APS1 Induction and training booklet

AEC
Australian Electoral Commission

Contents

Version control

Version	Date	Purpose	Created/edited by
1.1	07 November 2018	Tailor local induction resources for national APS1 audience	Teresa Trimboli
1.2	25 January 2019	Final review	Samantha Mernagh
1.3	19 February 2021	Updated training tables. Updated intranet links throughout.	Alicia Laub
1.4	5 March 2021	Removed reference to APS1 On-boarding checklist per advice from People & Property.	Alicia Laub
1.5	21 April 2021	Implement feedback from L&D CoP review	Alicia Laub
1.6	13 May 2021	Two rows removed from 'Manager-directed self-enrolment' table. Roll Management Learning Program page added to Enrolment Processing table in Attachment B.	Rodney Harris
2.0	10 February 2022	Updates to content and links throughout document.	Peita Mamo

Document purpose and audience

This document has been designed to provide induction and training information for APS1 new to the AEC or recommencing with the AEC after a break in employment. It provides information, tips and expectations for APS1s in their role with the Australian Electoral Commission (AEC).

A list of training can be found at **Attachment A** and a list of resources is located at **Attachment B** of this booklet.

The audience for this document is all APS1s.

About the AEC

The AEC's purpose

The Australian Electoral Commission (AEC) is an independent statutory authority established by the Australian Government and our purpose is to:

> **Maintain an impartial and independent electoral system for eligible voters through active electoral roll management, efficient delivery of polling services and targeted education and public awareness programs**

We do this by:

- ensuring confidence in the Commonwealth electoral roll
- conducting successful electoral events, including federal elections, by-elections, referendums and industrial elections and ballots
- undertaking public awareness activities
- regulating political party registrations and financial disclosure
- supporting electoral redistributions[1].

Structure of the AEC

Three tier structure

The AEC has a three-tier structure:

- a national office in Canberra
- state and territory offices, and
- divisional offices.

National office

There are three divisions in the national office – the Service Delivery Division, the Enabling and Regulation Division and the Organisational Transformation Division – headed by the agency's three first assistant commissioners. The First Assistant Commissioner, Service Delivery Division is the National Election Manager.

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[1] AEC Corporate Plan 2021-22: https://www.aec.gov.au/About_AEC/Publications/corporate-plan/index.htm

State offices

State offices are located in each state capital. The Northern Territory office is in Darwin. The Australian Capital Territory (ACT) is managed by the NSW State Manager except during election periods, when an Australian Electoral Officer (AEO) for the ACT is appointed.

Divisional offices

Divisional offices are responsible for electoral administration within each electoral division, which includes the conduct of elections, management of the electoral roll and carrying out public awareness activities. Some divisions are located in a standalone office, while others are co-located with other divisions and operate as larger work units.

Electoral divisions are also known as electorates. There are 151 electoral divisions in Australia, and each electoral division is represented by a member of the House of Representatives.

The AEC values and commitments

The AEC's values of electoral integrity through quality, agility and professionalism, supported by the organisational commitment to the ballot paper principles and every task matters principle, were first introduced in February 2015.

Since then, the AEC values and commitments have been a fundamental part of the AEC; forming a values and behaviours framework that has underpinned everything the AEC does as individuals and as an organisation.

Defining the AEC values

Each value has been defined to support all staff in having a common understanding of what each value means. The definition for each value is written as a '**We statement'** to reflect its connection to the AEC's purpose and vision:

> Our **purpose** is to maintain an impartial and independent electoral system for eligible voters through active electoral roll management, efficient delivery of polling services, and targeted education and public awareness programs.

> Our **vision** – We are a leader in refining and delivering best practice in election management.

The definitions are supported by **I statements** that provide examples of what each value looks like in action (i.e. a guide of the behaviours expected of AEC staff). These statements will help staff identify and promote behaviours around the workplace that demonstrate **Electoral Integrity** through **Professionalism**, **Agility**, and **Quality**.

A spotlight on each value, can be found on the [AEC values launch page](#) on the Intranet.

Electoral integrity

We provide electoral services to deliver the franchise

We are neutral, transparent, and accountable in the preparation and conduct of electoral processes

We provide voters and stakeholders with confidence in the conduct and result of an election

What does this look like in the AEC?

- I maintain political neutrality and impartiality
- I respect and protect the privacy of an elector's personal information

- I uphold the integrity of the electoral roll at all times
- I uphold the sanctity of the ballot paper in all its forms and at all times
- I provide accurate information to stakeholders and work to correct any misunderstanding that may occur
- I ensure my actions reflect positively on the reputation of the AEC
- I consider the integrity of electoral process in every task and how my conduct can impact the integrity of the election
- I follow policies and procedures to support delivery of tasks related to elections administration

Quality

We maintain the highest possible standards and continue to improve upon best practice while considering the needs of our users, stakeholders and clients

We understand that no matter how small a task is, it has the potential to impact the reputation of the AEC, our stakeholders, and electors

What does this look like in the AEC?

