



**ELECTORAL
COMMISSION**
TE KAITIAKI TAKE KŌWHIRI

Managing a voting place

Personal Instruction Manual
2023 General Election

Name:

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My Voting Place

Voting Place name: _____

Address: _____

Contact: _____

Electorate headquarters (HQ) number: _____

Mobile Support phone number: _____

Voting place mobile phone number: _____

IT Helpdesk: XXXXXXXXXX Enrolment Helpdesk: 0800 36 76 56

Results phone number: XXXXXXXXXX

The voting place is

Accessible Accessible with assistance Not accessible

Electorates

The voting place will issue ordinary voting ballot papers for:

Electorate number and name

Home general electorate	
Home Māori electorate(s)	
Other (shared) electorates	

Manager responsibilities

As the Voting Place Manager you must balance a range of responsibilities, depending on what is happening in the voting place.

The key areas of management of a voting place are:

Manage staff

- Brief staff as they arrive.
- Clearly direct staff in what they need to do more details can be found in the other personal instruction manuals.
- Give staff breaks as appropriate with voter flows. Have a plan for all your staff, including break times for yourself.
- Consider who will fill roles (if required) in the voting place during breaks.

Accuracy

- Check regularly and document on Form L - Process Check that staff are completing their tasks correctly.

Ensure that:

- Ordinary Vote Issuing Officers are asking voters to state their name and are issuing the correct ballot paper
- Special Vote Issuing Officers are checking that the declaration and enrolment forms are complete and are issuing the correct ballot paper
- Voter Assistants are giving voters with the correct information to vote and are directing voters to the correct queue.

Security

- Security is paramount. You must ensure that the voting place is a safe environment for your staff and members of the general public, and that voting materials are kept secure at all times.
- Keep an eye on what is happening in and around the voting place. Any suspicious behaviour or out of the ordinary situations should be immediately reported to your Mobile Support or Electorate Manager via the voting place mobile phone.
- Ensure that staff do not leave ballot papers unsecured at any time. All materials not in use must be stored away from public access behind Issuing Officers or in a day storage box.
- Keep an eye on the ballot boxes. Voters must place their ballot papers in the ballot boxes; they are not permitted to take them from the voting place.
- If you have a security guard, ensure they have been briefed and are undertaking their role appropriately.

Health & Safety

- Stay at home if you are unwell. Call your electorate HQ to let them know as soon as possible if you cannot work because you are sick.
- Manage any hazards in the voting place, for example, find out if there are mats to use if floors are wet.
- Ensure masks and sanitiser are available to staff and voters.

Customer service

Provide a welcoming environment for voters and scrutineers. Never refuse a voter the opportunity to vote.

Check that:

- Issuing Officers are paying attention to the voter in front of them and are providing additional assistance when needed
- Voter Assistant(s) are welcoming voters and voters are flowing into the voting place smoothly
- priority voters such as those physically unable to wait, are brought forward to the front of the queue with an Issuing Officer.

Managing queues

- If a queue forms in your voting place the Voter Assistant should provide information to voters on how long they are likely to wait.
- Monitor the flow of voters and adjust the type of votes that your staff are issuing. For example, do you need more Issuing Officers issuing special votes if there is a long line of people enrolling and voting? You should aim for three ordinary voters to one special voter in queues.
- Ensure that ordinary voters are not disadvantaged; ordinary voters move the quickest through the voting place.
- If you are issuing many special votes for an electorate and not ordinary votes, discuss with your Mobile Support about getting shared electorate supplies.

Before voting begins

Before leaving home

Check that you have:

- Any keys, cards or security codes needed in the voting place.
- Enough time to get to the voting place to set up before opening for voting. Allow about 90 minutes to set up if this has not already been completed. If set up has been completed then allow 60 minutes.
- Charged, switched on and packed the voting place mobile phone and all voting place materials, including this manual.
- Chosen clothes and shoes that would not be considered inappropriate or politically biased.
- Packed food and drink for the day.


On arrival at the voting place

- Park as close to the voting place as possible and wait for other staff to arrive.
- Voting materials cannot be left unattended. When at least one other staff member has arrived, leave them with the materials.
Check outside and inside of the voting place for any signs of unauthorised access or damage.
If anything seems amiss, phone your Electorate Manager using the voting place mobile phone.

Before entering the voting place - Health and Safety

- Check the M41-VPASSESS form that any hazards identified when the premises were inspected by your Electorate Manager have been removed or isolated.
 - If the hazard(s) still exists or if any new hazards are found, write these on Form P - Hazard Notice.
 - If you cannot remove or isolate any hazards identified then immediately call your Mobile Support or your Electorate Manager.
- Check the emergency procedures information for the facility. Often you will find this posted near the entrance/exit door.
 - If there are no details, you will have been provided M33-EVAC notice(s) in your Voting Place folder to attach to the wall(s) near emergency exit door(s).

Entering the voting place

- Open all the windows and doors, or if available turn on air conditioning systems, to ensure ventilation of the voting place.
- Move the voting materials into the voting place, ensure that none are left unattended at any time.
Then move your vehicle away from the entrance to the voting place to a well lit and open area within easy access. Ask staff and any scrutineers to do this as well.
- Complete Form U - Voting Place Check
- As staff arrive:
 - Check them off the roster
 - Ask them to read the health and safety information in the back pages of their PIM and sign in on Form S In your Voting Place folder
 - Provide them with their ID and orange vest.
- If you have a staff member arrive who you are not expecting, phone electorate HQ to confirm that they should be working.
- Contact any of your staff who have not arrived. If they cannot be contacted, then call electorate HQ.
- Text your Mobile Support to confirm you and your staff have arrived. 
- Scrutineers may arrive at the voting place at the same time as you and your staff. You must:
 - Check their letter of appointment and secrecy declaration
 - Give them a copy of the M35-SCR briefing card to read
 - Ask them to sign in on Form T - Scrutineer sign in.
- Remove or cover any election materials visible in the voting place that promote a candidate or political party before the start of voting.
- Manage set up of the voting place.

Staff briefing #1 - before setting up

Give this briefing to any new staff joining your team after the first day of voting

- Introduce staff to each other and yourself.
- Outline the layout of the facility including where the toilets and any break rooms are located.
- Explain what to do in an emergency situation and show any hazards that have been identified.

Staff briefing #2 - once equipment is set up

Give this briefing to any new staff joining your team after the first day of voting

- Explain when staff are likely to have breaks, which will depend on voter flow. This should include morning tea (10 minutes), lunch (30 minutes), afternoon tea (10 minutes), and dinner (30 minutes on Election Day only).
The roster will show what should be provided for.

Wed, 14 Oct Voting Place Open Hours: 9:00am - 4:00pm

Staff	Phone	Role	Rostered Hours	Total Hours	Breaks		
					10 min	30 min	10 min
[Redacted]		OSIO	8:30am - 4:30pm	8			
		OVI0	11:30am - 4:30pm	5			
		VPMU	8:30am - 4:30pm	8			
		VA	8:30am - 4:30pm	8			
		SVIO	8:30am - 4:30pm	8			
		OVI0	8:30am - 2:00pm	5.5			
		OVI0	8:30am - 4:30pm	8			

- Mobile phones and other devices must be switched off while they are working. Advise that there is a voting place mobile phone for any calls to and from electorate HQ.
- Orange vests and ID cards must be worn when the voting place is open.

- If staff wish to vote, this must be during voting hours. Another Issuing Officer must issue their vote to them; they cannot issue a vote to themselves.
- Everyone must have completed their E20-S Dec Declaration of Secrecy and had it witnessed before voting starts. If they have not done this yet, to let you know.
- Follow the processes in the PIM or on their instruction sheets. Accuracy is more important than speed especially when there are queues of voters. Mention that you will be checking processes during the day.
- That the voter in front of them is their primary focus.
- The priorities during voting:
 - Provide a welcoming environment and look after the needs of voters.
 - Keep materials and people secure: watch the ballot boxes, pack up materials while on breaks, advise you of any suspicious behaviour or items left in the voting place.
 - Keep voters' details private. Only use their information for the purpose of enrolment and issuing votes.
 - Maintain secrecy in the voting place. No posting on social media about what is happening, no photos can be taken by staff or voters in the voting place.

Note: You must be ready to issue votes at the advertised opening time

Laying out the voting place

The size and shape of the voting place will to some extent dictate how it is set up. Discuss your layout with your Electorate Manager or Logistics & Supplies Manager before your first day of voting.

You will find the expected voting place layout in the M41-VPASSESS form. The layout should allow voters an easy flow in the voting place, from entering, waiting in a queue, receiving their voting papers, marking their papers, voting and departing.

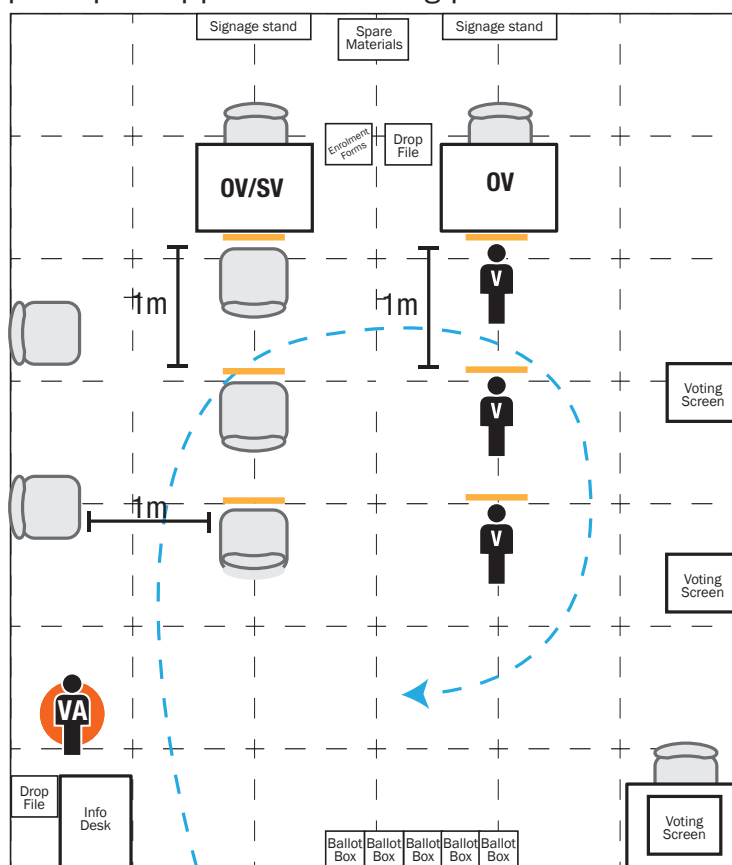
Measure the layout

Use the following principles and mark out the voting place using your tape measure and the low tack masking tape.

These are recommended distances to help with queuing, privacy and voter management in the voting place. Depending on the size of your voting place, you may be able to increase the spacing.

- Space behind the issuing point desks, to allow staff to move behind a seated Issuing Officer and to safely store materials
- 1 metre between voters in the queue - mark with tape
- For the special vote queue, place a chair immediately behind each strip
- For privacy, measure 1 metre between the voting screens: consider the best orientation for these, you may need to face them sideways to maintain some privacy
- Where possible do not extend queues back where voters waiting can see someone marking a ballot paper
- 1 metre from the scrutineer/special vote waiting seats along the wall the voting queue.

Below are the principles applied to a voting place with two issuing desks.

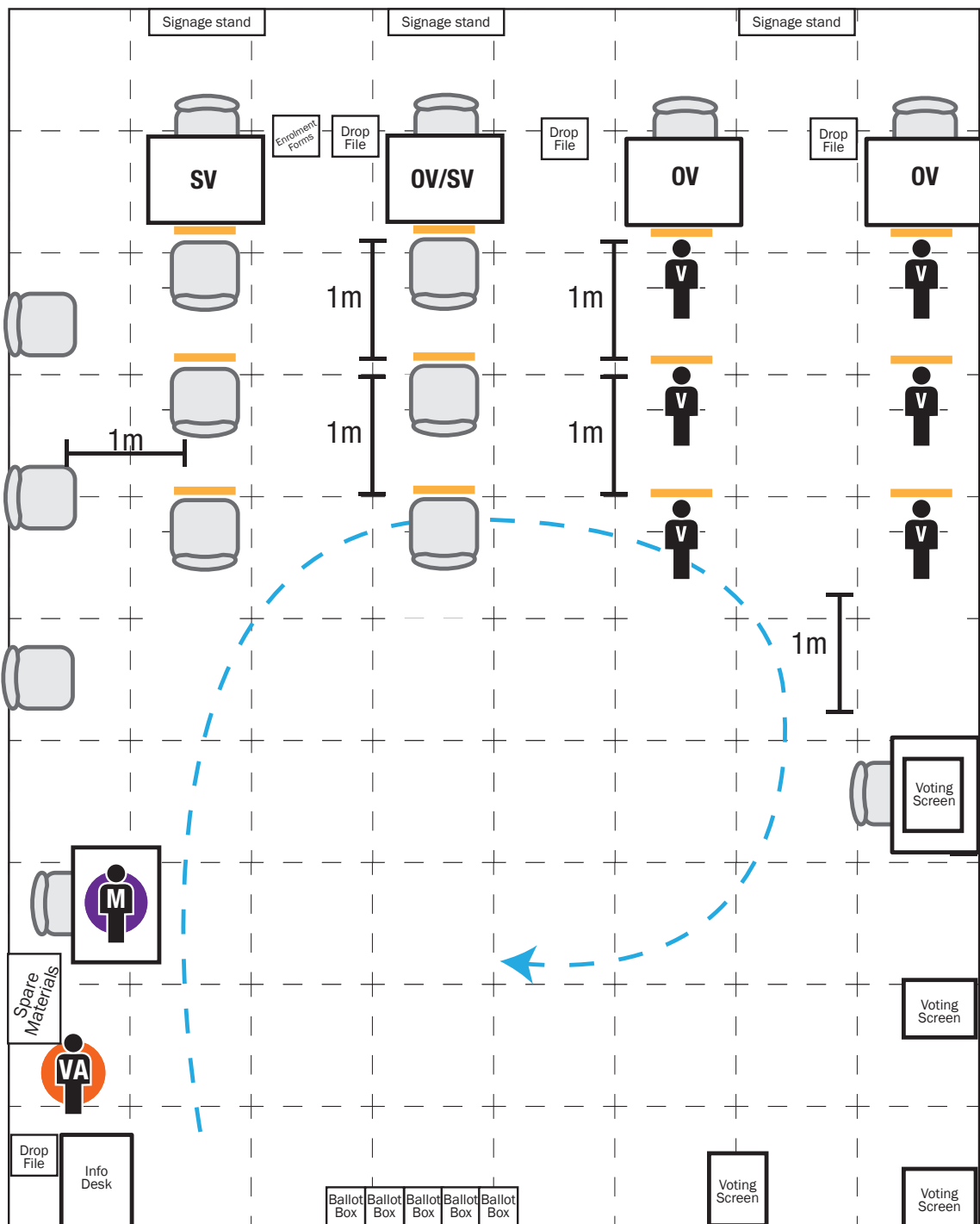


Larger voting places will need to add a desk for the Voting Place Manager.

Choose a location for the Manager's desk that allows:

- access for staff and scrutineers to sign in
- issuing of takeaway votes
- scrutineers to photograph Form V - Voter Record Sheet

If you have space, locate the Voter Assistant's station a distance inside the entrance door to allow some queueing inside the voting place.



Setting up the voting place

TASKS AT SET UP

1	Check access for people with mobility needs	p. 13
2	Arrange voting screens equipment	p. 14
3	Arrange signage	p. 15
4	Arrange ballot boxes	p. 16
5	Spare voting materials	p. 17
6	Manager's supplies	p. 17
7	Issuing Officers' supplies	p. 17
8	Voter Assistant's supplies	p. 18
9	Arrange the cardboard table top stands	p. 18

You lead these processes and direct your staff to assist as required.

1. Check access for people with mobility needs

Your Electorate Manager will have checked access before choosing the site as a voting place.

- Make sure that there are no obstacles in car parks, pathways, ramps and doorways that hinder good access to and within the voting place.
- If none are already provided, reserve a mobility parking space by using the E154 parking sign. Make sure the sign is clearly visible to a driver approaching that parking space.
- Place E72 and E72A labels to direct voters with mobility needs to access the voting place.



2. Arrange voting screens equipment

- Set up E124 free-standing voting screens, preferably at least one metre apart, orientated to give as much privacy as possible. Assembly instructions are printed on the screen.
- Set up one table-top screen (two for a large voting place) and seating for elderly voters and voters with disabilities. Do not use a cardboard table for this.
- Put a E200 disposal box for strips in the screens and attach an orange marker to each side of the screens for left and right handed voters.
- You will need to check voting screens during the day and keep them clean and tidy.



E124 - Free standing voting screen



Top half of screen used for table top voting

3. Arrange signage

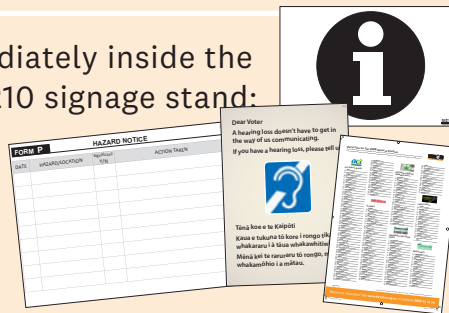
- Place directional signs (E61, E131, E152, E153 and/or E155)
 - to make the voting place location clear from a distance
 - to direct voters from the street into the voting place.
 Check the M41-VPASSESS form for suggested locations.

- Display the following posters at the entrance to the voting place:
 - E60-V Enrol and vote here poster
 - E60-AV advance voting enrol and vote here poster
 - E62 No Photography or filming poster
 - E60-RESPECT Respect staff poster (not pictured)



- Display the E60-BYOD poster near where people will queue for special votes.

- Display the following posters immediately inside the voting place on the wall or on an E210 signage stand:
 - E60-VI Voter Information poster
 - E74 Hearing poster
 - Form P - Hazard Notice
 - E15 Party lists showing all sides



- If supplied, place an E210 signage stand behind the issuing points displaying the appropriate issuing point posters (E60-OV and/or E60-SV). Otherwise you may be able to blu-tack the posters to the wall.

- Put a No Photography or filming poster on one of the voting screens, facing voters as they walk towards the screens.



E155 Teardrop flag

E210 signage stand with display board and foot

E152 large sandwich board (alternative designs)

E153 small sandwich board

E131 plastic sign with prongs

4. Arrange ballot boxes

For the enrolment forms box:

- Assemble the box if not already done.
- Place the box, unsealed, between or behind the Special Vote Issuing Officers' desks.



Ask your Voter Assistant to complete the integrity check as outlined in their PIM.

For the ballot boxes:

- Assemble the ballot boxes and label with the appropriate E70 electorate label(s) if not already done (instructions are printed on the ballot box).
- Affix the longer cable ties through the side holes in each box to form wide loops.
- For each ballot box:
Have the Voter Assistant and an Issuing Officer confirm that all ballot boxes are empty.
Seal the ballot box with a numbered seal and record the seal number on the panel on the back of the box.

Seal number	Sealed by	Checked by	Date	Reason for removal
32640	VA	IO	02/10/23	



- Arrange the ballot boxes with home general and home Māori electorates first, followed by shared electorates in alphabetical order. Then the special votes box.
- For the tall ballot boxes:
 - Stand them on the floor in the correct location in the voting place
 - Tether the boxes to each other with the longer cable ties.
 For the small ballot boxes:
 - Stand them on a chair or table if you have one
 - Either tether them to each other or to the chairs.



5. Spare voting materials

Store spare materials out of sight, near the Issuing Officers and away from public access.

If your voting place has no secure area as outlined in the M41-VPASSESS form to hold spare voting materials, you may have been provided with a day storage box.

If a padlock has been supplied, keep the key with you at all times.



Day storage box

6. Manager's supplies

- Put aside the pad of E2 special vote ballot papers marked 'Master' to photocopy from if required. Do not issue these papers
- Keep your Voting Place folder at hand
- Ensure the Electorate Manager can contact you at any time through the voting place mobile phone
- Keep any keys or access card to the voting place on you at all times, in case you need to lock the voting place in an emergency
- Ensure the takeaway votes satchel contains the correct materials and is securely stored until it is required
- Check that Form K correctly records the pack(s) of takeaway vote declarations in your supplies.

7. Issuing Officers' supplies

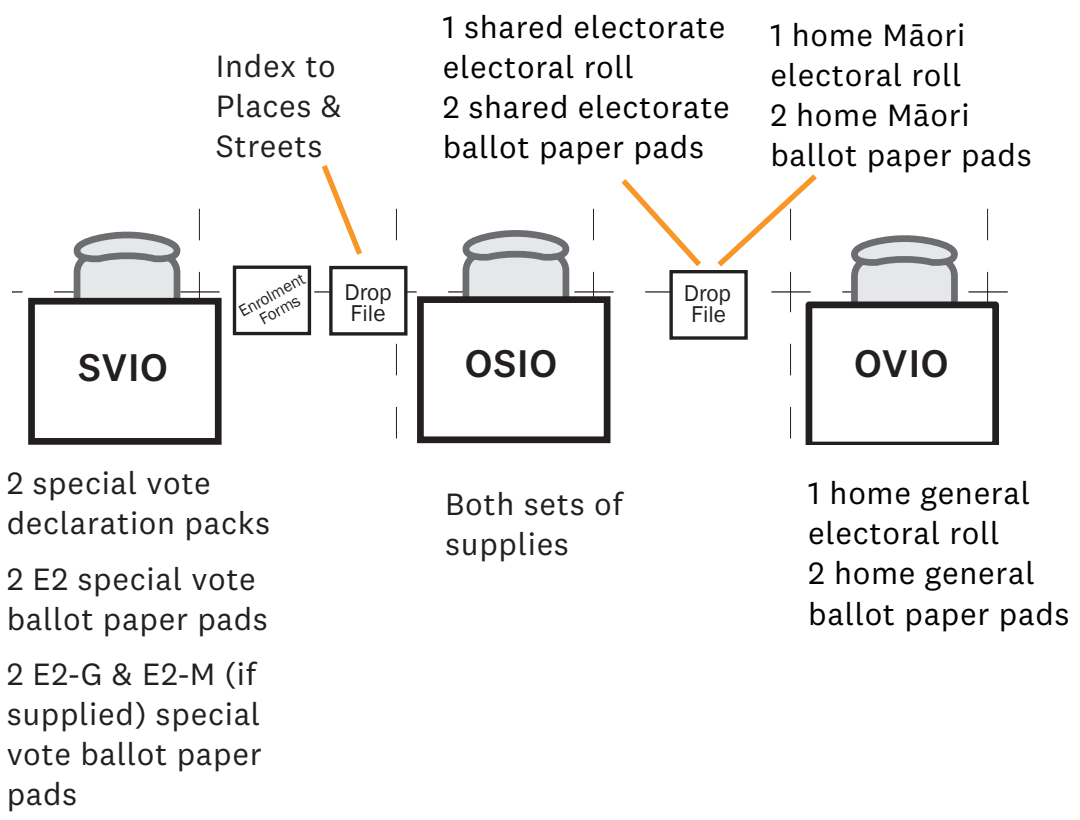
- Use the roster in the voting place folder to check which staff should be arriving and what role they each have.

This will indicate how many issuing desks you should have in your voting place and what role will be at each desk

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					10 min	30 min	10 min
[Redacted]		OSIO	8:30am - 4:30pm	8			
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		VA	8:30am - 4:30pm	8			
		SVIO	8:30am - 4:30pm	8			
		OVI0	8:30am - 2:00pm	5.5			
		OVI0	8:30am - 4:30pm	8			

- Give drop files to Issuing Officers to set up and place between their table and their neighbouring Issuing Officer, especially for shared electorates, and to provide more issuing officers for voters on the Māori roll
- Allocate an IP stamp and satchel to each issuing desk. Satchels will have different stationery supplies for each role.
E.g. Ordinary Votes Issuing Officer (OVIO), Special Votes Issuing Officer (SVIO) or a Ordinary and Special Votes Issuing Officer (OSIO).
- Allocate the materials to each issuing desk depending on the role:
 - Electoral rolls
 - Ordinary ballot paper pads
 - Special Vote declarations
 - Special vote ballot paper pads
 - Index to Places & Streets
- During the advance voting period try to keep the same IP stamp with the same roll and ballot paper they



8. Voter Assistant's supplies

- Provide the Voter Assistant with the mobile phone and lanyard and ask them to log into the device and confirm that eRoll is working.
If they have any problems they should call the IT helpdesk
- Provide the drop file, cardboard clipboards, pad of ROE1 enrolment forms, language guide sheets (M15 series) and the Incident Management handbook
- Consider how you will return clipboards from Issuing Officers back to voters waiting in the queue to vote

9. Arrange a cardboard table top stand

- Use the bottom part of a table-top screen to create a cardboard table top stand with the E125 cardboard cap
- The stand is the station at the entrance for the Voter Assistant. Add the brochures supplied (ROE47 and ROE47B) in the E166 brochure holder

E166 - Brochure stand



Bottom half of screen
with E125 cardboard cap



Scrutineers

Candidates and in some cases parties may appoint scrutineers to observe the issuing of votes. Note: Candidates cannot be scrutineers.

Scrutineers may arrive at the voting place at the same time as you and your staff or after voting begins.

You will have limited seating for scrutineers; political parties and candidates have been made aware of this. Talk with your Mobile Support or Electorate Manager if you have any questions about accommodating them in your voting place.

Party lapel badges

Scrutineers and other persons (other than electoral officials) are permitted under the Electoral Act 1993 to wear party lapel badges. This is an example of what lapel badges can display.

Party lapel badges (a badge or rosette to be worn on the lapel) may be in party colours and contain the party name, emblem, slogan or logo.

Refer anyone with further questions or complaints to the Electoral Commission (04 495 0030).



Refer to the E5 Scrutineer Handbook or 'Troubleshooting' section of the E3-2 Issuing Votes manual if you have concerns about the conduct of a scrutineer.



Security guard

[Redacted text block]

Access key/card and voting place mobile phone

You must keep the key or access card to the voting place with you at all times. You must be able to lock the voting place immediately upon an emergency that requires it, for example if you are concerned for the safety of you or your staff from activities happening outside of the voting place. If you are in an open space voting place you must have a plan to get you and your staff to safety if needed.

The voting place mobile phone must remain switched on at all times that you are in the voting place and worn by either your self or a Voter Assistant using the lanyard to keep it secure. It must not be left unattended.

The use of the mobile phone for security or other needs by the Voting Place Manager comes before its use for eRoll by the Voter Assistant. All phone calls or text (SMS) messages to the phone must be attended to immediately.

Support from electorate headquarters

Your Mobile Support will be in close contact with you to discuss how things are going at your voting place. If things are not going to plan or you encounter any difficult situations, refer to your Incident Management handbook and contact your Mobile Support or Electorate Manager right away using the voting place mobile phone.

Topics you may want to discuss during the Mobile Support's visits are:

- How long are voters waiting to be issued an ordinary or a special vote?
- Staff: are staff coping? Is everyone following the correct processes?
- Scrutineers: are there any questions or concerns?
- Voting supplies: do you need more ballot papers, declarations or enrolment forms?
- Security: are there any issues that need to be resolved?
- Health & Safety: have any risks been identified that cannot be removed or isolated?

Use Form Q in your Manager's folder to document what is happening in the voting place and note topics to discuss.

During voting

There are a number of tasks the Voting Place Manager needs to complete during the day.

Through the day:

Ongoing tasks	<ul style="list-style-type: none"> • Be clear and direct in telling staff what to do – take charge • Never refuse a voter the opportunity to vote at your voting place • Advise your Electorate Manager of any unusual circumstance or difficulty as soon as it happens • Make sure that your Electorate Manager is able to contact you at any time (mobile phone) • Record any ballot papers added to or removed from the voting place (by the Mobile Support) including any photocopied or handwritten ballot papers on the appropriate form as you issue these to Issuing Officers
After opening	<ul style="list-style-type: none"> • Check that all Issuing Officers are issuing ballot papers correctly
During the day	<ul style="list-style-type: none"> • Give staff breaks after peak voting • Check voting screens for any graffiti and cover it up or swap it out for a spare screen if you have one
1 hour before closing, 3.00pm Election Day on	<ul style="list-style-type: none"> • Review the 'After voting finishes' section of this manual to prepare for the closing of the voting place <div data-bbox="917 1279 1268 1682" style="background-color: #d9d9e9; padding: 5px;"> <ul style="list-style-type: none"> • Check that the result and count sheets are in order and ready for the counts • Check that the candidate marker cards are in alphabetical order </div>
5.00pm	<ul style="list-style-type: none"> • Check the [REDACTED] telephone line for reporting results after 7.00pm • Start giving staff breaks so that they all have had a break by 6.30pm and are refreshed and ready for the preliminary count
Closing time (7.00pm on Election Day)	<ul style="list-style-type: none"> • Close and lock the doors at the advertised closing time (see page 27 for more information on locking the voting place).

Issuing takeaway votes

A 'takeaway vote' is issued when a voter is unable to attend a voting place either before or on Election Day. No-one, not even a person with a power of attorney, can cast another person's vote on behalf of that person.

A voter may apply for a takeaway vote:

- In writing, generally by completing an E78 Unable to get to a Voting Place application form or it could be a letter, e-mail or text (SMS)
- By verbal instruction given to a friend, family member, or caregiver of the voter.

You will usually be responsible for issuing takeaway votes.

All takeaway votes must be issued as special votes and details of each vote recorded on Form K - Takeaway Votes. Form K is kept in your takeaway votes satchel.

Note:

- Electoral rolls are not used during the takeaway vote issuing process
- **Never mark a takeaway voter's name off a printed roll**
- You do not need to check whether the voter is enrolled before issuing a takeaway vote
- Any issuing point stamp can be used to issue a takeaway vote.

To complete a takeaway vote, you require the following:

Takeaway special vote declaration/envelope (E83)

Special vote ballot paper for the voter's electorate

These items will be placed into an E79 envelope.

Procedures for issuing takeaway votes when the voter is NOT present

1	Greet the voter's agent. Get the takeaway vote satchel.
2	<p>Ask the agent:</p> <p>Do you have a written application to obtain a vote on the voter's behalf?</p> <p>(For example, a completed E78 application, letter, email or text)</p> <p>"No" go to step 3 "Yes" go to step 4</p>
3	<p>Ask the agent:</p> <p>Has the voter asked you to pick up a vote on their behalf?</p> <p>"Yes" go to step 4 "No" give the agent an E78 application form and ask them to return with written permission from the voter</p>
4	<p>Ask the agent:</p> <p>What is your relationship with the voter?</p> <p>If they are a family member, friend, caregiver or some other person who has an obvious direct relationship with the voter, go to step 5</p>

If you do not have space in the voting place for a Manager's table, you may need to ask the agent to wait in the special votes queue until a special votes desk is available to issue them with the takeaway vote.

Make sure you that you first pack up the special vote materials as not to confuse them with the takeaway vote materials.

Continued

If the Agent has the voter's EasyVote card or Special Vote slip



Write clearly with a **red pen**:

- The electorate number and name on the front of the declaration envelope
- Electorate number and name on the front of the declaration

or

If the Agent does not have the voter's EasyVote card or Special Vote slip

What is the voter's address?

Ask: Was the voter living at this address by Friday 15 September this year?

If the answer is "Yes", look up the address in the Index to Places & Streets
 If the answer is "No", ask where the voter last lived for at least one month.
 Look up this address.

Ask: Is the voter on the General or Māori roll?

Note: if the voter filled in an E78 form use the address written there.

Write clearly using a **red pen**:

- The electorate number and name on the front of the E83 envelope
- Electorate number and name on the front of the declaration

Continued

DECLARATION (E83)

ELECTIONS
TAKEAWAY VOTE - Where the voter is not present at a voting place
E83

3 480 001
OFFICIAL USE ONLY

5 I believe I am eligible to vote in the electorate of:
33 Ōhāriu

2 My family name is: _____
 My first names are: _____
 Previous name I may be enrolled under (if applicable): _____
 My date of birth is: My occupation is: _____
 DAY MONTH YEAR
 My contact telephone number is: _____

3 My current address is: _____
 FLAT/HOUSE No. / STREET/ROAD
 SUBURB
 TOWN/CITY
 I have lived at this address for 1 month or more.
YES (go to step 4)
NO, the previous address where I lived for 1 month or more is:
 FLAT/HOUSE No. / STREET/ROAD
 SUBURB
 TOWN/CITY

4 I am making a special vote because: (tick at least **ONE** option)
 My name is not on the printed roll for this electorate or has been wrongly deleted.
 I am, or will be, outside of my electorate on election day.
 I intend to be outside New Zealand on election day.
 I am, or will be, unable to attend a voting place in my electorate on election day because of illness, disability, pregnancy or recent childbirth.
 I am unable to attend a voting place in my electorate on election day because of illness, disability, pregnancy or recent childbirth.

5 I am qualified to be a witness and the voter has signed the declaration in front of me:
 Person authorised to take a statutory declaration
 Person approved by Returning Officer
 Relative, or member of the household
 Registered New Zealand elector

WITNESS
 My family name is: _____
 My first names are: _____
 My current address is: _____
 FLAT/HOUSE No. / STREET/ROAD
 SUBURB
 TOWN/CITY
 My contact number: _____
 SIGNATURE
 WITNESS SIGNATURE

Special Declaration Vote
 RETURN TO OFFICE
33 Ōhāriu
TAKEAWAY

After voting finishes

TASKS FOR EVERY DAY

- 1 Prepare for reconciliation
- 2 Record takeaway votes issued
- 3 Complete reconciliation
- 4 Complete Form Q - Daily report
- 5 Recharge and store the cell phone
- 6 Complete Form U - Voting Place check and secure materials
- 7 All staff complete timesheets and sign out



1. Prepare for reconciliation



- 1 Ask Issuing Officers and Voter Assistant(s) to follow the “After Voting Finishes” in their PIM.



- 2 Provide the Voter Assistant(s) with the following to lay out in front of the ballot boxes from your supplies:



- All P & S envelopes
- All ballot paper pads or declarations packs and cover sheets
- The takeaway votes satchel
- Scissors
- Plastic bags for
- Form V voter record sheet and voting cards



3 Issuing Officers will:

- Check that the covers of their ballot paper pads or declaration packs are stamped.
- For special vote materials record the date and the number of declarations remaining in their part-used packs on the cover sheet.
- Place all material in front of the appropriate ballot box in separate piles of fully used, part used and unused.



4

Ask an Issuing Officer to follow the instructions on the back of Form B (placed in front of the special votes ballot box) to stamp, count and record enrolment forms received.



5 Check the S7 envelopes for any spoilt materials and transfer these to the appropriate envelope:

- Envelope P1 for spoilt ordinary ballot papers, by electorate
- Envelope S1 for spoilt special vote declarations, spoilt special vote ballot papers and spoilt enrolment forms

2. Record takeaway votes issued

Record the total number of takeaway votes that have been issued. If none, record as '0'.

Note: Form K is kept in the takeaway vote satchel.

3. Reconciliation

The reconciliation process ensures every used and unused ballot paper and special vote declaration in the voting place is accounted for and gives a running total of how many votes have been issued up to and including that day.

The Manager must complete the following reconciliation forms:

- **Form A:** for each electorate - ordinary votes issued (Envelope P4)
- **Form B:** for special vote declarations issued in person (Envelope S6) (not takeaway votes)

The reconciliation forms should be prepared by electorate HQ prior to the start of voting. They will have a label like the one below and have recorded the first number of each ballot paper pad or declaration pack supplied to you.

Electorate number and name for reconciliation
 Phase number
 Electorate where the voting place is located
 Voting Place number and name

Recon E: (33) Ōhāriu (AV1)

Home E: (20) Mana

VP: (17) Tōtara Bay Community Centre, 552 Tōtara Bay Road, Tōtara Bay

3a. Ordinary vote reconciliation

Use a new column on the reconciliation form for each day.



Ask your Voter Assistant to help you with this task.

1 Complete one Form A for each electorate you are issuing ordinary votes for.

Section 1:

- Check that any additional ballot paper pads received during the day have been recorded.
- Record the total number of pads supplied in **Box A**.

Transfer the total number of pads to Box A

1 Which ballot paper pads were supplied?

Record the first number from each ballot paper pad

54201	54451						
54251	54501						
54301							
54351							
54401							

List each ballot paper pad supplied to you

Total number of supplied ballot paper pads

	Mon 14/09	Tue 15/09	Wed 16/09	Thur 17/09	Fri 18/09	Sat 19/09	
A	7	7	7	7	7		

2 Section 2:

- Check that any ballot paper pads transferred out of your voting place have been recorded.
- Record the total number of transferred ballot paper pads in **Box B**.

