



**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: _____

Contents

Foreword.....	3
Introduction.....	4
Providing language support.....	8
Issuing votes.....	9
Before leaving home.....	29
Before voting begins.....	30
After voting finishes.....	34
Troubleshooting.....	36
Glossary.....	44

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 pōtītanga o tēnei tau.

He hiahia nō mātau te whakahaere i tētehi pōtītanga 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 pōtītanga 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 pōtītanga, 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 tuinga 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.

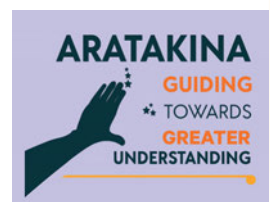
This manual provides you with the guidance and information you need to help people have their say this year.

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 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



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

Electorates



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 the Voter Assistant.

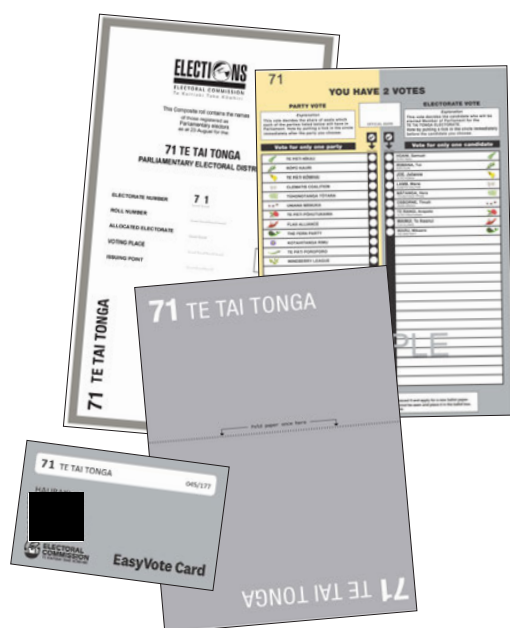
A screenshot of the Electoral Commission's 'Get ready to vote' enrolment form. The form is titled 'Get ready to vote' and 'Enrol or update your details'. It includes sections for 'Step 1: Personal details', 'Step 2: Current address', 'Step 3: Date of birth', 'Step 4: Electorate', and 'Step 5: Sign and return'. The form is designed to be completed by voters at the voting place.

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.

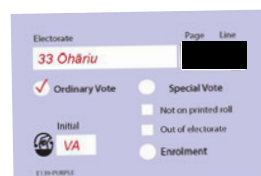
EasyVote card:

- 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.

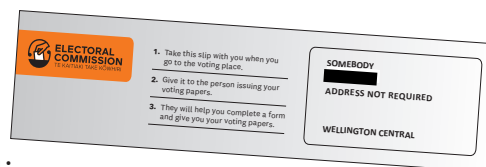


eRoll:

- 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.

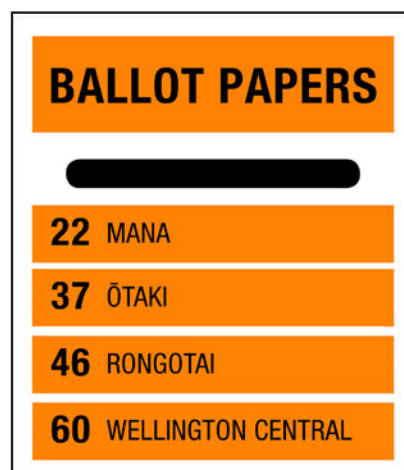


Shared electorates - ballot box

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.



Voter record sheets for scrutineers

Each Issuing Officer who issues ordinary votes will keep a running record of who has voted, by writing the electorate, page and line numbers marked off in the printed roll onto Form V - Voter record sheet for scrutineers.

Note that the details of special voters are not recorded.