- I commit to consistently achieving the highest standard of work
- I ensure the information and advice I provide is accurate and timely
- I am aware that no matter how small or insignificant a task appears to be, it has the potential to impact the AEC, our stakeholders, and our customers
- I respond positively and constructively to feedback and guidance on my performance
- I acknowledge that robust and transparent information management drives quality business outcomes
- I collect, use and disclose personal information in strict compliance with the Australian Privacy Principles

Agility

We embrace and respond positively to the dynamic and complex environment in which we operate

We will anticipate, adapt and respond to change and welcome new ways of working.

What does this look like in the AEC?

- I adapt and respond to change and ask for help when it is needed.
- I stay calm and focused when working under pressure and in difficult situations.
- I provide workable solutions to solve immediate problems and I identify and escalate more complex problems that may impact on my tasks
- I maintain an awareness of the work of other business areas and adapt to changing priorities as required.
- I share my knowledge and information with team members and staff
- I work collaboratively with teams on shared problems and initiatives
- I identify lessons to be learned or opportunities for innovation in my work

Professionalism

We deliver our work to the highest standards, using our knowledge and skills to provide excellent service in all areas of our work

We continue to develop a high performing, capable and responsive AEC workforce

We show respect and courtesy to our colleagues and to our stakeholders

What does this look like in the AEC?

- I conduct myself in a cordial and respectful manner with colleagues, customers and stakeholders at all times.
- I respond and anticipate client needs in a timely, professional and helpful matter.
- I keep up to date with information and new processes relevant to my role. I act honestly and ethically and encourage others to do the same.
- I seek opportunities to develop and learn, taking responsibility for my own personal development
- I respectfully challenge behaviour that is inconsistent with organisational values, standards of the APS Code of Conduct.
- I recognise and value the contribution of others.
- I follow through reliably and take personal responsibility for my actions and decisions and their consequences.
- I take pride in doing my job well

Every task matters

We have a mantra at the AEC that '**every task matters'**, so it is expected that all staff conduct AEC business in a professional manner - regardless of the task, no matter how big or how small. It is critical that staff follow all AEC procedures at all times; delivering high quality electoral events that are transparent and uphold the AEC's reputation as a leading electoral management body.

Ballot paper principles

The AEC upholds the sanctity of the ballot paper in all its forms and at all times. This is given effect through two principles:

- All ballot papers remain 'live' from printing through to statutorily authorised destruction.
- The security, integrity and accountability of ballot papers must be preserved at all times – including transit and storage by the AEC, contractors, or other third parties.

These principles underpin all AEC planning, training, systems, handling and practices associated with ballot papers. They show how important ballot paper security is and provides a basis for the treatment of every ballot paper from printing to destruction by anyone who handles ballot papers, including but not limited to staff, polling officials and contractors.

Visual representation of the values and commitments

The values and commitments are captured in one visual representation (see below) to frame and guide how we work and underpin everything we do. This is displayed in all AEC offices and should act as a daily reminder of the importance of modelling these core values. It is important to continually talk about the values and commitments and how they apply to you as an individual and as an organisation.

AEC
Australian Electoral Commission

Professionalism

Electoral integrity

Quality

Agility

AEC values

Ballot paper principles

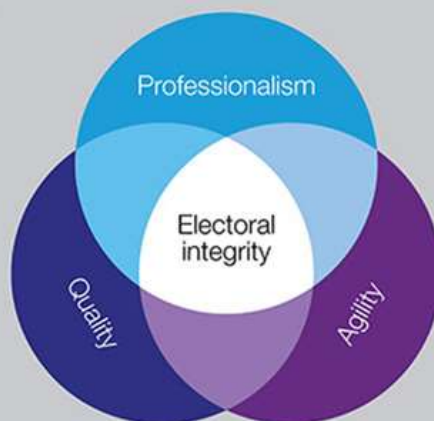The AEC upholds the sanctity of the ballot paper in all its forms and at all times.

1 All ballot papers remain 'live' from printing through to statutorily authorised destruction.

2 The security, integrity and accountability of ballot papers must be preserved at all times – including transit and storage by the AEC, contractors, or other third parties.

These two maxims of ballot paper handling must never be breached and must underpin AEC operations, culture and standards.

Every task matters

Australian Public Service (APS) Values and Code of Conduct

The AEC is committed to providing a respectful workplace that supports a positive work environment, free from inappropriate behaviour.

The APS values set out the parliament's expectations, behaviours and performance standards of staff working in the APS. You must at all times ensure your behaviours meet these standards which can be remembered by the acronym ICARE.

The APS values

Impartial

The APS is apolitical and provides the government with advice that is frank, honest, timely and based on the best available evidence.

Committed to service

The APS is professional, objective, innovative and efficient, and works collaboratively to achieve the best results for the Australian community and the government.

Accountable

The APS is open and accountable to the Australian community under the law and within the framework of ministerial responsibility.

Respectful

The APS respects all people, including their rights and their heritage.

Ethical

The APS demonstrates leadership, is trustworthy, and acts with integrity, in all that it does.

The APS Code of Conduct is set out in s13 of the *Public Service Act 1999* and lists the expected behaviours and actions required of all staff working in the APS. This is not about how well you do your job, but how you behave when undertaking your role.

A breach of the Code of Conduct can result in sanctions, ranging from a reprimand to termination of employment.