2 Were any ballot paper pads transferred out of the voting place?

Record the first number from each ballot paper pad

Ballot paper pad number	Transferred by	Ballot paper pad number	Transferred by	Ballot paper pad number	Transferred by	Ballot paper pad number	Transferred by	Ballot paper pad number	Transferred by	Ballot paper pad number	Transferred by

Total number of transferred ballot paper pads

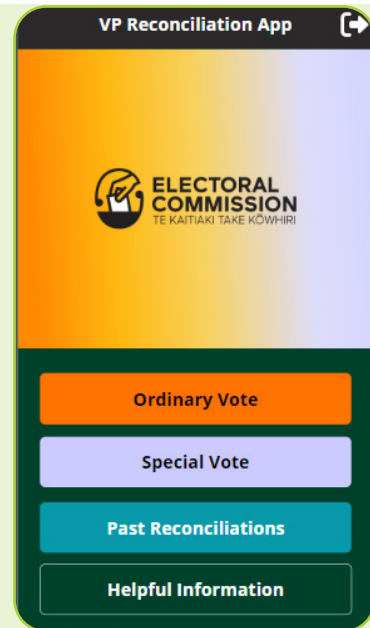
	Mon 14/09	Tue 15/09	Wed 16/09	Thur 17/09	Fri 18/09	Sat 19/09	Sun 20/09	Mon 21/09	Tue 22/09	Wed 23/09	Thur 24/09	Fri 25/09
B	0	0	0	0	0							

Reconciliation App


1

Open the reconciliation app on your voting place phone.

Tap

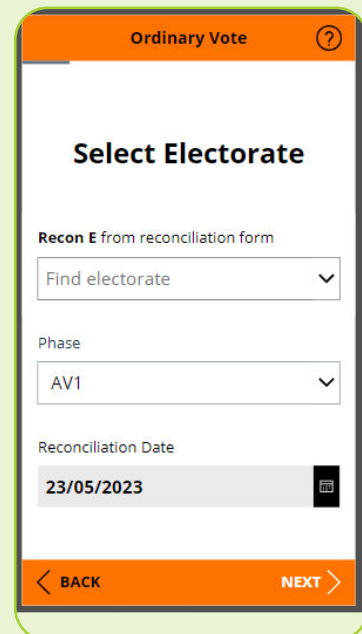
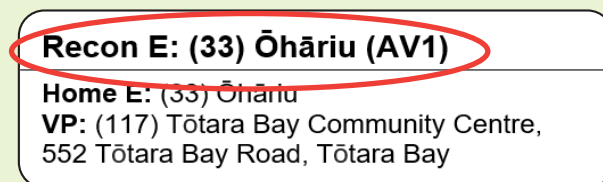


2


Use the drop down arrow  to select the electorate you are completing the reconciliation for.

The date will be automatically populated for today.

Tap

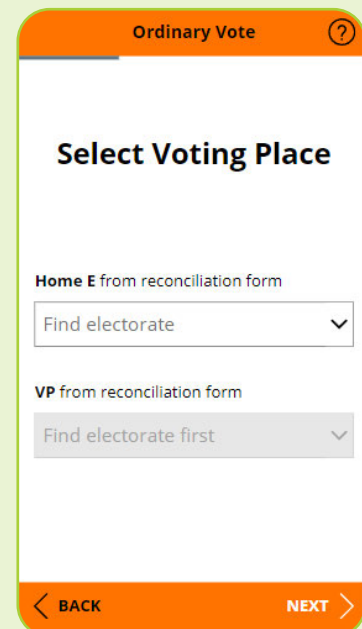
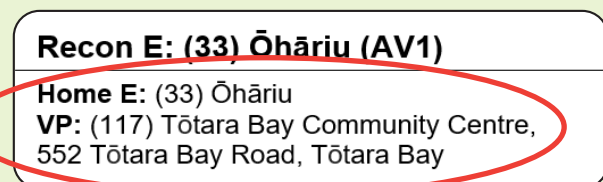


3

Use the drop down arrows  to select your:

- Home electorate
- Voting place

Tap



4

From Form A:

- Enter the number of pads supplied from **Box A**
- Enter the number of pads transferred from **Box B**

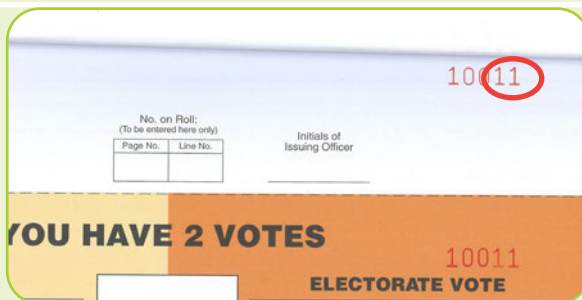
Tap 


5


Ask the Voter Assistant to count the materials in front of the ballot box and record these onto the respective marker card. Enter the number of fully used, part-used and unused pads.

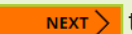
Tap 

6



Ask the Voter Assistant to check each part-used pad. Enter the last two digits of the next remaining ballot paper into the app and tap  .

If you incorrectly enter a number tap  to remove it.

Once you have entered the correct number of part used pads you can tap  to continue.

7

Enter the number of photocopied papers, spoiled papers and questioned votes into the app.

Tap **NEXT >**

Ordinary Vote
?

Date	Electorate	Voting place
08 Jun	33 - Ōhāriu - TRAIN	VP117 - Tōtara Bay Community Centre, 552 Tōtara Bay Road, Tōtara Bay

Photocopied papers issued

Check Form J

Enter number

Spoilt papers

Check Envelope P1

Enter number

Questioned votes

Check Envelope P5

Enter number

< BACK
NEXT >

8

Check that all the details you have entered are correct.

Copy all the numbers from the app on to Form G

FORM G

Electorate No. and Name: _____

Voting Place No. and name: _____

Date: _____

VP Manager: _____

Signature: _____

Scrutineer's signature: _____

Scrutineer's signature: _____

	Date: 2/10											
VOTING PLACE CERTIFICATE	Ballot papers issued	171										
Copy from the app: ordinary vote	Ballot papers supplied	350										
	Ballot papers unused	174										
	Ballot papers used	176										
	Spoilt papers	5										
	Questioned votes	0										

Copy from Form	Enrolment forms received										
	Election Day ONLY										
	Special votes received										

VOTING PLACE CERTIFICATE M13-VPCERT

Confirm you have copied the numbers onto your form and tap **SUBMIT**

Confirm reconciliation
?

Record details below on **Form G**

Ballot papers issued	171
Ballot papers supplied	350
Ballot papers unused	174
Ballot papers used	176
Spoilt papers	5
Questioned votes	0

Confirm numbers are recorded

BACK
SUBMIT

9

Success! You have completed your reconciliation, click **OK**

Reconciliation submitted

Success

The reconciliation has been successfully submitted

OK

3b. Special vote reconciliation

The **special vote** reconciliation is conducted using all of the **special vote declaration pack cover sheets** and **unused declarations**.

Complete only one Form B for the voting place.

Use a new column of the reconciliation form for each day.

1 Section 1:

- Record any additional packs of E81 declarations issued to your voting place.
- Record the total number of packs supplied in **Box A**.

Write total number of packs into Box A

1 Which declaration packs were supplied?

Record the first number from each declaration pack

127821	127921									
127841	127941									
127861										
127881										
127901										

List each declaration pack supplied to you

Total number of supplied declaration packs

Mon 14/09	Tue 15/09	Wed 16/09	Thur 17/09	Fri 18/09	Sat 19/09	Sun 20/09	Mon 21/09
A 7	7	7	7	7			

2 Section 2:

- Record any packs transferred out of your voting place.
- Record the total number of transferred special declaration packs in **Box B**.

2 Were any declaration packs transferred out of the voting place?

Record the first number from each declaration pack

Declaration pack number	Transferred by	Declaration pack number	Transferred by	Declaration pack number	Transferred by	Declaration pack number	Transferred by	Declaration pack number	Transferred by	Declaration pack number

Total number of transferred declaration packs

Mon 14/09	Tue 15/09	Wed 16/09	Thur 17/09	Fri 18/09	Sat 19/09	Sun 20/09	Mon 21/09	Tue 22/09	Wed 23/09	Thur 24/09
B 0	0	0	0	0						

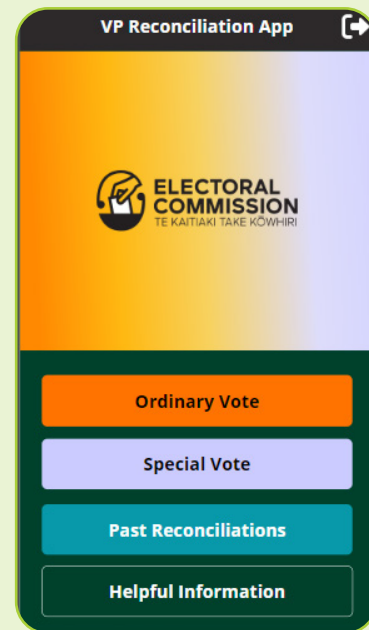
Reconciliation App

1

Open the reconciliation app on your voting place phone.

Tap

Special Vote



2

Use the drop down arrows to select your:

- Home electorate
- Voting place

The date will automatically populate with today's date

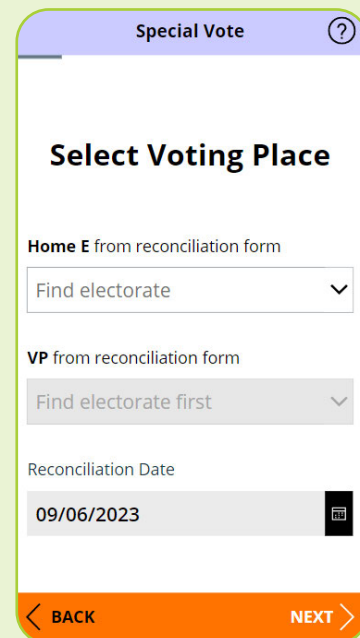
Tap

NEXT >

Recon E: (33) Ōhāriu (AV1)

Home E: (33) Ōhāriu

VP: (117) Tōtara Bay Community Centre, 552 Tōtara Bay Road, Tōtara Bay



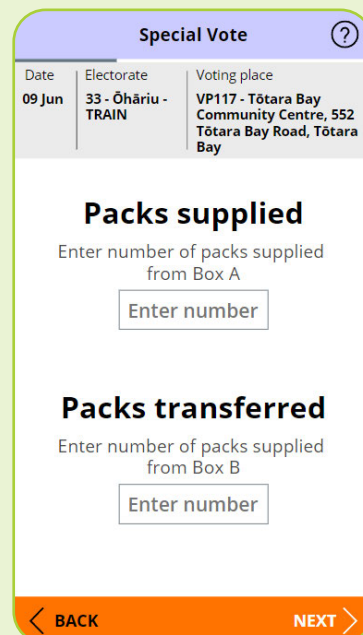
3

From your reconciliation form:

- Enter the number of packs supplied from **Box A**.
- Enter the number of packs transferred from **Box B**.

Tap

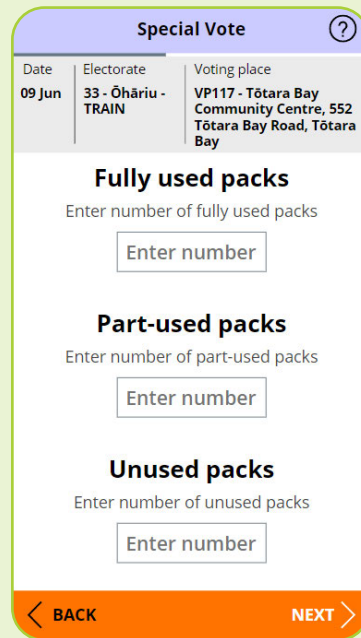
NEXT >



4

Enter the number of unused, fully used and part-used packs that are in front of the ballot box record these onto the respective marker card.

Tap 



Special Vote ⓘ

Date	Electorate	Voting place
09 Jun	33 - Ōhāriu - TRAIN	VP117 - Tōtara Bay Community Centre, 552 Tōtara Bay Road, Tōtara Bay

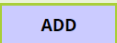
Fully used packs
Enter number of fully used packs


Part-used packs
Enter number of part-used packs

Unused packs
Enter number of unused packs

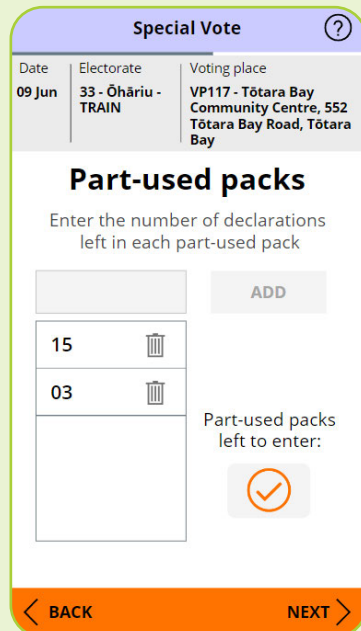
< BACK NEXT >

5

Enter the number of declarations remaining in each part-used pack and tap 

If you incorrectly enter a number, tap  to remove it.


Tap 





Special Vote ⓘ


Date	Electorate	Voting place
09 Jun	33 - Ōhāriu - TRAIN	VP117 - Tōtara Bay Community Centre, 552 Tōtara Bay Road, Tōtara Bay

Part-used packs
Enter the number of declarations left in each part-used pack



15 

03 

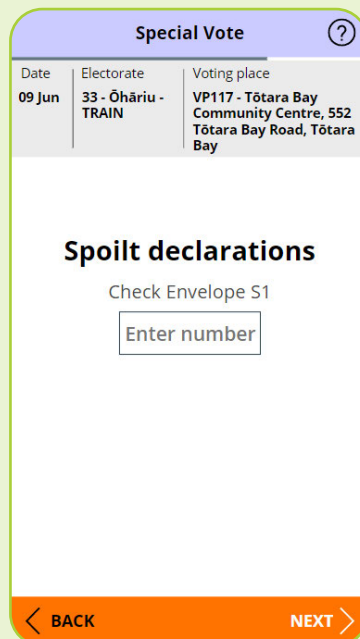
Part-used packs left to enter:


< BACK NEXT >

6

Enter the number of spoilt declarations.

Tap 



Special Vote ⓘ

Date	Electorate	Voting place
09 Jun	33 - Ōhāriu - TRAIN	VP117 - Tōtara Bay Community Centre, 552 Tōtara Bay Road, Tōtara Bay

Spoilt declarations
Check Envelope S1

< BACK NEXT >

7

Enter the daily number of enrolment forms received into the app.

Enter the number of takeaway votes issued from Form K into the app.

Tap **NEXT** >

Special Vote ?

Date	Electorate	Voting place
09 Jun	33 - Ōhāriu - TRAIN	VP117 - Tōtara Bay Community Centre, 552 Tōtara Bay Road, Tōtara Bay

Enrolment forms

Enter daily number from the reconciliation form

Enter number

Takeaway votes

Enter total number issued from Form K

Enter number

< BACK
NEXT >

8

Check that the all the details you have entered are correct.

Copy all the numbers from the app on to Form G

FORM G

Electorate No. and Name: _____ VP Manager: _____
 Signature: _____
 Voting Place No. and name: _____ Scrutineer's signature: _____
 Signature: _____

Date: _____

Ballot papers issued	
Ballot papers supplied	
Ballot papers unused	

For the home general electorate only:

Special votes issued	44	
Takeaway votes issued	8	
Enrolment forms received	4	

Election Day ONLY

Special votes received	
------------------------	--

VOTING PLACE CERTIFICATE
ME4-VP CERT

Confirm you have copied the numbers onto your form and tap **SUBMIT**

Special Vote ?

Record details below on
Form G

Special votes issued	44
Takeaway votes issued	8
Enrolment forms received	4

Confirm numbers are recorded

BACK
SUBMIT

9

Success! You have completed your reconciliation, click **OK**

Reconciliation submitted

Success

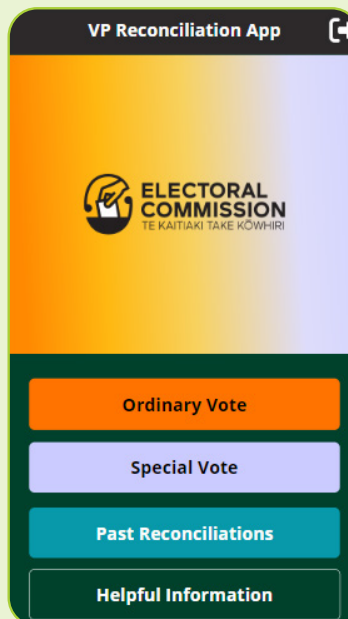
The reconciliation has been successfully submitted

OK

Past reconciliations

1

If you need to edit or view a reconciliation you have already completed, you can use **Past Reconciliations** on your home screen.



2

Select either

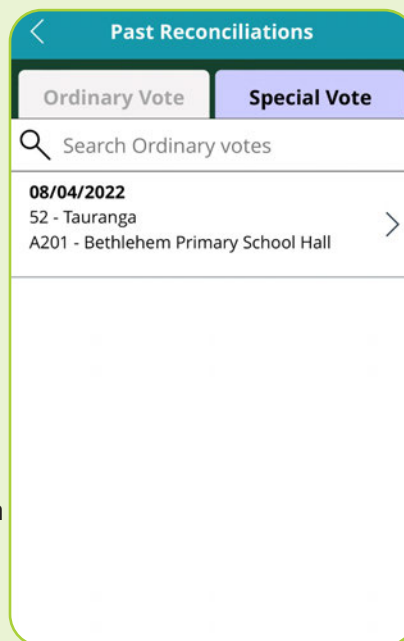
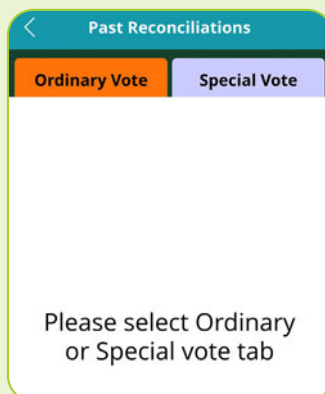
Ordinary Vote

or


Special Vote

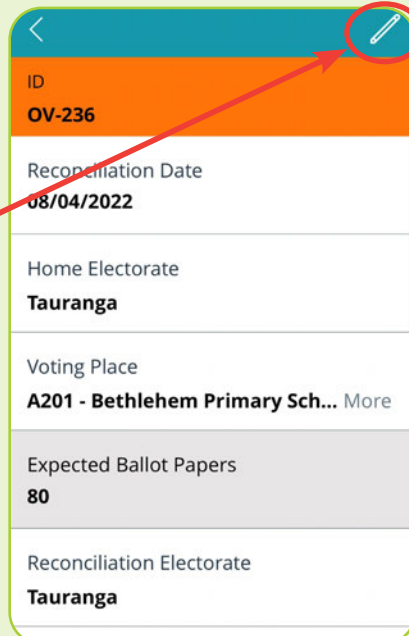
Then select the reconciliation you want to edit or view from the list shown.

Note: you can only edit the last reconciliation you completed for an electorate



3

To edit the reconciliation tap  This will allow you to move through the reconciliation and adjust any numbers, then you can resubmit.



Reconciliation app backup process

If you are unable to use the reconciliation app, call HQ to advise them that you will be following the backup process.

During advance voting

Ordinary votes:

Count the number of entries on all Form V – scrutineer record sheets used during the day for each electorate and write this in the ‘ballot papers issued’ box on Form G.

Report this number back to your HQ.

You will need to do this for each electorate that you issued ordinary votes for.

Special votes:

Use the information recorded on the M14-VMMARKER card and record on the back of Form G for the home general electorate the number of:

- fully used and unused declaration packs
- total number of declarations remaining in part-used packs.

Also record the number of:

- spoiled declarations in Envelope S1
- daily issued enrolment forms
- total issued takeaway votes.

Report these numbers back to your HQ.

On Election Day

Ordinary votes:

Count the candidate votes twice and record both results.

If these numbers do not match, transfer the second result to the ‘Less candidates votes’ section on the bottom of EMS11-P Party Vote counting sheet for the electorate counted.

Report to HQ the total number of votes counted as the number of ballot papers issued to voters.

Special votes:

Count the special votes twice and record on Form F.

Report this number to your HQ when asked for the number of special votes that you issued.

If you are working on Election Day move on to the preliminary count on page 52

4. Complete Form Q - Daily report

Write down anything notable from the day and any issues or concerns.

Use this as a prompt for your next conversation with your Mobile Support or Electorate Manager.

During advance voting:

It is also useful if you are not the Manager the following day, for your replacement to understand what has been happening in the voting place.

5. Recharge and store the mobile phone

While you are packing up the voting place for the night, plug the mobile phone in to charge. It is supplied with a quick charger.

When the voting materials are packed away for the evening, switch off the phone to store it securely overnight with the other key voting materials, away from heat or liquids.

If you are storing materials away from your voting place during advance voting, then leave the phone switched on until you have completed this task.

Switch the phone on immediately when unpacking materials the next morning and check for any messages.

6. Complete Form U - Voting Place check

It is important to complete the end of day checklist on Form U, to ensure that all tasks have been completed before going home.

Start of day, end of day check												
Date												
Start of day												
Check inside and outside of the voting place, looking for any indication of unauthorised access, damage or vandalism.												
Check for risks and record on Form P												
Ballot box seals match the record on the box and boxes are secured by cable ties												
All staff are wearing their orange vest and ID card												
Voting place mobile phone switched on, checked for any messages and eRoll is working												
Initial												
End of day												
Mobile phone signed out and switched off												
All windows closed and secured												
All doors properly shut, and locks are engaged												
All keys or access cards to the voting place are accounted for												
Check: alarm is activated upon leaving (where applicable)												
Advance voting period:												
All voting materials are safely secured												
Initial												
Report all security concerns as soon as possible to your Electorate Manager												

FORM U VOTING PLACE CHECK

Advance Voting ONLY

TASKS FOR SOME DAYS

- 1 Phase change of materials
- 2 Return of special vote envelopes before the end of voting



1. Phase change of materials

If your Voting Place is expected to issue more than 2,000 ordinary votes for a single electorate during advance voting, then you are likely to complete a phase change for those voting materials.

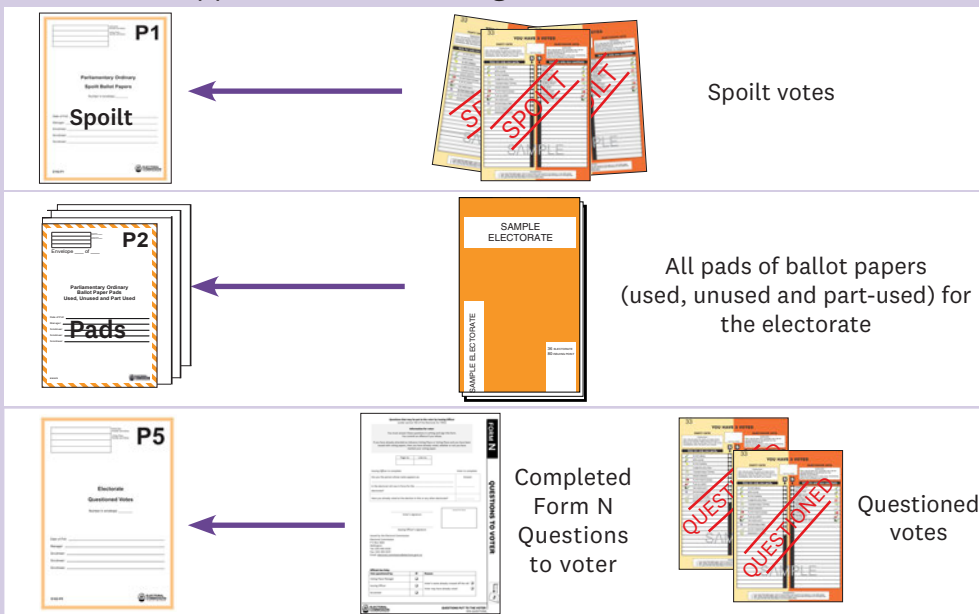
A phase change makes other processes like counting the ballot papers more manageable as well as removing a large number of votes to secure storage at electorate HQ.

The Electorate Manager or Logistics & Supplies Manager will advise if you will be required to have a phase change and if so, at the end of which day. Your Mobile Support will assist you with the process. There is a film clip you can watch in the 'Additional Info' section on the reconciliation app.

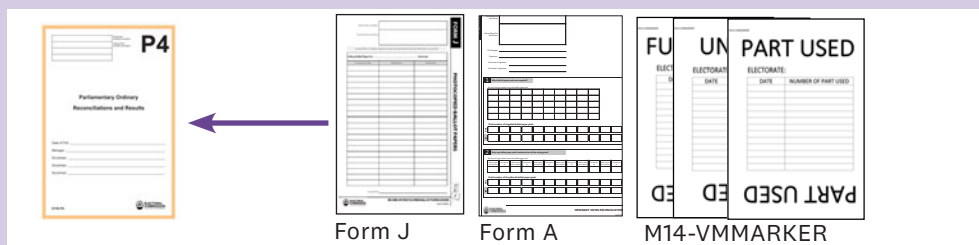
To complete a phase change for an electorate:

- 1 At the end of the day of voting, complete ordinary vote reconciliation as usual

- 2
 - Pack up the materials for that electorate into an E206 supplies box
 - Mark the supplies box with 'Voting Place [number], Phase 1'

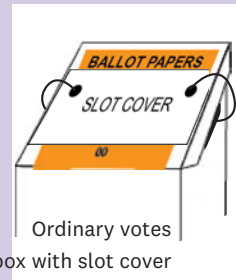
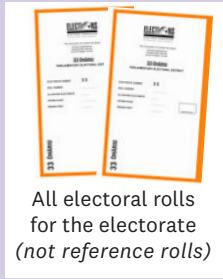
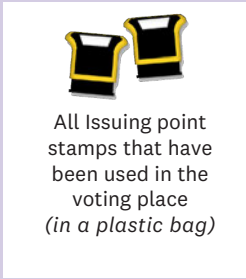


- [Redacted]
- Record the sticker number and number of papers contained on Envelopes P1 and P5
Note: if Envelope P1 or P5 are empty, mark '0' on the front
- Pack Form A, the material marker cards, packing sheet and Form J into Envelope P4 and leave unsealed.



Continued

2



All electoral rolls for the electorate being changed over, must be returned.

All issuing point stamps used up to this time in the voting place must be returned with Phase 1 materials, whether or not they have issued votes for this electorate.

- Fix the slot cover over the slot on the ballot box with the short cable ties
- [REDACTED]
- Write the number of the sticker on the top of the supplies box
- Update Form O - Return of Materials

Ballot box tracking					
Description	Date	Ballot box ID number	Seal number	Transported by (staff name)	Signature

3 Once Phase 1 materials have been packed, the ballot box for Phase 2 can be opened and the contents checked against the consignment and tracking notes, ready for issuing the next day

4 Note: next time you complete a reconciliation you will need to select a different phase in the app for the electorate you have done a phase change for example use AV2 instead of AV1

5 The materials should immediately be returned to electorate HQ for secure storage using two staff members.



2. Return of special vote envelopes before the end of voting

If the voting place issues many special votes, the Mobile Support may collect these for [REDACTED]. This may happen on the same day as a phase change for ordinary votes.

1 Secure the special votes ballot box by fixing the slot cover with thin cable ties

2 Ensure you have a new, empty special vote ballot box for the next day of voting

3 Update Form O - Return of Materials.

Ballot box tracking						En
Description	Date	Ballot box ID number	Seal number	Transported by (staff name)	Signature	



TASKS AT THE END OF THE VOTING PERIOD

- 1 Final voters
- 2 Pack materials and equipment
- 3 Final checklist
- 4 Return voting materials and supplies to electorate headquarters

1. Final voters

If there is a queue of voters at the close of voting on your last day or Election day, you should bring people into the voting place before closing the door. This may mean your staff are issuing votes beyond the advertised closing time.

- 1 Move any voters waiting outside of the voting place so they are inside before the closing time.
- 2 Lock the door(s) at the advertised closing time:
 - Have a staff member stand next to the door to allow voters to leave. If you have a security guard they can help with this task
 - Ask a staff member to bring in all of the outside signs
 - Issuing officers will issue ballot papers to voters who are in the voting place before closing time.
- 3 Remind staff to keep their mobile phones off until they leave at the end of the night
- 4 **ELECTION DAY:**
Keep the ballot boxes sealed until the last voter has left and the doors are locked.
- 5 **ADVANCE VOTING:**
The ballot boxes must remain sealed at all times.

Complete regular end of day tasks including reconciliation

2. Pack materials and equipment

IMPORTANT: Packing up voting materials correctly and tidily is critical for electorate HQ staff preparing for post-election processes. If you do not pack up your voting place materials according to the following instructions you will be asked to repack them at the electorate HQ.

Manager assigns these tasks to staff:



Provide M14-PACKOV and M14-PACKSV A3 packing sheets from the P4 and S6 envelopes.



1. Pack special vote materials (Step 2.1)

2. Pack ordinary vote materials (Step 2.2)

3. Pack other supplies and equipment (Step 2.6)

4. Tidy and reset the facilities as required.



Manager completes these tasks while staff pack other materials:

1. Check and seal envelopes (Step 2.3)

2. Pack boxes (Step 2.4)

3. Label and seal boxes (Step 2.5)

4. Check that the facility has been reset as required.



2.1 Pack special vote materials, enrolment forms, voting cards and Special Vote slips

MATERIALS



Spoilt special votes



Spoilt declarations E81 and E83



Spoilt special vote envelopes

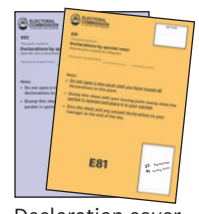
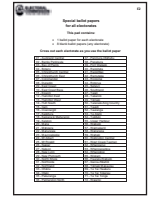


Spoilt enrolment forms - ROE1



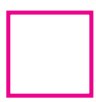
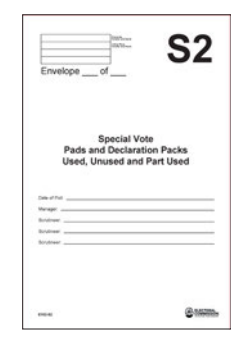
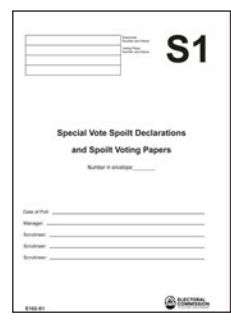
Declarations E81 and E83 (unused and part-used packs)

Special vote ballot paper pads



Declaration cover sheets

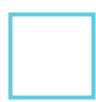
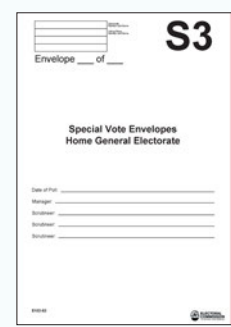
ENVELOPE



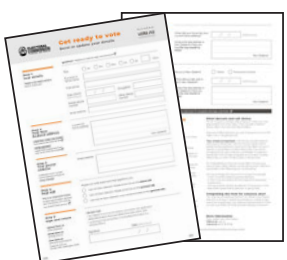
ELECTION DAY ONLY



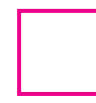
Special vote envelopes for your home general electorate (including any returned takeaway votes for your home general electorate)



Special vote envelopes bundled with rubber bands by electorate (including any returned takeaway votes for other electorates)



Completed enrolment forms ROE 1





2.2 Pack ordinary vote materials

Ask staff to pack up the following by electorate:

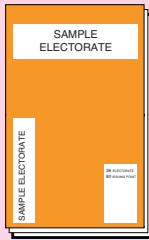


MATERIALS



Spoilt ordinary parliamentary votes

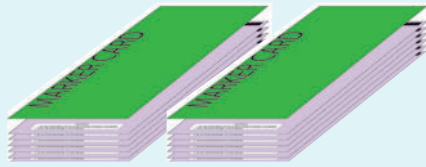
ENVELOPE



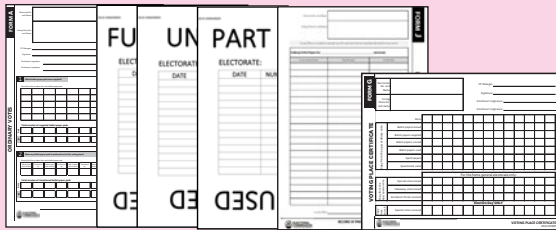
Pads of ballot papers (used, unused and part-used)



ELECTION DAY ONLY

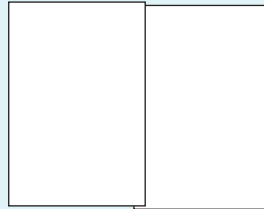


Counted ballot papers and marker cards



Form A M14-VMMARKER Form J Form G

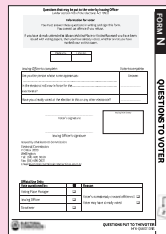
ELECTION DAY ONLY



EMS11-C & EMS11-P



Questioned/apparent dual votes



Completed Form N Questions to voter

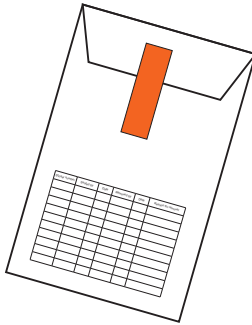


Electoral rolls





2.3 Check and seal envelopes



- Check that the contents of each envelope are correct.

Issuing Officers and Voter Assistants can:

- [Redacted]
- Record the sticker number and other details on the envelopes.
Note: if any envelopes are empty, mark '0' on the front.
- Then the Voting Place Manager can sign each [Redacted].
- Invite any scrutineers watching to witness (sign) the documents and stickers.



2.4 Pack boxes

Advance voting

Special vote materials (section 2.1): Instruct staff to pack all the special vote materials and other items neatly into a E206 supplies box

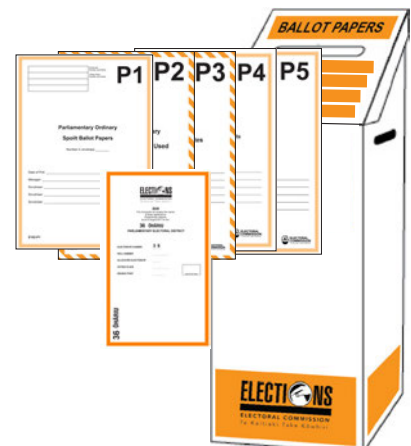
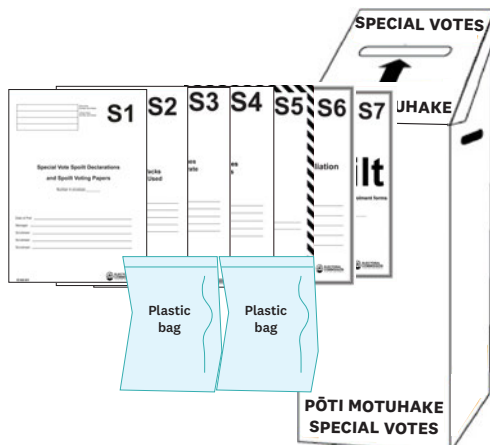
Ordinary vote materials (section 2.2): Instruct staff to pack all the ordinary vote materials neatly into a E206 supplies box for each electorate.



Election Day

Special vote materials (section 2.1): Instruct staff to pack all the special vote materials and other items neatly into the special votes ballot box

Ordinary vote materials (section 2.2): Instruct staff to pack all the ordinary vote materials neatly into each electorate's ballot box.





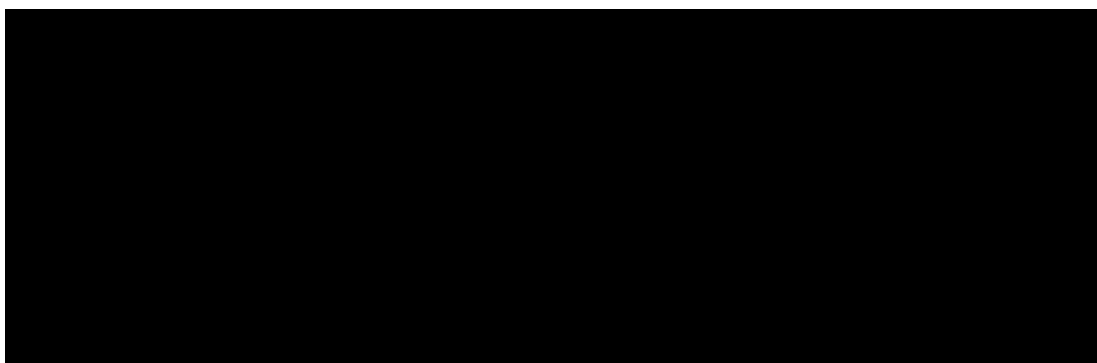
2.5 Label and seal boxes

- If not already completed, write on the top of each supplies box:
(*ELECTORATE NAME*)
(*NAME OF VOTING PLACE*)
If there is more than one supplies box for any one type of voting materials, ensure that the boxes are numbered, for example 1 of 2

Advance voting

- Seal the supplies box containing the envelopes, ballot papers and declarations, with a [REDACTED].
- Write the number of the [REDACTED] on the top of the supplies box(es).
- Fix the slot cover to the ballot box with the small cable ties. Leave the ballot box sealed.

Election Day only: Seal the ballot boxes with a [REDACTED] and log the details on the box



2.6 Pack other supplies



Instruct staff to pack all the remaining supplies into one or more supplies box(es). This will include the voting place folder, satchels, all stationery, Index to Places & Streets, posters, unused enrolment forms and envelopes, checklists, brochures, signs and forms.



During advance voting: If your materials will be handed over for Election Day, the other equipment can be left set up.

