Polling Manager

Manual

Contents

Introduction

Thank you for agreeing to work as a Polling Manager. Whether your polling place is large or small, the successful conduct of the election depends on you and your staff carefully following procedural instructions, and serving every voter with respect and courtesy.

As a Polling Manager you are required to read:

Instructions for Polling Managers (this document)

Instructions for Issuing Declaration Votes and

Instructions for Polling Officers

You are also required to attend a face-to-face training session and complete the online training.

The *Electoral Act 2004* gives the Tasmanian Electoral Commission (TEC) considerable discretion to approve procedures for polling. The instructions in this booklet are consistent with the Act and the TEC's approvals.

Best wishes for a successful polling day.

Andrew Hawkey

Electoral Commissioner

About Legislative Council elections

Key differences from Tasmanian House of Assembly elections that you might observe are:

Divisions

Only two or three divisions go to election each year & the number of electors on each roll is smaller than for a House of Assembly division. Some electors will arrive at your polling place expecting to vote, only to discover that they are enrolled in a different division that is not going to election.

Staffing

Declaration Officers are not usually appointed for the Legislative Council elections, rather the Polling Manager or 2IC undertakes these duties.

After close of polling

As there is only one column of candidates, the counting of votes is simpler.

Formality is dependent on the number of candidates.

Adjournment of polling   (section 124)

Report immediately to the RO any circumstance that could necessitate an adjournment of polling (e.g., power outage, flooding, etc.). The Electoral Commissioner may adjourn the polling at a polling place if for any reason it is not practicable to proceed.

Managing the polling place

As a Polling Manager the three key areas to manage are:

People   Election Resources   Physical Location

The Polling Manager's primary role is to manage staff and resources more than to undertake specific election processes. This is most critical at busy times of the day when you need to manage those peaks. However, there will still be times when you will need to be hands on, as you are part of a working team.

Managing people

The first key area of management is staff, electors, and scrutineers. Your role is to manage these people and provide direction. Polling Officers need to understand and effectively undertake their roles. The better your teamwork, the smoother and easier everyone's day will be.

You must respect the rights of electors and the important role played by scrutineers. Always provide friendly, open, and professional service.

Managing election resources

The second key area of management is election materials and equipment. Your physical resources for the polling place are categorised as either:

— **Material**: all election resources supplied in your material box. In short it is all resources that are not made of cardboard.

— **Equipment**: cardboard supplies including voting screens and ballot boxes. Equipment items will be collected from training sessions where it is not scheduled to be delivered to your polling place.

The most important material item is your ballot paper stock. Please treat each ballot paper as if it were a one hundred dollar note. Ballot papers must never be left in an unattended vehicle. Ballot papers must be stored securely whilst under your control.

The second most important material item is the netbooks. Please make sure these are secure while in your possession. You are responsible for correctly setting up the netbooks, training staff in how to use them and making sure they are fully charged.

In addition to the standard set of election material and equipment, polling place managers are responsible for managing additional cardboard voting screens – to help with physical distancing and providing the ability to rotate screens if any become damaged.

Managing the physical location

The third key area of management is the polling place premises. When preparing for polling day and throughout polling day you need to consider the following questions.

Is your polling place:

— free from hazards?

— accessible and can electors easily find it?

— fully set up by 7:15 am so you are free to train staff?

— set up in a way that makes voting flow efficiently?

Support structures

The Returning Officer (RO) will appoint a Polling Place Liaison Officer (PPLO) to monitor and assist Polling Managers across a group of polling places. Please be guided by instructions from both the RO and your PPLO. No set of instructions can deal with every contingency. Always ask your PPLO or RO for guidance if something not covered by these instructions happens.

Your Polling Manager Return

The Polling Manager Return is yours and the TEC's record of the conduct of the election at your polling place. Please ensure that all details are completed and signed.