The Code of Conduct can be found on the following page. A brochure with more information is available on the APSC website: https://www.apsc.gov.au/publication/aps-values-and-code-conduct-practice

APS1 Induction and training booklet

The Code of Conduct

The Code of Conduct requires that an APS employee must:

- behave honestly and with integrity in connection with APS employment;

- act with care and diligence in connection with APS employment;

- when acting in connection with APS employment, treat everyone with respect and courtesy, and without harassment;

- when acting in connection with APS employment, comply with all applicable Australian laws;

- comply with any lawful and reasonable direction given by someone in the employee's Agency who has authority to give the direction;

- maintain appropriate confidentiality about dealings that the employee has with any Minister or Minister's member of staff;

- take reasonable steps to avoid any conflict of interest (real or apparent) and disclose details of any material personal interest of the employee in connection with the employee's APS employment;

- use Commonwealth resources in a proper manner and for a proper purpose;

- not provide false or misleading information in response to a request for information that is made for official purposes in connection with the employee's APS employment;

- not improperly use inside information or the employee's duties, status, power or authority:

    1. to gain, or seek to gain, a benefit or an advantage for the employee or any other person; or

    2. to cause, or to seek to cause, detriment to the employee's Agency, the Commonwealth or any other person.

- at all times behave in a way that upholds the APS Values and Employment Principles, and the integrity and good reputation of the employee's Agency and the APS;

- while on duty overseas, at all times behave in a way that upholds the good reputation of Australia; and

- comply with any other conduct requirement that is prescribed by the regulations (regulations available on the ComLaw website).

The Code of Conduct is set out in section 13 of the *Public Service Act 1999*.

APS1 Administration Assistant

About your role

An APS1 Administration Assistant is a casual staff member, usually located in a divisional, state or territory office or at an out-posted centre. Your primary role is to provide administrative and processing support to the office during peak workload periods. You have been employed to provide administrative support to your office in the lead up to, and during, the next federal election. The work you will be doing is vitally important to the delivery of a successful election, and we will train and support you to do your tasks well.

We aim to give you as much notice as we can, but during the election you may be asked to stay at work to complete a task at short notice. You should also expect to work a number of weekends during the election period.

Duties

Your duties will include:

- handling counter and telephone enquiries
- checking and responding to emails
- preparing routine correspondence using automated systems
- performing photocopying, scanning, collating and mailing documents
- processing enrolment forms from clients applying to enrol or updating their existing enrolment details
- helping to maintain the address register
- handling postal vote applications and returned postal vote certificates (during an election)
- processing declaration vote envelopes to determine if the voter is able to have their vote counted (during an election)
- other tasks and projects as directed.

Performance plan

It is a requirement for all Australian Government employees (ongoing and non-ongoing) to have an individual performance plan (IPP). An IPP is linked to organisational and business goals and maintains the APS and AEC values. It also provides employees with a clear statement of performance expectations.

Your manager will meet with you to put your IPP in place and will advise if it will be done through the Aurion Employee Self Service (ESS) facility or the IPP agreement and review paper form.

Agile pool

You may be working in an agile pool of staff. This means that for certain tasks or projects you work on, you may be required to report to someone other than your line manager. Your line manager will remain your point of contact for your timesheets, individual performance plan and any other matters.

Training

The AEC's approach to learning is based on the 70:20:10 model. This is an approach where:

- **70 per cent of learning is from experience** – typically on the job experience and practice. Staff have access to self-directed learning tools, such as videos, asking the community, simulations, blogs, job aids and knowledge management systems. Staff benefit from short term secondments, job rotations and projects.

- **20 per cent of learning is from others** - both formal and informal coaching and mentoring from others, including participation in expert networks, forums and communities of practice.

- **10 per cent of learning is structured** - formal learning interventions and structured programs that can involve assessment, accreditation and a mix of classroom and eLearning.

Mandatory eLearning courses

A list of all mandatory eLearning courses that are required to be completed within the first four weeks of commencing duties with the AEC is located at **Attachment A**. These eLearning courses can be accessed and completed via AEC Learning.

Other training resources

There are also a number of optional training resources listed in **Attachment A** that provide context around various election activities. These courses should be completed at the discretion of your supervisor.

Your supervisor will work closely with you as you begin to work on real enrolment forms and check your work to ensure they are satisfied with your learning. Where necessary, or if you request it, aspects of the training can be covered again until you are managing your work confidently and with success.

We undertake quality assurance processes, such as the Enrolment Quality Assurance Program (EQAP) to identify any enrolment processing errors. This will also help inform your learning progress, and we will discuss with you any errors or issues identified through the program.

Useful information

Timesheets

The Aurion Employee Self Service (ESS) facility is the system used to submit your timesheets. You can consult the Aurion ESS intranet page for user guides, forms and FAQs. Your supervisor will advise if you are required to use Aurion ESS to manage your timesheets.

Workplace health and safety

The AEC strives to maintain a workplace environment that demonstrably values health, safety and wellbeing.

Your supervisor will ensure you take regular breaks, and you must take a break after five consecutive hours of duty. If you feel you are not being given sufficient breaks, raise this with your supervisor.

AEC employees are also required to take reasonable care for their own health and safety and to ensure their own acts or omissions do not adversely affect others. You are required to follow reasonable instructions given by the AEC, and all AEC policies and procedures on Workplace Health and Safety.