If not, pack up the election equipment that can be dismantled and stack it together in the agreed position inside the voting place. You may have cardboard issuing tables, screens and signage stands, folding chairs and sandwich board signs.

On Election Day: Pack up the election equipment that can be dismantled and stack it together in the agreed position. You may have cardboard issuing tables, screens and signage stands, folding chairs and sandwich board signs.

3. Final checklist



Leave the voting place tidy and in the state that you found it
(for example the tables and chairs are as they were when you arrived)

Move your car close to the entrance to the voting place.
Ask staff to assist you to monitor and move voting materials and
supplies to vehicle(s) for their return to electorate HQ.
Do not leave the materials unattended in a car at any time

Ask all staff to sign out and thank them for their help

Turn off the lights and heating and lock the premises.
Activate any security devices and return keys (if applicable).

4. Return voting materials and supplies to electorate headquarters

At the end of advance voting you must have another staff member with you when returning the materials to HQ. On Election Day the staff members may need to help you return the voting materials and supplies to electorate HQ if you cannot fit all of the materials in one car. You must ensure that the ballot boxes and other supplies are kept within the custody and care of yourself and another electoral official at all times.

When voting materials and supplies are returned, electorate HQ staff will check that all materials are accounted for and check the contents of the supplies boxes.

If the supplies are not in order, you or the person delivering them will be required to repack the boxes.

The Electorate Manager may direct Voting Place Managers in some electorates to deliver ballot boxes and supplies to an agent rather than directly to electorate HQ. The agent will check the materials, have you sign Form M - Agent's Receipt and keep the materials in secure custody before returning them to electorate HQ.

Congratulations!

**Thank you for your participation and contribution
to our team effort.**

ELECTION DAY ONLY

Preliminary count of ordinary votes

The preliminary count involves counting the **ordinary votes only**.

There are six parts to completing the count.



OPEN ballot papers



SORT ballot papers



CHECK ballot papers



COUNT ballot papers



ASSIST other counters as directed



REPORT results

Ordinary vote tolerance scale

If the votes counted do not balance with the total number of ordinary votes issued, this tolerance scale tells you how many votes you can be out by before you need to recount the votes:

- If the difference is **greater than** the number given, you **must** recount the votes. You only need to do **one** recount.
- If the difference is **less than or equal to** the number given you **do not** need to recount the votes.

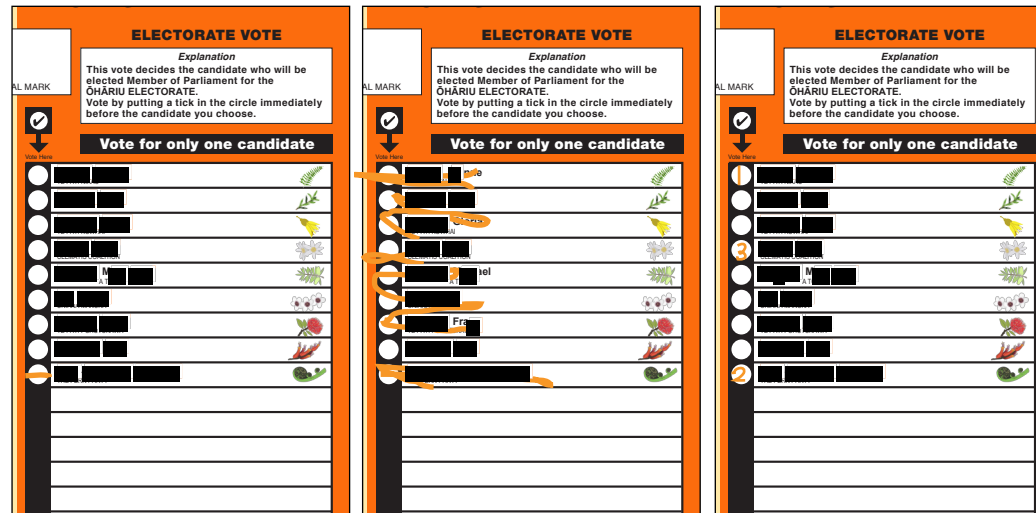
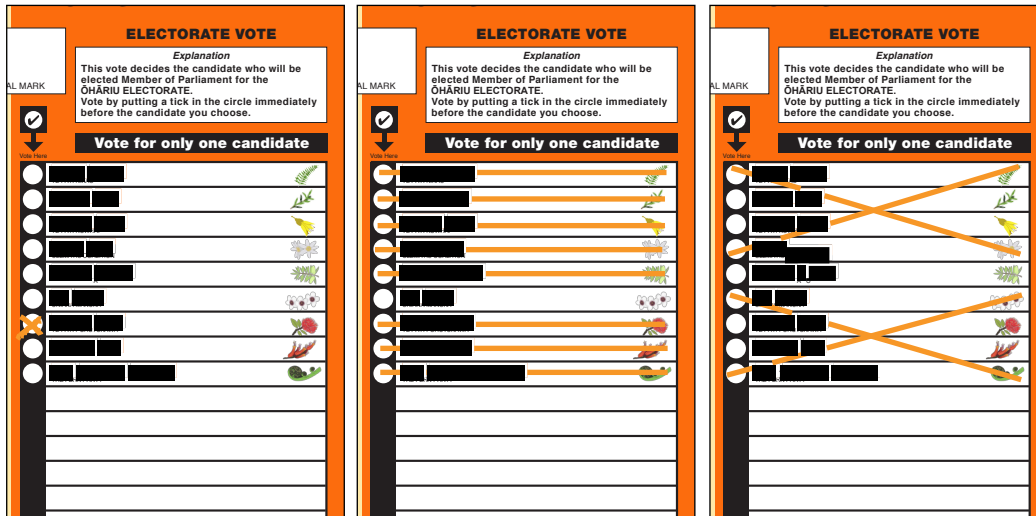
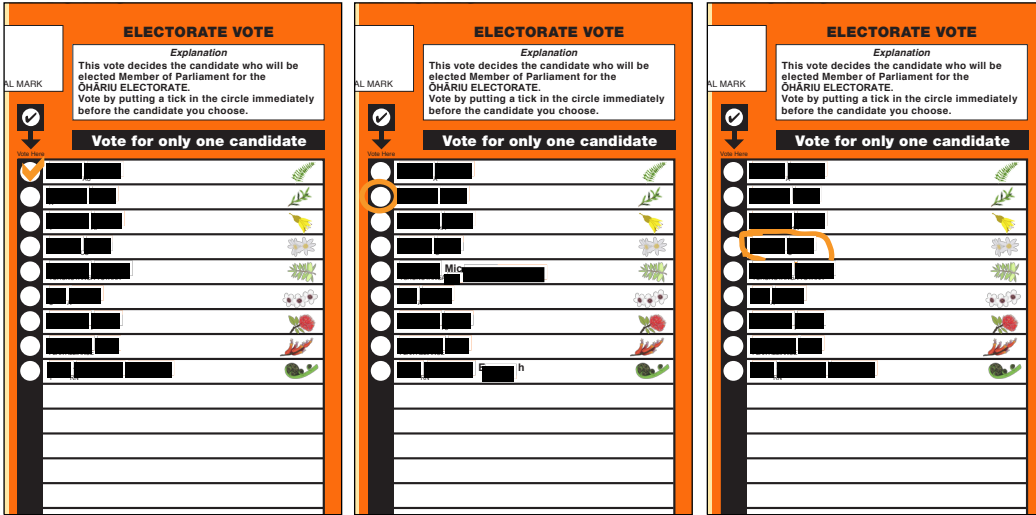
Number of votes issued	Allowed difference
1 to 100	0
101 - 200	1
201 - 400	2
401 - 600	3
601 - 800	4
801 - or more	5

Information about informal votes

A vote is counted as an informal vote when the voter's intention on the ballot paper is unclear. Counters should ask the question this way: "the voter hasn't followed the instructions on the ballot paper, but can I determine the voter's intention?"

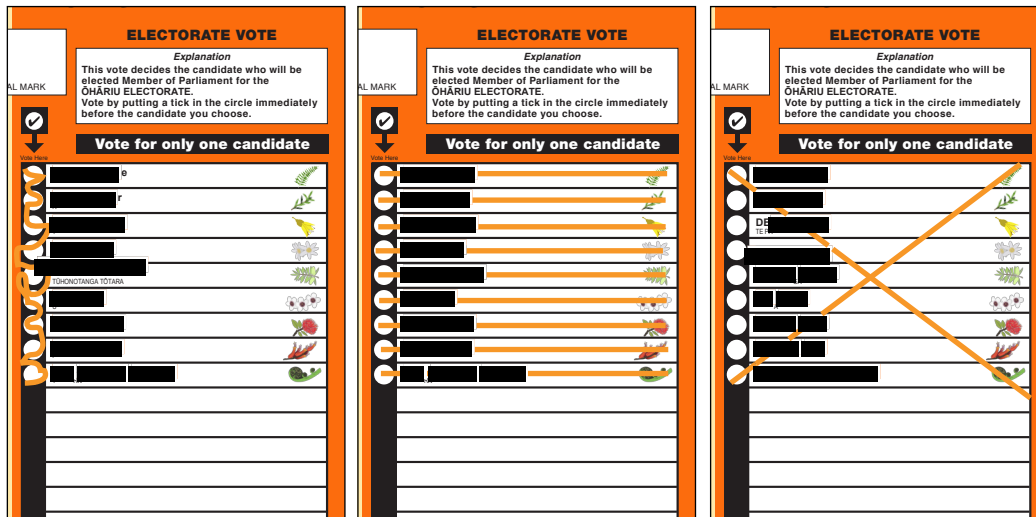
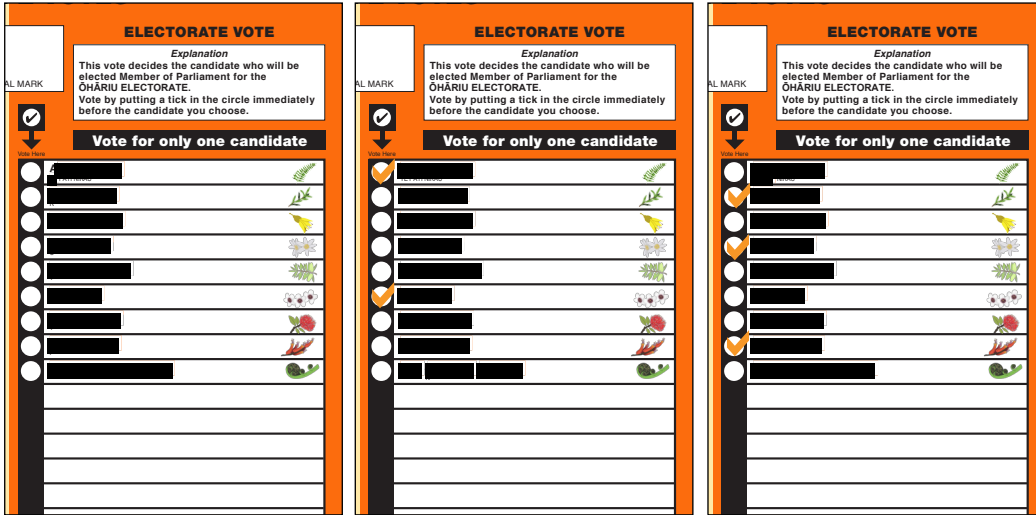
See the examples drawn from previous elections below.

The voter's intention is clear - i.e. *not* informal



1 is the voter's intended choice

The voter's intention is unclear - i.e. informal





Counting the votes

Prepare the ballot papers



OPEN

- 1** Instruct staff to move issuing tables together to form:
 - One large counting area for the home general electorate
 - One small counting area for the home Māori and any shared electorates
- 2** Starting with the home general electorate, break the seal on the ballot box, fill in the seal log and empty the contents onto the counting tables. Read out and demonstrate the following instructions:

Unfold each ballot paper one at a time. Check that each paper:

 - is the correct paper for that electorate; the electorate number is found at the top left-hand corner
 - has a black sticker over the number on the ballot paper; put a sticker on any paper without one.

Do not look at how the voter has marked the ballot paper. Place any ballot papers for other electorates, special vote declarations or enrolment forms to your right, face down. Continue until all the ballot papers are unfolded.
- 3** Check behind the flaps in the ballot box and on the floor for any additional papers
- 4** Gather and return papers to the ballot box, ready for the count
- 5** Return any materials found in the wrong box, to the correct count
- 6** Ask a staff member to repeat the process for the other counts while you complete the reconciliations
- 7** For any ballot boxes containing votes for more than one electorate, ask staff to sort these by electorate and gather them into electorate piles before returning them to the ballot box, separating each electorate with their marker cards.

You may have been given M55-ECMARKER electorate marker cards to help with this sort; if you have, provide one marker card for each electorate to the staff sorting this ballot box.

Note: if there are any special vote declarations or enrolment forms found in the ballot box you will need to add them to the appropriate envelope and adjust the paperwork accordingly.

Add any ballot papers for the other electorates to the count for that electorate.

Steps for the electorate candidate count

Note: if there are fewer than six ballot papers, to retain voter confidentiality the votes are **not counted**. You must record 'fewer than six votes' on Form G beside 'Ballot papers issued'. Then pack the voting papers and unused marker cards into Envelope P3, seal the envelope with a signed security sticker and move on to the next count.

If you have six or more ballot papers, continue with the preliminary count as instructed below:

SORT

1	Place the candidate marker cards in alphabetical order, anticlockwise around the table. Note: you may need to move markers to make sure that markers for popular candidates (i.e. those with expected large numbers of votes) are not in front of one counter
2	Place the candidate informal marker card(s) in the centre of the table
3	Divide the ballot papers evenly among the counters
4	<p>Say to staff:</p> <p>Process each ballot paper one at a time.</p> <p>If a candidate's marker is in front of you, place a vote for that candidate on the marker, face up.</p> <p>Note:</p> <ol style="list-style-type: none">1. Candidate votes are on the right-hand side of the ballot paper2. Make sure you do not cover the candidate's name on the marker. <p>If a candidate's marker is not in front of you, place a vote for that candidate to your right, turned face down.</p> <p>Do not place votes onto other counter's markers.</p> <p>Place the vote on the informal vote marker if in doubt about the voter's intention.</p> <p>Look to your left for more votes.</p> <p>Repeat the process until all votes are sorted.</p>
5	<p>Check the informal candidate votes to determine if the voter's intention is clear for their candidate vote (see information about informal votes on pages 53-54):</p> <ul style="list-style-type: none">● If the voter's intention is clear, add the vote to the appropriate marker● If the voter's intention is unclear, leave as informal

6

Once the counters have **sorted** all the votes, say to staff:

Check each pile has votes for that candidate only.

7

Once all the ballot papers have been **checked**, say to staff:

Count votes for each marker in groups of 10, then into lots of 50.

Place the lots of 50 sideways to one another.

Record the number of votes for the candidate in the first box on the marker.

If there are nil votes, record as '0'.

Place the marker on the top of each set of counted papers.

Repeat the process until all votes are counted.

8

Ask a counter to count the informal candidate votes and to record the number of votes in the first box on the candidate marker.

If some piles of votes are large, ask counters who have finished to help others

9

Complete the **EMS11-C Candidate Vote Counting Sheet**, say to staff:

I will call out each candidate one at a time.

Please tell me the number of votes they received.

I will record the number and repeat it back to you to check.

Note: If there are nil votes, record as '0'

- Add the votes for each candidate and the informal votes to get the *Total Candidate Votes*
- Subtract the 'Ballot papers issued' on Form G from the 'Total Candidate Votes' and record the result as 'difference' on EMS11-C
- If the difference is not '0' find the number of votes issued on the count tolerance scale (see page 52)
- If the difference is less than or equal to the allowed tolerance, move on to step 10
- If the difference is more than the tolerance scale allows, check that:
 - the informal votes are included
 - the numbers are added correctly
 - the numbers are recorded correctly
 - the number of piles of 50 votes are counted correctly
 - all the votes are counted: check the ballot box and the floor

10

If the checks do not make the difference equal to or less than the number the tolerance scale allows:

- Recount the ballot papers **once**
- Record the new count in the second box on the candidate marker card
- Record the numbers on the recount column on EMS11-C

If the count still does not balance, **do not recount again**, move onto step 11

11

Gather up piles of candidate votes:

- If necessary rearrange each candidate’s pile from lots of 50 into a single pile
- Put the piles of votes in alphabetical order by candidate with ‘A’ at the top and the informal marker and informal votes at the bottom
- Alternate each candidate’s votes sideways

12

Transfer the ‘Total Candidate Votes’ on to the ‘Less candidates votes’ section on the bottom of EMS11-P for this electorate.

EMS11-C Candidate Vote Counting Sheet

Voting Place name and number	117 - Tōtara Bay Community Centre		
Electorate for these ballot papers	33 Ōhāriu (ED)		

Electoral Candidate	Votes			VP Recount
[REDACTED]	3	5	6	
		6	3	
			6	
		2	4	
		2	7	
			8	
		4	0	2
		2	3	
		1	0	
	Candidate Informal Votes			1
Total Candidate Votes	9	2	0	
Less ballot papers issued to voters (from Form G)	9	2	0	
Difference (if difference is not '0' refer to count instructions)			0	

EMS11-C CANDIDATE VOTE COUNTING SHEET

Write one digit in each column

Transfer this number to **EMS11-P**

Steps for the party vote count

When the count of ordinary votes for electorate candidates and the candidate informal votes is complete:

SORT

- 1 Place the party marker cards in alphabetical order, anticlockwise around the table. Note: you may need to move marker cards to make sure that those markers for popular parties (i.e. those with expected large numbers of votes) are not in front of one counter
- 2 Place the party informal marker card in the centre of the table
- 3 Place the piles of the counted candidate votes on the table **in front of** the person with that party's marker. For example, place the Labour candidate votes in front of the Labour party marker card.
Distribute independent and informal candidate votes to the counters with the least votes in front of them.
Note: Be careful to place these papers in front of, and not on top of, the party markers
- 4 Collect the candidate and candidate informal marker cards and place them away from the table. Ask the counters with more than one pile of ballot papers in front of them to combine them into one stack
- 5 Read out the following instructions to counters and then begin the count:

Process each ballot paper one at a time.

If a party's marker is in front of you, place a vote for that party on the marker, face up

Note:

1. Party votes are on the left-hand side of the ballot paper
2. Make sure you do not cover the party's name on the marker.

If a party's marker is not in front of you, place a vote for that party to your right, turned face down.

Do not place votes onto other counter's markers.

Place vote on the informal vote marker if in doubt about the voter's intention.

Look to your left for more votes.

Repeat the process until all votes are sorted

CHECK

- 6 Once the counters have sorted all the votes, say to the staff:

Check each pile has votes for that party only.

- 7 Check the informal party votes to determine if the voter's intention is clear for their party vote.
If the voter's intention is clear, add the vote to the appropriate marker.
If the voter's intention is unclear, leave as informal

8

Once all the ballot papers have been **checked**, say to staff:

Count votes for each marker in groups of 10, then into lots of 50.

Place the lots of 50 sideways to one another.

Record the number of votes for the party in the first box on the marker.

If there are nil votes, record as '0'.

Place the marker on the top of each set of counted papers.

Repeat the process until all votes are counted.

9

Ask a counter to count the informal party votes and to record the number of votes in the first box on the party marker.

If some piles of votes are large, ask counters who have finished to help others

10

Complete the **EMS11-P Party Vote Counting Sheet**, say to staff:

I will call out each party one at a time.

Please tell me the number of votes they received.

I will record the number and repeat it back to you to check.

Note: If there are nil votes, record as '0'.

Add the votes for each party and the informal votes to get the *Total Party Votes* counted.

Subtract the 'Total Candidate Votes' from EMS11-C and record the result as 'difference' on EMS11-P

If the difference is not '0' find the number of votes issued on the count tolerance scale (see page 52). If the difference is less than or equal to the allowed tolerance move to step 11.

Note: If the candidate and party vote counts do not match, you do not need to recount the votes unless the difference is greater than the allowed tolerance.

If the difference is more than the tolerance scale allows, check that:

- the informal votes are included
- the numbers are added correctly
- the numbers are recorded correctly
- the number of piles of 50 votes are counted correctly
- all the votes are counted (check the floor and the candidate marker cards)

11

If the checks do not make the difference equal to or less than the tolerance scale allows:

- Recount the lots of 50 ballot papers **once**
- Record the new count in the second box on the party marker card
- Record the numbers on the recount column on EMS11-P

If the count still does not balance, **do not recount again**, move on to step 12

- 12** Gather up the piles of party votes:
- If necessary rearrange each party's pile from lots of 50 into a single pile
 - Put the piles in alphabetical order by party with 'A' at the top and the informal marker and informal votes at the bottom
 - Keep each party's marker on top on its papers
 - Place the electorate candidate markers on top of the pile

- 13** Put the ballot papers and marker cards into Envelope P3 for the appropriate electorate.
- Note:** Do not overfill Envelope P3. Each envelope should hold up to 900 votes. You should have another envelope if you are expected to receive more than this amount

- 14** Repeat the preliminary count for all other electorates for which the voting place issued ordinary votes

- 15** Follow the instructions for 'Report the Preliminary Count Results'.

EMS11-P PARTY VOTE COUNTING SHEET

EMS11-P Party Vote Counting Sheet	
Voting Place name and number	117 - Tōtara Bay Community Centre
Electorate for these ballot papers	33 Ōhāriu (ED)

Party	Votes	VP Recount
Clematis Coalition		
Flax Alliance		
Kotahitanga Rimu		
Rōpū Kauri		
Te Pāti Kōwhai		
Te Pāti Nikau		
Te Pāti Pōhutukawa		
Te Pāti Poroporo		
The Fern Party		
Tūhonotanga Tōtara		
Uniana Mānuka		
Wineberry League		
Party Informal Votes		
Total Party Votes		
Less total candidate votes (from EMS11-C)		
Difference (if difference is not '0' refer to count instructions)		

Report the preliminary count results

- Results must be reported as early as possible and no later than 9.15pm
- Call electorate headquarters before 9.15pm if you have any difficulties with paperwork or the counts
- While you are phoning through the results, staff can start closing down the voting place by packing up voting screens and other equipment.

1	Gather Form G, EMS11-C and EMS11-P for each electorate
2	Phone [REDACTED] and enter 99 and your electorate number when prompted eg: 99XX
3	[REDACTED] [REDACTED] [REDACTED]
4	Holding the forms for each electorate: <ul style="list-style-type: none">• Do not provide answers or information without being requested• Answer all questions that the telephone operator asks you• When the telephone operator repeats your answers, tell them immediately if there are errors• End the call only when the telephone operator instructs you to
5	Phone the Electorate Manager if there are any other issues
6	Pack forms into their correct envelope.

Refer to page 40 to continue the end of day processes

Notes:



**ELECTORAL
COMMISSION**
TE KAITIAKI TAKE KŌWHIRI

Issuing Votes

Personal Instruction Manual
2023 General Election

Name:

My Voting Place

Voting Place name: _____

Address: _____

Voting Place Manager: _____

HQ Phone: _____

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Foreword

Nau mai, haere mai ki te Kaitiaki Take Kōwhiri– Welcome to Te Kaitiaki Take Kōwhiri Electoral Commission.

Ko te whakatinanatanga o te Pōtitanga-ā-motu ka taea ina ka ngātahi te mahi, tēnā e whakamiha ana kāutau kua tūhono mai ki te whakatutuki i tēnei pōtitanga.

E tūhonotia mai kāutau ki tētehi rōpū manawanui ki ngā taumata me tā mātau aronga matua. Koinā te huarahi whāia kia tika, kia pono, kia haumarū nō hoki te pōtiationa o tēnei tau.

He hiahia nō mātau te whakahaere i tētehi pōtiationa kia mīharo a Aotearoa whānui otinō kia manawanui katika i tō urunga mai.

Mō mātau ake, ka arō tōtika ki te aronga matua, kia whakapono a Aotearoa whānui, kia tika, kia whai wāhi te katoa ki ngā pōtiationa ā-pāremata.

Ka whakamahia ngā taumata hei arataki i te tūtukitanga o te aronga matua, ā kei te pokapū o ā mātau mahi katoa ko ngā tāngata i Aotearoa nei.

E tāwharau ana ngā taumata i ā tātau mahi tiaki i te pūnaha pōtiationa, nā he motuhake nō tō whai wāhitanga mai hei whakakanohi i te manapori o tō hapori.

He hiahia nō mātau kia hora i ngā pārongo katoa hei whakatūtukitanga māu, kia hākoakoa nō tō urunga mai.

Nā ēnei tuhinga ka aratakina kāutau kia whai wāhi mai i tēnei tau.

Tēnā kāutau te hāpai tahi i te kaupapa nei

Ngā mihi

The 2023 General Election can only happen with all of us playing our part, so we appreciate you joining our team to help us deliver the election.

You're joining a dedicated and motivated team that lives by our values and purpose. It's the way we'll deliver a safe, reliable and trusted election this year.

We want to deliver an election that the people of Aotearoa New Zealand can be proud of, and that you're proud of being a part of!

For us, that means looking to our purpose that all New Zealanders trust, value and take part in parliamentary elections.

We use our values as a guide to make sure we can achieve our purpose and put the people of Aotearoa at the centre of everything we do.

Our values are underpinned by our role as kaitiaki (guardians) of the electoral system and your role is an important part of that, as the face of democracy to your community.

We want to make sure you have all the information you need to do that and enjoy playing your part.

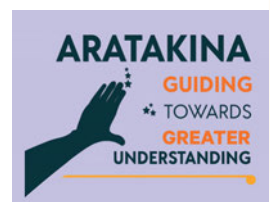
This manual provides you with the guidance and information you need to help people have their say this year.

Thank you for joining us in this journey.



Karl Le Quesne

Āpiha Pōti Matua
Chief Electoral Officer



Introduction

Keep votes and other materials safe

- **All staff are responsible for the security of information and voting materials.** Do not leave voting materials unattended at any time, including when transporting them in vehicles
- Marked, uncounted ballot papers should always be transported by two staff members
- **All staff should be aware of where voting materials are in the voting place.** When going on a break, pack all your supplies including the ballot paper pads, electoral roll and issuing point stamp into your satchel and return it to the Voting Place Manager
- **All voting materials must be accounted for at all times.** Watch that voters do not leave the voting place with their ballot paper. Even if they do not wish to vote, they must place their ballot paper in the appropriate ballot box. If a voter has spoilt their ballot paper then they must return it to the Issuing Officer who issued the paper for a replacement
- If you think anyone has tampered with voting materials or has accessed information they are not permitted to have, contact your Electorate Manager immediately, either directly, or through your Voting Place Manager.

Be security conscious

- **Be aware of what is happening in and around the voting place**
- Be alert to the verbal and non-verbal cues of the person you are dealing with. If you are concerned about the behaviour of any person, advise your Voting Place Manager
- Pay attention to your surroundings. If you notice any suspicious or unattended bags or packages in or around the voting place advise your Voting Place Manager.

Keep yourself and voters healthy

- **Stay at home if you are unwell.** Call your electorate HQ to let them know as soon as possible if you cannot work because you are sick.
- Masks and hand sanitiser are available to staff and voters.

Incident Management Handbook

- There is an Incident Management Handbook located in the drop file next to the Voter Assistant's station to help with any incidents and emergencies in the voting place.

The rights of the voter

- **Every person has the right to cast their vote in a safe environment**
- Your voting place should be welcoming and supportive to all voters. Keep your focus on the voter in front of you, even when the voting place is busy and you feel under pressure. Offer help where needed and ensure voters feel respected – ask yourself how you would like to be treated
- Only the voter can decide if they want to vote, and only the voter can decide who to vote for. No-one can cast a vote for another person
- Voters can get help from anyone they choose such as a support person or a voting place staff member
- Be clear on the difference between helping the voter and influencing the voter's choice. You can help the voter but you cannot make the choice for them.

Privacy

- **All staff are responsible for keeping voters' information private**
- Do not answer questions from a member of the public about whether another person is enrolled, if they have voted, or their personal details
- Only use the information you have access to for your duties to issue votes
- Do not discard EasyVote cards and Special Vote slips. Stamp and keep them for return to electorate headquarters, or return them to the voter if asked.

Secrecy

- **All staff are responsible for maintaining the secrecy of the vote**
- Do not answer any questions from media. Only pre-arranged visits from journalists or film crews are allowed
- Do not take photos, blog or post on social media about what is happening in a voting place
- If voters attempt to film or take photos in a voting place, ask the Voting Place Manager to show them the poster asking them not to. If they do, you cannot stop them. You can ask them not to post or use what they have recorded to maintain the secrecy of the vote and to protect people's privacy.

The security of staff and voters are the first priority and always take precedence over the security of voting materials

Roles in the voting place



Issuing Officers are responsible for issuing votes accurately & efficiently, they:

- are welcoming and supportive to voters
- follow instructions in this Personal Instruction Manual (PIM) and from the Voting Place Manager.



Voter Assistants are responsible for managing voters as they arrive, they:

- help voters to get into the right queue to vote, with the correct information
- assist voters to enrol or update their enrolment details



The Voting Place Manager has overall responsibility for the voting place, they:

- manage staff and ensure votes are issued correctly
- are your first port of call after this manual for any questions or concerns.



Issuing Support Officers are present in busy or complex voting places, they:

- help manage vote issuing, including filling in for Issuing Officers and the Voting Place Manager during their breaks
- support the Voting Place Manager in end of day processes



Security Guards are responsible for safety in the voting place, they:

- help keep voting place staff and voters safe
- help keep the ballot boxes and other voting materials safe
- help with queue management.

Scrutineers



Scrutineers are not electoral staff, but are appointed by candidates to observe the issuing of votes. They are an important part of the electoral process and we welcome their presence in voting places.

✓ Scrutineers are permitted to:	✗ Scrutineers cannot:
Sit and observe in the designated area of the voting place.	Handle any voting materials such as ballot papers or EasyVote cards, or use an Issuing Officer's table
Photograph the lists of persons who have voted and give these details to their campaign team. A mobile phone, laptop or tablet can be used	Film or take other photos in voting places in order to maintain the secrecy of the vote and out of respect for people's privacy
Ask an Issuing Officer to question a voter suspected of voting more than once, or as somebody else	Communicate directly with voters
Wear a party lapel badge or rosette with the party's name, slogan or logo Wear clothing in party colours	Wear or display any items with the candidate's name Wear or display any item, other than a party lapel badge or rosette, with the party name, slogan or logo

Voter care

Follow the guidance to provide assistance to voters.



Do



Don't

To help a voter:

Speak slowly and carefully
Ask short questions that require Yes/No answers or a shake of the head
Use hand gestures, for example, point to a voting screen or an EasyVote card

Shout or talk loudly at a person with language, visual or hearing difficulties
Use technical terms or jargon
Explain everything in detail, unless the voter requires that

Be patient and listen attentively
Know what languages are spoken by other staff members

Pretend to understand if you do not

If the voter is unsteady, bring them to the front of the queue, offer them a chair and consider how you can make voting easier
e.g. bring the table top screen to them while still maintaining the privacy of the vote

Assist a person with a physical disability unless asked
Tap a person with a hearing impairment on the shoulder to get their attention

If a voter with a visual impairment needs guiding, offer your arm rather than grabbing theirs

Make eye contact with a person with a hearing impairment to communicate with them, or communicate in writing

Helping a voter understand how to cast a vote:

You can advise voters that they have two votes on the ballot paper: one for a party and one for a candidate

You cannot influence the voter's choice about who or what to vote for

Providing language support



Language sheets will be available in the voting place to help you to support voters.



If a voter does not appear to understand you, the Voter Assistant language card (M15-LGUIDE) in their mobile phone case to identify if there is a language that can help them.

How to vote guide
in the following languages:

- Chinese (Mandarin) Simplified **1**
- Chinese (Mandarin) Traditional **2**
- Cook Island Māori **3**
- English **4**
- Filipino **5**
- Hindi **6**
- Korean **7**
- Māori **8**
- Samoan **9**

ELECTORAL COMMISSION
TE Kaitiaki Take Kōwhiri

M15-LGUIDE

If there is, provide the voter with the appropriate language sheet and use the key phrases and images to help the voter.

普通话 Chinese (Mandarin) Simplified

主要对话 / Key Phrases

您有EasyVote卡或SpecialVote卡吗? Do you have an EasyVote card or Special Vote slip?	您是已经注册的选民吗? Are you enrolled?
您知道您在哪个选区注册的? Which electorate are you enrolled in?	您的姓是什么? What is your last or family name?
您的名字是什么? What is your first name?	您的生日是哪一天? What is your date of birth?
您的现住址在哪里? What is your current address?	您有没有在现住址居住超过一个月? Have you lived at this address for more than 1 month?
您的上一个住址在哪里? What address were you living at previously?	您的电话号码是什么? What is your telephone number?
您的电子邮件地址是什么? What is your email address?	您注册的是普通选区或是毛利选区? Are you on the General or Māori roll?

回答、答案 / Answers

是的 Yes	不是 No	我不知道 I don't know
-----------	----------	----------------------

关键的指导短语 / Key Directive Phrases

在这里签字 Sign here	在这里打钩 Tick here	只能打一个钩 Just tick one
请等一下 Please wait		

You can use the infographic pages to help the voter through the enrolling (if required) and the voting processes.

普通话 Ordinary Vote Chinese (Mandarin) Simplified

如何投普通选票

普通话 Special Vote Chinese (Mandarin) Simplified

如何投普通选票

普通话 How to vote Chinese (Mandarin) Simplified

如何投票

普通话 How to vote Chinese (Mandarin) Simplified

如何投票

Issuing Votes

Voters will either make an ordinary or a special vote. It is the responsibility of voting place staff to ensure that the voter has the opportunity to enrol or update their enrolment details and to issue the correct type of vote and for the correct electorate. If a voter is not enrolled correctly or does not receive the correct ballot paper, their vote may not count.

The key question is: “Is the voter’s name on a printed roll in the voting place?”
If “Yes” - then issue the voter with an ordinary vote
If “No” - then issue the voter with a special vote

Electoralates



New Zealand has 65 general electoralates and 7 Māori electoralates. Each electoralate is a geographical area that has been defined for voting purposes. Every part of the country is in both a general and a Māori electoralate.

The election

Voters have two votes on their ballot paper — a party vote and an electoralate vote.

The party vote is for the political party the voter wants to be in government.

The electoralate vote is for the candidate the voter would like to be the member of Parliament for the area they live in.

No-one who wants to vote is turned away!

Enrolment

If voters are not enrolled or have changed their address details, they will be able to complete an enrolment form while they are in the voting place.

Any questions from voters about enrolment that are not covered in the PIM should be referred to the Voting Place Manager, or the Voter Assistant.



Māori roll and general roll

Your voting place will issue ordinary votes for both your home general electorate and your home Māori electorate. Colour coding helps you to distinguish these: orange for general electorates and grey for Māori electorates. You must be careful to give the correct electorate ballot paper to the voter.

Never assume which roll a voter is on.

Grey materials:
Māori electorates

Orange materials:
general electorates

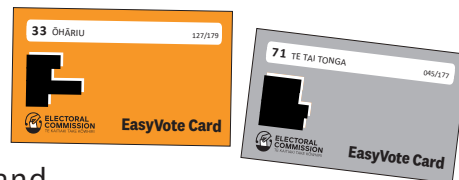


Voting information

Most voters will receive voting information in the mail. Many voters will bring this to the voting place.

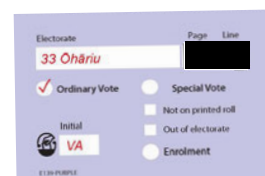
EasyVote card:

- Voter's name appears on a printed roll
- Gives the voter's name, address, electorate and the page and line number from the electoral roll.



Voting place card:

- If a voter does not bring their EasyVote card to vote, a purple voting place card may be created to help the Issuing Officer correctly issue the vote
- The card is created by the Voter Assistant, using an electronic roll (eRoll) that searches for the voter's details.

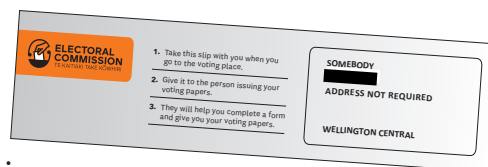


eRoll:

- One or more mobile phones are provided to the voting place to look up details of voter's who do not bring their EasyVote card.
- It does not contain details of voters who are on the unpublished roll. Only the Registrars of Electors have access to this information.
- It is a live look-up so will show everyone who is enrolled to vote, including those who have recently enrolled.

Special Vote slip

- A voter who has enrolled after the rolls were printed or is on the unpublished roll may have been sent a Special Vote slip



Legal requirements

By law, a voter must verbally state or confirm their name

A voter must verbally give or confirm their name to be issued with an ordinary vote, whether or not they have their EasyVote card with them.

This is a legal requirement and must be asked of every voter.

If a voter cannot verbally state their name, you can use other ways to communicate with them to confirm their name.

For example: If the voter cannot verbally state their name and has an EasyVote card, gesture with an open hand to confirm with the voter that the name on the card is theirs.

If the voter does not have an EasyVote card and cannot state their name, you may have already asked them to write their name or they may have shown you their name on another document. Gesture with an open hand to their name, to confirm with the voter as above.

What you say

Be careful when communicating with the voter to only use the wording outlined in the vote issuing procedures. It can be hard not to add extra comments or to skip steps, especially if you know the voter.