The Voting Place Manager will collect the sheets on a regular basis and at the end of the day. They can be photographed by scrutineers visiting the voting place. The Voting Place Manager will collect the sheets on a regular basis and at the end of the day. They can be photographed by scrutineers visiting the voting place. (New) In keeping with the secrecy declaration you have signed, you cannot film or take other photos in voting places. This is required to maintain the secrecy of the vote and out of respect for people's privacy.

Form V: Voter Record Sheet for Scrutineers. The form includes fields for Electorate No. and Name, Voting Place No. and Name, Date, Time page completed, and IP stamp. It also features two large tables for recording votes, each with columns for Electorate, Page, and Line.

Going on a break

Unless someone is filling in at your desk, put all your supplies (issuing point stamp, pen(s), ruler, black sticky labels) into your satchel before going on a break.

If you are leaving the voting place during your break, or at the end of the day, also put your vest into the satchel.

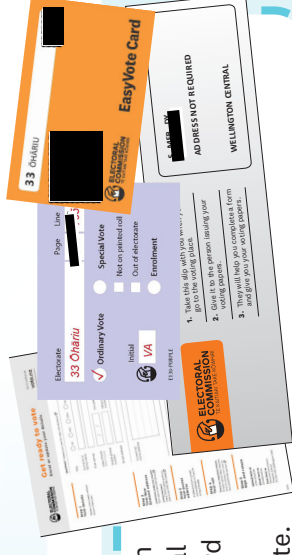
Issuing an ordinary vote

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.

15

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:

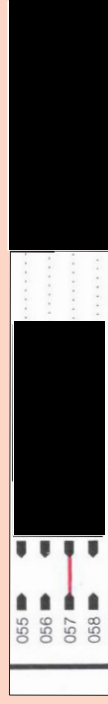
What is your family name? What is your first name?

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.

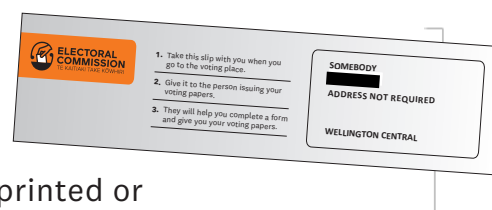
4

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 Atatū	Te Tai Tokerau	DUNFORD STREET, Ashburton District	Rangitāta	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	Refer also MĀORI CREEK ROAD DUNGANNOON STREET, Central Otago District	Waitaki	Te Tai Tonga	
Refer also SH 1 Refer also SH 3 Whangarei District	Whangarei	Te Tai Tokerau	Gore District	Clutha-Southland	Te Tai Tonga	
DUNDAS STREET, Central Hawke's Bay Dist.	Wairarapa	Ikaroa-Rāwhiti	DUNGANVILLE ROAD, Grey District	West Coast-Tasman	Te Tai Tonga	
Christchurch City	Christchurch Central	Te Tai Tonga	DUNGARVAN ROAD, Wellington City	Ōhāriu	Te Tai Tonga	
Dunedin City	Dunedin North	Te Tai Tonga	DUNGARVON PLACE, Auckland (Clendon Park)	Manurewa	Tāmaki Makaurau	
Gore District	Clutha-Southland	Te Tai Tonga	Auckland (Omaha)	Rodney	Te Tai Tokerau	
Manawatu District	Rangitikei	Te Tai Hauāuru	DUNGARVON STREET, Queenstown-Lakes Dist.	Waitaki	Te Tai Tonga	
Nelson City	Nelson	Te Tai Tonga	DUNHOLME ROAD, Auckland	Epsom	Tāmaki Makaurau	
Thames-Coromandel Dist.	Coromandel	Hauraki-Waikato	DUNK PLACE, Palmerston North City	Palmerston North	Te Tai Hauāuru	
Wellington City	Rongotai	Te Tai Tonga	DUNKELD LANE, Christchurch City	Port Hills	Te Tai Tonga	
DUNDASS LANE, Central Otago District	Waitaki	Te Tai Tonga	DUNKELD PLACE, South Waikato District	Taupo	Te Tai Hauāuru	
DUNDEE CLOSE, Selwyn District	Selwyn	Te Tai Tonga	DUNKERRON AVENUE, Auckland	Epsom	Tāmaki Makaurau	
			DUNKIRK ROAD, Auckland	Manurewa	Tāmaki Makaurau	



