accommodation)
- be able to work in areas with extreme temperature variations which could also be affected by weather events such as flood, bushfire and/or heat.

It is expected that a Remote Services Delivery Team Member will:

- adhere to the [APS Values and Code of Conduct](#), and the [AEC Values and Commitments](#) (we encourage you to read these before commencing in the role)
- comply with the procedures and policies outlined in your training
- avoid any conflict of interest (real or apparent)
- not be seen to be publicly active in political affairs, and not intend to publicly engage in these activities during your employment with AEC
- be familiar with, abide by and promote AEC work health and safety procedures
- follow and promote general health and hygiene measures
- 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
- maintain ballot paper security and integrity at all times, including in transit and storage.

Mandatory requirements

- Australian citizen aged 18 years or over
- Maintain political and issue neutrality and impartiality
- Available for up to 3 weeks for training and polling delivery
- Facilities or communities may have additional vaccination requirements (such as up-to-date COVID or influenza vaccinations) with which you will need to comply
- Current driver's licence that authorises you to transport others (this means a full licence not a provisional licence)
- Able to drive a 4WD in various conditions including off road, wet and/or hot conditions.

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- Access to a personal mobile phone with ability to make and receive calls
- A police check
- Share your personal information with other Commonwealth Government agencies and supporting partners for the purposes of booking training and travel to support delivery of polling services.

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.

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The terms and conditions for temporary staff employed by the AEC during federal elections, by-elections, plebiscites and referendums are set out in the [Collective Determination](#), which includes all remuneration information, including casual loading, overtime, allowances and payment for required training.