There are legal requirements that must be met to ensure a vote is issued correctly. If you change what is written in the procedures, you may mislead the voter and this could affect whether or not their vote counts.

Shared materials - issuing votes

Your voting place may issue ordinary votes for neighbouring electorates. These are referred to as shared electorates.

Issuing Officers may issue votes for multiple shared electorates; in this situation you will have a drop file to manage these materials. One electorate's roll and ballot paper goes into each slot. You may be sharing materials with the Issuing Officer sitting next to you.

Using a drop file may also give a better service to voters in a Māori electorate so that they are able to queue for more than one Issuing Officer.

As with all voting materials you must keep these materials secure, they are not to be left unattended at any time. Take care to keep the materials tidy and do not mix up rolls and their respective ballot papers.

The home general electorate materials should be kept on your table, as these are the materials most likely to be issued from.

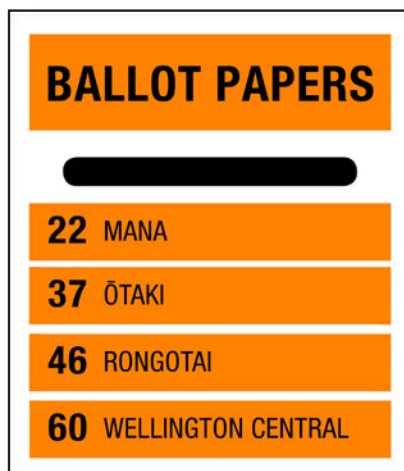


Shared electorates - ballot box

Two or more shared electorates may have been assigned a shared ballot box. In this example, voting papers from four general electorates can be put into the same ballot box.

The home general and home Māori electorates should each have their own ballot box.

Be aware of what ordinary vote electorates your voting place is issuing votes for and which ballot box they go into.



Issuing an ordinary vote

1

Greet the voter

Kia ora/Hello [wait for the voter's response]
Do you have a voting card?

Note: If the voter has an enrolment form, Special Vote slip or a voting card with SV ticked, they are issued with a special vote.



2

- If the voter has a voting card go to step 3
- If the voter does not have a voting card turn over the page for instructions.

3

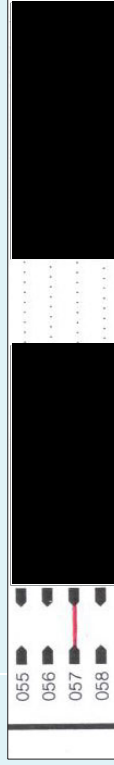
- Match the card with the voter's page & line number on the roll



- Ask:

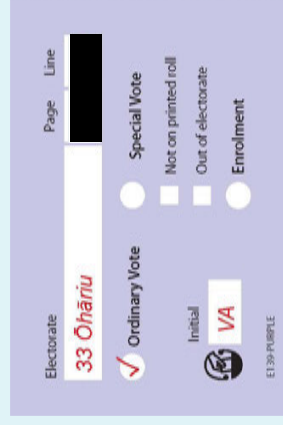
Could you please state your full name?

- If the details are correct, rule a solid line connecting the markers beside the voter's name with a **red pen** and ruler.



Note: If the name stated by the voter does not match what is given on the roll, refer to Common Situations "Different Name".

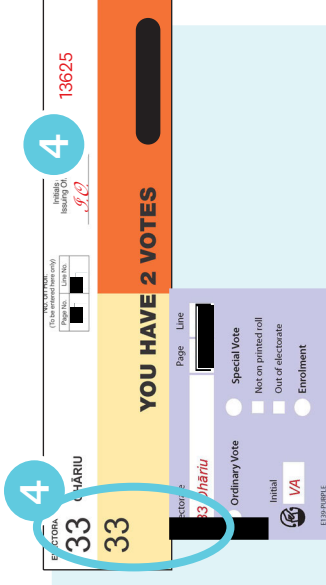
Continued



4 Prepare the ballot paper using a **red pen**:

- Copy the page and line numbers from the voting card or roll onto the stub
- Sign your initials
- Check that there is a black sticker over the number on the ballot paper (not the stub)
This protects the secrecy of their vote

PAGE LINE SIGN STICKER



5 Write the electorate number, page and line on the scrutineer record sheet **RECORD**

6 Stamp the *Official Mark* space on the ballot paper and the voting card.

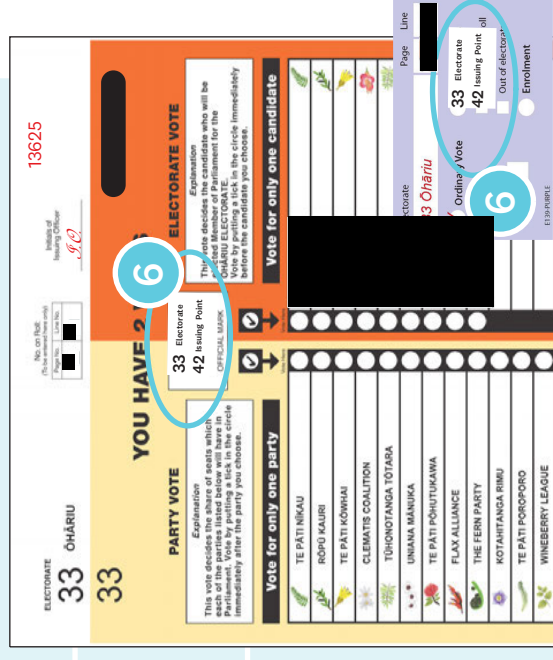
STAMP STAMP

Fold the paper along the fold line before removing

7 Indicate as you speak to the voter:

When you go behind the voting screen, please follow the instructions on the paper.
Place the paper into the **[electorate name]** box. Thank you.

Give the ballot paper to the voter



8

Put the voting card into the container provided. Do not return the card to the voter unless they ask for it.

9

Reset your table, including returning relevant materials to the drop file.

If the voter does NOT have a voting card

1 Find the voter's electorate, ask:

Which electorate are you enrolled in?

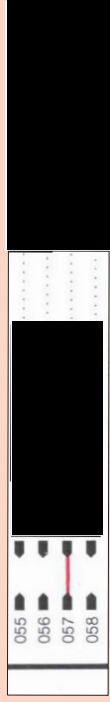
2 Find the voter's name on the roll, ask:

What is your family name? What is your first name?

3 Check the voter's address, ask:

What is your address?

If the details are correct, rule a solid line connecting the markers beside the voter's name with a red pen and ruler.



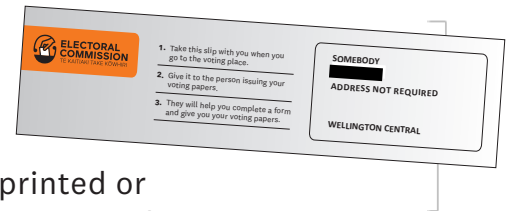
Note: You may need to check more than one electorate's roll to locate the voter's name. If the voter gives a different address, do not mark the roll and refer them to the Manager or Voter Assistant to update their address using an enrolment form.

4 Turn page over and continue issuing from step 4 ▲

Special vote materials

Special Vote slip:

- A voter who has enrolled after the rolls were printed or is on the unpublished roll may have been sent a Special Vote slip
- This gives the voter's name and electorate, and
 - if the voter enrolled after the rolls were printed shows their residential address
 - if the voter is on the unpublished roll then the slip states "ADDRESS NOT REQUIRED"



These voters are always issued a special vote.

Index to Places & Streets

This contains places, streets and maps with electorate boundaries.

Each page in the streets section contains two columns of street names.

Every street is within a general and a Māori electorate.

Always ask the voter whether they are enrolled in a general or Māori electorate, never assume that you know which one it will be.


List of streets						Page -373-
STREET NAME AND LOCAL AUTHORITY	GENERAL ELECTORATE	MĀORI ELECTORATE	STREET NAME AND LOCAL AUTHORITY	GENERAL ELECTORATE	MĀORI ELECTORATE	
DUNDAS PLACE, Auckland	Te Atātū	Te Tai Tokerau	DUNFORD STREET, Ashburton District	Rangitata	Te Tai Tonga	
Palmerston North City	Palmerston North	Te Tai Hauāuru	DUNGAN STREET, Grey District	West Coast-Tasman	Te Tai Tonga	
DUNDAS ROAD, Manawatu District	Rangitikei	Te Tai Hauāuru	DUNGANNAN STREET, Central Otago District	Waitaki	Te Tai Tonga	
Refer also SH 1 Refer also SH 3			Gore District	Clutha-Southland	Te Tai Tonga	
Whangarei District	Whangarei	Te Tai Tokerau	DUNGANVILLE ROAD, Grey District	West Coast-Tasman	Te Tai Tonga	
DUNDAS STREET, Central Hawke's Bay Dist.	Wairarapa	Ikaroa-Rāwhiti	DUNGARVAN ROAD, Wellington City	Ōhāriu	Te Tai Tonga	
Christchurch City	Christchurch Central	Te Tai Tonga	DUNGARVON PLACE, Auckland (Clendon Park)	Manurewa	Tāmaki Makaurau	
Dunedin City	Dunedin North	Te Tai Tonga	Auckland (Omana)	Rodney	Te Tai Tokerau	
Gore District	Clutha-Southland	Te Tai Tonga	DUNGARVON STREET, Queenstown-Lakes Dist.	Waitaki	Te Tai Tonga	
Manawatu District	Rangitikei	Te Tai Hauāuru	DUNHOLME ROAD, Auckland	Epsom	Tāmaki Makaurau	
Nelson City	Nelson	Te Tai Tonga	DUNK PLACE, Palmerston North City	Palmerston North	Te Tai Hauāuru	
Thames-Coromandel Dist.	Coromandel	Hauraki-Waikato	DUNKELD LANE, Christchurch City	Port Hills	Te Tai Tonga	
Wellington City	Rongotai	Te Tai Tonga	DUNKELD PLACE, South Waikato District	Taupō	Te Tai Hauāuru	
DUNDASS LANE, Central Otago District	Waitaki	Te Tai Tonga	DUNKERRON AVENUE, Auckland	Epsom	Tāmaki Makaurau	
DUNDEE PLACE, Selwyn District	Selwyn	Te Tai Tonga	DUNKIRK ROAD, Auckland	Manurewa	Tāmaki Makaurau	



Special Vote declaration

1 480 001

OFFICIAL USE ONLY



RETURNING OFFICER USE

OFFICIAL USE ONLY

33 Electorate
71 Issuing Point

ISSUING POINT STAMP

I confirm that the voter signed the declaration in my presence.

1. OFFICER SIGNATURE
20 08 2023

STEP 1 I believe I am eligible to vote in the electorate of: **33 Ōhāriu**

STEP 2 My family name is: [REDACTED]
 My first names are: [REDACTED]
 Previous name I may be enrolled under (if applicable):
 My date of birth is: DAY MONTH YEAR
 My occupation is: **Engineer**
 My contact telephone numbers is: [REDACTED]
 My current address is: [REDACTED] / HOUSE No. / STREET / ROAD
 SUBURB TOWN/CITY
 [REDACTED] / FLAT / HOUSE No. / STREET / ROAD
 SUBURB TOWN/CITY

STEP 4 I am making a special vote because: (tick at least **ONE** option)
 My name is not on the printed roll for this electorate or has been wrongly deleted.
 I am, or will be, outside of my electorate on election day.
 I intend to be outside New Zealand on election day.
 I am, or will be, unable to attend a voting place in my electorate on election day because of illness, infirmity, pregnancy or recent childbirth.
 I have a religious objection to attending a voting place on election day.
 I have satisfied the Issuing Officer that I cannot attend a voting place in the electorate, without suffering hardship or serious inconvenience for the following reason: [REDACTED]

STEP 5 I declare that to the best of my knowledge and belief the details given in this declaration are true.
 [REDACTED] SIGNATURE
20 08 2023

Enrolment form

The same enrolment form is used for someone to enrol for the first time, or to update their details.

ELECTORAL COMMISSION
Election Services Unit

Get ready to vote
Enrol or update your details

Do it online at
votenz

Questions? Please turn over for help with this form **C**

Step 1 Your details
Please write clearly using a blue or black pen

Title Mr Miss Ms Mx Other

Surname or family name [REDACTED]

First names [REDACTED]

Date of birth (dd/mm/yyyy) [REDACTED]

Occupation [REDACTED]

Mobile phone number [REDACTED]

Other phone number [REDACTED]

Email address [REDACTED]

Step 2 Current NZ address
Lived here under one monthly tenancy for at least 3 months or you have owned the property for at least 6 months. Leave STEP 2 blank and turn over to do STEP 2B instead **C**

Current NZ home address [REDACTED]

Postal address [REDACTED]

Step 3 Your postal address
If different from current home address or if you're living overseas

Postal address [REDACTED]

Step 4 Your roll
This is an important choice. To learn about Māori descent and roll choice, turn over to the QUESTIONS section **C**

Please tick **ONE** statement that applies to you

I am of Māori descent. Please email me on the Māori roll **C**

I am of Māori descent. Please email me on the general roll **C**

I am not of Māori descent. You will be enrolled on the general roll **C**

Step 5 Sign and return
Upload form at votenz.govt.nz
 Email form to enrol@votenz.govt.nz
 Best form to return to Electoral Commission
 Freepost 2 Enrol
 PO Box 190, Wellington 6140

I declare that:
 I am eligible to enrol at the address I provided in this application
 I understand that giving false or misleading information is a criminal offence.

Signature [REDACTED] Date (dd/mm/yyyy) [REDACTED]

Step 2A Current address under one month?
Please fill in this step, then turn over to do STEP 2B instead **C**

When did you move into your current home address? [REDACTED] / / [REDACTED] (dd/mm/yyyy)

What is the last address in New Zealand that you lived for one month or more?
[REDACTED] / / [REDACTED] (dd/mm/yyyy) New Zealand

Step 2B Living overseas?
Please fill in this step, then turn over to do STEP 2A instead **C**

Are you a New Zealand Citizen Citizen Permanent resident

When did you last visit or live in New Zealand? [REDACTED] / / [REDACTED] (dd/mm/yyyy)

What is the last address in New Zealand that you lived for one month or more?
[REDACTED] / / [REDACTED] (dd/mm/yyyy) New Zealand

Please turn over to complete and sign your form **C**

Questions? Read here

Eligibility to vote
You must be:
 - 18 or older, and
 - a New Zealand permanent resident of NZ, and
 - have not lived in NZ continuously for one year or more.

When you can enrol:
 - You can enrol at 77 but can't vote until you're 18.
 - If you live overseas, you can enrol for the 2023 General Election if you've been in NZ within the last 3 years, or
 - NZ citizen who has been in NZ within the last 3 years, or
 - NZ permanent resident and has been in NZ in the last 4 years.

After the 2023 election this will change back to 3 years for NZ citizens and 12 months for NZ permanent residents.

For electoral purposes a permanent resident is anyone living in NZ and not required to leave within a specific period of time.

When you can't enrol:
 - You can't enrol if you've lived in NZ continuously for one year or more, if this applies to you, you don't need a resident visa to enrol.

Personal safety
If you or your family or your family's personal safety, you can't enrol if you're a victim of domestic violence. If you're a victim of domestic violence, you can call the National Domestic Violence Helpline on 0800 553 868. If you're a victim of sexual violence, you can call the National Sexual Violence Helpline on 0800 553 868.

What address should I use?
Use the address you consider to be your home. Your current address is used to determine your electoral roll. If you're away from home by your work or education, you can use that address.

Your personal information is collected, used and processed in accordance with the requirements of the Electoral Act 2016 and the Privacy Act 2020.

Issuing a special vote

1 Greet the voter:

Kia Ora/Hello [wait for the voter's response]
Please take a seat. Do you have a voting card or any forms for me?

2

- If the **electorate name** is on the voting card, go to **step 3**.
- If the voter has an **enrolment form** and/or there is **no electorate stated** on their voting card, **go to either the Enrolment Form or the Voter has no forms section** for instructions to find the voter's electorate

3 Say:

Thank you. We'll start with your declaration.

4 Write clearly using a **red pen**:


- The electorate number and name onto the front of the envelope **and** the declaration

5 Tear off the declaration and put it on a clipboard.

Say:

Please fill in as many details as you can, tick a reason, sign and date it.
When you're finished, please place it back on my table. While you are doing this, I will prepare your ballot paper. If you have any questions, let me know.

Give the declaration, black pen and clipboard to the voter.



Special Declaration Vote

RETURNING OFFICER
ELECTORATE NUMBER AND NAME
33 Ōhāriu

Declaration by Special Voter

1 480 001

1 I believe I am eligible to vote in the electorate of:

2 My family name is: **33 Ōhāriu**

My first names are:

Previous name (may be enrolled under (if applicable):

My date of birth is: DAY MONTH YEAR

My occupation is:

My contact telephone number is:

My current address is: FLAT/HOUSE NO. / STREET/ROAD SUBURB TOWN/CITY

I have lived at this address for 1 month or more.

YES (go to Step 4)

NO, the previous address where I lived for 1 month or more is: FLAT/HOUSE NO. / STREET/ROAD SUBURB TOWN/CITY

3 I am making a special vote because: (tick at least **ONE** option)

My name is not on the printed roll for this electorate or has been wrongly deleted.

I am, or will be, outside of my electorate on election day.

I intend to be outside New Zealand on election day.

I am, or will be, unable to attend a voting place in my electorate on election day because of illness, infirmity, pregnancy or recent childbirth.

I have a religious objection to attending a voting place on election day.

I have satisfied the issuing officer that I cannot attend a voting place in the electorate, without suffering hardship or serious inconvenience for the following reason:

4 I declare that to the best of my knowledge and belief the details given in this declaration are true.

5

6 While the voter is completing their declaration, **match** the electorate on the front of the envelope with the electorate on the Special Vote ballot paper.

- **Remove** the paper from the ballot pad
- **Cross out** the name of the electorate on the cover of the pad

On the ballot paper:

- **Copy** the number from the envelope into the declaration number space on the ballot paper
- **Cover** the number with a black sticker

7 Once the voter has finished **say**:

I'll check your declaration for you.

8 **Check** the declaration that at minimum the voter has clearly:

- written their name
- ticked a ground(s)
- signed and dated the form

CHECK

9 **Complete** the bottom: sign your name and date the declaration

SIGN DATE

- 10 **Stamp:**
- Official mark box on the ballot paper
 - Issuing point box on the declaration
 - Voting card / Special Vote slip

STAMP

STAMP

STAMP

11 **Fold** the declaration twice, put it into the declaration pocket and seal

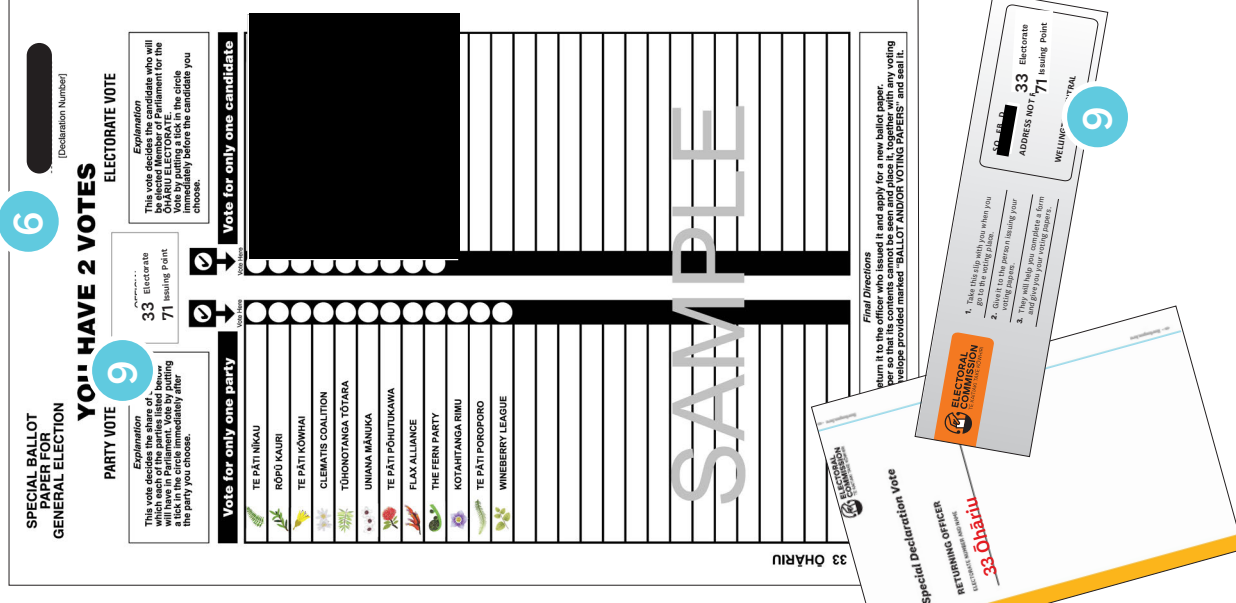
SEAL

12 **Fold** the ballot paper and say to the voter (*indicating and demonstrating as you speak*):

When you go behind the voting screen, follow the instructions on the paper. Fold the paper like this ... put it in the pocket ... remove the 'strip', seal the pocket and place the envelope into the special vote ballot box.

Give the ballot paper and envelope to the voter

13 **Put** the voting card or Special Vote slip into the container provided and reset your table.



Enrolment form

1 Check that the voter has written clearly:

1. Their full name
2. Date of birth
3. Current home address: if they have not lived there for at least one month, then the voter must also write their move date and previous address in Box 2A on the back of the form
4. Ticked the roll statement that applies to them
5. Signed the declaration box and written the date.

If the voter has not completed all these sections, they should be asked to do so, otherwise their enrolment form may be invalid and their vote may not count.

2 **Ask:** Were you living at this address [indicate their current home address] by Friday 15th September this year?

If the answer is “Yes”, look up the address in the Index to Places & Streets.

If the answer is “No”, ask where they last lived for at least one month. Look up this address and ensure it is written on the back of the enrolment form, **together with the move date.**

3 Check whether the voter has ticked for the general or the Māori roll.


Say: Your electorate is [name the electorate].
Now we'll complete your declaration.

4 Write clearly using a **red pen:**

- The electorate number and name onto the front of the envelope and declaration

5 Put the completed enrolment form into the enrolment forms box.

6 Turn page over and continue issuing the special vote from the instructions at **step 5** ▲.



Get ready to vote
Enrol or update your details

Do it online at
vote.nz

Questions? Please turn over for help with this form ☺

Step 1 Your details
Please write clearly using a blue or black pen

1 Mr Mrs Miss Ms Other

First names: _____
Date of birth (dd/mm/yyyy): _____
Occupation: _____
Mobile phone number: _____
Other phone number: _____
Email address: _____

Step 2 Your New Zealand address
Lived here under one month? Turn over to do STEP 2A too ☺
Living overseas? Turn over to do STEP 2B instead ☺

Step 3 Your postal address
If different from current home address or if you're living overseas

Step 4 Your roll
This is an important choice. To learn about Māori descent, please enrol me on the general roll.
 I am not of Māori descent. (You will be enrolled on the general roll.)
 I am of Māori descent. (You will be enrolled on the general roll.)

Step 5 Sign and return
I declare that:
- I am eligible to enrol at the address I provided in this application
- The information I have provided is true and correct, and I understand that giving false or misleading information is a criminal offence.

Upload form at enroll.vote.nz
Email form to enroll@vote.nz
Post form to Electoral Commission, P.O. Box 100, Wellington 6140

Step 2A Current address under one month?
When did you move to your current home address? (dd/mm/yyyy)
What is the last address you lived at in New Zealand in the last month or more? (dd/mm/yyyy)

Step 2B Living overseas?
When did you last visit or live in New Zealand? (dd/mm/yyyy)
What is the last address in New Zealand where you lived? (dd/mm/yyyy)

Are you a New Zealand Citizen Permanent resident

Reverse side:
write move date and previous address

Electoral Commission
Te Kaitiaki Take Kōwhiri

Declaration by Special Voter

I believe I am eligible to vote in the electorate of:
20 Manua

My family name is: _____
My first names are: _____

1 480 001
OFFICIAL USE ONLY



Voter has no forms

1

Say:

That's okay. What is your address? [wait for response]
Were you living at this address by Friday 15th September this year?

If the answer is "Yes", look up the address in the Index to Places & Streets.

If the answer is "No", ask where they last lived for at least one month.
Look up this address.

2

Ask:

Are you on the general or the Māori roll?

3

Write clearly using a **red pen**:

- The electorate number and name onto the front of the envelope **and** the declaration (find the electorate number on the front of the ballot paper pad)

4

- **Go back to page 19** and continue issuing the special vote from **step 5** ▲

Index to Places & Streets



Common situations

Enrolment

"I turn 18 on Election Day. Can I still vote?"

Yes, you can. If you are not already enrolled, you can enrol up to and including on Election Day.

"Can I tick that I am of Māori descent?"

For enrolment purposes, Māori descent means that you are descended from a NZ Māori. This includes Chatham Island Māori, but not Cook Island Māori.

Voters of Māori descent who are enrolling for the first time can choose to enrol on the Māori roll or the general roll.

"What is the difference between choosing the Māori roll and the general roll?"

Your choice affects your electorate vote but not your party vote. On the Māori roll you'll vote for a candidate in a Māori electorate. On the general roll you'll vote for a candidate in a general electorate. You can vote for the same list of political parties whichever roll you are on.

"I am unsure if I am enrolled" or "I am not enrolled"

We can check your details on our eRoll or a printed roll. If we cannot find you, you can fill out an enrolment form and receive a special vote. You can enrol up to midnight on Election Day to vote in this election.

Roll changes since the last election



"When can I make my roll choice?"

If you are Māori, you choose which electoral roll you want to be on when you enrol for the first time. You can change your roll type at any time, except in the 3 months before a general election is being held

"Why can't I change in the 3 months before the election?"

There are times when voters can't change between the Māori and general rolls, including in the 3 months before a general election. The times when voters cannot change rolls is set out in the legislation passed by Parliament in November 2022.

"What's changed for Māori voters?"

Previously, once enrolled, Māori could change rolls during a 4-month Māori Electoral Option period held every 5 or 6 years. In November 2022, Parliament changed the law so Māori voters could change roll types at any time, except in the 3 months before a general election.

IMPORTANT: You must not direct or instruct someone of NZ Māori descent on which type of roll (general or Māori) they should enrol on, or promote one roll over the other.

If a person of NZ Māori descent is not sure which roll they want to enrol on, advise them that they can take the enrolment form away to talk with their whānau (family).

However, a voter cannot take voting papers issued to them outside of the voting place: they cannot decide to return their papers and vote later.



Home address

“What do I use as my home address?”

Your home address is the place you choose to make your home because of family, domestic or personal reasons.

Your home address does not change if you sometimes live away from home for work or education (or because of your partner’s work or education).

“My home doesn’t have a full address - what do I write?”

If your home doesn’t have a full address, for example, your house isn’t numbered or your street doesn’t have a name, write as much information as you can about where your home is located and include any details such as names of neighbours or who lived in the house before you, if you know this.

Please provide your contact details such as an email address or phone number so we can contact you later if we need to follow up.

“I am a student living away from home”

If you are studying and living away from your family home, you will have chosen when you enrolled to use either your family home or your current address. If you do not have an EasyVote card, we can search for your details on our eRoll or in a printed roll.

If you wish to change your enrolment to your current home address, you can do this with an enrolment form and be issued with a special vote.

“I have more than one house”

You can only enrol to vote in one electorate. Use the address where you choose to make your home because of family, domestic or personal reasons.



In temporary accommodation or without a fixed address

“I don’t have an address”, “I live in a campervan”, “I’m homeless”

This includes if a voter is living in a shelter, hotel, motel, camping ground, public space, or living with other people temporarily. It also includes if the voter’s home is a campervan, motorhome or car that is not permanently in one place.

Use the address you last lived at least 1 month, even if that is some time ago. If you are unable to provide this, then you can use the address where you spend a lot of your time.

We will need a postal address on the enrolment form to send mail to you. The postal address could be a PO Box, or the address of a friend, family member, church or support group. Whoever is at the address needs to be someone who will agree to hold your mail for you to collect.

“I live on a ship or boat”

If your home is on a ship or boat that is permanently in a harbour, use the address of that ship or boat.

If your home is on a travelling ship or boat, use the last New Zealand address you lived at for at least 1 month, even if that is some time ago.

We will need a postal address on the enrolment form to send mail to you. The postal address could be a PO Box, or the address of a friend, family member, church or support group. Whoever is at the address needs to be someone who will agree to hold your mail for you to collect.



Overseas

“I have recently returned from overseas”

If you will have lived at your NZ address continuously for at least one month by Election Day, you are qualified to vote in the electorate at that address.

If less than one month, then the NZ address where you last lived for at least one month is used to determine your electorate.

If you are temporarily visiting NZ and need to enrol or update your details, then you also fill in Step 2B on the back of the enrolment form.



Help to complete the enrolment form or special vote declaration

“Can you help me fill out my enrolment form or special vote declaration?”

You can assist a voter with a physical impairment to complete the forms.

If the voter is physically unable to sign an enrolment form or special vote declaration, then you can sign the form and write next to the signature box

‘Voter with physical impairment — signed by their direction’

Note that for a person with a mental impairment, there are different requirements for enrolling which include the person completing the form to have an enduring power of attorney or be the person’s appointed welfare guardian. It is best in these situations to refer the person to the enrolment helpdesk on 0800 36 56 76.



Voter being influenced

If a support person is influencing a voter

It is an offence to communicate and/or influence a voter in a voting place. A support person should only provide general directions on how to vote and, for example, assist with naming the candidate and parties in alphabetical order (if the voter has reading or sight issues).

If it appears that the voter is being influenced, the Voting Place Manager should explain to the support person what they are allowed to do and ask the voter if they require assistance.



Different name

If the voter verbally gives a different name to what is on the printed roll.

Ask the voter if they are known by any other names, or what name they may have used to enrol with. Check if the voter uses their names in a different order or may have changed their name after marriage or by deed poll. If this gives you a match to the name on the roll and the voter confirms that the name on the roll is theirs, then continue to issue the ordinary vote.

The voter's details could also be searched for on the electronic roll if you have access to one.

If it is still unclear, then the voter should complete an enrolment form and be issued with a special vote.



A voter has someone else's EasyVote card

If it appears the voter has someone else's EasyVote card.

Ask the voter why that might be.

If the voter has brought the wrong EasyVote card in error:

- Stamp the front of the card
- Put the card in your disposal box, do not give it back to the voter
- Offer to find the voter's name on the roll and follow the steps to issue an ordinary vote.

If a voter intends to vote on behalf of another person.

Explain that no one, not even a person with power of attorney can cast a vote on behalf of the voter. Even if a voter has asked someone else to do that, doing so would be an offence. If a voter cannot get to a voting place, they can request another person to bring a takeaway vote to them, which can be returned to any voting place.



Takeaway vote

“My cousin has asked me to pick up his voting papers as he's sick and can't leave home”

Requests for takeaway votes should be referred to the Voting Place Manager.



Two forms

“Why do I have to fill in two forms?”

The enrolment form and special vote declaration are processed separately and currently the law does not allow one form to be used for both purposes.



Unpublished roll

“I am on the unpublished roll” or “I am on the private roll”

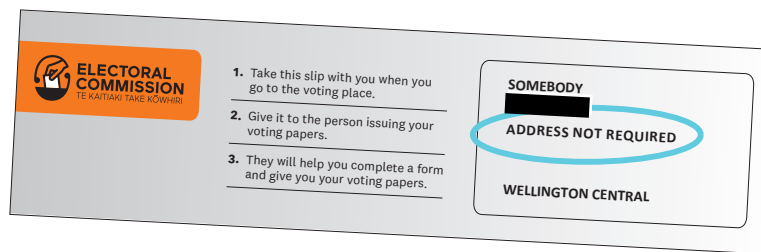
There are a number of reasons why a voter may be on the unpublished roll. Only the Registrar of Electors has access to this information. These voters cast a special vote.

Voters on the unpublished roll only need to complete as much detail as they wish to provide on the special vote declaration. If the voter writes their name and date of birth on the declaration, the Registrar will have a good chance of identifying the voter.

Unpublished roll voters are not required to give their address either on the declaration or to the Issuing Officer in order to cast a special vote.

They should also not be asked to provide any previous names.

Voters on the unpublished roll may have a Special Vote slip which gives their name and the electorate they are enrolled in, but states ‘ADDRESS NOT REQUIRED’.



Always communicate quietly with these voters to provide some level of privacy.

“How do I enrol on the unpublished roll?”

Provide a copy of the brochure “Concerned About Your Personal Safety” (ROE47B) to the voter.



Reading or marking a ballot paper for a voter

If a voter needs someone to read the information on the ballot paper or needs help marking the ballot paper

Move to an area where you cannot be overheard:

- unless the voter knows who they want to vote for, you must read out the complete lists of all candidates and parties on the ballot paper
- you must mark the choice the voter has indicated to you

You must not provide information about any of the candidates or parties other than what is written on the paper.

Check that the voter’s choice has been correctly marked.

Change the option marked if the voter agrees it has been incorrectly marked.

Don’t allow an interpreter or any support person assisting the voter to:

- interfere with the voter’s choice about who to vote for
- provide information about candidates or parties that may influence their decision.



Using the electoral roll

“My name starts with Mc”

The electoral roll is organised alphabetically. However the ‘Mc’s are treated the same as ‘Mac’ and are listed at the front of the ‘M’ section.

The image shows a screenshot of an electoral roll. It is divided into two columns. The left column lists names starting with 'M' and the right column lists names starting with 'Mc'. The names are listed in numerical order from 072 to 081 on the left, and 172 to 181 on the right. Each name is followed by a small icon of a person and a right-pointing arrow. The names are partially obscured by black redaction boxes.

“My dad and I have the same name”

Be careful when checking the roll that you find and mark off the correct name of the voter. Sometimes family members living at the same address have the same or similar names.

In this case, if the voter has not brought their EasyVote card to vote, you may have to check the voter’s occupation to be sure that you are crossing off the correct voter’s name. You can also ask the Voter Assistant to check their details on the eRoll using the voter’s name and month of birth, to clarify the page number and line on the roll.



Leaving the voting place with papers issued to a voter

“I want to take my voting papers home and return them later”

“I’ve decided that I don’t want to vote today”

If a voter has been issued with their ballot papers, whether an ordinary or a special vote, they cannot leave the voting place with them, or return them to a voting place staff member, to vote on another day.

Allow the voter time to think how they might want to vote.

The voter must put their ballot papers into the ballot box before leaving the voting place. If they choose to vote again, they will likely be investigated for dual voting and their votes could be disallowed.



Photos taken in voting place

What happens if someone takes a photo in the voting place or outside the voting place? (e.g. in a mall)

If they do, you cannot stop them. You can ask them not to post or use what they have recorded to maintain the secrecy of the vote and to protect people’s privacy.



Disruptive behaviour

What if someone is behaving inappropriately or disturbing other voters?

People should only be in a voting place when they are voting or supporting someone who is voting. If a person is finished voting, or is not voting or supporting a voter, inform your Voting Place Manager who can ask them to leave a voting place.

If a person becomes disruptive, the Voting Place Manager will take the appropriate steps using guidance from the Incident Response Handbook that is supplied to each voting place.

Before leaving home

Check that you have:

- Enough time to get to the voting place.
For your first day of voting you will be advised when you need to arrive to set up, but expect that it will take up to 90 minutes
- Chosen clothes and shoes for comfort and that would not be considered inappropriate or politically biased
- Packed food and drink for the day
- Packed reading glasses (if required)
- Packed this manual.

All voting place staff will be given an orange vest by the Voting Place Manager to wear with their ID card. There are two sizes of vests.



All voting place staff must wear their vest and ID card at all times when working in the voting place. You should question any person who is handling materials such as ballot paper pads who is not wearing an ID card.

Before voting begins

Setting up the issuing points

Your Manager will provide a satchel and the materials needed for each Issuing Officer.

If you are issuing for more than one electorate then set up your table with the materials for each electorate kept separate, or use a drop file to separate materials. You may also be sharing some electorate materials, these will be kept in a drop file between your self and your neighbouring Issuing Officer.

Ordinary vote issuing point: one or two electorates

- ✓ Stamp the cover of the first ballot paper pad with your issuing point stamp. On subsequent pads, stamp each cover as you start issuing from it
- ✓ Put black stickers on the numbers on the ballot papers, not the stubs.