The Polling Manager Return is organised into sections to make it easier to use. The sections are:

Integrity sheets – all critical election details required by the RO

Checklists – a walk-through of all critical activities

Briefings – simple notes for delivering training and other instructions

Admin – includes staffing, inventory, premise, travel claim and health and safety documents

More details about these sections are discussed below.

Reconciling to the polling place

Unlike a Federal election, the TEC uses an electronic roll (netbook), which has significant advantages:

— Electors on any election roll can complete an ordinary vote – significantly reducing the number of declaration votes to be issued.

— The number of votes issued from each netbook is recorded on the netbook – simplifying the process of reconciliation in the polling place.

This means you balance your ballot papers to the polling place level, not to each individual issuing point.

Your reconciliation is a single page (sheet 3), which has a column for the ballot papers for each division. You will practice this reconciliation process at the face-to-face training.

The integrity sheets

Integrity sheets are for recording all key information supporting the integrity of the election process at a polling place.

— **Sheet 1** includes:

— Certification of the polling opening and closing times and

— Ballot box seal details for both opening and closing of the poll

— **Sheet 2** includes netbook management processes and final voter numbers

— **Sheet 3** consolidates and reports the reconciliation of ballot papers

— **Sheet 4** is the result of the count

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The checklists

The checklists are provided to help keep you on track with management tasks. In summary:

Checklists A, B & C cover preparation activities before 8am on polling day.

Checklists D, E & F cover management elements during the polling period and preparing for the close of the poll.

Checklists G & H cover the close of the poll, counting the votes and packing material.

As these checklists are simply a good prompt – you are not required to sign each page or have them checked by the PPLO.

The briefings

The briefings cover the essential points of training undertaken by the Polling Manager on polling day. The briefings are:

Briefing 1 – Polling Officer Introduction

Briefing 2 – Netbook Training

Briefing 3 – Duties – Polling Officers

Briefing 4 – Duties – Declaration & Information Staff

Briefing 5 – Scrutineer's Briefing

Briefing 6 – Undertaking the Count

Admin pages

The administration section contains staffing, inventory, premises, travel claim and health and safety documents that are important and fairly self-explanatory.

These documents are important in your preparations as well as on polling day.

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Before polling day

Checklist A in your Polling Manager Return will assist with checking your material.

Checklist B in your Polling Manager Return covers all preparation tasks prior to polling day.

Prior to training

Prior to attending face-to-face training, you must read the 3 manuals (Polling Manager, Polling Officer, and Issuing Declaration Votes) and complete the short eLearning component (links provided to you via email). If you are having trouble accessing the eLearning, contact your RO.

Training videos are also available at any time – www.tec.tas.gov.au/Staff/Training.html

Preparation for polling day

At the end of the face-to-face training, you should receive your election material. In many cases, election equipment (e.g., voting screens and ballot boxes) will be delivered directly to your polling place premises.

Prior to polling day you need to:

— check all material against the inventory — let your RO know of any **significant** discrepancy.
— count ballot paper parcels — let your RO know of **any** discrepancy
  Sealed packs can be accepted as containing the correct number (either 100 or 25 ballot papers). Once unsealed for issuing in the polling place, ballot papers must be counted, and any discrepancies noted in your Polling Manager Return.
— familiarise yourself with the Polling Manager Return folder.
— arrange initial visit to your polling place premises several days prior to polling day (Checklist B).
— contact polling place staff at least 2 days prior to polling to confirm availability, start time, polling place location and facilities, parking arrangements, and to leave contact details.
— check & charge all netbooks before polling day. Appendix B outlines your netbook setup tasks.
— check the netbooks to ensure date and time is set correctly, and that the roll is installed with no votes marked off.
— check and set up your polling place on the night before polling day. Changing signs, reorganising the room, setting up screens and taping down netbook power cords will take time.

Don't leave ballot papers or netbooks in your polling place overnight.

Setting up the polling place

As far as possible, lay out your polling place to allow for a circular flow of electors from a single queue to the issuing points, to the voting screens, to the ballot box, and to the exit. Examples of polling place layouts are included in Appendix A.