Visit the Health, Safety and Wellbeing page on the intranet for more information.

Fatigue management

Fatigue is a state of mental and/or physical exhaustion which reduces a person's ability to perform tasks safely and effectively.

The AEC aims to create a safe and healthy work environment for all its workers, and prevent, as far as is reasonably practicable, fatigue affecting its workers. Fatigue is an ever-present risk in the AEC, in particular during election periods, and can't always be prevented, but must always be managed.

Improving the way the AEC manages fatigue can significantly improve the performance of workers and teams. This improvement leads to a reduction in errors, improved workplace efficiency and the elimination of, or the minimisation of, health and safety risks to workers. The risks of workers experiencing fatigue arise from a range of sources and for a variety of reasons and can be different for each individual worker. Fatigue can be caused by work related factors, factors outside work and/or a combination of both and may accumulate over time.

Your supervisor will discuss fatigue management with you, and the policies and support guides available. Visit the Fatigue management and prevention page on the intranet for more information.

Security

Security passes

You will be issued with a security pass and you must wear it at all times while you are in an AEC office. You must take off your pass when outside the office.

Systems and information security

When you start, you will be given an AEC email address and access to the AEC's intranet. You must follow AEC policies when using these systems, and relevant information is provided for you later in this booklet.

As most of your work is systems based, you will also be given an individual login and password for each system you use. You are personally responsible for securing your login and password details, and for all activity on the systems undertaken using your login. The AEC actively monitors computer and systems usage.

Misuse of our systems, unlawful access to the records of our clients or unlawful disclosure of information is taken very seriously by the AEC, and there are significant consequences for any breach, including the possibility of legal proceedings.

Private use of IT systems and social media

You are allowed to use the AEC's computer network for private purposes, as long as it's reasonable (for example, internet banking). You are not permitted to access or download illicit data or information, such as pornography, hacking, peer-to-peer networking or pirated software.

The AEC has important requirements that must be adhered to when it comes to the personal use of social media. You should consider the impact of your activities on the reputation of the AEC before you make a comment or produce any content on social media. Your actions online must not conflict with the AEC's political impartiality requirement and should not compromise public confidence in the agency or the APS.

Personal security

Every AEC office has an emergency warden and some offices also have a first aid officer. Your induction to your local office will include information on evacuation procedures and an introduction to these officers.

Visitors to AEC offices who are accessing parts of the office that are not designated reception areas will need to sign in, wear a visitor pass and be escorted at all times. If you notice a person in your office who is not wearing a visitor pass or is not being escorted, please alert your supervisor who will deal with the situation immediately.

Telephone directories

Up-to-date telephone directories for both divisional office staff and state office staff are available on the intranet and on the local state collaboration sites. Your supervisor will show you how to navigate these sites and access the telephone directories for your locality.
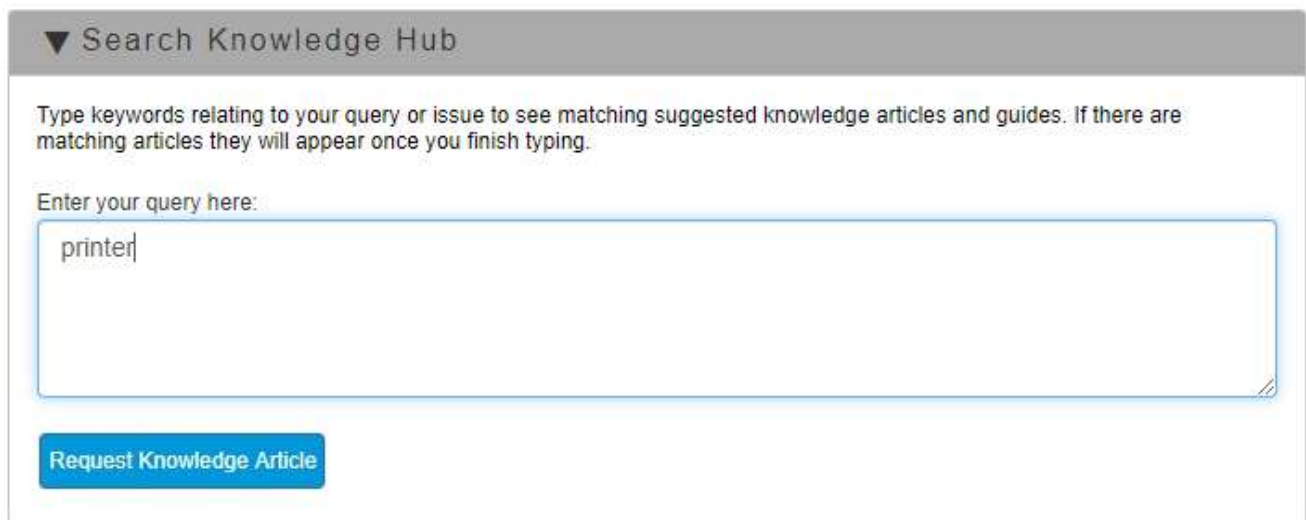
You can also find details about individual officers on the intranet by using the 'Search People' facility in the top-right search bar, or by searching their name in Microsoft Teams.