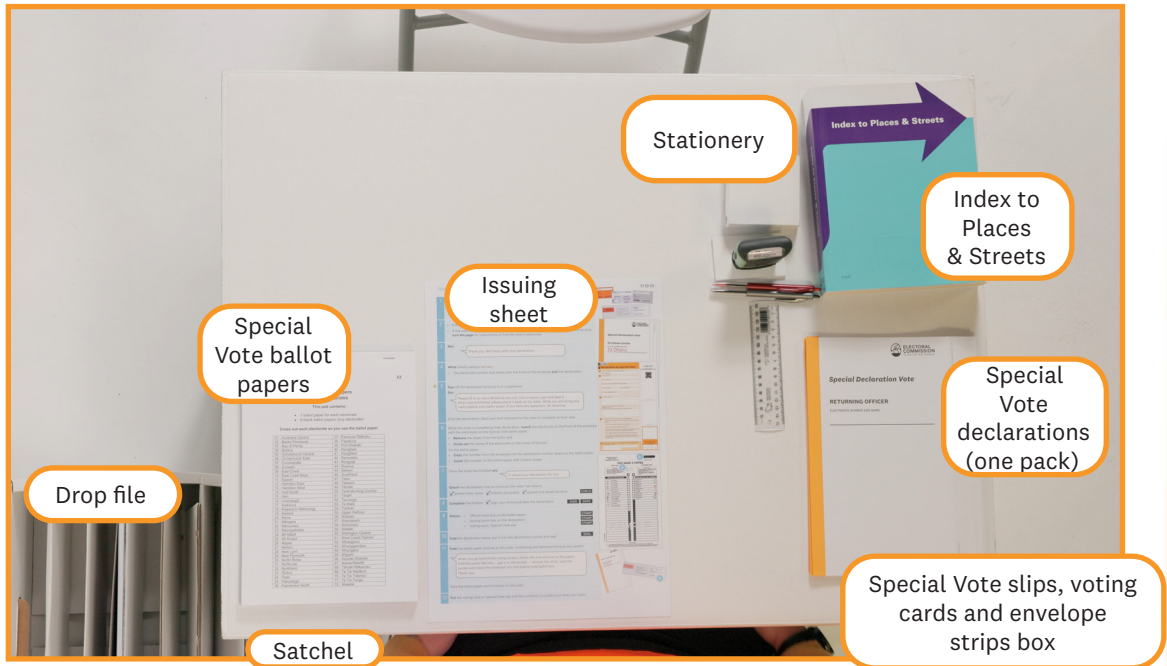


Other supplies:

In your satchel you will have spare ballot papers and/or declarations, depending on your role.

Special vote issuing points

- ✓ Place a chair for the voter on the other side of your issuing table at the mark on the floor
- ✓ Stamp the cover of the first declaration pack with your issuing point stamp and put it into your satchel.



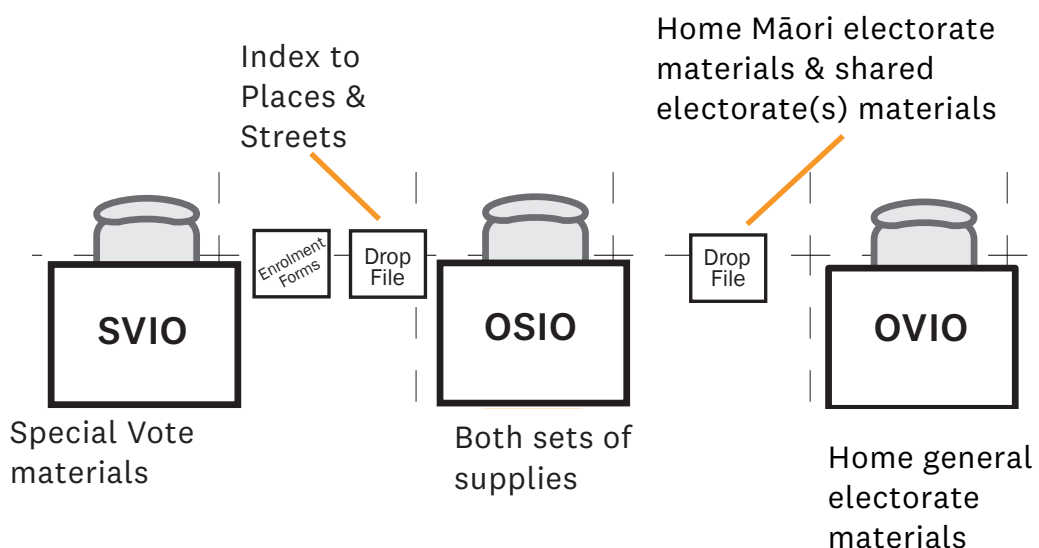
If there is still more than one Issuing Officer for special votes, then you will share the Index to Places & Streets between you.

Combined special and ordinary vote issuing points

If you have this role then you will mostly issue special votes and issue ordinary votes during busy times.

- ✓ Keep ordinary vote materials on one side of the table and special vote materials on the other.

Sharing Materials



Before voting starts

Check you have:

- Signed in with the Voting Place Manager on Form S
- Been shown where all the facilities are such as toilets and break rooms
- Received a briefing from the Manager about emergency procedures, the location of the Incident Management handbook, hazards and security
- Introduced yourself to other staff members and any scrutineers if present. Find out what languages other staff speak
- Know when your break times will likely be
Note: break times may need to change at short notice if the voting place is busier than expected
- Switched off your cell phone or other electronic devices
- Checked that you have all the materials you need for your role
- Reviewed the vote issuing process(es) in this manual for your role.

Your own vote

You may vote in your voting place at any time during opening hours.

Another staff member must issue you with your ballot paper; you cannot issue a ballot paper to yourself.

Completing your timesheet

Timesheets are located in the Voting Place folder.

Fill in your timesheet each day you are working in the voting place. If you are working in more than one voting place complete a separate timesheet at each one.

Electorate no. and name

Voting place no. and name

M37-VPTIME

Voting Place Employee Timesheet

Employee full name: _____

Position or Role: **Issuing Officer**

Week ending date: **Friday 7/10/2023**

Voting Place Manager: _____

Timesheet instructions:

1. Complete all information, including your name and role.
2. Record your start and finish time against each day you work. Round to the closest 15 minutes. E.g. 2:15pm, 4:30pm, 1:45pm.
3. Record your lunch/dinner break(s) E.g. 30mins
4. Calculate your total hours. Lunch and dinner breaks are unpaid, deduct these from the total hours claimed each day.
5. Your timesheet is submitted through your Voting Place Manager weekly.

	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
Date:		Date: 2/10/2023		Date: 4/10/2023			
Start		9:00am		9:00am			
Finish		4:30pm		3:45pm			
Lunch / dinner		30mins		30mins			
TOTAL (see day) (Start to Finish less lunch/dinner hours)		7 hours		6hr 15mins			

Employee signature: _____ Date: 4/10/2023

Voting Place Manager signature: _____ Date: _____

Electorate Manager signature: _____ Date: _____

TOTAL HOURS for week

13hr 15mins

When calculating your total hours for the day deduct your lunch/ dinner breaks as these are unpaid

Don't forget to calculate your total hours for the week

Record your start and finish times to the closest 15mins

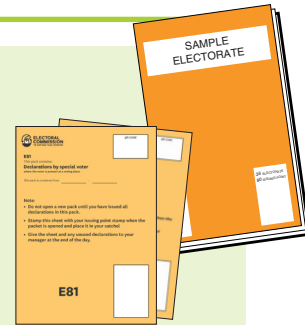
Make sure you sign your timesheet

After voting finishes

1

Check that the covers of part and fully used ballot paper pads and declaration cover sheets given to you have been stamped with your issuing point stamp.

Note: If more than one Issuing Officer has issued from a pad, then stamp the cover with each Issuing Officer's stamp.



2

For ordinary vote materials...

Stamp each completed Form V and cross through lines that are not completed.

Electorate	Page	Line
45	07	12,2
45	14,1	04,4
45	6,4	2,5
60	2,0	11,7
60	2,5	15,1
45	12,3	08
60	12,1	6,3
70	1,3	10,9
45	2,9	7,4

For special vote materials...

Count the number of remaining special vote declarations

Write the date and the number counted on the front of the declaration cover sheet.

Note: Do not count the number of special vote ballot papers, or takeaway declarations

3

Once the Voter Assistant has prepared the ballot boxes, place your materials in front of the matching ballot box in three separate piles:

- fully used
- part-used
- unused pads
- electoral rolls



After voting finishes

4	<p>Place your:</p> <ul style="list-style-type: none">● S7 spoilt materials envelope,● All Form Vs● issuing point stamp <p>in front of the special vote ballot box</p>
5	<p>Put all used voting cards and Special Vote slips for the voting place into one plastic bag in front of the special vote ballot box.</p>
6	<p>Put your vest, pen(s), ruler and black sticky labels into your satchel</p>
7	<p>Election Day ONLY</p> <p>Leave out a pen, black sticky labels, and a finger cone for the preliminary count.</p> <p>Return the satchel and all other supplies to the Manager's table.</p>
8	<p>Wait for further instructions.</p>



Troubleshooting

This section covers the following situations that may arise:

1	A voter refuses to verbally give or confirm their name
2	A voter has spoiled a ballot paper, declaration or enrolment form
3	The wrong name is marked off the roll
4	Ballot papers and declarations are running out
5	A voter may have already voted
6	Concerns about a scrutineer's conduct
7	Concerns about the use of social media
8	More complex situations

1. A voter refuses to verbally give or confirm their name

Voters may not want to state or confirm their name verbally, or may ask why they need to. There are other ways for a voter to say their name on page 11.

In this case the Issuing Officer or Voting Place Manager should say:

“All voters who want to cast an ordinary vote are required by law to give or confirm their name.”

If they still do not want to verbally say or confirm their name, offer to the voter that they can make a written declaration and refer them to a Special Vote Issuing Officer.

Explain to the Special Vote Issuing Officer that the voter does not want to verbally give or confirm their name so will be completing a special vote declaration.

2. A voter has spoiled a ballot paper, declaration or enrolment form

2a. Ballot paper

You cannot issue a replacement paper if the voter has put the spoilt one in the ballot box.

If a voter returns their ballot paper that is spoilt:

1	Ask the voter to tick all boxes on the ballot paper and return it to the Issuing Officer who gave it to them
2	<p>If the spoilt ballot paper is for an ordinary vote</p> <ul style="list-style-type: none">• Find the voter's page and line number in the electoral roll. Use this to find the ballot paper stub with the matching page and line number• Write on the spoilt ballot paper and its corresponding stub: <i>'Spoilt by voter and a fresh ballot paper issued'</i> and initial this• Issue a fresh ballot paper and on its corresponding stub, write the voter's page and line number from the roll and <i>'fresh ballot paper issued for spoilt one'</i>• Put the spoilt ballot paper into your spoilt materials S7 envelope. <p>or</p> <p>If the spoilt ballot paper is for a special vote</p> <ul style="list-style-type: none">• Copy the declaration number from the special vote envelope onto a fresh ballot paper• Place a black sticker over the declaration number• Write across the spoilt ballot paper <i>'Spoilt by voter and a fresh ballot paper issued'</i> and initial this• Put the spoilt ballot paper into your spoilt materials S7 envelope.

2b. Declaration

If a voter spoils their special vote declaration:

1	Write across the special vote declaration: <i>'Spoilt by voter and a fresh declaration issued'</i> and initial this
2	Put the spoilt declaration and its envelope into your spoilt materials S7 envelope
3	Issue a fresh special vote declaration. Ensure the correct declaration number is recorded on the special vote ballot papers.

Note: If an Issuing Officer spoils a special vote or declaration, the same process applies. Instead of 'Spoilt by voter' write 'Spoilt by Issuing Officer'.

2c. Enrolment Form

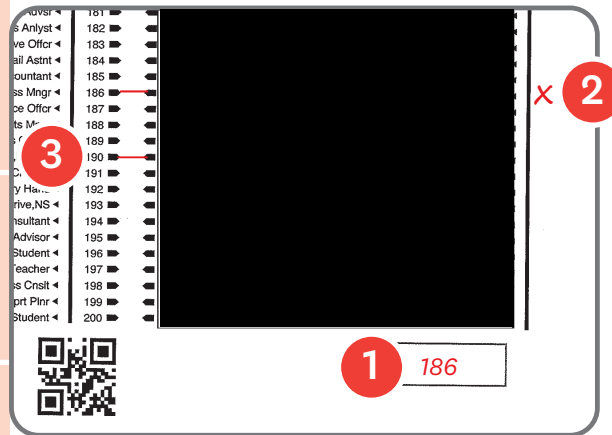
If a voter spoils an enrolment form, put a cross through the front and write 'spoilt by voter' and provide them with another form. Put the spoilt form into your S7 envelope for spoilt materials.

3. The wrong name is marked off the roll

3a. If you mark the wrong name off the roll

You must do the following:

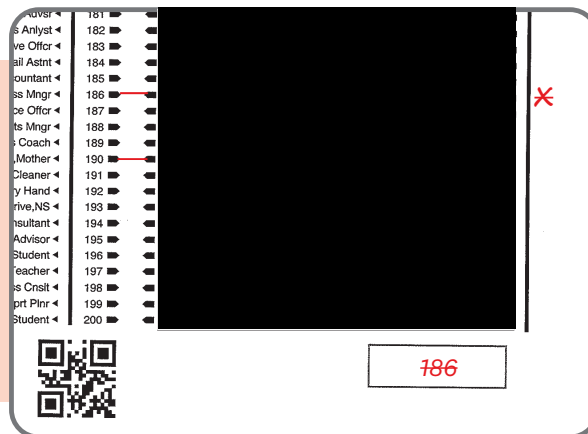
- 1 Write the incorrect line number in the correction box at the bottom of the column
- 2 Write an 'X' beside the incorrect line, in the margin at the outside edge of the page
- 3 Then mark off the correct name.



3b. If the voter incorrectly crossed off then arrives at the voting place to vote

You must do the following:

- 1 Strike through the 'X' and the number in the correction box



3c. If the voter has already been issued their ballot paper when you notice the error

- 1 Correct the roll page
- 2 Find the original ballot paper stub and write the correct page and line number on it.



4. Ballot papers and declarations are running out

The Voting Place Manager holds spare supplies of voting papers and special vote declarations. If Issuing Officers are starting to use these pads or packs, the Voting Place Manager must contact the Mobile Support or your electorate HQ straight away for further supplies.

If the voting place is running low on ballot paper pads or declarations, and electorate headquarters is unable to deliver further ones straight away, Issuing Officers may issue:

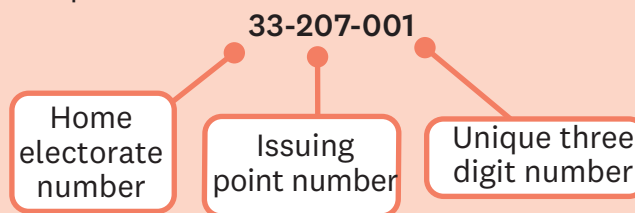
- Photocopied ordinary ballot papers in the first instance and use special vote ballot papers or handwritten ballot papers as a last resort.
- Photocopied declarations

The Voting Place Manager must consult with the Electorate Manager before either photocopying or handwriting ordinary vote ballot papers and photocopying declarations.

3a. Ballot papers

To photocopy ordinary vote ballot papers the **Voting Place Manager** will:

- 1 Cover the printed consecutive number on an unused ballot paper with a black sticker
- 2 Write the home electorate number above the black sticker in the top right hand corner
- 3 Photocopy the ballot paper (as many times as required)
- 4 Create a consecutive number for each ballot and write it on the ballot paper. Beside the electorate number write the issuing point number and a unique three digit number starting with 001. For example:



Do not cover the handwritten consecutive number with a black sticker at this point



To issue photocopied ordinary vote ballot papers the Issuing Officer will:

- 5 Record each voter's page and line number and consecutive number on *Form J - Photocopied*. This record serves the same purpose as the details recorded on the stubs of printed ballot papers.
- 6 Follow the same vote issuing procedure as when issuing a printed ballot paper.

Electorate No. and Name:	Recon E: (33) Ōhāriu (AV1)
Voting Place No. and Name:	Home E: (33) Ōhāriu VP: (117) Tōtara Bay Community Centre, 552 Tōtara Bay Road, Tōtara Bay

Issuing Officer to complete a separate record for each electorate you have been allocated to issue votes for

Ordinary Ballot Papers for <u>Ōhāriu</u> electorate		
Consecutive Number	Page Number	Line Number
██████████	████	████

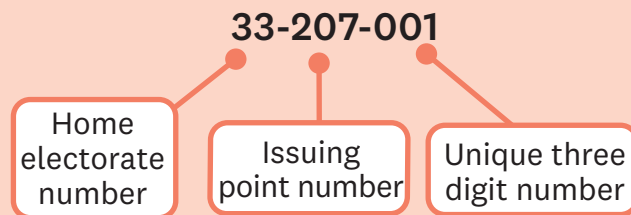
FORM J

PHOTOCOPIED

4b. Special Vote Declarations

To photocopy special vote declarations the **Voting Place Manager** will:

- 1 Cover the printed consecutive number on an unused declaration with a black sticker
- 2 Write the home electorate number above the black sticker in the top right hand corner
- 3 Photocopy the declaration (as many times as required)
- 4 Create a consecutive number on each declaration. Beside the electorate number write the issuing point number and a unique three digit number starting with 001. For example:



To issue photocopied declarations the Issuing Officer will:



- 5 Record each consecutive number on *Form J - Photocopied*. In the page and line number fields on the form, write the electorate the special vote was issued for.
- 6 Follow the same vote issuing procedure as when issuing a declaration, ensuring it is stamped with an issuing point stamp.
- 7 The Voting Place Manager should have supplies of E79 (takeaway vote) envelopes that you can ask the voter to seal their declaration and ballot paper into. Write the declaration number you have created and the electorate on the front of the envelope.
- 8 Ask the voter to put the envelope with the declaration and ballot paper into the Special Vote ballot box.

5. A voter may have already voted

There may be a situation where it is unclear whether a voter has already voted.

This could be because the voter's name has already been marked off the roll, or there is suspicion by an Issuing Officer, the Voting Place Manager, or a scrutineer that a voter has already voted in this election.

Should this occur it must be explained to the voter that:

As it is unclear if you have already voted, you are required to answer in writing. The Electoral Act authorises this and it is an offence not to answer or to knowingly provide a false answer.

The following process applies for the Issuing Officer:

1	Ask the Voting Place Manager for <i>Form N - Questions To Voter</i>
2	Complete on the form: <ul style="list-style-type: none">• The page and line number from the roll if an ordinary vote• The voter's name and electorate• The Official Use box stating who questioned the voter and the reason why the form is being completed Then sign and stamp the form
3	Ask the voter to write their answers to the questions and sign the form
4	If the voter states that they have previously voted, advise the voter that they are not able to vote again at this election
5	If the voter states that they have not previously voted, then issue the ballot paper. If Form N has been completed because the voter's name is already crossed off the roll: ask the voter once they have voted to bring their folded ballot paper back to you. If the voter is only suspected to have already voted by an electoral official or scrutineer: advise the voter to put their ballot paper in the ballot box when they have voted.
6	Ask the Voting Place Manager to put the completed Form N and if required as above, the ballot and ballot paper, into Envelope P5.



If a voter has any concerns about the process, the Voting Place Manager should contact the Electorate Manager.



6. Concerns about a scrutineer's conduct

Scrutineers must not intervene in or impede voting, or influence a voter's choice.

They are not permitted to talk to voters, handle voting cards or ballot papers.

If a scrutineer does intervene, impede or influence a voter, the Voting Place Manager will follow these steps:

- Ask the scrutineer to refrain from the behaviour, reminding them that their role is to oversee and observe the procedures but not to become involved in them
- If the scrutineer continues to intervene, contact the Electorate Manager and inform them of the situation so that they can take the action required.

The Voting Place Manager can also refer to the Scrutineer's Handbook for guidance.

7. Concerns about the use of social media

If any staff member notices another staff member or scrutineer using social media, ask the Voting Place Manager to:

- Remind them that they cannot comment about what is happening in a voting place; this is part of the *Declaration of Secrecy* that they signed before voting started
- If the staff member or scrutineer questions this, the Voting Place Manager should contact the Electorate Manager for them to speak with the person involved.

8. More complex situations

If there are any doubts, the Voting Place Manager should use the Incident Management Handbook and call the Electorate Manager if necessary.

The Voting Place Manager must contact the Electorate Manager if:

- There is an accident in the voting place (write the details in *M33-INCIDENT Incident, Near Miss and Injury Report*)
- There are concerns about candidate advertising or activities in or around the voting place, particularly if voters are hindered.

If you are calling your Mobile Support or Electorate Manager to report a problem or incident, provide the following information:

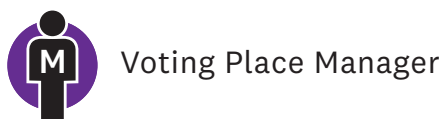
- Who: your name & number
- When it happened
- Where it happened (address/description)
- What happened
- What you did
- What you intend to do next

Glossary

Agent	A person appointed by a voter to collect a takeaway vote on their behalf
Ballot box	Box used for voter to place their completed ballot paper
Ballot paper	Paper on which the voter indicates their preferred candidate and political party
EasyVote card	Card posted to every voter on the printed electoral roll, providing their details from the roll
Election Day	The day of the election
Electoral roll	The printed roll used to issue ordinary votes
Electorate	Geographical area defined for voting purposes
Electorate headquarters	The building from which a Electorate Manager runs their electorate
Electorate Manager	Person responsible for the management of an electorate
Enrolment form	The application form used to enrol to vote or to update enrolment details
eRoll	An electronic version of the electoral roll
General electorate	Electorate for voters on the general roll
Issuing Officer	Person responsible for issuing votes
Issuing point	Where votes are issued within a voting place
Issuing Support Officer	Person who fills in for other staff on breaks and supports the VPM with end of day tasks
Māori electorate	Electorate for voters on the Māori roll
Mobile Support	Person responsible for visiting voting places to ensure processes are being followed and supplies are appropriately stocked
Ordinary vote	A vote cast by a voter who is on an electoral roll at the voting place they attend
Reconciliation	Process to account for every used and unused ordinary ballot and voting paper and special vote declaration

Reference roll	A roll that is not used to issue votes from, also known as a composite roll
Registrar of Electors	Person responsible for the management of an electoral roll(s)
Scrutineer	Person who observes the conduct of the election on behalf of candidates
Security Guard	Person who is employed to assist with maintaining a safe and secure voting place
Special vote	A vote cast by a voter whose name is not on an electoral roll at an voting place (may also be referred to as a 'special declaration vote')
Special Vote slip	A tear-off slip from the letter mailed to a voter who enrolled after the electoral roll was printed, or who is on the unpublished roll, providing their details from the electoral roll and how to vote
Takeaway vote	A type of special vote that can be completed outside of a voting place
Unpublished roll	A roll containing the names of voters whose personal details are not released publicly
Voter Assistant	Person who helps to manage queues of voters and the enrolment process in a voting place
Voting Place	A physical site where voting takes place
Voting Place Manager	Person responsible for managing a voting place

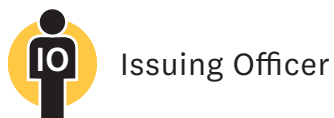
Symbols used:



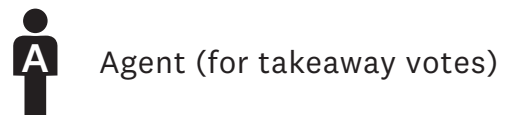
Voting Place Manager



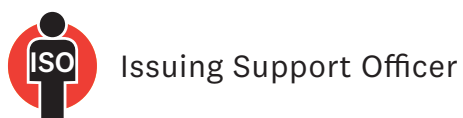
Voter



Issuing Officer



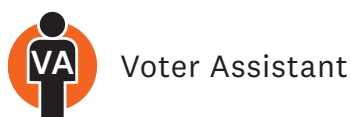
Agent (for takeaway votes)



Issuing Support Officer



Mobile Support



Voter Assistant



Security Guard

Notes:

HEALTH AND SAFETY

Keep yourself and others safe in the voting place.

Tell your Manager immediately if you notice anything that could be a hazard or could hurt you or someone else.

A hazard could be:

- An electrical cord lying across the floor or hanging loose from the wall
- A rip in the carpet or a raised piece of flooring
- A puddle of water on the floor.

Your Manager will look for ways to deal with the hazard, by either removing it, isolating it, or otherwise ensuring that it is no longer a problem.

When lifting heavy items, keep a straight back and bend your knees. Ask for help if you need it. Help others with lifting heavy or awkwardly shaped items, including at the end of the day when loading voting materials into vehicles.

Accidents, other incidents and near misses

- Tell the Voting Place Manager if you have an injury during the day, even if it is minor. The Manager has a first aid kit, and you may be asked to complete an incident form.
- If an accident happens to someone else, you may be asked to help with the response or with contacting others. After the situation is resolved, you may be asked to help with completing an incident reporting form
- Report serious non-injury incidents or near misses. For example something safety related that the building owner should know about.

You are likely to be very tired at the end of a long day at the Voting Place, and for some, a long drive home may be unsafe for you. Make a plan during the day of what you will do to get home safely, if you find yourself in this situation.

If there is a threat to people, materials or property - call 111

Before voting begins:

- Get familiar with the voting place including the location of the evacuation assembly point
- Make sure you know at least two ways out of the building
- Be aware of where the Incident Management Handbook is located in the voting place

If you need to leave the voting place as a result of an emergency:

- Leave all elections material behind
- Go straight to the assembly point
- Continue with your own personal evacuation plans once you have reported to your Manager.

REMEMBER:

People are the priority.

Ensure you and those around you are safe.

DO NOT

- X** Try to take elections material with you
- X** Re-enter the building once you have left

REMAIN CALM

LEAVE THE VOTING PLACE QUICKLY

Electorate Manager's phone number



**ELECTORAL
COMMISSION**
TE KAITIAKI TAKE KŌWHIRI

Voter Assistant

Personal Instruction Manual
2023 General Election

Name:

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My voting place

Voting place name: _____

Address: _____

Voting Place Manager: _____

HQ Phone: _____

IT helpdesk: 0800 665 001 Enrolment helpdesk: 0800 36 76 56

The voting place is

Accessible
 Accessible with assistance
 Not accessible

Electoralates

The voting place will issue ordinary voting ballot papers for:

Electorate number and name

Home general electorate	
Home Māori electoralates	
Other (shared) electoralates	

Foreword

Nau mai, haere mai ki te Kaitiaki Take Kōwhiri- Welcome to Te Kaitiaki Take Kōwhiri Electoral Commission.

Ko te whakatinanatanga o te Pōtitanga-ā-motu ka taea ina ka ngātahi te mahi, tēnā e whakamiha ana kāutau kua tūhono mai ki te whakatutuki i tēnei pōtitanga.

E tūhonotia mai kāutau ki tētehi rōpū manawanui ki ngā taumata me tā mātau aronga matua. Koinā te huarahi whāia kia tika, kia pono, kia haumarū nō hoki te pōtiationa o tēnei tau.

He hiahia nō mātau te whakahaere i tētehi pōtiationa kia mīharo a Aotearoa whānui otinō kia manawanui katika i tō urunga mai.

Mō mātau ake, ka arō tōtika ki te aronga matua, kia whakapono a Aotearoa whānui, kia tika, kia whai wāhi te katoa ki ngā pōtiationa ā-pāremata.

Ka whakamahia ngā taumata hei arataki i te tūtukitanga o te aronga matua, ā kei te pokapū o ā mātau mahi katoa ko ngā tāngata i Aotearoa nei.

E tāwharau ana ngā taumata i ā tātau mahi tiaki i te pūnaha pōtiationa, nā he motuhake nō tō whai wāhitanga mai hei whakakanohi i te manapori o tō hapori.

He hiahia nō mātau kia hora i ngā pārongo katoa hei whakatūtukitanga māu, kia hākoakoa nō tō urunga mai.

Nā ēnei tuhinga ka aratakina kāutau kia whai wāhi mai i tēnei tau.

Tēnā kāutau te hāpai tahi i te kaupapa nei

Ngā mihi

The 2023 General Election can only happen with all of us playing our part, so we appreciate you joining our team to help us deliver the election.

You're joining a dedicated and motivated team that lives by our values and purpose. It's the way we'll deliver a safe, reliable and trusted election this year.

We want to deliver an election that the people of Aotearoa New Zealand can be proud of, and that you're proud of being a part of!

For us, that means looking to our purpose that all New Zealanders trust, value and take part in parliamentary elections.

We use our values as a guide to make sure we can achieve our purpose and put the people of Aotearoa at the centre of everything we do.

Our values are underpinned by our role as kaitiaki (guardians) of the electoral system and your role is an important part of that, as the face of democracy to your community.

We want to make sure you have all the information you need to do that and enjoy playing your part.

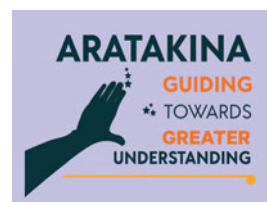
This manual provides you with the guidance and information you need to help people have their say this year.

Thank you for joining us in this journey.



Karl Le Quesne

Āpiha Pōti Matua
Chief Electoral Officer



Introduction

Keep votes and other materials safe

- **All staff are responsible for the security of information and voting materials.** Do not leave voting materials unattended at any time, including when transporting them in vehicles
- Marked, uncounted ballot papers should always be transported by two staff members
- **All staff should be aware of where voting materials are in the voting place.** When going on a break, log out of the voting place phone and give it to the Voting Place Manager
- **All voting materials must be accounted for at all times.** Watch that voters do not leave the voting place with their ballot paper. Even if they do not wish to vote, they must place their ballot paper in the appropriate ballot box. If a voter has spoiled their ballot paper then they must return it to the Issuing Officer who issued the paper for a replacement
- If you think anyone has tampered with voting materials or has accessed information they are not permitted to have, contact your Electorate Manager immediately, either directly, or through your Voting Place Manager.

Be security conscious

- **Be aware of what is happening in and around the voting place**
- Be alert to the verbal and non-verbal cues of the person you are dealing with. If you are concerned about the behaviour of any person, advise your Voting Place Manager
- Pay attention to your surroundings. If you notice any suspicious or unattended bags or packages in or around the voting place advise your Voting Place Manager.

Keep yourself and voters healthy

- **Stay at home if you are unwell.** Call your electorate HQ to let them know as soon as possible if you cannot work because you are sick.
- Masks and hand sanitiser are available to staff and voters.

Incident Management Handbook

- There is an Incident Management Handbook located in the drop file next to the Voter Assistant's station to help with any incidents and emergencies in the voting place.

The rights of the voter

- **Every person has the right to cast their vote in a safe environment**
- Your voting place should be welcoming and supportive to all voters. Keep your focus on the voter in front of you, even when the voting place is busy and you feel under pressure. Offer help where needed and ensure voters feel respected – ask yourself how you would like to be treated
- Only the voter can decide if they want to vote, and only the voter can decide who to vote for. No-one can cast a vote for another person
- Voters can get help from anyone they choose such as a support person or a voting place staff member
- Be clear on the difference between helping the voter and influencing the voter's choice. You can help the voter but you cannot make the choice for them.

Privacy

- **All staff are responsible for keeping voters' information private**
- Do not answer questions from a member of the public about whether another person is enrolled, if they have voted, or their personal details
- Only use the information you have access to for your duties to issue votes
- Do not discard EasyVote cards and Special Vote slips. Stamp and keep them for return to electorate headquarters, or return them to the voter if asked.

Secrecy

- **All staff are responsible for maintaining the secrecy of the vote**
- Do not answer any questions from media. Only pre-arranged visits from journalists or film crews are allowed
- Do not take photos, blog or post on social media about what is happening in a voting place
- If voters attempt to film or take photos in a voting place, ask the Voting Place Manager to show them the poster asking them not to. If they do, you cannot stop them. You can ask them not to post or use what they have recorded to maintain the secrecy of the vote and to protect people's privacy.

The security of staff and voters are the first priority and always take precedence over the security of voting materials

Roles in the voting place



Voter Assistants are responsible for managing voters as they arrive, they:

- help voters to get into the right queue to vote, with the correct information
- assist voters to enrol or update their enrolment details



Issuing Officers are responsible for issuing votes accurately & efficiently, they:

- are welcoming and supportive to voters
- follow instructions in their Personal Instruction Manual (PIM) and from the Voting Place Manager.



Issuing Support Officers are present in busy or complex voting places, they:

- help manage vote issuing, including filling in for Issuing Officers and the Voting Place Manager during their breaks
- support the Voting Place Manager in end of day processes



The Voting Place Manager has overall responsibility for the voting place, they:

- manage staff and ensure votes are issued correctly
- are your first port of call after this manual for any questions or concerns.



Security Guards are responsible for safety in the voting place, they:

- help keep voting place staff and voters safe
- help keep the ballot boxes and other voting materials safe
- help with queue management.

Scrutineers



Scrutineers are not electoral staff, but are appointed by candidates to observe the issuing of votes. They are an important part of the electoral process and we welcome their presence in voting places.

✓ Scrutineers are permitted to:	✗ Scrutineers cannot:
Sit and observe in the designated area of the voting place.	Handle any voting materials such as ballot papers or EasyVote cards, or use an Issuing Officer's table
Photograph the lists of persons who have voted and give these details to their campaign team. A mobile phone, laptop or tablet can be used	Film or take other photos in voting places in order to maintain the secrecy of the vote and out of respect for people's privacy
Ask an Issuing Officer to question a voter suspected of voting more than once, or as somebody else	Communicate directly with voters
Wear a party lapel badge or rosette with the party's name, slogan or logo Wear clothing in party colours	Wear or display any items with the candidate's name Wear or display any item, other than a party lapel badge or rosette, with the party name, slogan or logo

At the voting place

Voters will either make an ordinary or a special vote. It is the responsibility of voting place staff to ensure that the voter has the opportunity to enrol or update their enrolment details and to be issued the correct type of vote and for the correct electorate. If a voter is not enrolled correctly or does not receive the correct ballot paper, their vote may not count.

The key question is: “Is the voter’s name on a printed roll in the voting place?”
If “Yes” - then the voter will be issued with an ordinary vote
If “No” - then the voter will be issued with a special vote

Electoral



New Zealand has 65 general electorates and 7 Māori electorates. Each electorate is a geographical area that has been defined for voting purposes. Every part of the country is in both a general and a Māori electorate.

The election

Voters have two votes on their ballot paper — a party vote and an electorate vote.

The party vote is for the political party the voter wants to be in government.

The electorate vote is for the candidate the voter would like to be the member of Parliament for the area they live in.

No-one who wants to vote is turned away!

Enrolment

If voters are not enrolled or have changed their address details, they will be able to complete an enrolment form while they are in the voting place.

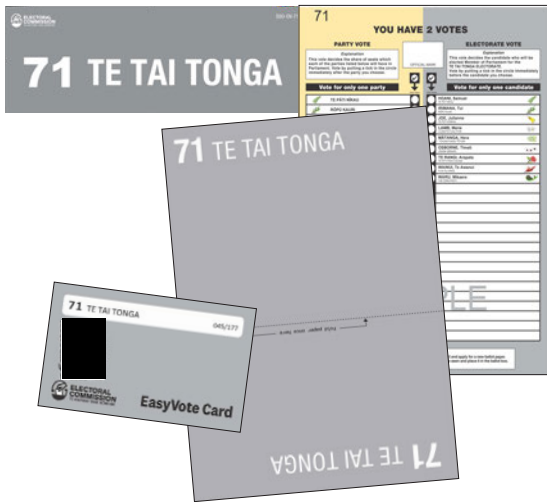
Any questions from voters about enrolment that are not covered in the PIM should be referred to the Voting Place Manager, or to the enrolment helpdesk (0800 36 76 56).

A screenshot of a web form titled "Get ready to vote" with the subtitle "Enrol or update your details". The form is divided into several sections: "Step 1: Personal details", "Step 2: Residential address", "Step 3: Contact details", "Step 4: Electorate", and "Step 5: Comments". Each section contains various input fields for text, dates, and checkboxes. At the bottom, there are buttons for "Save", "Cancel", and "Submit".

Māori and general rolls

Your voting place will be issuing ordinary votes for both your home general electorate and your home Māori electorate. Colour coding helps you to distinguish these: grey for Māori electorates and orange for general electorates. **Never assume which roll a voter is on.**

Grey materials:
Māori electorates



Orange materials:
general electorates



Voting information

Most voters will receive voting information in the mail. Many voters will bring this to the voting place.

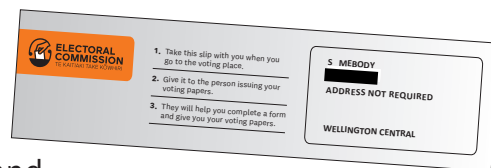
EasyVote card:

- Voter's name appears on a printed roll
- Gives the voter's name, address, electorate and the page and line number from the electoral roll.



Special Vote slip:

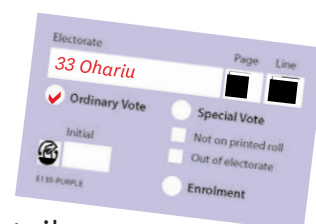
- A voter who enrolled after the rolls were printed or is on the unpublished roll may have been sent a Special Vote slip
- This gives the voter's name and electorate, and
 - if the voter enrolled after the rolls were printed shows their residential address
 - if the voter is on the unpublished roll then the slip states "ADDRESS NOT REQUIRED"



These voters are always issued a special vote.

Voting place card:

- If a voter does not bring their EasyVote card to vote, a purple voting card may be created at the voting place to help the Issuing Officer correctly issue the vote
- You will determine what to write on the card using an electronic roll (eRoll) that searches for the voter's details.



eRoll:

- One or more mobile phones may be provided to a voting place to look up the voter's details
- It does not contain voters who are on the unpublished roll, as the details of these people are not released publicly for privacy or safety reasons. Only the Registrars of Electors have access to this information
- It is a live look-up so will show everyone who is enrolled to vote, including those who have enrolled recently.