Try to set the declaration voting area apart as much as possible, particularly so that declaration voters don't put their ballot papers in the ordinary ballot box.

Setting up of polling places will be more time consuming. To assist, the TEC has changed practice and will allow you to have paid help on Friday evening through one assistant (not applicable for pre-poll premises). Identify and contact this staff member from the list of staff on Sheet 11 in your Return. Staff not included on this list cannot be paid. If your polling place is allocated with a 2IC the above instructions still apply and 3 people (you, the 2IC, and one other staff member) should be on site on the Friday night to assist with setup.

If you are having difficulties in arranging a staff member to assist, please advise your RO.

Further details concerning the setup of netbooks are included in Appendix B

Planning staff roles and number of issuing points

Sheet 11 (Attendance Sheet) tells you how many of the following you have been allocated:

— staff

— ordinary issuing points

The front cover of your Polling Manager Return also has a quick reference for how many issuing points you have been allocated

Sheet 13 (Polling Place Inventory) tells you how many netbooks you have been allocated. You will be allocated with one netbook per issuing point, plus a spare. Your spare netbook can be used for processing declaration votes unless it is needed to replace a netbook at an issuing point.

Allocating Staff to Roles

— You should have one polling officer per issuing point

— 1 ballot box guard (required at all times)

— 1 queue controller (if sufficient polling officers assigned)

— you may be allocated a 2IC

Example of how to allocate staff and netbooks
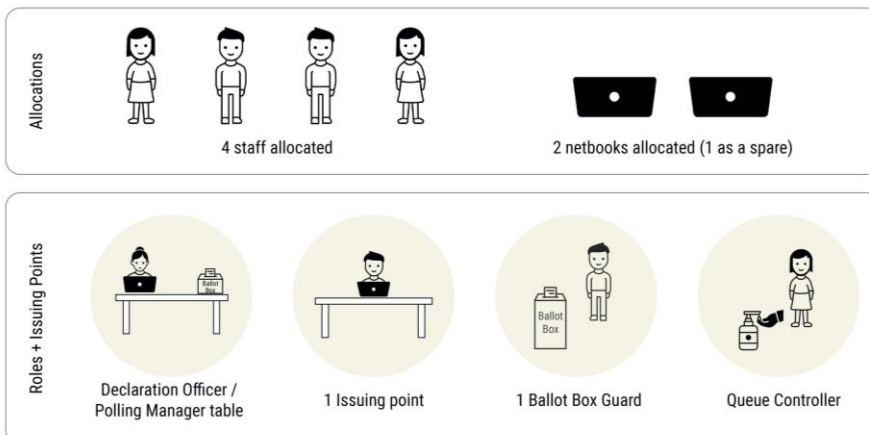
Polling day before 8:00am

Checklist C in your Polling Manager Return covers all tasks up until the opening of the poll.

Arriving at the polling place

When you arrive at the polling place:

— Replace the "Vote Here This Saturday" sign already erected with the "Polling Place" fabric banner (if there is space, both banners can be displayed).

— Unlock the polling place building and recheck for any hazards.

— Make sure it is clear where the electors will enter the polling place.

— Finalise the preparation of the polling place – in particular, secure the ballot papers and netbooks within the polling place.

Arrival of staff

Your staff should arrive by 7:15am to enable you to provide polling day instructions and netbook training before polling commences. All Polling Officers should sign the attendance record and provide an emergency contact number (Sheet 11) as soon as they arrive.

Staff dropouts

If any staff member calls you to advise they are unable to attend, you should contact the TEC anytime from 6am on polling day to arrange a replacement staff member. The TEC contact number is found on the front of your Polling Manger return.

Make an adjustment to your **Sheet 11** in your return as required and make sure the new staff member adds their name and signs the sheet when they arrive.

Briefing Polling Officers

Between 7:15am and 8:00am you should conduct the following briefings:

— **Briefing 1** (Polling Officer Introduction) and **Briefing 2 (**Netbook Training) to all staff.
— **Briefing 3** (Duties – Polling Officers) to Polling Officers as you allocate specific tasks.
— **Briefing 4 (**Duties – Declaration & Information Staff) to relevant staff.