Multi-function devices and printers

The AEC uses multi-function devices (MFDs), which provide staff with the ability to copy and print documents, and to scan and send documents to an email inbox. Unless your supervisor tells you otherwise, all of your printing must be in black and white. You will be provided with an access card to log you in to the MFD – this may be your building access card or a separate MFD card.

When printing, be conscious of paper usage, but also of the currency of the document into the future. Documents like Quick Reference Guides often go out of date quickly when printed.

More information and assistance on connecting to a printer can be accessed in the AEC Service Centre's Knowledge Hub, through searching 'printer'.

▼ Search Knowledge Hub

Type keywords relating to your query or issue to see matching suggested knowledge articles and guides. If there are matching articles they will appear once you finish typing.

Enter your query here:

printer

Request Knowledge Article

Microsoft teams (AEC Teams)

Microsoft Teams is a communication platform where you can call, chat, meet and collaborate with AEC colleagues. The AEC has its own hosted implementation of Microsoft Teams, called AEC TEAMS.

You should use AEC TEAMS for all your collaboration needs, such as chat with colleagues, meetings and also live events. You have AEC TEAMS installed on your desktop ready to use.

More information and assistance on using AEC Teams can be accessed in the AEC Service Centre's Knowledge Hub, through searching 'Teams'.

▼ Search Knowledge Hub

Type keywords relating to your query or issue to see matching suggested knowledge articles and guides. If there are matching articles they will appear once you finish typing.
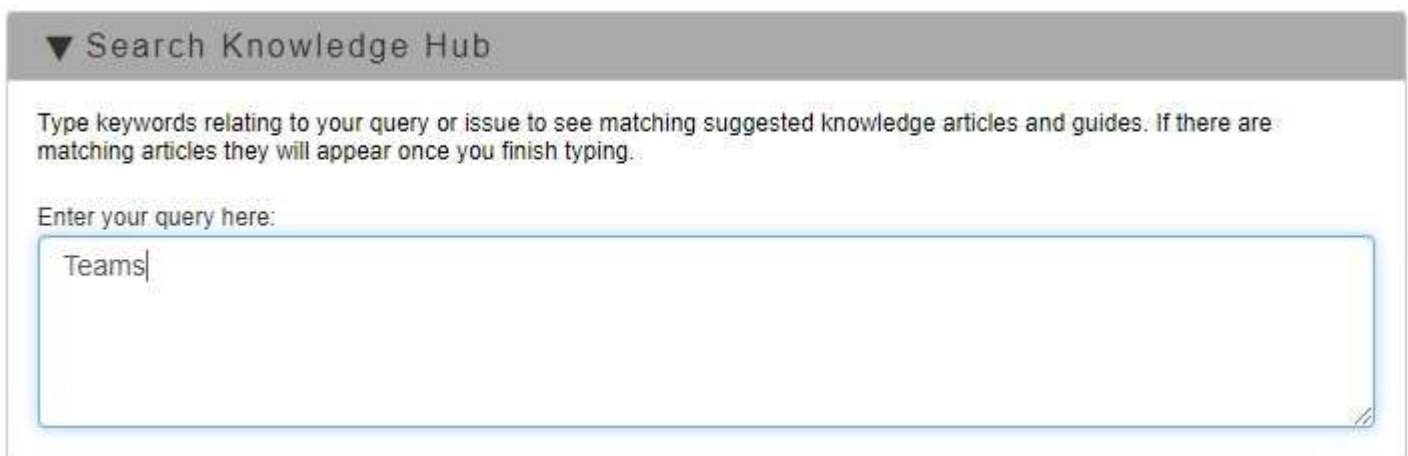
Enter your query here:

Teams

Privacy and security

As a government authority handling personal information, the AEC has very strict rules about privacy and security. Many of us have access to electors' personal information, including some information that is highly sensitive, and we must take care at all times to uphold our responsibilities. AEC staff members also have limited access to records of clients of other government agencies, and occasionally medical information about an individual client.

Legislation

When handling personal information AEC staff must comply with the Australian Privacy Principles (APPs) under the *Privacy Act 1988*. The purpose of the Privacy Act is to protect the privacy of individuals, and to protect personal information that is collected by entities such as the AEC.

As an AEC employee accessing personal information, you are also bound by the requirements of the the *Commonwealth Electoral Act 1918*, the Code of Conduct set out in the *Public Service Act 1999* and the *Crimes Act 1914*. Unlawful access, use or disclosure of elector information by an AEC staff member is a breach of the Code of Conduct and, in some cases, is also a criminal offence.

The AEC publishes the following disclosure on our website:

> **Under the *Commonwealth Electoral Act 1918*, the electoral roll (containing names and addresses) may be supplied to prescribed authorities, members of parliament, political parties, approved medical researchers, public health programs and electoral researchers. It is also used to maintain joint Commonwealth and state and territory electoral rolls.**

This disclosure is therefore authorised by law. Only authorised delegates are permitted to provide that information.

Mishandling of personal information

Preserving the security of personal information is not only about ensuring compliance with the requirements of the *Privacy Act 1988*. The Australian Privacy Principles (APPs) outline how the AEC must handle, use and manage personal information. If we mishandle the personal information of our clients, it can cause them damage and, in turn, it can also lead to a loss of trust and considerable harm to our reputation.