Dormant roll:

- If the Commission loses contact with a voter, for example if a letter to a voter cannot be delivered to them, the voter's enrolment may be moved onto the dormant roll.
- This will appear in eRoll as:

**Person is on Dormant roll.
Provide enrolment form for them to update their details.**

- The voter can update their details when they come to vote using an enrolment form. They will also need to cast a special vote.
- If voters of Māori descent are unsure which roll they were previously enrolled on, call the enrolment helpdesk (0800 36 76 56) for advice.

Provisional roll:

- People can provisionally enrol once they turn 17 years old. Their details are held on the provisional roll until they turn 18, at this date their details are transferred onto the main roll and from this time they are eligible to vote.
- This will appear in eRoll as:

Provisional Roll

This person will not be 18 years old as at election day. As such they are not eligible to vote in this election.

Voter record sheets for scrutineers

Ordinary vote Issuing Officers will keep a running record of who has voted, by writing the electorate, page and line numbers marked off in the printed rolls. The details of special voters are not recorded.

The Voting Place Manager will collect the sheets and they can be photographed by scrutineers visiting the voting place. Scrutineers will likely make themselves known to you when they arrive. Advise the Voting Place Manager.

Form V: Voter Record Sheet for Scrutineers. The form includes fields for Electorate No. and Name, Voting Place No. and Name, Date, Time page compared, and P stamp. It features two columns of tables for recording votes, each with headers for Electorate, Page, and Line. The form is labeled 'FORM V' and 'VOTER RECORD SHEET FOR SCRUTINEERS'.

Tasks during voting

No matter how big or small the voting place, the Voter Assistant (VA) is the first staff member that a voter meets and will set the tone for the voter's experience. Be warm and welcoming, even at the end of a tiring day.

A Voter Assistant has 4 main tasks:



The number of Voter Assistants in the voting place will determine how these tasks are allocated.

One Voter Assistant

In voting places with fewer expected voters, one Voter Assistant should be able to manage all tasks, assisted by the Voting Place Manager when required.

Busier voting places should have more than one Voter Assistant; it is important to work together to ensure that voters have a smooth experience.

Two Voter Assistants

If there are two Voter Assistants, the tasks are recommended to be split by:



Tasks:



- Direct voters to the correct queue in front of Issuing Officers
- Provide enrolment forms as required and assist voters who need help to complete them



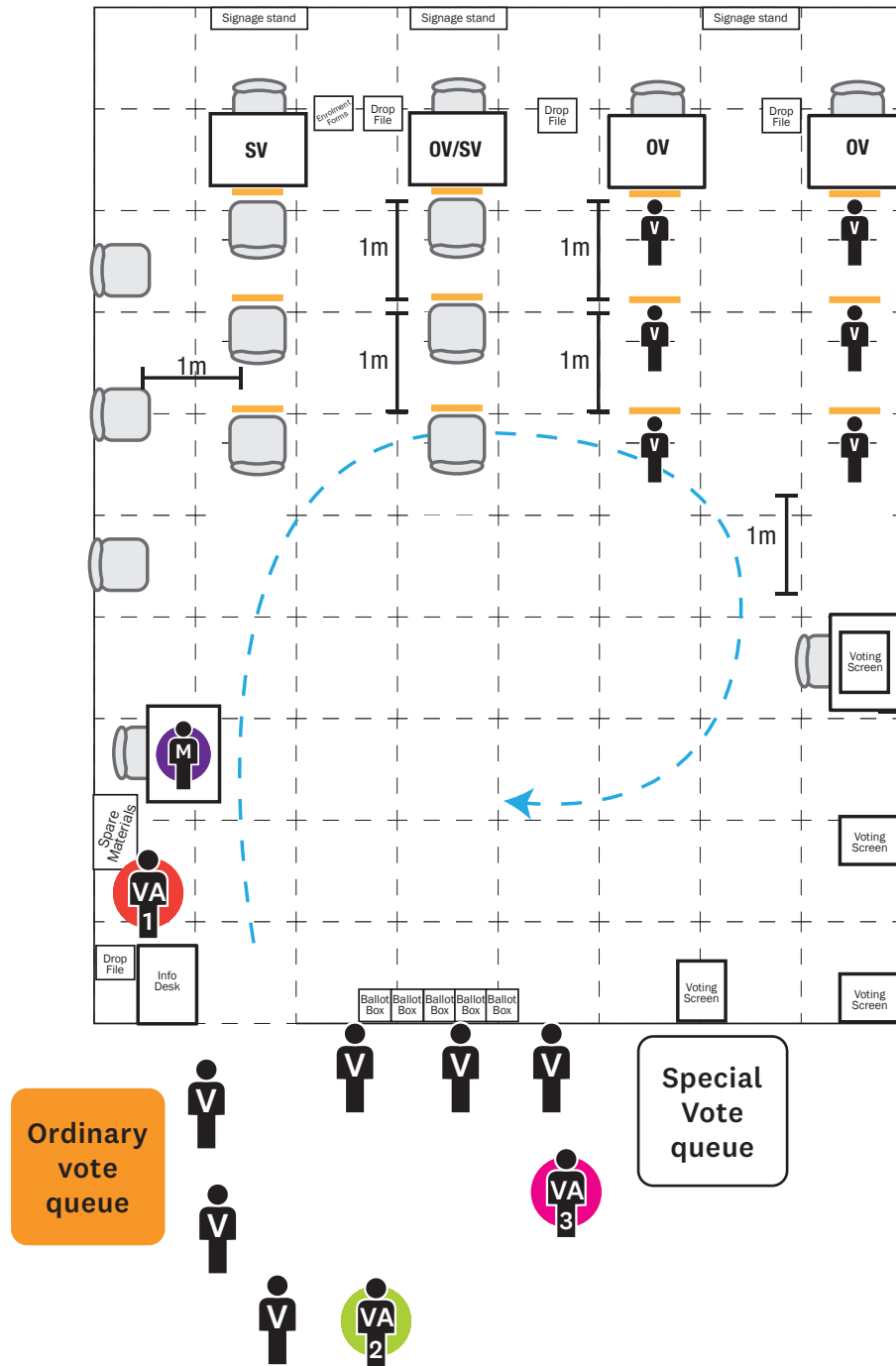
- Manage voters into queues as they arrive at the voting place. Depending on space, queues may be indoors or outdoors
- Use eRoll to prepare voting cards for voters who need one
- Identify voters who need extra help and assist them.

If there is a third Voter Assistant:



- VA3 will either work alongside VA2 in directing people into the correct queue voting place, or
- assist voters with their enrolment forms, depending where the need is greatest, as agreed with the Voting Place Manager.

Here is an example layout of a voting place and location of the Voter Assistants.



Where there are multiple Voter Assistants, they may rotate through the inside and outside tasks during the day.

1. Manage the VA station

Send to the correct queue

Kia ora/Hello, do you have a voting card?

Send the voter to the correct queue

Voters should have an EasyVote card, Special Vote slip, or a purple voting card created by a Voter Assistant. This will make it easier to direct them to the correct queue in the voting place and will speed up the issuing process.

Use the tape marks on the floor to help manage flows in the voting place.

Provide an enrolment form

If a voter requires an enrolment form, they will receive it from the Voter Assistant with a clipboard. Explain to the voter why, e.g. “As we don’t seem to have your current details, we need you to complete an enrolment form to get you enrolled. Then an Issuing Officer will give you a declaration form to get your voting papers”.

Indicate the fields on the enrolment form as you say to the voter:


Please fill in as much of this form as you can, at least:

1. your full name
2. your date of birth
3. current home address, and that you’ve lived at your address for at least one month. If you haven’t, also fill in your previous address and move date on the back of the form **[show Box 2A]**
4. tick the statement that applies to you
5. sign the declaration box and write the date.

Give the enrolment form and voting card to the Issuing Officer when it’s your turn.

Let me know if you need any help with the form.

Enrolment form (ROE1)



ELECTORAL COMMISSION
TE Kaitiaki Take Kōwhiri

Get ready to vote

Enrol or update your details

Do it online at
vote.nz

**Step 1
Your details**

Please write clearly in blue or black pen

1

2

**Step 2
Your New Zealand address**

Lived here under one month? Turn over to do STEP 2A too

Living overseas? Leave STEP 2 blank and turn over to do STEP 2B instead

**Step 3
Your postal address**

If different from current home address or if you're living overseas

**Step 4
Your roll**

This is an important choice. To learn about Māori descent and roll choice, turn over to the QUESTIONS section

**Step 5
Sign and return**

Upload form at vote.nz/upload
Email form to enrol@vote.nz
Post form to Electoral Comm'n, Freepost 2 Enrol, PO Box 190, Wellington

5

Questions? Please turn over for help with this form

Title Mr Mrs Miss Ms Mx Other

Surname or family name

First names

Date of birth / / Occupation

Mobile phone number Other phone number

Email address

Current NZ home address

New Zealand

Postal address

Please tick ONE statement that applies to you.

I am of Māori descent. Please enrol me on the **Māori roll**.

I am of Māori descent. Please enrol me on the **general roll**.

I am not of Māori descent. (You will be enrolled on the **general roll**.)

I declare that:

- I am eligible to enrol at the address I provided in this application
- All the information I have provided is true and correct, and
- I understand that giving false or misleading information is a criminal offence.

Signature Date / /

03/23
ROE1

Be available in case the voter has any questions or needs help with completing the form(s)

**Step 2A
Current address under one month?**

Please fill in this step, then turn over to complete and sign your form

When did you move into your current home address? / / [dd/mm/yyyy]

What is the last address in New Zealand where you lived for one month or more?

3

New Zealand

**Step 2B
Living overseas?**

Please fill in this step, then turn over to complete and sign your form

Are you a New Zealand Citizen Permanent resident

When did you last visit or live in New Zealand? / / [dd/mm/yyyy]

What is the last address in New Zealand where you lived for one month or more?

New Zealand

Please turn over to complete and sign your form

Māori desc

2. Manage queues

After welcoming the voter

1. Your first priority is to identify who can receive an ordinary vote. These should be the majority of voters and most bring their EasyVote card with them to vote. Know which ordinary vote electorates your voting place is issuing for
2. Your next priority is to identify voters who have:
 - an EasyVote card for an electorate that your voting place is not issuing ordinary votes for, or
 - a Special Vote slip for any electorate



Explain to these voters that they need to complete a special vote and this takes just a bit longer
3. eRoll can be used to update voter's details who have moved within their electorate so they can receive an ordinary vote.
4. The final group of voters are those who are unsure about their electorate or are not enrolled. Use eRoll to determine the voter's enrolment status. If they are not enrolled or need to update their details, they can fill in an enrolment form and receive a special vote.

Ordinary
vote
queue

Special
Vote
queue

Ordinary
vote
queue

Special
Vote
queue

 Do	 Don't
Give voters an estimate of how long they will be waiting in the queue	Keep asking voters the same questions eg: "What electorate are you in?" "Have you got your EasyVote card?"
Thank voters for their patience if there is a queue	Apologise for queues
Check with voters if they need any help with their forms if you have time to do this	Lose awareness of who else is arriving at the voting place; getting voters into the right queue is your first priority.
Give clear instructions about what the voter needs to do or where to stand	

Priority voters

Some voters may be physically unable to wait in a queue. Bring these voters into the voting place to the front of the queue with an Issuing Officer. The Voting Place Manager can help if needed.

Managing queues with eRoll



Kia ora/Hello, do you have a voting card?



Yes



Direct to the appropriate queue

That's okay, let's look up your details.



No

What is your:

- first name
- last name
- month of birth

[search on eRoll to find possible match to the voter]

Could you please confirm your address [check for match]

If the voter gives you another address that is different to the one in eRoll

I'm sorry, but I can't see that address. Have you lived at another address in [give the suburb/town of the address in eRoll]

If the voter gives you a previous address that matches the one in eRoll, tap on the record

Okay, as you have a new address, let's see if we can update it electronically

Turn over page

Direct to OV

Direct to SV

Electorate	Page	Line	
33 ŌHĀRIU			
<input checked="" type="radio"/> Ordinary vote	<input type="radio"/> Special vote	Not on printed roll	
Initial	<input type="checkbox"/> Not on printed roll	<input type="checkbox"/> Out of electorate	
	<input type="checkbox"/> Enrolment		


Electorate	Page	Line	
33 ŌHĀRIU			
<input type="radio"/> Ordinary vote	<input checked="" type="radio"/> Special vote	Not on printed roll	
Initial	<input checked="" type="checkbox"/> Not on printed roll	<input type="checkbox"/> Out of electorate	
	<input type="checkbox"/> Enrolment		

Voter has said they are on the unpublished roll

Electorate **Unpublished** Page Line



Ordinary vote
 Special vote
 Not on printed roll
 Out of electorate
 Enrolment

Initial

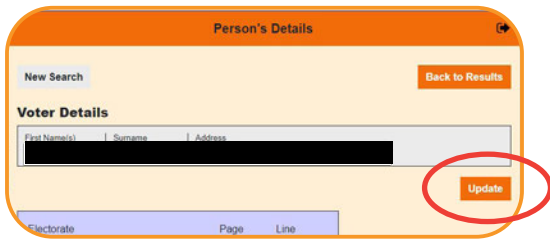



Direct to SV

Always follow the guidance given in eRoll - other examples:

<p>Dormant roll</p> <p>Person is on Dormant roll. Provide enrolment form for them to update their details.</p> <p>Electorate Index Page Line</p> <p> <input type="radio"/> Ordinary vote <input checked="" type="radio"/> Special vote <input checked="" type="checkbox"/> Not on printed roll <input type="checkbox"/> Out of electorate <input checked="" type="radio"/> Enrolment </p> <p>Initial <input type="text"/></p> 	<p>New enrolment (voter not found in eRoll)</p> <p>Electorate Index Page Line</p> <p> <input type="radio"/> Ordinary vote <input checked="" type="radio"/> Special vote <input checked="" type="checkbox"/> Not on printed roll <input type="checkbox"/> Out of electorate <input checked="" type="radio"/> Enrolment </p> <p>Initial <input type="text"/></p> 	<p>Provisional roll</p> <p>Provisional Roll This person will not be 18 years old as at election day. As such they are not eligible to vote in this election.</p>
---	--	--

Updating a voter's address with eRoll



Tap **Update**

Ask the voter the questions as prompted on the eRoll screen

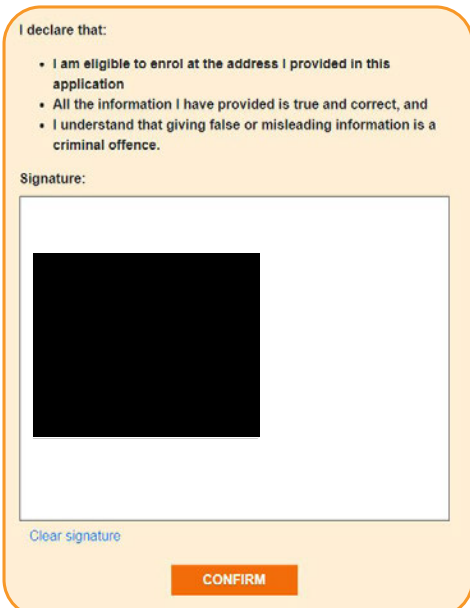
Address change within their current electorate: ask the voter to check their details and sign on screen. Provide the voting card and direct to OV

Address change outside of their current electorate

Since your new address is outside of your current electorate you will need to complete an enrolment form to update your details and complete a special vote

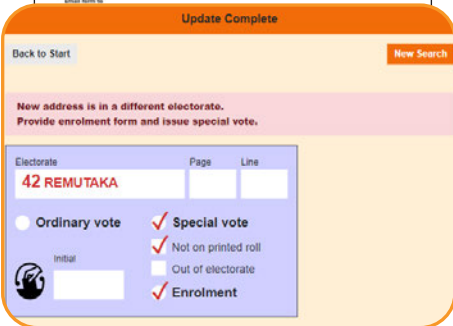
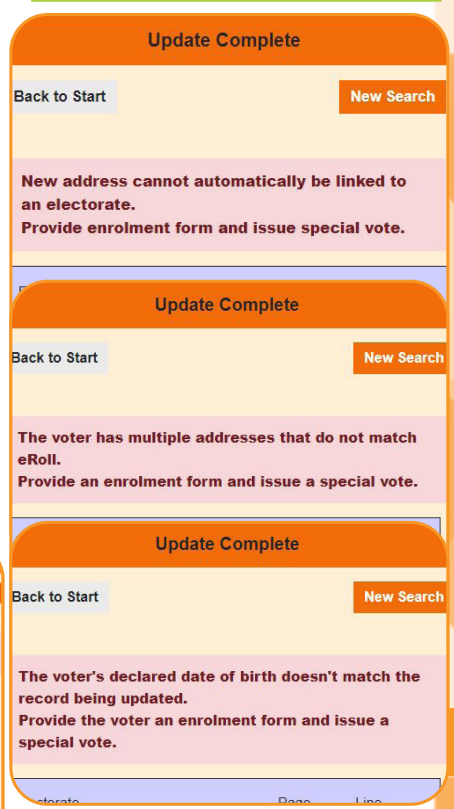
Multiple addresses / different date of birth / not an address in eRoll

We can't update your details on our device today, but you can complete an enrolment form and complete a special vote



Provide an enrolment form, clipboard, pen and the voting card. Direct to the special vote queue

Provide an enrolment form, clipboard and pen, Also provide the voting card and direct to the special vote queue

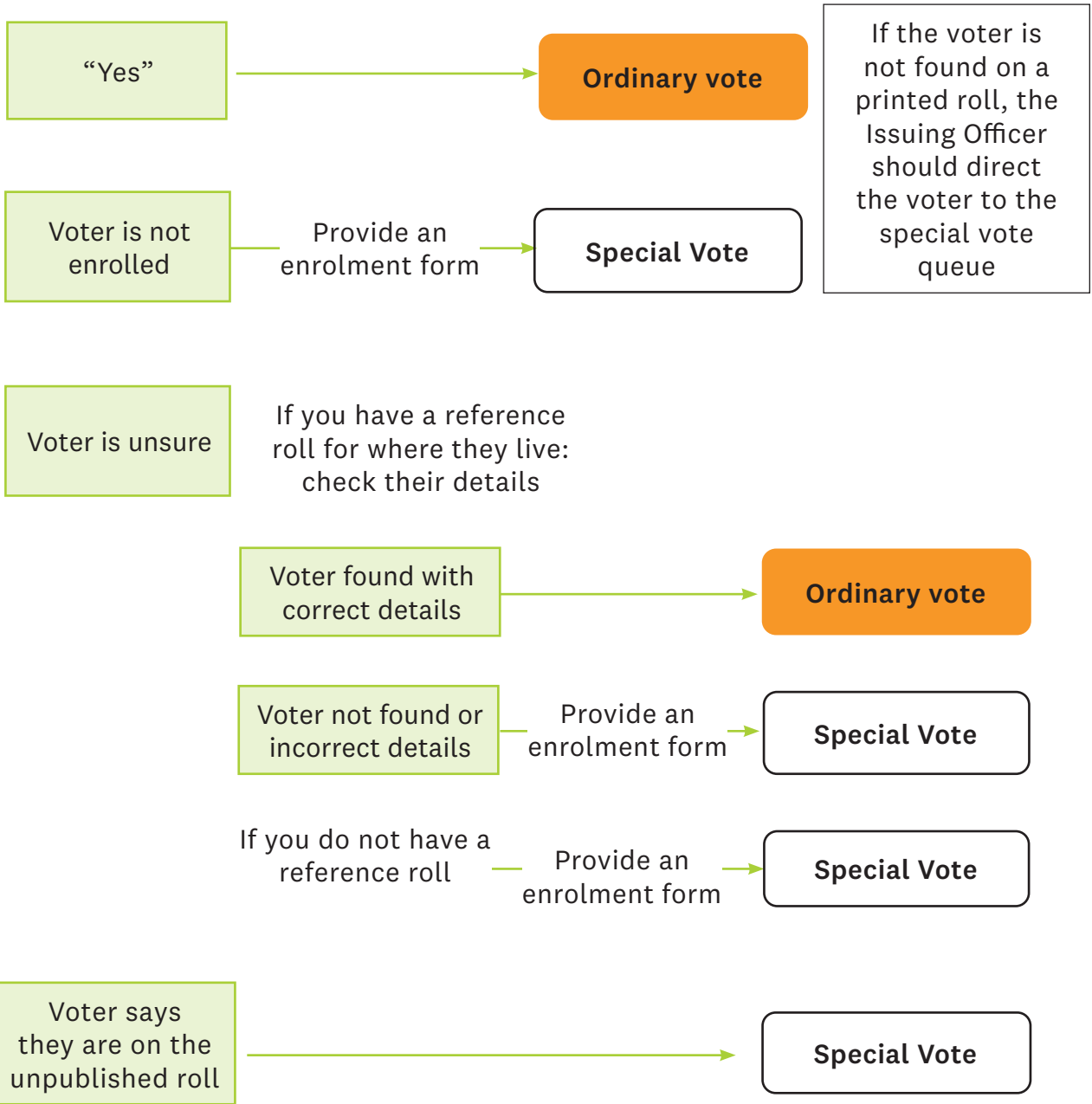


Managing queues without eRoll

Kia ora/Hello, do you have a voting card?



Voter icon says "No". A speech bubble contains the text: "That's okay, do you know which electorate you are enrolled in?"



Using eRoll

1

Tap

Login

Enter your user name
and password if prompted



TERMS & CONDITIONS

By signing in, you agree to

- only use the information for Electoral Commission business purposes
- respect voter privacy as outlined in the training
- comply with the Electoral Commission's Code of Conduct.

Login

2

Tap the electorates
your voting place is
issuing ordinary votes for

Tap

Save

Note: tap a highlighted
electorate to unselect

Electorates

Select the electorates your voting place issues ordinary votes for

01 Auckland Central	37 Pan	28 New Lynn	63 Whangaparāoa
02 Banks Peninsula	02 Otāhū	29 New Plymouth	64 Whangārei
03 Bay of Plenty	38 Pap	30 North Shore	65 Wigram
04 Botany	39 Por	31 Northcote	66 Hauraki-Waikato
05 Christchurch Central	40 Ran	32 Northland	67 Ikaroa-Rāwhiti
06 Christchurch East	41 Ran	33 Ōhāriu	68 Tāmaki Makaurau
07 Coromandel	42 Ren	34 Ōtaki	69 Te Tai Hauāuru
08 Dunedin	43 Rot	35 Pakuranga	70 Te Tai Tokerau
09 East Coast	44 Rot	36 Palmerston North	71 Te Tai Tonga
10 East Coast Bays	45 Sel		72 Waiariki
	46 Sou		

Clear Save

3

Check the correct electorates
are listed.

Tap

Go to search

Start

Back to electorates

Ordinary vote electorates

33 Ōhāriu 71 Te Tai Tonga

Unpublished Go to search

Using eRoll continued

4

Enter the voter's details into the search fields:

Only enter the first 4 letters and '.'

- **First name(s)**
- **Last name** (surname or family name)
- **Select month of birth**

Tap **SEARCH**

All three fields need to contain information.

Search

Back to Start New Search

Person Search Address Lookup

Type the first 4 letters and .

First name(s)

Surname or family name

Voter has one name only

Month of birth

January February March

April May June

July August September

October November December

SEARCH

5

eRoll will show a list of voters that match the details you have entered.

Ask the voter their **address** and tap the matching record.

Note: do not show the voter the details on the mobile phone for privacy reasons.

Search Results

New Search Refine Search

Search Details

First Name(s)	Surname	Month
		October

Matching Details

Your search returned 1 result(s). Ask for the voter's address.

Unpublished Enrolment

6

Copy the information shown on screen to a purple card and give it to the voter.

Direct them to the correct queue in the voting place.

Tap **New Search**

Voter's Details

New Search Back to Results

Voter details

Electorate	Page	Line
33 OHÄRIU		

Ordinary vote Special vote

Not on printed roll

Out of electorate

Enrolment

Update

Using eRoll - troubleshooting

1

If there are no results that match the voter's details, ask the voter:

- if you have the correct spelling
- if they are known by any other names
- if they could be on the unpublished roll. If yes, tap **Unpublished**.
- if you still are unable to find the voter, tap **Enrolment**.

The screenshot shows the 'Search Results' screen. At the top, there are 'New Search' and 'Refine Search' buttons. Below is the 'Search Details' section with a table for 'First Name(s)', 'Surname', and 'Month'. A message states 'No results found. Ask the voter:' followed by a list: 'if known by other name(s)', 'if spelling is correct', and 'if on unpublished roll'. Below this, it says 'If you can't find the voter, use Enrolment'. At the bottom, there are 'Unpublished' and 'Enrolment' buttons.

2

If the voter only has one name then tap the **Person has one name only** tick box

The screenshot shows the 'Search' screen. At the top, there are 'Back to Start' and 'New Search' buttons. Below are 'Person Search' and 'Address Lookup' tabs. A blue bar prompts 'Type the first 4 letters and .'. There is a 'Name' input field. Below it, the checkbox 'Person has one name only' is checked. There is a 'Month of birth' section with a grid of months: January, February, March, April, May, June, July, August, and September.

3

If there are more than 25 results from a search, you will get a red warning message above the results.

This could mean that the voter's details do not appear in this list.

Tap **Refine Search** and add more details to their name(s)

The screenshot shows the 'Search Results' screen. At the top, there are 'New Search' and 'Refine Search' buttons. Below is the 'Search Details' section with a table for 'First Name(s)', 'Surname', and 'Month'. A red warning message states: 'Your search returned more than 25 results. The first 25 results are displayed. For a better outcome try:' followed by a list: 'Using the voter's full first name', 'Using the voter's full surname', and 'Using the voter's middle name'. Below this, it says 'If you can't find the appropriate match, choose 'Enrolment''.

Using eRoll - update address

1

If a voter gives you a different address from what is shown on screen you may be able to use eRoll to update their address.
Confirm that the address is a previous address for the voter.

Then tap **Update**



2

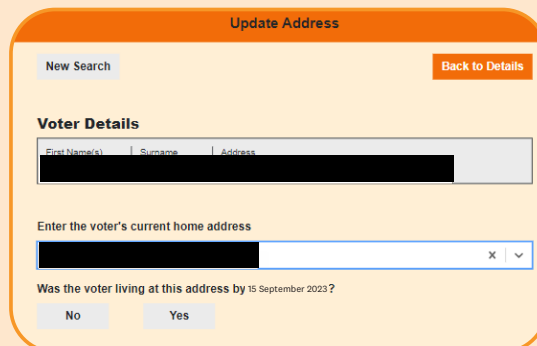
Start typing the voter's new address and select from the drop down list.
If the address does not appear then select "no matching address found" at the bottom of the list.



3

Ask the voter if they have been living at that address since 15 September this year and tap

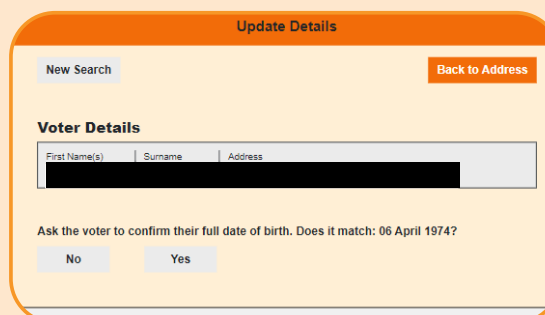
No or Yes



4

Ask the voter to confirm their full date of birth and tap

No or Yes



Using eRoll - update address

5

Ask the voter for their mobile phone number.

Note: if the voter does not want to give their phone number or doesn't have a mobile phone select Voter has provided no additional contact info.

The screenshot shows the 'Update Details' screen. At the top, there are two buttons: 'New Search' and 'Back to Address'. Below this is a 'Voter Details' section with three input fields: 'First Name(s)', 'Surname', and 'Address'. The first two fields contain redacted text. Below the input fields, there is a question: 'Ask the voter to confirm their full date of birth. Does it match: 06 April 1974?'. There are two buttons: 'No' and 'Yes'. Below that, another question asks for a mobile phone number: 'Ask the voter for their mobile phone number in case they need to be contacted about their enrolment:'. There is an input field with the placeholder text 'Enter voter's mobile phone number ...'. At the bottom, there is a checkbox labeled 'Voter has provided no additional contact info.'.

6

Ask the voter to check their details on the screen, read the declaration and sign on the screen

Tap

The screenshot shows the 'Confirm Details' screen. At the top, there are two buttons: 'New Search' and 'Back to Details'. Below this is a pink box with the text: 'New address is in the same electorate. Ask the voter to sign to confirm the change to their current home address.' Below the pink box, there are several input fields: 'First name:', 'Last name:', 'Date of Birth:', 'Previous home address:', 'Current home address:', and 'Phone number:'. The 'Date of Birth' field contains 'April 1974'. The 'Previous home address' and 'Current home address' fields contain redacted text. The 'Phone number' field contains a redacted number. Below the input fields, there is a declaration section: 'I declare that:' followed by three bullet points: 'I am eligible to enrol at the address I provided in this application', 'All the information I have provided is true and correct, and', and 'I understand that giving false or misleading information is a criminal offence.' Below the declaration, there is a 'Signature:' label and a large black redacted signature box. Below the signature box, there is a link 'Clear signature' and a 'CONFIRM' button.

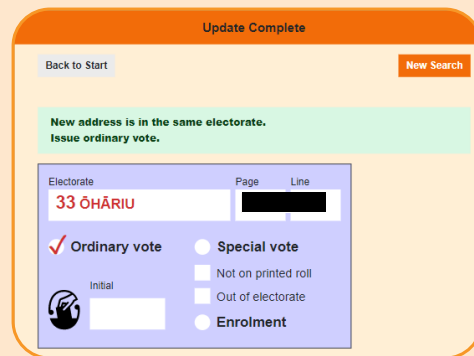
Using eRoll - update address

7

Copy the information shown on screen to a purple card and give it to the voter.
Then direct them to the queue for ordinary votes.

Tap 

Note: If the voter does not meet the criteria to complete an electronic update, the voter can fill in a paper enrolment form and receive a special vote



Update Complete

Back to Start New Search

New address is in the same electorate.
Issue ordinary vote.

Electorate	Page	Line
33 OHARIU		

Ordinary vote Special vote

Not on printed roll

Out of electorate

Enrolment

Initial

Providing language support



Language sheets will be available in the voting place to help you to support voters. Keep these in your drop file next to the information stand at the entrance to the voting place.



How to vote guide

in the following languages:

- Chinese (Mandarin) Simplified 1
- Chinese (Mandarin) Traditional 2
- Cook Island Māori 3
- English 4
- Filipino 5
- Hindi 6
- Korean 7
- Māori 8
- Samoa 9

ELECTORAL COMMISSION
TE KAITIAKI TAKE KŌWHiri

M15-LGUIDE

If a voter does not appear to understand you, show them the language card (M15-LGUIDE) to identify if there is a language that can help them.

If there is, provide the voter with the appropriate language and use the key phrases and images to help the voter.

The language card should be tucked inside the mobile phone case, ready to use when helping people as they arrive at the voting place.

普通话 / Chinese (Mandarin) Simplified

主要对话 / Key Phrases

您有EasyVote卡或SpecialVote卡吗? Do you have an EasyVote card or Special Vote slip?	您是已经注册的选民吗? Are you enrolled?
您知道您在哪个选区注册的? Which electorate are you enrolled in?	您的姓是什么? What is your last or family name?
您的名字是什么? What is your first name?	您的生日是哪一天? What is your date of birth?
您的现住址在哪里? What is your current address?	您有没有在现住址居住超过一个月? Have you lived at this address for more than 1 month?
您的上一个住址在哪里? What address were you living at previously?	您的电话号码是什么? What is your telephone number?
您的电子邮件地址是什么? What is your email address?	您注册的是普通选区或是毛利选区? Are you on the General or Māori roll?

回答、答案 / Answers

是的 Yes	不是 No	我不知道 I don't know
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关键的指导短语 / Key Directive Phrases

在这里签名字 Sign here	在这里打钩 Tick here	只能打一个钩 Just tick one
请等一下 Please wait		

You can use the infographic pages to help the voter through the enrolling (if required) and the voting processes.

The infographic collage includes several pages with the following titles and content:

- 普通话 / Chinese (Mandarin) Simplified: Ordinary Vote / 如何投普通选票**
 - 1) 请把您的选票放入 (EasyVote Card) 交给投票站的工作人员。
 - 2) 如果您没有选票放入，您需要在选票交给工作人员之前，告知工作人员。
- 普通话 / Chinese (Mandarin) Simplified: Special Vote / 如何投普通选票**
 - 1) 请把您的选票放入 (EasyVote Card) 交给投票站的工作人员。
 - 2) 如果您没有选票放入，您需要在选票交给工作人员之前，告知工作人员。
- 普通话 / Chinese (Mandarin) Simplified: How to vote / 如何投票**
 - 请在选票的选票上选择打钩。
 - 选票成为选票后，选票将放入选票箱。
 - 选票放入选票箱后，选票将放入选票箱。
 - 选票放入选票箱后，选票将放入选票箱。
- 普通话 / Chinese (Mandarin) Simplified: How to vote / 如何投票**
 - 请在选票的选票上选择打钩。
 - 选票成为选票后，选票将放入选票箱。
 - 选票放入选票箱后，选票将放入选票箱。
 - 选票放入选票箱后，选票将放入选票箱。
- 普通话 / Chinese (Mandarin) Simplified: How to vote / 如何投票**
 - 请在选票的选票上选择打钩。
 - 选票成为选票后，选票将放入选票箱。
 - 选票放入选票箱后，选票将放入选票箱。
 - 选票放入选票箱后，选票将放入选票箱。

Voter care

Follow the guidance below to provide assistance to voters.



Do



Don't

To help a voter:

Speak slowly and carefully

Ask short questions that require Yes/No answers or a shake of the head

Use hand gestures, for example, point to a voting screen or an EasyVote card

Shout or talk loudly at a person with language, visual or hearing difficulties

Use technical terms or jargon

Explain everything in detail, unless the voter requires that

Be patient and listen attentively

Know what languages are spoken by other staff members

Pretend to understand if you do not

If the voter is unsteady, bring them to the front of the queue, offer them a chair and consider how you can make voting easier
e.g. bring the table top screen to them while still maintaining the privacy of the vote

If a voter with a visual impairment needs guiding, offer your arm rather than grabbing theirs

Make eye contact with a person with a hearing impairment to communicate with them, or communicate in writing

Assist a person with a physical disability unless asked

Tap a person with a hearing impairment on the shoulder to get their attention

Helping a voter understand how to cast a vote

You can advise voters that they have two votes on the ballot paper: one for a party and one for a candidate

You cannot influence the voter's choice about who or what to vote for

Frequently asked questions



Enrolment

"I turn 18 on Election Day. Can I still vote?"

Yes, you can. If you are not already enrolled, you can enrol up to and including on Election Day.

"Can I tick that I am of Māori descent?"

For enrolment purposes, Māori descent means that you are descended from a NZ Māori. This includes Chatham Island Māori, but not Cook Island Māori.

Voters of Māori descent who are enrolling for the first time can choose to enrol on the Māori roll or the general roll.

"What is the difference between choosing the Māori roll and the general roll?"

Your choice affects your electorate vote but not your party vote. On the Māori roll you'll vote for a candidate in a Māori electorate. On the general roll you'll vote for a candidate in a general electorate. You can vote for the same list of political parties whichever roll you are on.

"I am unsure if I am enrolled" or "I am not enrolled"

We can check your details on our eRoll or a printed roll. If we cannot find you, you can fill out an enrolment form and receive a special vote. You can enrol up to and including on Election Day to vote in this election.



Roll changes since the last election

"When can I make my roll choice?"

If you are Māori, you choose which electoral roll you want to be on when you enrol for the first time. You can change your roll type at any time, except in the 3 months before a general election is being held

"Why can't I change in the 3 months before the election?"

There are times when voters can't change between the Māori and general rolls, including in the 3 months before a general election. The times when voters cannot change rolls is set out in the legislation passed by Parliament in November 2022.

"What's changed for Māori voters?"

Previously, once enrolled, Māori voters could change rolls during a 4-month Māori Electoral Option period held every 5 or 6 years. In November 2022, Parliament changed the law so Māori voters could change roll types at any time, except in the 3 months before a general election.

IMPORTANT: You must not direct or instruct someone of NZ Māori descent on which type of roll (general or Māori) they should enrol on, or promote one roll over the other.

If a person of NZ Māori descent is not sure which roll they want to enrol on, advise them that they can take the enrolment form away to talk with their whānau (family).

However, a voter cannot take voting papers issued to them outside of the voting place: they cannot decide to return their papers and vote later.



Home address

“What do I use as my home address?”

Your home address is the place you choose to make your home because of family, domestic or personal reasons.

Your home address does not change if you sometimes live away from home for work or education (or because of your partner’s work or education).

“My home doesn’t have a full address - what do I write?”

If your home doesn’t have a full address, for example, your house isn’t numbered or your street doesn’t have a name, write as much information as you can about where your home is located and include any details such as names of neighbours or who lived in the house before you, if you know this.

Please provide your contact details such as an email address or phone number so we can contact you later if we need to follow up.

“I am a student living away from home”

If you are studying and living away from your family home, you will have chosen when you enrolled to use either your family home or your current address. If you do not have an EasyVote card, we can search for your details on our eRoll or in a printed roll.