See the "Issuing Declaration Votes" manual for further information concerning declaration voting.

Ensure staff are at their workstations with relevant election material by 8:00am.

Candidate advertising and promotion

Under Tasmanian law, no one may canvass for votes within 100 m of a polling place on polling day. Report any breaches of this provision to your RO or PPLO as soon as you become aware of them. A Polling Manager has the authority, under the Act, to request the person/signage move beyond the 100 m. However, signs erected within 100 m before polling day do not have to be removed.

It is also an offence to distribute any advertisement, "how-to-vote" card, handbill, pamphlet, poster or notice containing electoral matter on polling day. Electors may bring candidate advertising material to the polling place to assist them with their vote, but this material must not be displayed or left in a polling place.

Ensure that voting screens are checked regularly to remove any voting material.

Polling day — After 8:00am

Checklist D in your Polling Manager Return covers election processes to be monitored during the day.

Checklist E in your Polling Manager Return covers management tasks.

Checklist F in your Polling Manager Return outlines close of poll preparation tasks.

Hours of polling

The hours of polling are 8:00am to 6:00pm.

Open the polling place in accordance with ABC radio "pips" or a smartphone at exactly 8am. No elector can be issued a vote before 8:00am.

Sealing ballot boxes

At 8:00am:

— show the empty ballot boxes to voters, scrutineers and Polling Officers who are present,

— seal them

— record witness signature and seal numbers on Sheet 1 of your Polling Manager Return.

Ballot paper instructions

If an elector queries the instructions on the ballot paper, issuing officers are **not** to expand on them and are to refer any queries to you as the Polling Manager or 2IC. Once escalated, you can rephase the wording used slightly to help clarify the instructions, being mindful not to create any confusion which could lead to an informal vote.

Persons present at the polling

No one, other than the Polling Officers, scrutineers, and electors voting or waiting to vote can enter or remain in the polling place during polling, except with permission of the Polling Manager. Advise your PPLO if media present and wish to film.

Elector Information Report booklet

Record particulars for non-voting & deceased electors. Enrolment corrections can be managed using the QR code enrolment card or by filling in an enrolment form. (See Appendix C)

Misconduct in a polling place

You or a police officer have the authority to keep the peace at your polling place, and to remove anyone you believe is committing an offence. Please use this authority as a last resort, and let your PPLO or RO know of the event as soon as possible.

Scrutineers

Candidates can only enter a polling place to record their own vote. Scrutineers are a candidate's representative for observing the electoral process.

A scrutineer **must**:

— give you an appointment form signed by the candidate they represent (a photocopied signature is acceptable),

— sign the declaration on the lower half of the form before commencing their role, and

— wear the badge which you provide.

— wear the mask provided while performing duties (see below)

Briefing 5 in your Polling Manager Return will assist you with instructing scrutineers. Scrutineer appointment forms are returned in Parcel 4.

Scrutineers are entitled to witness or to question any action of a Polling Officer, but must not handle ballot material under any circumstances. Questions raised by scrutineers should be referred to you. If necessary, make a record on Sheet 7 of the Polling Manager Return.

Scrutineers may enter and be present within a polling place at any time including before 8:00am and after 6:00pm.

Masks

Masks are not required to be worn by TEC staff, however a small supply of masks has been provided for this use. Scrutineers will be required to wear D95 masks to perform their duties as they will be need to work within 1.5 meters of staff to scrutinise ballot material.

Meal breaks

There are no fixed meal or rest breaks for Polling Officers. However, occupational health and safety is important, so please allow your staff both rest and meal breaks whenever workload permits. All staff (including you) **must** have a half hour break every 5 hours. A break planner is found in your Polling Manager Return to help you manage your staff breaks throughout the day.