The community expects that their sensitive information will be given a higher level of protection than non-sensitive information. This expectation is reflected in the increased privacy protections that apply. Sensitive information could include the risk to a client's personal safety or that of their family, a client's movements overseas for work purposes (for example, for defence personnel), a client's criminal sentence or health information that identifies an individual's medical condition.

The mishandling of sensitive information may:

■ provide the basis for discrimination or other more severe types of harm

■ lead to humiliation or embarrassment, or undermine an individual's dignity

■ impact negatively on the AEC's reputation.

Your responsibilities

While employed by the AEC you must abide by all AEC privacy and security principles. You should also report to your supervisor if you see a colleague doing anything that is a breach of the rules or is not appropriate.

- You must never use AEC systems to access any enrolment record beyond the ones you need to process as part of your work. For example, you must never look up a friend or colleague's address, birth date or telephone number.

- You must never leave your computer unlocked while you are away from your workstation, regardless of how long you are away, unless you can see your workstation for the entire time.

- You must lock away hardcopy enrolment records as per local filing protocols, including clients' medical information, if you are away from your workstation for longer than 30 minutes and overnight.

- You must never record the specifics of a client's medical condition (for example, 'dementia', 'schizophrenia') in RMANS or GENESIS.

- You will need to use information from other government agencies (such as driver's license details) so check with your supervisor about the correct use of the information.

- When talking to a client or other member of the public, you must never disclose information from their record unless you have confirmed you are talking to that individual. To confirm, ensure the person gives you identifying information; never offer it to them.

- Individuals who want the AEC to provide details of their enrolment record in writing must make the request in writing themselves, and the AEC will respond in writing. The response will only be given to the individual client. You won't be required to do this but you may be called upon to give advice to clients on this matter.

- Regardless of a person's official credentials (such as a police officer or lawyer), you must never provide information or copies of an enrolment record, whatever the status of that enrolment. Log all such requests in the Public Engagement Contact Tool and refer them to your supervisor. Ensure you upload any relevant documents into the Tool.

- If you become aware that a staff member is mishandling personal information, for example, accessing personal information for any purpose outside of official AEC duties, you should report the matter to a senior officer as soon as you can.

More information is available on the Privacy page on the intranet.

Protecting privacy – we all play a key role

Privacy, and the proper management of personal information and data, is a critical responsibility for the AEC and its staff.

Every day AEC staff handle the personal information of electors and staff with a high degree of care and accuracy. It is a fact though that, on occasion, mistakes occur due to human error. Any human error in the management of personal information can have a real human effect on those who entrust us with their information.

Take the time to read the Quick reference guide on Privacy in Practice to help protect privacy and secure personal information.

Public enquiries

When interacting with the public, AEC staff are required to follow these guidelines so we can provide consistent and professional client service.

Quality client service

The aim of the AEC's public enquiry management is to fulfil our obligations under the AEC Service Charter. The Charter is a public-facing corporate document, informing the public of what to expect when interacting with the AEC and listing the reciprocated behaviours expected of the public by the AEC.

The AEC asks staff to:

- take a positive helpful approach
- maintain sound and up-to-date knowledge of electoral processes
- consider how the client feels
- consider the individual circumstances of the client
- resolve enquiries in a timely manner.

Service level standards

The AEC is committed to providing timely responses, which means resolving enquiries at first point of contact whenever possible. If an enquiry needs further investigation, staff should ensure the relevant service level standards are met.

The enquiry service level standards for our public contact channels are:	
Phone	answered within 90 seconds
Walk-in	acknowledged within five minutes
Email, post	responded to within five working days

Further information about the AEC's service level standards can be found on the Public engagement and complaints management intranet page.

Resolving straightforward enquiries at first point of contact

Where possible, enquiries should be handled at the first point of contact by the person who initially received it and often at the same time it is received.

You should attempt to resolve an enquiry when you receive it by:

- listening to the enquirer and acknowledging their concerns
- identifying the issue(s)
- clarifying anything that is unclear

- considering individual circumstances
- keeping it simple by limiting your use of jargon and acronyms
- taking personal responsibility for resolving the enquiry.

Where appropriate, you should advise enquirers about the services available through our website: www.aec.gov.au.These services include checking their enrolment, updating their details or enrolling for the first time.

You must record the details of the enquiry in the Public Engagement Contact Tool, including the response provided, and mark it as 'resolved'. You must also attach a copy of any related correspondence.

Handling more complex enquiries

Complex enquiries, or those for which the information is not reasonably able to be found, must be referred to your supervisor.

Enquiries from political parties, candidates and potential candidates must be referred to the Divisional Returning Officer as soon as possible. Record the details of the enquiry in the Public Engagement Contact Tool, and escalate it through the tool, attaching copies of related correspondence.

Complaints

All complaints are to be logged in the Public Engagement Contact Tool.

Your supervisor will brief you on which complaints you can handle directly and which you should refer to a more senior staff member.

Complaints should be acknowledged within three business days unless the matter can be resolved within three business days. If the matter needs to be referred for further advice, this must occur within one business day to allow maximum time for the matter to be resolved by the receiving officer.

Complaints are to be resolved within 10 business days. A quick guide to complaints management provides further guidance on this process.