If you wish to change your enrolment to your current home address, you can do this with an enrolment form and be issued with a special vote.

“I have more than one house”

You can only enrol to vote in one electorate. Use the address where you choose to make your home because of family, domestic or personal reasons.



In temporary accommodation or without a fixed address

“I don’t have an address”, “I live in a campervan”, “I’m homeless”

This includes if a voter is living in a shelter, hotel, motel, camping ground, public space, or living with other people temporarily. It also includes if the voter’s home is a campervan, motorhome or car that is not permanently in one place.

Use the address you last lived at least 1 month, even if that is some time ago.

If you are unable to provide this, then you can use the address where you spend a lot of your time.

We will need a postal address on the enrolment form to send mail to you. The postal address could be a PO Box, or the address of a friend, family member, church or support group. Whoever is at the address needs to be someone who will agree to hold your mail for you to collect.

“I live on a ship or boat”

If your home is on a ship or boat that is permanently in a harbour, use the address of that ship or boat.

If your home is on a travelling ship or boat, use the last New Zealand address you lived at for at least 1 month, even if that is some time ago.

We will need a postal address on the enrolment form to send mail to you. The postal address could be a PO Box, or the address of a friend, family member, church or support group. Whoever is at the address needs to be someone who will agree to hold your mail for you to collect.

Overseas



“I have recently returned from overseas”

If you will have lived at your NZ address continuously for at least one month by Election Day, you are qualified to vote in the electorate at that address.

If less than one month, then the NZ address where you last lived for at least one month is used to determine your electorate.

*If you are temporarily visiting NZ and need to enrol or update your details, then you also fill in **Step 2B** on the back of the enrolment form.*

Help to complete the enrolment form or special vote declaration



“Can you help me fill out my enrolment form or special vote declaration?”

You can assist a voter with a physical impairment to complete the forms.

If the voter is physically unable to sign an enrolment form or special vote declaration, then you can sign the form and write next to the signature box

‘Voter with physical impairment — signed by their direction’

Note that for a person with a mental impairment, there are different requirements for enrolling which include the person completing the form to have an enduring power of attorney or be the person’s appointed welfare guardian. It is best in these situations to refer the person to the enrolment helpdesk on 0800 36 56 76.



Different name

If the voter verbally gives a different name to what is on the printed roll.

Ask the voter if they are known by any other names, or what name they may have used to enrol with. Check if the voter uses their names in a different order or may have changed their name after marriage or by deed poll. If this gives you a match to the name on the roll and the voter confirms that the name on the roll is theirs, then continue to issue the ordinary vote.

The voter’s details could also be searched for on the electronic roll if you have access to one.

If it is still unclear, then the voter should complete an enrolment form and be issued with a special vote.



A voter has someone else's EasyVote card

If it appears the voter has someone else's EasyVote card.

Ask the voter why that might be.

If the voter has brought the wrong EasyVote card in error:

- Stamp the front of the card
- Put the card in an Issuing Officer's disposal box, do not give it back to the voter
- Offer to find the voter's name on eRoll or the printed roll.

If a voter intends to vote on behalf of another person.

Explain that no one, not even a person with power of attorney can cast a vote on behalf of the voter. Even if a voter has asked someone else to do that, doing so would be an offence. If a voter cannot get to a voting place, they can request another person to bring a takeaway vote to them, which can be returned to any voting place.



Takeaway vote

"My cousin has asked me to pick up his voting papers as he's sick and can't leave home"

Ask the Voting Place Manager to assist the agent with a takeaway vote to take to the voter.

If the Manager is busy, ask the agent to wait in the special votes queue until the Manager is available.

"Can I return voting papers for my neighbour?"

Anyone can return a takeaway vote for another person.

They will put the voter's envelope with the voting papers into the special votes box.

If the agent brings back the voter's ballot paper and declaration without the outer envelope:

- ask the Voting Place Manager for an E79 (takeaway) envelope
- check the declaration for the voter's electorate, not the voting papers, to maintain the secrecy of the vote
- write the name of the voter's electorate on the envelope
- ask the agent to seal the declaration and ballot papers inside
- the agent can put the envelope in the Special Vote box.

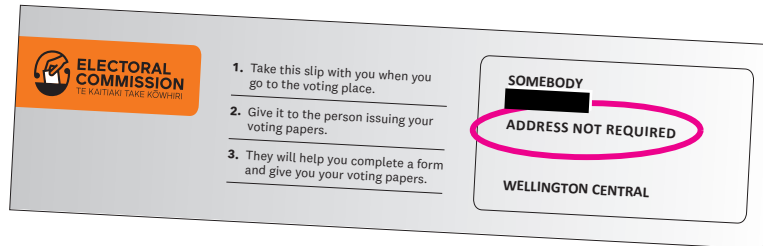


Unpublished roll

“I am on the unpublished roll” or “I am on the private roll”

There are a number of reasons why a voter may be on the unpublished roll. Only the Registrar of Electors has access to this information. These voters cast a special vote.

Voters on the unpublished roll may have a Special Vote slip which gives their name and the electorate they are enrolled in, but states ‘ADDRESS NOT REQUIRED’.



Always communicate quietly with these voters to provide some level of privacy.

“How do I enrol on the unpublished roll?”

Provide a copy of the brochure “Concerned About Your Personal Safety?” (ROE47B) to the voter.



Leaving the voting place with papers issued to a voter

“I want to take my voting papers home and return them later”

“I’ve decided that I don’t want to vote today”

If a voter has been issued with their ballot papers, whether an ordinary or a special vote, they cannot leave the voting place with them, or return them to a voting place staff member, to vote on another day.

Allow the voter time to think how they might want to vote.

The voter must put their ballot papers into the ballot box before leaving the voting place. If they choose to vote again, they will likely be investigated for dual voting and their votes could be disallowed.



Disruptive behaviour

What if someone is behaving inappropriately or disturbing other voters?

People should only be in a voting place when they are voting or supporting someone who is voting. If a person is finished voting, or is not voting or supporting a voter, inform your Voting Place Manager who can ask them to leave a voting place.

If a person becomes disruptive, the Voting Place Manager will take the appropriate steps using guidance from the Incident Response Handbook that is supplied to each voting place.



Voter being influenced

If a support person is influencing a voter

It is an offence to communicate and/or influence a voter in a voting place. A support person should only provide general directions on how to vote and, for example, assist with naming the candidates in alphabetical order (if the voter has reading or sight issues).

If it appears that the voter is being influenced, the Voting Place Manager should explain to the support person what they are allowed to do and ask the voter if they require assistance.



Reading or marking a ballot paper for a voter

If a voter needs someone to read the information on the ballot paper or needs help marking the ballot paper

- Move to an area where you cannot be overheard
- Unless the voter knows who they want to vote for, you must read out the complete lists of all candidates and parties on the ballot paper
- You must mark the choice the voter has indicated to you
- You must not provide information about any of the candidates or parties other than what is written on the paper.
- Check that the voter's choice has been correctly marked
- Change the option marked if the voter agrees it has been incorrectly marked
- Don't allow an interpreter or any support person assisting the voter to:
 - interfere with the voter's choice about who to vote for
 - provide information that may influence their decision.



Photos taken in voting place

What happens if someone takes a photo in the voting place or outside the voting place? (e.g. in a mall)

If they do, you cannot stop them. You can ask them not to post or use what they have recorded to maintain the secrecy of the vote and to protect people's privacy.



Two forms

"Why do I have to fill in two forms?"

The enrolment form and special vote declaration are processed separately and currently the law does not allow one form to be used for both purposes.

Before leaving home

Check that you have:

- Enough time to get to the voting place.
For your first day of voting you will be advised when you need to arrive to set up, but expect that it will take up to 90 minutes
- Chosen clothes and shoes for comfort and warmth, that would not be considered inappropriate or politically biased.
As a Voter Assistant you will be on your feet for most of the day and could be outdoors, working with queues of voters
- Packed food and drink for the day
- Packed reading glasses (if required)
- Packed this manual

All voting place staff will be given an orange vest by the Voting Place Manager to wear with their ID card. There are two sizes of vests.



All voting place staff must wear their vest and ID card at all times when working in the voting place. You should question any person who is handling materials such as ballot paper pads who is not wearing a vest and ID card.

Your own vote

You may vote in your voting place at any time during opening hours. Check with the Voting Place Manager who will cover your duties while you vote.

Before voting starts

Check that you have:

- Signed in with the Manager on Form S
- Been shown where all the facilities are such as toilets and break rooms
- Received a briefing from the Manager about emergency procedures, the Incident Management Handbook, hazards and security
- Introduced yourself to other staff members and any scrutineers if present. Find out what languages other staff speak
- Know when your break times will likely be
Note: break times may need to change at short notice if the voting place is busier than expected
- Switched off your personal mobile phone or other electronic devices
- Checked that you have all the materials you need for your role: ask the Voting Place Manager for the mobile phone, log into eRoll and check that it is working
- Reviewed the Voter Assistant processes in this manual for your role.

Dropfile

You will have a dropfile at the Voter Assistant station at the entrance to the voting place. Locate it where it is available to you, but away from public access.

Put the following materials in the dropfile:

- enrolment form pad(s)
- cardboard clipboards (can be reused between voters)
- black pens for use with enrolment forms
- language support sheets in different languages
- spare E139-PURPLE cards for the mobile phone
- Incident Management Handbook



Integrity checks

On the first day of voting you will be asked to:

- 1 Get the sealed box that contains key voting materials and the tracking note from the Voting Place Manager



- 2 Break the tamper evident tape

- 3 Remove the materials and separate into piles by electorate

- 4 Check the quantity of each of the materials against the tracking note

E.g. 1 roll for Hutt South, 7 rolls for Mana, 1 roll for Ōhāriu, 2 ballot paper pads for Hutt South, 25 ballot paper pads for Mana.

Voting Materials Tracking						EMS-TN	
Electorate: 20 Mana		Tracking Note #: 6386		Date Created: 16/09/2020 11:35 am			
Receiver: A220 E021 Pātaka Art + Museum, Performing Arts Studio, Corner Norrie Street & Parumoana Street, Porirua						Phase: 1	
Materials Pick-up Check							
E#	Electorate	Quantity	Number	OK	Barcode	Material	Quantity
Electoral Roll							
14	Hutt South	1	13	✓	00 13	14	Hutt South
			144	✓	01 44		
			145	✓	01 45		
			146	✓	01 46		
20	Mana	7	147	✓	01 47	20	Mana
			148	✓	01 48		
			149	✓	01 49		
			150	✓	01 50		
33	Ōhāriu	1	4	✓	00 04		
34	Ōtaki	1	35	✓	00 35		
42	Remutaka	1	26	✓	00 26		
43	Rongotai	1	22	✓	00 22		
58	Wairarapa	1	51	✓	00 51		
60	Wellington Central	1	87	✓	00 87		
			925	✓	09 25		
69	Te Tai Hauāuru	4	926	✓	09 26		
			927	✓	09 27		
			928	✓	09 28		
71	Te Tai Tonga	1	250	✓	02 50		
Ballot Paper - General							
			2601	✓	02 601		
			44751	✓	44 751		
			34151	✓	34 151		
			34201	✓	34 201		
			34251	✓	34 251		
			34301	✓	34 301		
			34351	✓	34 351		
			34401	✓	34 401		
			34451	✓	34 451		
			38001	✓	38 001		
			38051	✓	38 051		
			38101	✓	38 101		
			38151	✓	38 151		
			38201	✓	38 201		
			38251	✓	38 251		
			38301	✓	38 301		
			38351	✓	38 351		
			50801	✓	50 801		
			50851	✓	50 851		

- 5 Check that all the ballot boxes are empty, if there are any scrutineers present, invite them to also check the ballot boxes. Seal the ballot boxes and complete the seal log on the back of the ballot box with an Issuing Officer.

Seal number	Sealed by	Checked by	Date	Reason for removal
32640	VA	IO	2/10/23	



Completing your timesheet

Timesheets are located in the Voting Place folder.

Fill in your timesheet each day you are working in the voting place. If you are working in more than one voting place, complete a separate timesheet at each one.

Electorate
no. and name

Voting place
no. and name

Employee full name: [Redacted]

Position or Role: Voter Assistant

Week ending date: Friday 7/10/2023

Voting Place Manager: [Redacted]

M37-VPTIME

Voting Place Employee Timesheet

Timesheet instructions:

1. Complete all information, including your name and role.
2. Record your start and finish time against each day you work. Round to the closest 15 minutes. E.g. 2:15pm, 4:30pm, 1:45pm.
3. Record your lunch/dinner break(s). E.g. 30mins
4. Calculate your total hours. Lunch and dinner breaks are unpaid, deduct these from the total hours claimed each day.
5. Your timesheet is submitted through your Voting Place Manager weekly.

Record your start and finish times to the closest 15mins

	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
Date:	Date: 2/10/2023	Date: 2/10/2023	Date:	Date: 4/10/2023	Date:	Date:	Date:
Start	9:00am	9:00am		9:00am			
Finish	4:30pm	3:45pm		3:45pm			
Lunch / dinner	30mins	30mins		30mins			
TOTAL <small>(over day) (Start or Finish less lunch/dinner hours)</small>	7 hours	6hr 15mins		6hr 15mins			

When calculating your total hours for the day deduct your lunch/dinner breaks as these are unpaid

Don't forget to calculate your total hours for the week

TOTAL HOURS for week
13hr 15mins

Make sure you sign your timesheet

Employee signature: [Redacted]

Date: 4/10/2023

Voting Place Manager signature: [Redacted]

Date: _____

Electorate Manager signature: [Redacted]

Date: _____

ELECTORAL COMMISSION
TE MATIKA TAKE Kōwhiri

Voting Place Employee Timesheet

M37-VPTIME

After voting finishes



1 At closing time bring in all of the signs from outside of the voting place.

2 The Voting Place Manager will give you the following from their supplies:

- All envelopes
- All ballot paper pads and declarations packs and cover sheets
- Takeaway votes satchel
- Scissors
- Plastic bags

3 Cut the cable ties that link the ballot boxes together and spread them out. Do not open the ballot boxes.

4 For the ordinary votes ballot box...

From each P4 envelope unpack and match to the correct ballot box:

- Reconciliation Form A and Form G
- Form J
- Voting Material Marker Cards (M14-VMMARKER)
- And the packing instructions (M14-PACKOV).

Place them separately in front of the ballot box as pictured.



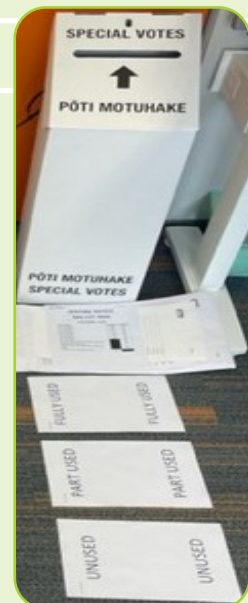
5 For the special votes ballot box...

From the S6 envelope, unpack the:

- Reconciliation Form B
- Voting Material Marker Cards (M14-VMMARKER)
- And packing instructions (M14-PACKSV).

Place them separately in front of the special vote ballot box as pictured.

Place the Takeaway votes satchel in front of the special votes ballot box.



Continued



6 Ask Issuing Officers to place their materials in separate piles in front of the appropriate ballot box as indicated by the marker cards:

- fully used
- part-used
- unused
- electoral rolls.

Check the materials have been placed on the correct marker card.

Issuing Officers will also place their S7 spoilt materials envelope in front of the special vote ballot box.

For shared ballot boxes make sure the materials are kept separate for each electorate.



7 Put the other materials from the Voting Place Manager on the marker card in front of the appropriate ballot box.



8 Assist the Voting Place Manager as directed with the reconciliation. You will be asked to:

- count the number of pads and declarations packs in each pile
- document the date and that number on the corresponding Voting Material Marker Cards (M14-VMMARKER) for each pile.

Then for:

Ordinary votes

- record the last two digits of the next remaining ballot paper in every part-used pad on the part-used Voting Material Marker Card

Special votes

- count the number of remaining declarations in each part-used pack and record on the part-used Voting Material Marker Card

9 Advance voting

- Pack up materials as directed by the Voting Place Manager

On Election Day

10 Assist the Voting Place Manager as directed with the preliminary count.

11 Once the votes are counted, work with the Issuing Officers to use the packing instructions (M14-PACKOV & M14-PACKSV) to pack the envelopes.

On the packing instructions, tick off each item 'Packed'.

Troubleshooting

1. Spoilt enrolment form

If a voter spoils their enrolment form

- 1** Write across the enrolment form:
'Spoilt by voter and a fresh enrolment form issued' and initial this
- 2** Give the spoilt enrolment form to an Issuing Officer for them to put in their Envelope S7
- 3** Issue a fresh enrolment form.

2. More complex situations

Most situations are routine. However a few may be more complex.

If there are any doubts, the Voting Place Manager should call the Electorate Manager using the voting place mobile phone.

The Voting Place Manager must contact the Electorate Manager if:

- There is an accident in the voting place (write the details in M33-INCIDENT Incident, Near Miss and Injury Report)
- There are concerns from a staff member or the public about candidate advertising or activities in or around the voting place, particularly if voters are hindered in their access.

If you are calling your Mobile Support or Electorate Manager to report a problem or incident, provide the following information:

- **Who:** your name & number
- **When** it happened
- **Where** it happened (address/description)
- **What** happened
- **What** you did
- **What** you intend to do next

Glossary

Agent	A person appointed by a voter to collect a takeaway vote on their behalf
Ballot box	Box used for voter to place their completed ballot paper
Ballot paper	Paper on which the voter indicates their preferred candidate and political party
EasyVote card	Card posted to every voter on the printed electoral roll, providing their details from the roll
Election Day	The day of the election
Electoral roll	The printed roll used to issue ordinary votes
Electorate	Geographical area defined for voting purposes
Electorate Manager	Person responsible for the management of an electorate
Electorate headquarters	The building from which a Electorate Manager runs their electorate
Enrolment form	The application form used to enrol to vote or to update enrolment details
eRoll	An electronic version of the roll
General electorate	Electorate for voters on the general roll
Issuing Officer	Person responsible for issuing votes
Issuing point	Where votes are issued within a voting place
Issuing Support Officer	Person who fills in for other staff on breaks and supports the VPM with end of day tasks
Māori electorate	Electorate for voters on the Māori roll
Mobile Support	Person responsible for visiting voting places to ensure processes are being followed and supplies are appropriately stocked
Ordinary vote	A vote cast by a voter who is on an electoral roll at the voting place they attend
Reconciliation	Process to account for every used and unused ordinary ballot and voting paper and special vote declaration

Reference roll	A roll that is not used to issue votes from, also known as a composite roll
Registrar of Electors	Person responsible for the management of an electoral roll(s)
Scrutineer	Person who observes the conduct of the election on behalf of candidates
Security Guard	Person who is employed to assist with maintaining a safe and secure voting place
Special vote	A vote cast by a voter whose name is not on an electoral roll at an voting place (may also be referred to as a 'special declaration vote')
Special Vote slip	A tear-off slip from the letter mailed to a voter who enrolled after the electoral roll was printed, or who is on the unpublished roll, providing their details from the electoral roll and how to vote
Takeaway vote	A type of special vote that can be completed outside of a voting place
Unpublished roll	A roll containing the names of voters whose personal details are not released publicly
Voter Assistant	Person who helps to manage queues of voters and the enrolment process in a voting place
Voting Place	A physical site where voting takes place
Voting Place Manager	Person responsible for managing a voting place

Symbols used:



Voting Place Manager



Voter



Issuing Officer



Agent (for takeaway votes)



Issuing Support Officer



Mobile Support



Voter Assistant



Security Guard

Notes:

HEALTH AND SAFETY

Keep yourself and others safe in the voting place.

Tell your Manager immediately if you notice anything that could be a hazard or could hurt you or someone else.

A hazard could be:

- An electrical cord lying across the floor or hanging loose from the wall
- A rip in the carpet or a raised piece of flooring
- A puddle of water on the floor.

Your Manager will look for ways to deal with the hazard, by either removing it, isolating it, or otherwise ensuring that it is no longer a problem.

When lifting heavy items, keep a straight back and bend your knees. Ask for help if you need it. Help others with lifting heavy or awkwardly shaped items, including at the end of the day when loading voting materials into vehicles.

Accidents, other incidents and near misses

- Tell the Voting Place Manager if you have an injury during the day, even if it is minor. The Manager has a first aid kit, and you may be asked to complete an incident form.
- If an accident happens to someone else, you may be asked to help with the response or with contacting others. After the situation is resolved, you may be asked to help with completing an incident form.
- Report serious non-injury incidents or near misses. For example something safety related that the building owner should know about.

You are likely to be very tired at the end of a long day at the Voting Place, and for some, a long drive home may be unsafe for you. Make a plan during the day of what you will do to get home safely, if you find yourself in this situation.

If there is a threat to people, materials or property - call 111

Before voting begins:

- Get familiar with the voting place including the location of the evacuation assembly point
- Make sure you know at least two ways out of the building
- Be aware of where the Incident Management Handbook is located in the voting place

If you need to leave the voting place as a result of an emergency:

- Leave all elections material behind
- Go straight to the assembly point
- Continue with your own personal evacuation plans once you have reported to your Manager.

REMEMBER:

People are the priority.

Ensure you and those around you are safe.

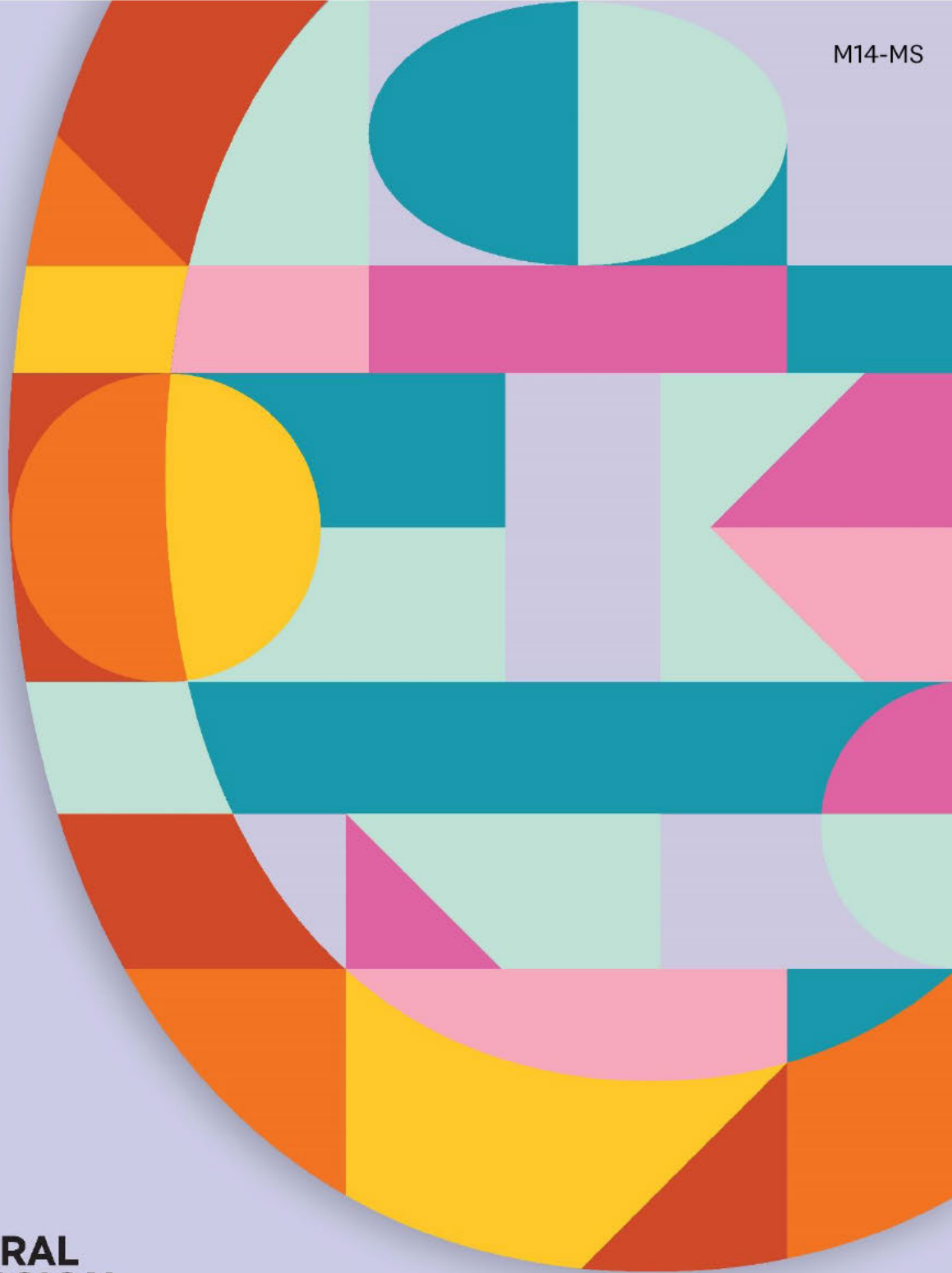
DO NOT

- X** Try to take elections material with you
- X** Re-enter the building once you have left

REMAIN CALM

LEAVE THE VOTING PLACE QUICKLY

Electorate Manager's phone number



**ELECTORAL
COMMISSION**
TE KAITIAKI TAKE KŌWHIRI

Mobile Support

Personal Instruction Manual
2023 General Election

Name:

Your role

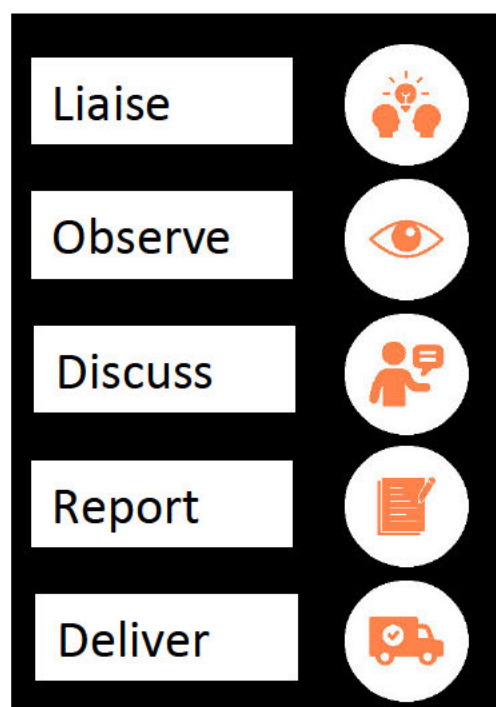
Your role as Mobile Support is to support Voting Place Managers in delivering voting services to your electorate. You will do this by:



- visiting voting places to check that these are operating as required.
- answering any questions that the Voting Place Manager may have and working with them to resolve issues.
- providing additional supplies to voting places when necessary.
- reporting to the Electorate Manager on the operation of voting places.

The duties to support Voting Place Managers can be broken down into 5 key areas.

- **Liaise** – You will support the Voting Place Manager by liaising between them and electorate headquarters so the manager can deliver the best voting experience at their Voting Place.
- **Observe** – You will observe how the voting place is functioning so you will know what questions to ask the Voting Place Manager to best support them.
- **Discuss** – To help the Voting Place Manager manage their voting place you will discuss viable solutions to problems or issues that the manager has raised, or you have observed.
- **Report** – You will pass information that you and the Voting Place Manager have discussed back to electorate headquarters so that the Electorate Manager or Voting Services Manager can assist with any problems or issues. A Daily Support Sheet (M41-DSS) is supplied in your Mobile Support folder to help with this.
- **Deliver** – You will deliver voting materials to voting places as required by electorate headquarters. This may be planned in advance or from the supplies that you will carry with you.



Your Tools

Your work as a Mobile Support starts before voting places open. The Mobile Support folder, eLearning, and the PIMs (Personal Instruction Manuals) will help you prepare so you are ready when voting starts.

Mobile Support folder

The Mobile Support folder contains all the paperwork and forms needed to complete your role.

It is important to review the contents of the folder to know what is required of you. Your folder will include:

- Mobile Support Plan – M40 MSPLAN
- Voting Place Assessment Form – M41 VPASSESS – for each voting place you visit
- Daily Support Sheets – M41 DSS
- HQ staff timesheet M37 TIME
- Expense claim form – M38-EXPENSE
- Scrutineer Handbook – E5 SCRUTINEER
- Incident and injury report – M33-INCIDENT
- Security incident report – [REDACTED]
- Lifting poster - M33-LIFT
- Safe Driving Policy - M33 DRIVE
- Take 5 – health and safety checks before heading out – M33 TAKE5
- Tracking note – EMS TN
- Consignment note – M46 MS
- Personal Instruction Manuals for all roles

Personal Instruction Manuals (PIMs)

Your role requires you to check that voting places operate as required, so it is important that you know what voting place staff are supposed to do.

You have PIMs for all voting place roles (Voting Place Manager, Voter Assistant, Issuing Votes) so that you can familiarise yourself with their work. Each PIM covers different topics, so you will need to know what is in each PIM, in order to support voting places. You will also have attended training sessions and completed eLearning.

Know your voting places

You will be assigned specific voting places to visit which will be listed on the Mobile Support Plan (M40-MSPLAN). Details include the voting place addresses, notes about parking, and the Voting Place Managers' names and phone numbers. The Mobile Support plan also may include a map of voting place locations and a suggested route for you to follow.

Take time to read the Voting Place Assessment forms (M41 VPASSESS) that have been completed for each voting place. Familiarise yourself with the contents, particularly the suggested layout of the voting place, the site map, and the summary on the last page.

Mobile Support mobile phone

Always have your Electoral Commission issued mobile phone on your person and have it switched on. Use Google Maps on the mobile phone if required to help you navigate between locations. Do not use your phone whilst driving unless you have hands free capability. Keep the phone charged.

Ensure that you have the phone numbers for electorate headquarters, the Electorate Manager and Logistics & Supplies Manager with you, preferably loaded into the contacts of the phone.

Your Supplies

You may also carry with you a selection of supplies to restock voting places. What you carry with you will depend on if you are in a rural or urban electorate and the distances that must be travelled. Details of how to issue supplies to voting places is covered later in this guide. You can restock your supplies from electorate headquarters as required.

Your Support Network

The role of a Mobile Support will see you frequently on the move, but you are not alone. You are supported at electorate headquarters by the Electorate Manager, Logistics & Supplies Manager and Voting Services Manager. There are also other Mobile Support in your electorate, that you can connect with.

Briefing from the Electorate Manager

You will be briefed by your Electorate Manager at least a day before voting starts. Usually, all Mobile Support are briefed together in person, but sometimes the briefing may be done using Microsoft Teams on your Electoral Commission mobile phone.

This briefing will cover logistics, any known issues or events in the electorate that may impact the voting service, any planned media visits, and voting places where a lot of scrutineers are expected. You will be given details of the voting places you will visit and if relevant also receive your materials and supplies.

The Electorate Manager will discuss communication between you, Voting Place Managers, and electorate headquarters. This will include whether Voting Place Managers should contact you directly for extra supplies, or whether the request should go through the Electorate Manager or Logistics & Supplies Manager. The Electorate Manager will also cover how and when to escalate any issues, and the chain of command for specific problems.

You may have a daily short meeting or 'stand up' using your phone and Microsoft Teams, with the other Mobile Support and the Electorate Manager.

The Mobile Support Team

There will be multiple Mobile Support operating in tandem, supporting different voting places, on different days. You will have an opportunity to meet at training and briefings and will also have contact numbers in your folder. Knowing which other Mobile Support are working and which Voting Place Managers and locations they have experience with, can be helpful if any issues arise, or you need advice. If one Mobile Support is busy, you may be asked to visit different voting places to support the managers there.

If you share the same voting places with other Mobile Support you will need to ensure that you handover any essential information at the end of the day, such as keys, information about the voting place (e.g., Health and Safety requirements or busy times) or changes in voting place staff.

Look after yourself

Be responsible for your own health and safety, including driving safely and taking sufficient rest breaks. Follow the M33 DRIVE Safe Driving Policy included in your folder.

Before the beginning of each day, you should complete the M33-TAKE5 in your folder. This is a health and safety master form with five key reminders:

- to check the weather conditions, you will be working in
- to remember to take a fully charged mobile phone and phone charger
- to bring a first aid kit
- to familiarise yourself with your vehicle before heading out for the day
- to be aware if you are expected to check in later in the day (M33 WELFARE)

Timesheet and expenses

If you are driving your own car, keep good records of your mileage and ensure you make a note of your odometer to record on a M38 EXPENSE claim form.

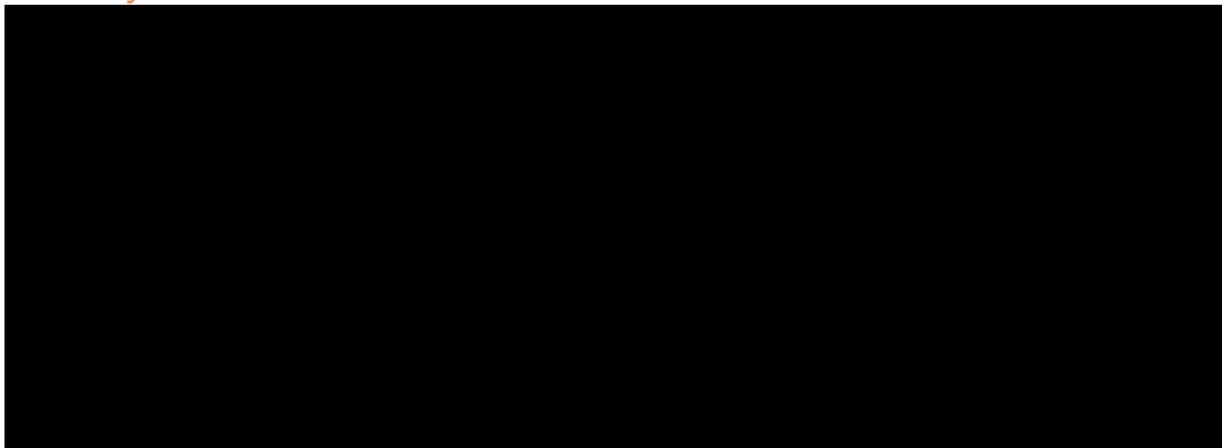
Log your hours of work on a M37-TIME against 'issuing votes'.

During voting

During voting, you will visit each voting place as scheduled on your Mobile Support Plan. These visits may be every day in the case of larger voting places, or every few days for smaller voting places. In your briefings with electorate headquarters, your Electorate Manager will let you know if you are needed to cover breaks at any locations.

On Election Day in urban areas, you will visit each voting place twice, and ideally three times. In rural areas you will visit each voting place at least once and ideally twice. The first visit is likely to be a quick one to ensure that voting places are set up properly and to answer any questions the Voting Place Managers may have. The second visit will be longer, allowing for replenishing supplies (if necessary) and ensuring the Voting Place Manager is prepared for election night. In some instances, you may do your catch ups via phone.

Security





Questions from the public

You may be asked by members of the public about your role or what you are doing with election materials outside of the voting place. Give a short polite answer and provide the person with the Electorate Manager's phone number if they are insistent with their questioning.

Electioneering

You may notice candidate or political party activity as you travel around the electorate.

During advance voting, election material must not be displayed or distributed within 10 metres of the entrance to the voting place.

On election day there is a ban on electioneering activity and voters must not be obstructed as they approach the voting place.

If you are made aware of any activities or see signage or other materials that are not compliant, contact your Electorate Manager. They may ask you to take a photo with your mobile phone and text this image to them

Your day

At the start of your day, review your Mobile Support Plan (M40-MSPLAN), to determine which voting places you will be visiting and how frequently. Frequency of visits will depend on several factors including:

- Requests from the Electorate Manager or electorate headquarters,
- the opening hours of a voting place,
- phase changes,
- staffing changes,
- any extra support needed at busy times,
- if and when supplies need replenishing,
- questions from Voting Place Managers,
- relocation of materials at the end of day.

You should plan which voting place you will start the day at, and which voting place you will aim to be at for reconciliation. Review any of your notes from previous days, to anticipate the needs of the voting places, or get a handover from the previous Mobile Support. If it is the first day of voting, anticipate that there may be technical issues, and it is best to start at the largest/busiest voting place. Ensure you allow time for your own breaks and travel time.

Some electorates may choose to have a daily briefing, ensure to factor this into your planning for the day.

Before you start for the day, ensure you make a note of your odometer for mileage claims.

If you need to return to headquarters to restock on supplies for a voting place, consider phoning other voting places to see if anyone else needs additional supplies.

Notify the Electorate Manager if you are unable to visit all voting places and why (e.g., traffic on route, additional support required for certain voting places etc).

The voting place visit

Remembering the 5 key aspects of your role, will help you in managing your voting place visits.

Right from the time that you park your car at a voting place, you can begin observations. How easy is parking, is signage easy to follow, are there queues outside?

Once inside, introduce yourself and sign in on the Form S Staff Sign-in on arrival at each voting place.

Meet with the Voting Place Manager first and deliver any key voting materials that you may have been asked to provide. The Voting Place Manager will need to account for this first. Then you can ask the manager if they have any concerns. They may have already spotted something that needs attending to or that they need assistance with.