Polling Manager absence

If you leave the polling place, for approved election related tasks, make sure your Polling Officers know who is to be deputised. Ensure that you have cleared this with your RO and that the person to be deputised has received the necessary training to perform required tasks in your absence.

Leading up to the close of the poll

By late afternoon you should be commencing the progressive shut down of your polling place and preparing for the count and pack up of all election material and equipment.

Please ensure that you and all of your staff have voted, if required.

Polling day — After 6:00pm

Checklist G in your Polling Manager Return covers close of poll procedures.

Checklist H in your Polling Manager Return covers packaging material.
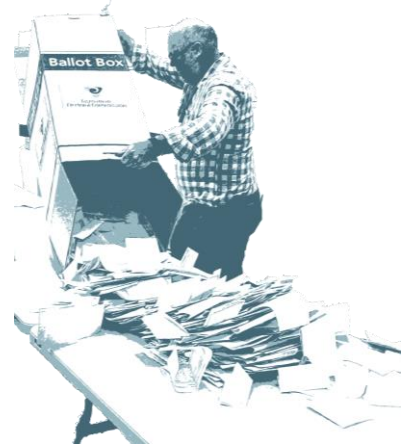
⏰ Closing the poll

Close the polling place at 6:00pm in accordance with ABC "pips" or a smartphone.

All electors waiting to vote at 6:00pm are entitled to do so. If necessary, as you close the door, place a Polling Officer at the end of the queue at 6pm so late arrivals cannot join.

Once the last elector has finished voting and left the polling place then commence the counting and packing phase. Ensure a staff member is assigned to check the door for scrutineers who may arrive after 6:00pm.

Before you commence the counting of ballot papers, work though Checklists G and H and brief all staff, using Briefing 6. It may also be beneficial to re-watch the TEC videos "A day in the life of a Polling Manager Return" and "Packaging" to familiarise yourself with the tasks ahead.

📝 Completing the Polling Manager Return

The process of completing the integrity sheets is set out clearly in Checklist G. You will also participate in a hands-on activity, using the integrity sheets, at your training session.

The count will be meticulously rechecked in the RO's office so, while it is nice when a polling place count is 100% accurate, in practice the occasional repetition or omission passes unnoticed in a polling place. This is normal, so don't let perfectionism get in the way of substantial accuracy!

A discrepancy of 1 or 2 may mean that an elector has left without putting their ballot paper in the ballot box.

🎧 Phoning results

As soon as you have completed the integrity sheets phone the figures on Sheet 4 to the TEC - the phone number can be found at the bottom of Sheet 4.

📦 Packaging all material

As staff become available, commence the packing of election material. The packing process is outlined in Checklist H in the Polling Manager Return. Don't forget the polling place banner(s) outside.

🚗 Leaving the polling place

Only allow staff to leave once all election processes have been completed and all equipment packed away. Make sure that they have all signed the attendance record and return their lanyards. Once all staff have exited the building then lock up the premises and have someone assist you to transport your material to your car.

Your RO will provide details concerning the return and hand-over of election material.

Appendix A: Polling place layout examples

As much as possible, lay out your polling place to allow for a circular flow of electors from a single queue to the issuing points, to the voting screens, to the ballot box, and to the exit.

Try to set the declaration voting area apart as much as possible, particularly so that declaration voters don't put their ballot papers in the ordinary ballot box.

