3.1.2 Voting place roles

The following table shows the voting place roles:

Role	Summary of role	Job description
Voting Place Manager	Lead employees in a voting place to ensure a good service is being provided to voters. Voting Place Managers who are attached to an issuing point issue votes as well.	M30-VPM
Voter Assistant	Help voters, ensuring they are provided with good, courteous customer service and that any voter needs are recognised and appropriately met. Includes managing queues, directing voters to the right Issuing Officer, answering voters' queries, assisting voters with enrolment, ensuring health and safety of employees and voters.	M30-VA
Issuing Support Officer	Support the Voting Place Manager with quality assurance, documentation, reports and general day to day running of the place.	M30-ISO
Issuing Officer – Ordinary Votes, Special Votes and Ordinary Special Votes	Issue votes in accordance with their instruction manual and training. They provide voters with a good, courteous customer service.	M30-IO
Voting Place Counter	Assist with the count at a voting place that needs extra help. Most likely to work at a small voting place. Small voting places sometimes receive more votes than expected, hence the need for extra help.	M30-VPCO

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5.3.1 Training sessions for voting place staff

Training voting staff		Pre-learning							Face to Face							Total Training times exc. ED Night	Total Training inc. ED Night
		Introduction	Ordinary votes	Special votes	Voter assistant	Managing a Voting Place	Election Night *	1. Base H & S	2. Ordinary votes	3. Special votes	4. Assisting voters	5. Managing a voting place	6. Mobile Support	7. ED Night & Prelim Count*		
Max # of trainees								16	16	16	12	12		12		
Issuing Officer – Ordinary votes	OVIO	30 mins	30 mins				15 mins	15 mins	1 hr 30 mins						2 hrs 45 mins	3 hours
Issuing Officer – Special votes	SVIO	30 mins		30 mins			15 mins	15 mins		2 hrs 15 mins					3 hrs 30 mins	3 hrs 45 mins
Issuing Officer – Ordinary and Special votes	OSIO	30 mins	30 mins	30 mins			15 mins	15 mins	1 hr 30 mins	2 hrs 15 mins					5 hrs 30 mins	5 hrs 45 mins
Voter Assistant	VA	30 mins			30 mins		15 mins	15 mins			2 hrs 45 mins				4 hours	4 hrs 15 mins
Manager Attached	VPMA	30 mins	30 mins	30 mins	30 mins	45 mins	15 mins	15 mins	1 hr 30 mins	2 hrs 15 mins		2 hrs		1 hr	8 hrs 45 mins	10 hours
Manager Unattached	VPMU	30 mins	30 mins	30 mins	30 mins	45 mins	15 mins	15 mins	1 hr 30 mins	2 hrs 15 mins		2 hrs		1 hr	8 hrs 45 mins	10 hours
Issuing Support Officer	ISO	30 mins	30 mins	30 mins	30 mins	45 mins	15 mins	15 mins	1 hr 30 mins	2 hrs 15 mins		2 hrs		1 hr	8 hrs 45 mins	10 hours
Mobile Support	MS	30 mins				45 mins	15 mins	15 mins				2 hrs	2 hrs 30 mins	1 hr	6 hours	7 hrs 15 mins

*Only those working election day or preliminary count.