



# Polling Assistant

---

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.

## 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, including people from diverse backgrounds
- 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

It is expected that a Polling Assistant 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](https://aec.gov.au/employment/working-at-elections/types-of-jobs) to learn more about what's involved.*

---