AEC email protocol

Emails are the main way we send important information to each other in the AEC or request action. In the course of your work, you may need to send emails to work colleagues or send responses to email enquiries from members of the public, so you will need to follow these guidelines.

Setting up your email signature

The AEC's email system is accessed via Microsoft Outlook on your computer's desktop. Before you use the email system you need to set up your email signature. This is the block of text that will appear at the bottom of every email you send. It lists your name, title and phone numbers.

You can update your email signature block using the **My Details** tool, which is available to all staff via the **Start Menu** and **All Programs**. More information and assistance on updating your email signature can be accessed in the AEC Service Centre's Knowledge Hub, through searching 'signature'.

Search Knowledge Hub

Type keywords relating to your query or issue to see matching suggested knowledge articles and guides. If there are matching articles they will appear once you finish typing.

Enter your query here:

signature

Request Knowledge Article

Drafting an internal email

- In the **TO** field: address the email to those AEC officers who need the information or who need to act.

- In the **CC** field: copy the email to other AEC staff who may need to be kept informed of the email request or the information being conveyed. This will usually include the relevant manager(s) of the primary addressees, and your own supervisor, and other AEC staff who have a need to know. If you are unsure, clarify this with your supervisor.

- In the **SUBJECT** field: at the beginning, indicate in capital letters whether the message is FOR INFORMATION or FOR ACTION. Clearly state the subject. If action is required, include a due date.

When composing the main part of the email in the **Content** space, keep in mind these guidelines:

- Remember that all emails sent at work are documents that may be retrieved and possibly disclosed under Freedom of Information legislation (even when an email has been deleted).

- The content of emails should always be drafted in a polite, business-like and factual manner.

- Ensure your email contains your official AEC signature block (see above for the directions to set this up).

Emails responding to enquiries by members of the public

If you need to send emails in response to public enquiries, check with your supervisor about how to access standard responses to common requests on the AEC intranet and set them up using the Quick Steps facility in Outlook.

Before sending an email

- Mark it with the appropriate security classification. Emails you send will either be marked as 'OFFICIAL' or 'UNOFFICIAL'. Check with your supervisor for the correct classification to use.

- Check that the recipients are correct and that if sending to multiple recipients the BCC field has been used to protect their privacy.

- Ensure any attachments are correct for the intended recipient to avoid revealing personal information to the wrong person.

- Reflect on the clarity, tone and content of your message, bearing in mind all emails are

potentially disclosable in response to Freedom of Information requests.

- For further tips on writing, refer to the AEC's style guide - AEC writing style.

Recordkeeping requirements after sending

If you are the person writing an original email (and not just replying to someone), your business area is most likely the 'owner' of the business activity or project that the email is about and it may need to be filed in the AEC's electronic records management system, Objective IM. Check with your supervisor about whether any email correspondence you send needs to be uploaded to Objective IM.

If you are required to use ObjectiveIM you will first need to complete the Information management and recordkeeping eLearning course prior to accessing ObjectiveIM. You can self-enrol in this eLearning course in AEC Learning.

The Information and Knowledge Management (IKM) section provides instructor-led Objective training via MS Teams for all new staff at the AEC. To register to attend a session search for '*ObjectiveIM*' in **AEC Learning.** For best results learners are encouraged to attend the training as soon as possible after completing the Information management and recordkeeping eLearning course. By the end of the training, you will be able to do the following within Objective:

- understand the AEC file structure
- upload and edit documents
- search for records
- upload emails
- send and access Objective link/reference
- rename files and edit/view metadata.

Email etiquette

Used properly, email can assist in maintaining good working relationships, increase productivity and provide efficiencies. Please follow this list of tips in your electronic communications:

- Communicate in clear, professional language. If in doubt, it is better to be overly formal rather than unprofessional.
- Do not send anything you would not be comfortable showing to your colleagues or being seen publicly. Consider that email is more like a postcard than a sealed envelope with a letter in it.
- Treat email like any other business communication; pay attention to spelling and grammar. Run the spell check if need be.
- Re-read and check what you have written before you send it.
- Be concise and tactful.
- Break up the text by using short lines and paragraphs; this makes it easier to read.
- Do not write in UPPERCASE or **bold**, which may be perceived as shouting or telling off the recipient.
- Copyright laws apply to electronic mail as well as printed media.
- Respond promptly to email messages – even if it is just to let the sender know that you will reply in full later.

Remember that all laws that apply to discrimination, defamation and harassment (verbal, emotional and sexual) also apply to electronic communication.

Attachment A –Training for APS1 staff

Mandatory eLearning courses

APS1 staff will be automatically enrolled in the below mandatory eLearning courses via AEC Learning and must complete them within four weeks of commencing duties.

Category	Course name	Duration	Where to find it
Mandatory learning program	Work, Health and Safety	30 min	AEC Learning
	Protective Security Awareness	30 min	
	Fraud Awareness	30 min	
	Privacy Awareness	30 min	
	IT Security	30 min	
	ET201 Ballot Paper Handling	30 min	
	Cultural Appreciation	30 min	
	COVID-19	30 min	

Manager-directed self-enrolment

Supervisors should work with APS1 staff to identify additional eLearning courses relevant to their duties. APS1 staff with AEC IT system access can self-enrol in the eLearning courses listed below.