Use your space appropriately. Do not set up so close to the doorway that electors are required to queue outside. Or, if you have a large space, like a gymnasium, you do not need to use the whole space – maintain comfortable walking distances and sensible spacing.
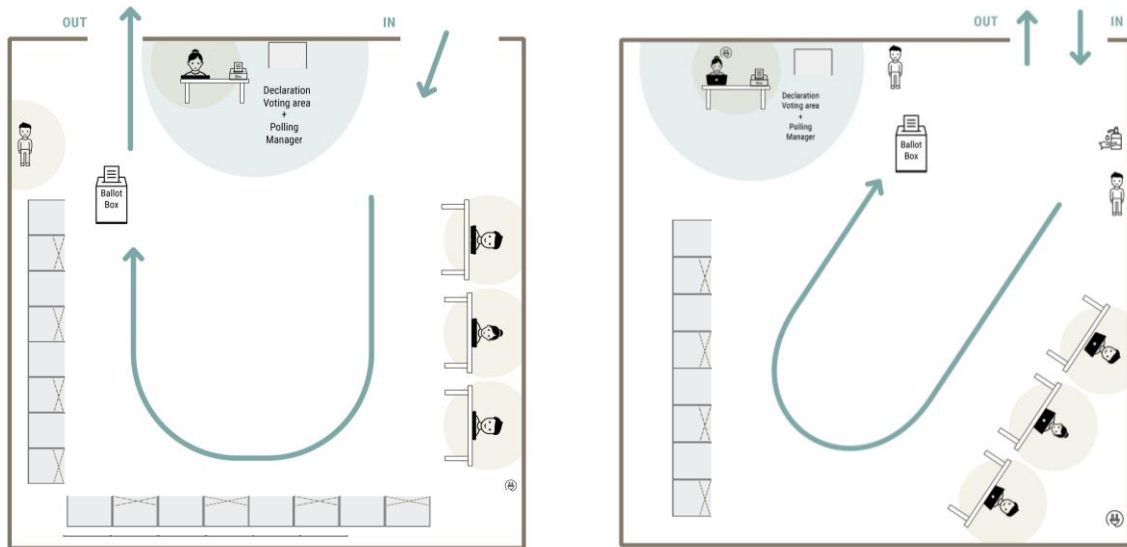
You will also need to set up your cardboard voting screens in a "One open, one closed" configuration as shown below:

In pre poll centres, plastic mats will be provided to place on voting screens to enable frequent cleaning for longer polling periods.

Do not use the red cloth tape to tape off voting screens

Appendix B: Netbooks

Problems?

— If you are having problems with a netbook, or your netbook appears to be searching the wrong division (or all divisions) please refer to the online troubleshooting videos – www.tec.tas.gov.au/Staff/Training.html

— If after checking the videos you are still having difficulty, **please call 6208 8750 for assistance.**

— If you have a netbook that stops working, contact your PPLO immediately for assistance or a replacement and record the details of the issue on Sheet 7 of your Polling Manager Return.

Setting up your netbooks

— You should set up 1 netbook per issuing point. PPLO spares are only to be requested to replace netbooks that are not working and should not be requested for busy polling places. Polling places have been issued with a spare when possible to do so which is listed on the top right of your inventory sheet.

— Each netbook will contain an SD card as a means of backup. It is important that this is not removed or tampered with at any stage.

— Plug the netbooks into the power board(s) and extension lead(s) provided. The netbooks do not have enough battery power to last the whole day.

— Keep the netbooks charged whenever possible so that in the event of a power failure, they can still be used.

— Secure the power boards and extension leads using red tape if needed to avoid hazards for staff and the public.

— Secure the netbook using the included security lock. **The security cable pin code is available on the Polling Manager Return cover.** It is important that you keep this code secret as it forms part of the security procedures for the roll.

— Pass the cable around the leg of the table (if practical) and back through the loop. Attach to the side of the netbook through the small rectangular hole by pressing the button on the side of the lock, pushing the prongs into the hole, and releasing the button. Change the combination to secure. To release, set the combination to the pin code and press the button again to remove the prongs.

Starting your netbooks

— The netbook should start automatically when you open the lid. Press the space bar to reveal the login window.

— If the netbook doesn't start press the circular power button located above the keyboard.

— **Login using the password located on the Polling Manager Return front page.** It is important that you keep this password secret as it forms part of the security procedures for the roll.

— Once you are logged in and CList has started (press F12 if Street Finder is loaded instead), Check that the date and time is correct.

— If date / time is not correct, press the F9 key and change the current values that are shown in the popup box, ensuring the format remains unchanged.