You should then have a walk around observing the voting place. After, discuss your observations with the manager and address any issues or concerns.

Support to the voting place

You will need to check several items for the Daily Support sheet (M41 DSS). When you have completed the form, you will discuss it with the Voting Place Manager and you both will sign it.

- External signage**
 This should be placed so that it can be clearly seen from the street, pointing voters to the voting place. The site map in the M41 VPASSESS form recommends where voting signs should be placed.
- Voting place set-up**
 Check that the layout allows for a good voter flow, that the internal signage is clear and effective with visible signs at all issuing points, and that tables and voting screens are set up correctly. Refer to the M41 VPASSESS form for a diagram showing how the voting place should be laid out

ELECTORAL COMMISSION MOBILE SUPPORT – Daily Support Sheet				M41-DSS			
Voting Place Name: Main School West						Date: 01/06/2023	
Voting Place Manager name: [REDACTED]				Mobile Support Name: [REDACTED]			
Time: 9:50 am		Time:		Time:		Time:	
Visit: <input checked="" type="checkbox"/>	Phone: <input type="checkbox"/>	Visit: <input type="checkbox"/>	Phone: <input type="checkbox"/>	Visit: <input type="checkbox"/>	Phone: <input type="checkbox"/>	Visit: <input type="checkbox"/>	Phone: <input type="checkbox"/>
2-minute observation of the voting place:							
Is the internal & external signage clear and effective? Yes <input checked="" type="radio"/> No <input type="radio"/>		Does layout allow good voter flow? Yes <input checked="" type="radio"/> No <input type="radio"/>		Is there a hard table for tabletop voting? <input checked="" type="radio"/> Yes / No <input type="radio"/>		Are ballot boxes and other voting materials secure? Yes <input checked="" type="radio"/> No <input type="radio"/>	
Notes from observation:							
What's going well? Note any discussion points.							
Sandwich board at entrance to school hidden by parked cars – Moved to more visible spot. Internal signage clear.							
Suggest shuffling special vote desk to one side to allow for more seating in queues.							
Boxes not cable tied together.							
Good Atmosphere – Friendly, inviting							
Voting Place folder – check for completion of:							
Form L – Process check: (Review for all staff) <input checked="" type="radio"/> Yes / No <input type="radio"/>		Sign in, staff time sheets and breaks: Yes <input checked="" type="radio"/> No <input type="radio"/>		Form Q – Daily report Form U – Voting Place check <input checked="" type="radio"/> Yes / No <input type="radio"/>		Form P – Hazard notice <input checked="" type="radio"/> Yes / No <input type="radio"/>	
Notes about the Voting Place folder:							
What's going well? Note any discussion points.							
All staff checks completed.							
Scrutineer hasn't signed in.							

- **Voting Place Folder**
You will need to ask the Voting Place Manager for the Voting Place Folder. Check that the process checks (Form L) have been completed regularly for every staff member, that everyone is signing in and out (Form S), that time sheets are being completed and break times are being given (VP Roster).

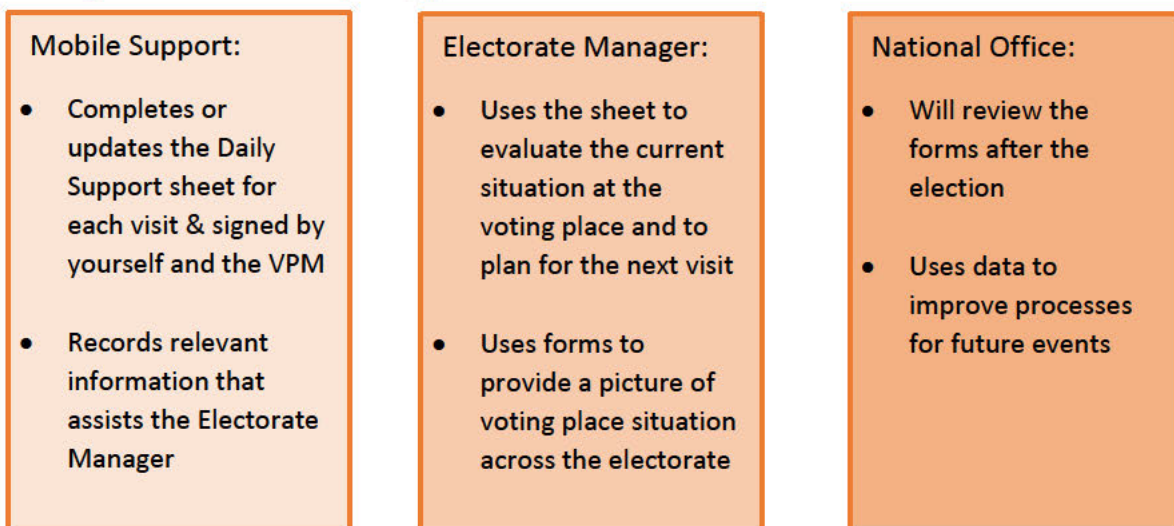
Also read the Manager’s report (Form Q) for any points that would be helpful to discuss with them, and check that the daily voting place checks (Form U) and reconciliation forms (Form A, B & G) have been completed.

- **Hazards and risks**
Any hazards and risks to staff and voters should be actively managed. Ensure that Hazard Notice (Form P) has been completed and placed on a wall inside the voting place. Check that there are not any unidentified hazards in or around the voting place and determine how to mitigate these or make others aware of them.
- **Voting place phone**
This should be switched on and actively managed i.e., worn on the lanyard by a Voter Assistant or the Voting Place Manager if the Voter Assistant is on a break.

ELECTORAL COMMISSION		M41-DSS	
Discuss with the Voting Place Manager and note observations, actions and solutions			
Health & Safety: Any concerns/support needed, near misses, any incidents? Mats from caretaker ready if rain becomes heavier.			
Voting place functions: Will there be issues: questions asked, any processes from voters/staff, use of technology, eRoll/registration app. Might need ordinary votes for neighbouring electorate, check at 10:30 if there are still queues for special votes (lots of people at sports field). Phone going well for eRoll			
Other notes:			
Any supplies/materials needed?			
Items: None at the moment – Possibly ordinary votes for neighbouring electorate.			
Mobile Support and Voting Place Manager to confirm discussion: (initial)			
MOB: [REDACTED]	VP: [REDACTED]	VP: [REDACTED]	VP: [REDACTED]
HQ contacted & supplies ordered:		Confirmed with:	Time:
Outcomes:			
Notes for the Electorate Manager:			
HQ user resolved by:			
Date:			

Your Electorate Manager will let you know how frequently they would like the Daily Support sheets (M41 DSS) returned to headquarters. These forms are used by the Electorate Manager during the voting period and by National Office after the election.

Lifecycle of the Daily Support Sheet



Issues or concerns

Issues that may arise include there not being enough staff in the voting place, security or safety considerations, or a staff member not coping.

Try to deal with any issues or concerns as they arise. If you are not sure what is the best action, call your Electorate Manager.

All incidents must be recorded on the appropriate form (M33 INCIDENT for accident or injuries, [REDACTED] for security incidents).

Some issues can be resolved on the spot (e.g., health and safety issues, breaks not scheduled correctly) and can be reported to the Electorate Manager at daily briefings, other issues should be notified straight away. Issues that require immediate notification to the Electorate Manager include:

- Any Health and Safety incidents where someone (staff member, voter, or other person) is injured.
- Long lines of voters at a voting place.
- Electioneering that is in breach of regulations.
- Concerns about scrutineer behaviour in a voting place.
- Staff behaviour problems that the manager and you are unable to resolve.
- Security concerns for staff, voters, or materials.

Phone Check in

As the voting period progresses, the Electorate Manager may decide that some voting places need fewer visits, and support to the voting place manager can be provided. It is important that these phone check ins, maintain the focus on support and not become an inquisition.

Before calling you should have the Daily Support Sheets (M41 DSS) for the voting place, and review for any key trends, or issues that you observed or were raised by the manager at previous visits. Once you call the Voting Place Manager, ensure that they have the time to have a chat, or ask them to call you back shortly if they are busy. Using previous notes as a guide ask:

- How the Voting Place Manager is going, how they are feeling, would they like you to come in person, or do they have any issues they need help with?
- How busy have they been – are staffing levels still appropriate, has everyone had breaks?
- Are there any new Health and Safety issues, or existing issues that have re emerged?
- Any questions relating to key trends for the voting place.
- How are the plans for the end of day tasks?

Information should be recorded on the form as you would of during an in person visit. If the Voting Place Manager needs additional supplies, or requires an in person visit, it is important to establish timeframes for when this can happen.

Takeaway votes

You may be called on, particularly in rural electorates, if a person needs their vote delivered and/or picked up to their letterbox.

You should:

- Where possible, work in pairs; this may require having a staff member from a voting place or electorate headquarters travel with you to the voter's address
- Wear your orange Electoral Official vest and name label, clearly identifying yourself as an electoral official.

Phase changes and return of other supplies

On some days, you may need to help the Voting Place Manager return the following to the electorate HQ:

- full special vote ballot boxes
- enrolment forms
- voting materials at a phase change.

Some of these processes are described in more detail in pages 42 43 of the Voting Place Manager's PIM.

Return of enrolment forms

The Voting Place Manager will count the completed enrolment forms

Some days you will need to collect completed enrolment forms and return them to the electorate HQ so they can be scanned and uploaded to the Registrar of Electors to process.

1. Seal envelope [REDACTED]
2. Complete the enrolment form tracking on Form O in the Voting Place folder with the Date
 - Number of forms in the envelope [REDACTED]Your name and signature as the person transporting the forms

Enrolment form tracking				
Date	Number of forms	[REDACTED]	Transported by (staff name)	Signature
8/9/20	26	[REDACTED]	M-Manager	MM

Form O: Enrolment Forms tracking sheet. It includes fields for Recen ID, Home E, Home F, WP, and address. A large 'S5' is printed in the top right. The 'Enrolment Forms' section shows 'Number in envelope' as 2. The date is 20/08/20 and the manager's name is [REDACTED]. The bottom right has the 'ELECTORALS' logo and 'S102-S5'.

Return of special vote ballot boxes

If a voting place issues many special votes, you may be asked to collect these for [REDACTED]. The Voting Place Manager will secure the special votes ballot box and update Form O Return of Materials. You will sign this and immediately return the sealed special vote ballot box to electorate headquarters. If collecting a special vote ballot box, you should ensure that the voting place has a new one to replace it with.

Phase change of materials – ordinary votes

Busier voting places that are expected to issue more than 2,000 ordinary votes are likely to complete a phase change for voting materials. You will assist the Voting Place Manager with this process, following the instructions on pages 42 43 of the Voting Place Manager PIM. Once the materials have been packed, you should immediately return them to [REDACTED].

Ensure that the voting place has access to a new set of materials for the next day of voting.

After voting on Election Day

After voting closes, you may be expected to assist in various places. Your Electorate Manager will inform you where you are expected to be. This may be at a voting place assisting with the count, or back at electorate headquarters. In a rural area, you may assist by bringing voting place supplies back to an intermediate supply depot.

You will need to hand your materials and supplies back to electorate headquarters, together with an up to-date EMS TN Tracking Note. You will also need to give your folder with completed daily support sheets to the Electorate Manager

Troubleshooting

You provide the main support to Voting Place Managers when they come up against any issues. You are not expected to solve all problems yourself but know where to turn to for help.

Technical Problems

Each voting place will have at least one phone that will be used by the Voter Assistant to look up voters on eRoll and by the Voting Place Manager to use the Reconciliation App. The phone is an extremely useful tool for voting places but like all technology, problems can occur. Ensure you are familiar with the Mobile Phone Guide (M14-VPPHONE) which has step by step instructions and troubleshooting solutions.

Staffing Problems

It is important that Voting Place Managers address any issues (e.g., timeliness, not following processes) on day 1 to ensure mistakes do not compound. If a manager is having problems with a staff member, first take the time to fully listen to the issue, what they have tried and what they are thinking they would like to happen next. Observe the staff member discreetly and discuss with the manager your observations. Next steps will be dependent on what the Voting Place Manager would like to happen next, but could include:

- Voting Place Manager to have a meeting with the staff member to discuss issue. Mobile Support may accompany for this meeting or cover the voting place if required.
- Mobile Support to lead a meeting with both the staff member and Voting Place Manager to discuss the issue.
- Mobile Support to meet with the staff member on behalf of the Voting Place Manager.
- Issue is escalated to the Electorate Manager if it is unresolved, or of a serious nature.

Security

-
-

- [Redacted]
- [Redacted]

Any security issue that cannot be resolved during your visit, should be raised immediately with the Electorate Manager.

Vote Issuing Process Questions

Voting Place Managers may be asked process questions about issuing votes from their staff. The answers for these are found in the Vote Issuing PIM. Managers should be familiar not only with the core processes, but also the location of the Common Situations and Troubleshooting sections of this PIM. All questions from what address should a voter use to how to deal with a spoilt ballot paper are addressed in these sections.

Equipment and supplies

You may be issued with a selection of equipment and supplies for replenishing voting places as and when they need them. Check the items you have been given against the EMS-TN Tracking Note and M46-MS Consignment Note, tick in the OK box for each item. Make sure your supplies are organised so that you can easily find required items.

You are required to account for materials at the end of voting and this will be easier if you have maintained an organised system. Some materials, such as stationery, can be provided

Voting Materials Tracking EMS-TN

Electorate: 65 Wigram Tracking Note #: 750 Date Created: 26/08/2020 02:48 pm

Receiver: [Redacted]

ES	Electorate	Quantity	Number	OK	Barcode	Notes
Electoral Roll						
65	Wigram	4	13	<input checked="" type="checkbox"/>	00 13	
			14	<input checked="" type="checkbox"/>	00 14	
			16	<input checked="" type="checkbox"/>	00 15	
			16	<input checked="" type="checkbox"/>	00 16	
Ballot Paper - General						
65	Wigram	4	1651	<input checked="" type="checkbox"/>	01 651	201 Wigram Comm House [Redacted]
			1701	<input checked="" type="checkbox"/>	01 701	201 Wigram Comm House [Redacted]
			1751	<input checked="" type="checkbox"/>	01 751	
			1801	<input checked="" type="checkbox"/>	01 801	
Cell Phone						
00	Nationwide	4	1933	<input checked="" type="checkbox"/>	19 33	
			1934	<input checked="" type="checkbox"/>	19 34	
			1935	<input checked="" type="checkbox"/>	19 35	
			1936	<input checked="" type="checkbox"/>	19 36	
Ballot Box Label						
00	Nationwide	4	2573	<input checked="" type="checkbox"/>	02 573	
			2574	<input checked="" type="checkbox"/>	02 574	
			2575	<input checked="" type="checkbox"/>	02 575	
			2576	<input checked="" type="checkbox"/>	02 576	
E81-AV SVD Pack						
00	Nationwide	4	38641	<input checked="" type="checkbox"/>	0 039 641	201 Wigram Comm House [Redacted]
			38661	<input checked="" type="checkbox"/>	0 039 661	
			38681	<input checked="" type="checkbox"/>	0 039 681	
			38701	<input checked="" type="checkbox"/>	0 039 701	
E82-AV SVD Pack						
00	Nationwide	4	39641	<input checked="" type="checkbox"/>	0 030 641	
			39661	<input checked="" type="checkbox"/>	0 030 661	
			39681	<input checked="" type="checkbox"/>	0 030 681	
			39701	<input checked="" type="checkbox"/>	0 030 701	
E83-ED SVD Pack						
00	Nationwide	4	38641	<input checked="" type="checkbox"/>	0 030 641	
			38661	<input checked="" type="checkbox"/>	0 030 661	
			38681	<input checked="" type="checkbox"/>	0 030 681	
			38701	<input checked="" type="checkbox"/>	0 030 701	
E84-ED SVD Pack						
00	Nationwide	4	39641	<input checked="" type="checkbox"/>	0 030 641	
			39661	<input checked="" type="checkbox"/>	0 030 661	
			39681	<input checked="" type="checkbox"/>	0 030 681	
			39701	<input checked="" type="checkbox"/>	0 030 701	

to a voting place as required. If you need to provide additional key voting materials to a voting place from your supplies, note the voting place number and name on the EMS-TN Tracking Note, and ask the Voting Place Manager to sign for them.

The key voting materials you are likely to resupply to voting places are ballot papers and special vote declarations.

You will need to provide this information to electorate headquarters so they can update EMS (Elections Management System) with who is responsible for these materials.

At remote rural voting places that you may only visit once

on Election Day, or infrequently during the advance voting period, it can be better to oversupply if you are able to.

For Mobile Support working in rural areas where you are a distance from electorate headquarters, you may be asked to photograph the tracking note and send this by text (SMS) to the Electorate Manager or Logistics and Supplies Manager.

If you are Mobile Support during the advance voting period, you may be given specific supplies to deliver to voting places, with a separate tracking note. You will ask the Voting Place Manager to check and tick off the supplies on one copy of the tracking note and return the tracking note to the electorate headquarters. The Voting Place Manager will file the second copy in the Voting Place folder.

Voting Teams

Follow the instructions in the other Personal Instruction Manuals (PIMs) for instructions and responsibilities:

- E3-2 Issuing Votes (all team staff)
- E3-1 Managing a Voting Place (team manager)

This PIM covers some specific needs for working in an voting team. Be familiar with the contents and ask your Electorate Manager if you have any questions.

Each voting team will consist of a Team Manager, who has overall responsibility for the voting team, and issuing officers. Each team will be accompanied by a Justice of the Peace (JP) when visiting care homes, but not prisons, Police stations or Defence Force Bases.

Schedule and EM briefing

- The schedule of visits for the team will be organised by the Electorate Manager (EM) or Logistics and Supplies Manager (LSM) and recorded on M40-VTPLAN.
- All teams will have at least two people, including the Team Manager.
- You should receive a briefing from the Electorate Manager before the first day of voting about the specific duties for your team.
- Ensure you comply with facility requirements such as wearing an ID tag and security checks. Your EM or LSM will provide you with more details on what will be required and if there are any known hazards that you need to be made aware of.

Your role

Your role in a voting team is very different from other staff issuing votes in voting places because:

- You will be a visitor when you are issuing votes
- While staff at the facility are likely to assist you, their main priority is the service they are providing (for example, caring for patients)
- Voters at care homes are likely to be in a private space such as a bedroom or a ward, so be mindful of this and act appropriately
- Voters may have a medical condition and/or be receiving treatment at the time you are issuing votes.

Allow up to 15 minutes for issuing each vote and some extra time to move from one voter to the next.

The voter's experience

Every person has the right to cast their vote in a way which respects their privacy and provides them with the freedom to make their own decision. You should be supportive to all voters. Every effort must be made to ensure the secrecy of their vote.

All staff should be sensitive to any special needs the voter may have because of their age, language or disability. For example voters with intellectual disabilities have the right to vote and should be supported as required, although they may have a support person with them.

Your EM or LSM should have checked with care home staff about the best times to issue votes to residents and whether there are any requirements you should be aware of.

For example consider whether patients can move without assistance.

Offer help where needed and ensure voters feel respected – ask yourself how you would like to be treated.

During voting

- You may need the help of facility staff to determine whether a person wishes to vote or whether a person requires assistance to vote. Keep in contact with facility staff during voting
- If a voter needs assistance to vote, they can choose who helps them. For example they may choose a facility staff member, a family member if present, or the JP accompanying the team
- If a voter wishes to make a vote, then it is your role to enable that and to make every effort to ensure the voter's privacy and the secrecy of their vote is maintained
- To assist voters with enrolment forms or special vote declarations in care homes, you may wish to ask staff for the correct mailing address
- Keep an eye on the ballot boxes. Voters must place their ballot paper in the ballot box; they are not permitted to keep them if they change their mind about voting
- When moving between facilities, ensure that voting materials are not left unattended at any time, including in cars.

Prisons

The LSM will contact prison managers to organise prison voting. An estimate of the number of eligible prisoners will be provided to the Team Manager prior to the voting team conducting any prison visits.

Security requirements

The LSM will advise the voting team about security requirements such as ID tags, security checks, prison procedures and safety guidelines. They will also maintain contact with prison management and resolve any issues as they arise.

Prison management should provide you with a secure room with tables and chairs for voting. Do not issue votes in an open prison area - ask for a secure room if one is not provided.

Vote issuing

You will issue votes to prisoners being held on remand or who are sentenced to less than 3 years in prison. If a prisoner is not enrolled and wants to vote, issue the prisoner with a special vote and ask them to complete an enrolment form. Make sure that the prisoner provides their residential address prior to going to prison on the enrolment form - not the prison address.

Prisoners in police cells

The LSM will contact Police station management to organise how Police cell voting will be conducted. Arrangements will be made for the voting team to visit Police stations before 12pm on Election Day. This will ensure any prisoners held in Police cells on Election Day are given a reasonable opportunity to vote.

These will all need to be issued as Special Votes and returned to electorate headquarters before 7pm on Election Day.

Personal safety

Voting teams experience a wide range of situations. If at any stage during your duties you feel uneasy about a situation or environment, issuing officers should talk with your Team Manager and the Manager should contact the Electorate Manager as soon as possible.

As you move through the facility be aware of any hazards such as electrical cords in working spaces, or wet floors if it has been raining.

Make sure the Electorate Manager is able to contact the Team Manager at any time using the mobile phone assigned to your team, other than at facilities where mobile phones are not permitted, such as prisons.



Before leaving home

Check that you have:

- Enough time to get to the facility
- Chosen clothes and shoes for comfort and that would not be considered inappropriate or politically biased
- Packed reading glasses and any medication (if required)
- Packed any personal identification, such as photo id, required at the voting location and are aware of any restricted items, such as mobile phones
- Packed this and your other PIM(s)

When travelling to and from the facilities

The driver must:

- Hold a current driver's licence, for the class of vehicle being driven
- Assess hazards when driving, drive within the legal speed limits and drive to the conditions
- Wear a safety belt at all times (driver and passengers)
- Comply with all traffic legislation and report any accidents or damage to the Electorate Manager.

Note: Always have your Commission issued mobile phone with you and have it switched on, with location enabled. Use Google Maps on the mobile phone if required to help you navigate between locations. Ensure that you have the phone numbers for electorate headquarters, the EM and LSM with you, preferably loaded into the contacts of the phone.

Before voting begins

- The facility contact must meet the team and provide a briefing, such as explaining emergency, any hazards at the site, and the location of facilities such as toilets
- The Team Manager must provide the JP with their briefing (see next page)
- All staff and the JP sign in on Form S - Staff and introduce themselves
- All staff, but not the JP, have an electoral official vest to wear with their ID card.

Justice of the Peace (JP)

The Justice of the Peace is an independent observer of the voting process who is present to maintain the integrity of the electoral system.

JPs must follow the instructions of the Team Manager and any requirements of the facility. They are not members of the issuing team and are not permitted to issue votes or handle EasyVote cards.

JPs are not permitted to intervene if they see anything that is of concern to them, but should report the matter to the Team Manager in a timely way.

Justices of the Peace can only assist a voter if asked by that voter to help.

If a JP acts outside what they are permitted to do, the Team Manager will:

- Ask the JP to refrain from what they are doing, reminding them that their role is to oversee and observe the procedures but not to become involved in them
- If the JP continues to intervene, the Team Manager will contact the EM and inform them of the situation.



Briefing for Justice of the Peace by the Team Manager

The Team Manager will provide JPs with the following briefing before the start of vote issuing:

"My name is [say your name] and I am the Voting Team Manager today. If you have any questions or concerns about what you observe during voting, please let me know and I will assist you the best I can. If I cannot answer your question or concern, I will put you in contact with my Electorate Manager.

To help me and my staff today, please follow the rules of what a JP can and can't do.

- You are here as an independent observer of the voting process. You cannot issue votes or intervene in the voting process
- A voter may choose to ask you to assist them with their vote. This is entirely the voter's choice and they can also choose to receive help from a facility staff member or a family member if they are present
- You must not blog or otherwise communicate via social media about what is happening during voting."

Note: JPs are not required to complete a Declaration of Secrecy. They should have their own name badge to wear at the facility.



Briefing for staff by the Team Manager

Before voting starts every day

Take time every morning to brief and remind staff:

- When they will have their breaks: depending on the number of hours they are working. This may include morning tea (10 minutes), lunch (30 minutes) and afternoon tea (10 minutes)
- To switch off mobile phones and other devices while they are working. Mention that you will have the voting team mobile phone switched on so that the Electorate Manager can contact you at any time
- The priorities during voting:
 - Keep votes safe: watching the ballot boxes, packing up materials while on breaks**
 - Voters' details are private: only use the information for the purpose of issuing votes**
 - Maintain secrecy: no posting on social media about what is happening, no photos taken by staff or voters during voting**
- To look after the needs of voters
- To follow vote issuing processes and that accuracy is more important than speed. Mention that you will be checking for this as they issue votes during the day
- That the voter in front of them is their primary focus.
- Whether you will have access to eRoll on the mobile phone to check the details of any voter as necessary.

Supplies

<input type="checkbox"/>	Ensure that spare voting materials are kept secure
<input type="checkbox"/>	When distributing satchels to issuing officers check that each contains the relevant issuing point stamp, ballot papers, electoral rolls, declarations and enrolment forms. Provide two ballot paper pads or declaration packs to begin with.
<input type="checkbox"/>	Each satchel should have red and black pens, a ruler, black stickers, party list (E15) for any voter wishing to view
<input type="checkbox"/>	Keep one pad of E2 special vote ballot papers as a master to photocopy from if required. Do not issue these papers
<input type="checkbox"/>	You will be provided with a Team Manager's folder that contains all the paperwork and forms you will need.



As appropriate for the facility instruct staff to:

- Set up free-standing voting screens (E124) in groups of two, about one metre from the wall, so the voter has their back to the wall when voting
- Set up table-top screen(s) and seating for elderly voters and voters with disabilities
- Set up your issuing desk using the instructions given in your E3-2 PIM (page 30 & 31).

Instruct staff to set up the ballot boxes:

- Check that the ballot boxes are empty
- Seal the ballot box with a numbered seal and record the seal number on the panel on the cardboard ballot box or on the form in the pocket of the collapsible ballot box.

Note: If you are using a collapsible ballot box and it becomes full, the seal cannot be broken before Election Day. In this case you will need to use a second ballot box.

Leaving a facility

All materials must be packed up appropriately before leaving a facility. The ballot boxes must remain sealed. When transporting materials by car, keep voting materials out of sight, such as in the boot, and do not leave unattended at any time.

You may be asked by members of the public about your role or what you are doing with election materials outside of the voting place. Give a short polite answer and provide the person with the Electorate Manager’s phone number if they are insistent with their questioning.

For bedside voting, a mobile voting screen (E127) may be used to provide privacy, or the curtains around the bed if in a shared room



Free standing voting screen (E124)



Top half of screen being used for table top voting



Collapsible ballot box (E172)

eRoll:

- The mobile phone may be used by the Team Manager to look up the voter's details if you cannot determine which electorate they are enrolled in.
- It does not contain voters who are on the unpublished roll, as the details of these people are not released publicly for privacy or safety reasons. Only the Registrars of Electors have access to this information
- It is a live look-up so will show everyone who is enrolled to vote, including those who have enrolled recently
- The mobile phone will not be permitted to be taken into prisons.

Dormant roll:

- If the Commission loses contact with a voter, for example a letter to a voter cannot be delivered to them, the voter's enrolment may be moved onto the dormant roll.

This will appear in eRoll as:

**Person is on Dormant roll.
Provide enrolment form for them to update their details.**

- The voter can update their details using an enrolment form. They will also need to cast a special vote.
- If voters of Māori descent are unsure which roll they were previously enrolled on, call the enrolment helpdesk (0800 36 76 56) for advice.

Using eRoll

1

Tap

Login

Enter your user name
and password if prompted

eRoll

TERMS & CONDITIONS

By signing in, you agree to

- only use the information for Electoral Commission business purposes
- respect voter privacy as outlined in the training
- comply with the Electoral Commission's Code of Conduct.

Login

2

Tap the electorates
your voting place is
issuing ordinary votes for

Save

Note: tap a highlighted
electorate to unselect

Electorates

Select the electorates your voting place issues ordinary votes for

01 Auckland Central	37 Panmure North	28 New Lynn	63 Whangaparāoa
02 Banks Peninsula	38 Papakōwhiri	29 New Plymouth	64 Whangārei
03 Bay of Plenty	39 Porirua	30 North Shore	65 Wigram
04 Botany	40 Rangitikei	31 Northcote	66 Hauraki-Waikato
05 Christchurch Central	41 Rodney	32 Northland	67 Ikaroa-Rāwhiti
06 Christchurch East	42 Richmond	33 Ōhāriu	68 Tāmaki Makaurau
07 Coromandel	43 Southland	34 Ōtaki	69 Te Tai Hauāuru
08 Dunedin	44 South West Bay	35 Pakuranga	70 Te Tai Tokerau
09 East Coast	45 South West	36 Palmerston North	71 Te Tai Tonga
10 East Coast Bays	46 South West		72 Waairiki

Clear Save

3

Check the correct electorates
are listed.

Go to search

Start

[Back to electorates](#)

Ordinary vote electorates

33 Ōhāriu **71 Te Tai Tonga**

[Unpublished](#) [Go to search](#)

Using eRoll continued

4

Enter the voter's details into the search fields:

Only enter the first 4 letters and ' .

- **First name(s)**
- **Last name** (surname or family name)
- **Select month of birth**

Tap **SEARCH**

All three fields need to contain information.

Search

Back to Start New Search

Person Search Address Lookup

Type the first 4 letters and .

First name(s)

Surname or family name

Voter has one name only

Month of birth

January February March

April May June

July August September

October November December

SEARCH

5

eRoll will show a list of voters that match the details you have entered.

Ask the voter their **address** and tap the matching record.

Note: do not show the voter the details on the mobile phone for privacy reasons.

Search Results

New Search Refine Search

Search Details

First Name(s) Surname Month

October

Matching Details

Your search returned 1 result(s). Ask for the voter's address.

Unpublished Enrolment

6

Copy the information shown on screen to a purple card and give it to the voter.

Direct them to the correct queue in the voting place.

Tap **New Search**

Voter's Details

New Search Back to Results

Voter details

First Name(s) Surname Address

Electorate Page Line

33 OHARIU

Ordinary vote Special vote

Not on printed roll

Out of electorate

Enrolment

Initial

Update

Using eRoll - troubleshooting

1

If there are no results that match the voter's details, ask the voter:

- if you have the correct spelling
- if they are known by any other names
- if they could be on the unpublished roll. If yes, tap **Unpublished** .
- if you still are unable to find the voter, tap **Enrolment** .

Search Results

New Search Refine Search

Search Details

First Name(s)	Surname	Month
[REDACTED]	[REDACTED]	March

No results found. Ask the voter:

- if known by other name(s)
- if spelling is correct
- if on unpublished roll

If you can't find the voter, use Enrolment

Unpublished Enrolment

2

If the voter only has one name then tap the **Person has one name only** tick box

Search

Back to Start New Search

Person Search Address Lookup

Type the first 4 letters and .

Name

Person has one name only

Month of birth

January	February	March
April	May	June
July	August	September

3

If there are more than 25 results from a search, you will get a red warning message above the results.

This could mean that the voter's details do not appear in this list.

Tap **Refine Search** and add more details to their name(s)

Search Results

New Search Refine Search

Search Details

First Name(s)	Surname	Month
[REDACTED]	[REDACTED]	August

Matching Details

Your search returned more than 25 results. The first 25 results are displayed

For a better outcome try:

- Using the voter's full first name
- Using the voter's full surname
- Using the voter's middle name

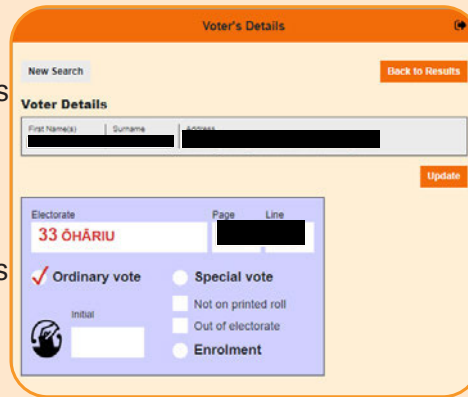
If you can't find the appropriate match, choose 'Enrolment'

Using eRoll - update address

1

If a voter gives you a different address from what is shown on screen you may be able to use eRoll to update their address.
Confirm that the address is a previous address for the voter.

Then tap **Update**



2

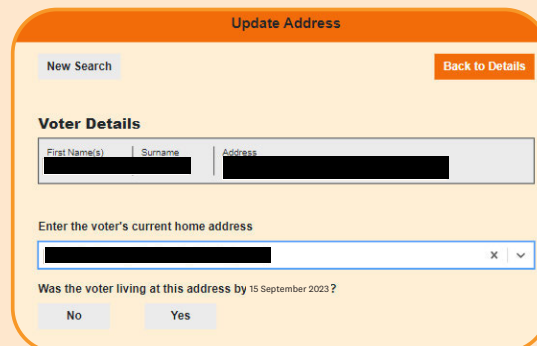
Start typing the voter's new address and select from the drop down list.
If the address does not appear then select "no matching address found" at the bottom of the list.



3

Ask the voter if they have been living at that address since 15 September this year and tap

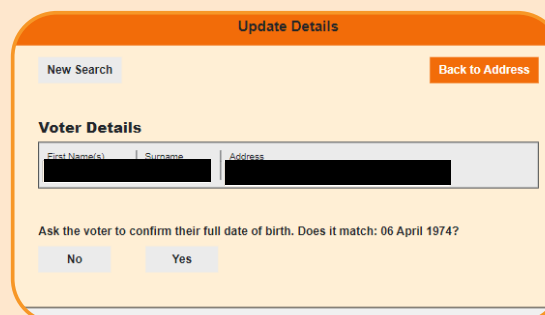
No **or** Yes



4

Ask the voter to confirm their full date of birth and tap

No **or** Yes



Using eRoll - update address

5

Ask the voter for their mobile phone number.

Note: if the voter does not want to give their phone number or doesn't have a mobile phone select Voter has provided no additional contact info.

The 'Update Details' screen features a header with 'Update Details' and two buttons: 'New Search' and 'Back to Address'. Below the header is a 'Voter Details' section with two input fields for 'First Name(s)' and 'Surname', both containing redacted text. A confirmation question asks, 'Ask the voter to confirm their full date of birth. Does it match: 06 April 1974?' with 'No' and 'Yes' buttons. Below this, a text prompt asks for a mobile phone number, followed by an input field and a checkbox labeled 'Voter has provided no additional contact info.'.

6

Ask the voter to check their details on the screen, read the declaration and sign on the screen

Tap

The 'Confirm Details' screen has a header with 'Confirm Details' and buttons for 'New Search' and 'Back to Details'. A pink callout box states: 'New address is in the same electorate. Ask the voter to sign to confirm the change to their current home address.' Below this are several input fields: 'First name:', 'Last name:', 'Date of Birth:' (with 'April 1974' selected), 'Previous home address:', 'Current home address:', and 'Phone number:' (with '3344' entered).

This screen contains a declaration section with the text 'I declare that:' followed by three bullet points: 'I am eligible to enrol at the address I provided in this application', 'All the information I have provided is true and correct, and', and 'I understand that giving false or misleading information is a criminal offence.' Below the declaration is a 'Signature:' label and a large black redaction box. At the bottom, there is a 'Clear signature' link and a 'CONFIRM' button.

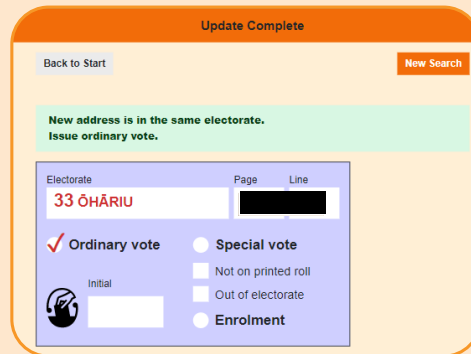
Using eRoll - update address

7

Copy the information shown on screen to a purple card and give it to the voter.
Then direct them to the queue for ordinary votes.

Tap 

Note: If the voter does not meet the criteria to complete an electronic update, the voter can fill in a paper enrolment form and receive a special vote



Update Complete

[Back to Start](#) [New Search](#)

New address is in the same electorate.
Issue ordinary vote.


Electorate	Page	Line
33 OHĀRIU		

Ordinary vote Special vote

Not on printed roll

Out of electorate

Enrolment

Initial 

End of day processes

Follow the processes as given in your PIMs for the end of day processes, as in a voting place. Issuing votes pages 34 - 35, Managing a Voting Place pages 27 - 41.

The key tasks are:

- All materials must be accounted for and reconciliation completed each day that the voting team operates
- Use Form Q - Daily Report to record any details of the day's voting to discuss with the EM or LSM
- Ask all staff and the JP to complete their timesheet on M37-VPTIME and sign out on Form S, before leaving for the day
- If you are driving your own car, keep accurate records of your mileage to record on a M38-EXPENSE claim form.

Delivering takeaway votes

The voting team may be called on if a person needs their vote delivered and/or picked up.

You should:

- Work in pairs
- Wear your orange Electoral Official vest and name label, clearly identifying yourself as an electoral official
- Record who you travelled with, the address(es) you visited and the time you were at the address, on the M40-VTPLAN