Category	Course name	Duration	Where to find it
ObjectiveIM	Information Management and Objective IM	30 min	AEC Learning
	ObjectiveIM Instructor Led Training	60 min	
Election training	ET101 Election overview	30 min	
	ET102 ELMS overview	30 min	
	ET201 Ballot paper handling	30 min	
	ET301 Announcement	30 min	
	ET304 Declaration voting overview	30 min	
	ET306 Postal voting	30 min	
	ET309 Materials	30 min	
	ET310 Polling day and night	30 min	
	ET401 Sunday after polling	30 min	
	ET402 Declaration vote exchange	30 min	
	ET403 Preliminary scrutiny	30 min	
	ET405 Ballot paper scrutiny	30 min	
	ET406 Finalising the election	30 min	
	Election materials catalogue activity	30 min	
Enrolment training	Introduction to Roll Management	30 min	
	Introduction to GENESIS	30 min	
	Introduction to RMANS	30 min	
	Introduction to the Address Register	30 min	
	Enrolment Fraud Awareness	30 min	
	GENESIS application processing	30 min	
	GENESIS client matching	30 min	

Manager-directed engagement

Managers should work with APS1 staff to prioritise the completion of additional learning that is relevant to their duties, such as local rehearsals and familiarisation with standard operating procedures (SOPs).

AEC suite of election learning

The AEC suite of election learning is a great place to start if you are looking for learning activities to support developing and maintaining knowledge in election operations processes that relate to their role and responsibilities.

The suite consists of 18 'election task' programs that broadly align with event delivery and follows the writ to writ timetable. The table below shows the 18 'election task' programs that are available.

Issue of writs	Temporary Election Workforce (TEW)	Enrolment	Premises	Election materials	Nominations and ballot papers
Postal voting	Pre-poll	Mobile polling	Certified lists	Polling weekend	Declaration vote exchange
Preliminary scrutiny	Scrutinies	Declaration vote scrutiny	Distribution of preferences	Declaration of the Poll	DRO responsibilities

You can self-enrol in one or more of election task programs in **AEC Learning** and instructions on how to enrol are available on the program self-enrolment tab on the AEC suite of election learning page.

AEC staff training leading up to the 2022 federal election

There is a wide range of learning activities and programs available on the Learning hub.

The AEC staff training page on the Learning hub provides an overview of the **election operations** and **roll operations** learning activities available for staff to 'pick and mix' from as well as a list of the programs available.

Click on the **2022 federal election** button on the Learning hub homepage to navigate to the page.

Attachment B – APS1 resources

Enrolment processing

Enrolment principles poster	This poster contains key enrolment statements which cover the importance of elector matching across all processing areas as well as the impact on electors' entitlements and the integrity of the roll.
Roll-How	Roll-How is our internal reference guide to roll process and procedure; *how* or *what* you should do.
Roll-Why	Roll-Why is our internal reference guide to roll management policy; *why* we must do something related to enrolment.
Roll Operations Learning Program page	Provides overview of Roll Management training and contains Training Database Scenario Workbooks in the resources tab
Enrolment processing	Provides links to relevant enrolment processing information.

Elections

Event Delivery Intranet page	Provides links to information and resources to processes related to election delivery
2022 Federal election	AEC intranet page that provides links to election relevant information and resources
Front counter guide	The 'Front Counter Guide' contains information to support staff working at the front counter, who are assisting members of the public with enrolment and voting queries during a federal electoral event including a by-election or referendum. Copies of the guide may be printed and distributed to staff as required. The guide is an internal document and is not available to members of the public.
Back office guide	Answers to more complex questions received at a divisional office in an election event.
Writ to Writ election timetable	The writ to writ election timetable provides an overview of all the tasks that need to be completed between the issuing and return of writ.

General

[AEC Values and Commitments](#)	The AEC values of electoral integrity through quality, agility and professionalism are supported by the organisational commitment to the ballot paper principles and every task matters principle.
[APS Values and Code of Conduct](#)	The APS Values articulate the parliament's expectations of public servants in terms of performance and standards of behaviour.
[Social Media](#)	The AEC social media policy establishes guidance for employees considering accessing or using social media in all its forms.
[Abbreviations and acronyms](#)	List of commonly used abbreviations and acronyms in the AEC
[Glossary](#)	A glossary of commonly used terms and phrases in the AEC.
[AEC Corporate Plan 2021-22](#)	The AEC Corporate Plan 2021-22 sets the agency's strategic direction over a four-year period. It outlines the AEC's purpose, vision, values, and our intended focus and priorities.
[Health, safety and wellbeing](#)	The AEC is committed to providing a holistic approach to workplace health, safety and wellbeing.
[Fatigue prevention and management](#)	The AEC aims to create a safe and healthy work environment for all its workers, and prevent, as far as is reasonably practicable, fatigue affecting its workers. Fatigue is an ever-present risk in the AEC, in particular during election periods, and can't always be prevented, but must always be managed. Practical guidance for the prevention and management of workplace related fatigue is available on the intranet.
[Wellness corner](#)	This page on the intranet provides practical resources to support workers to improve and maintain their health and wellness.