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Using your netbooks

— Each netbook has two applications installed. CList (the election roll), and Street Finder (address lookup). Press F12 at any time to swap between these two applications.

— Staff should not need to use the mouse to navigate the applications. The most efficient way to use a netbook is by only using the keyboard.

— Staff should be instructed **not to use the netbook other than to issue votes**. Any staff that do not listen should be put onto other duties for the rest of the day and noted in their evaluations. **This includes using the netbook to charge a mobile phone.**

— Do not attempt to turn off the netbooks. When you have finished using one, just close the lid to put it to sleep.

— Polling places may be issued with a spare netbook, which can be used for processing declaration votes. If you are not issued a spare netbook you can use the printed Street Finder provided, and can use an issuing point netbook at the issuing point to look up an elector. Netbooks should not be requested from PPLOs or removed from issuing points to use as a dedicated declaration vote netbook.

Training staff

— Use Briefing 2 in the Polling Manager Return to train your staff to use netbooks on polling day. Do this with the netbooks in training mode - press F8 to activate and de-activate training mode.

— A placemat has also been provided for each netbook, which provides quick and convenient instructions for marking an elector off the roll.

Checking the number of votes issued from the netbook

— At any stage of the day you can check the number of votes issued from a netbook by pressing F6.

— You should use these numbers at the end of polling for entering onto Sheet 2 – Receipt of Netbooks of the Polling Manager Return.

Using webcams and scanning elector cards

A unique QR code (square barcode) has been printed on each voter card. Encourage your staff to use the elector cards as they greatly increase accuracy and reduce wait times.

Troubleshooting tips:

— Check that the blue light next to the camera is on;

— Check if the issuing officer is holding with 2 hands, at the same angle as the screen;

— Try changing the angle of the screen or moving it away from strong light sources

— Call the netbook support line on **6208 8750** and they will be able to talk you through some simple steps to fix the issue.

If the issuing officer can't get a correct match with the QR code after two or three seconds, don't leave the elector waiting, simply enter the elector's roll number – found above the elector's address on the card.

⚠️ Wrong elector marked off

If a Polling Officer has marked the wrong elector off the roll, to remove the vote mark:

— Press F6 – this will show the number of electors marked off each roll on the netbook.

— Press Enter – this will close the popup screen and you will see a list of all electors marked off that netbook.

— Scroll down the list to highlight the name of the elector concerned. The list is sorted by the most recent elector marked off.

— Press Enter to bring up the elector's details (including the time the vote was issued).

— Check that the time the elector was marked off matches the current time (to ensure you have selected the correct record).

— Press F2 to remove the vote mark.

🎞 Videos for you

We have a suite of 'How to' and 'Troubleshooting' videos to help you manage the netbooks - **www.tec.tas.gov.au/Staff/Training.html**

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Appendix C: Elector Information Reports

The Elector Information Reports booklet is used to record particulars for:

— Non-voting Electors;

— Deceased Electors.

Using the reports

— Complete a new page for each elector.

— An elector who has changed address or name should update their enrolment using the QR code enrolment card, online, or by completing an enrolment form at the polling place.

— Provide as much information as possible

— At the close of polling, this booklet is packaged into Parcel 4 for the RO to action, whether it has been used or not.

Appendix D: Signage

Dos and Don'ts:

- ✓ Do – Place signage where it can be easily seen
- ✓ Do – Request additional signage from your PPLO if required
- ✗ Don't – use anything other than blu-tac to affix signage
- ✗ Don't – amend, or create your own, signage

Fabric Banner to be hung outside Polling Place.

Displayed clearly on the polling place entry door.

To be posted as needed, in particular where the polling place is not directly visible from the entry point.

Displayed to easily indicate the best way in and out.
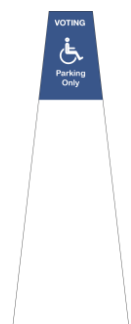
More than one sign displayed if necessary.

Sticker to be applied to any hazard.

Hazard bollard to be erected.

Provided to polling places that do not have a designated disabled parking space

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