Electorate Commission Te Kaitiaki Take Kōwhiri		Declaration by Special Voter		1 480 001	
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 number is:	[Redacted]			
STEP 3	My current address is:	[Redacted]			
	[Redacted]	[Redacted]			
	[Redacted]	[Redacted]			
	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			
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: 			
STEP 5	I declare that to the best of my knowledge and belief the details given in this declaration are true.	SIGNATURE 20th 10th 2023			

Enrolment form

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

[illegible]

[illegible]

Kia Ora/Hello [wait for the voter's response]

Please take a seat. Do you have a voting card or any forms for me?

- ### Special Declaration Vote

Thank you. We'll start with your declaration.

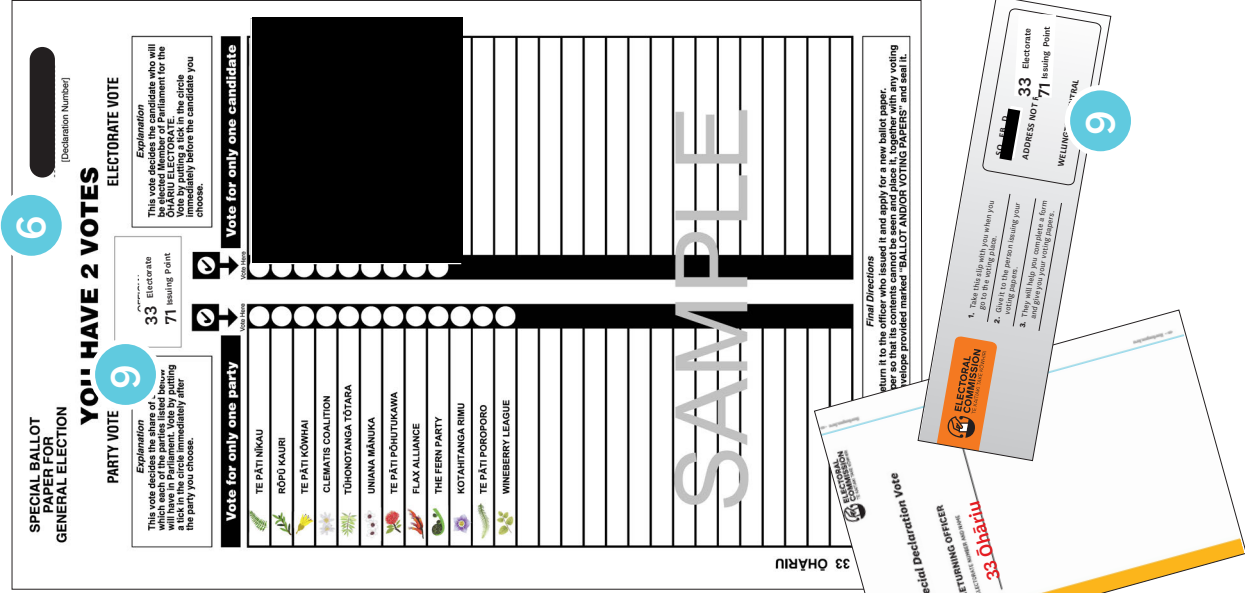
- RETURNING OFFICER**
ELECTORATE NUMBER AND NAME
33 Ōhāriu

- Say:**

Please fill in as many details as you can, tick a reason, sign and date it.

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

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. Check the declaration that at minimum the voter has clearly: ☒ written their name ☒ ticked a ground(s) ☒ signed and dated the form CHECK
8	Complete the bottom: ☒ sign your name and date the declaration SIGN DATE
9	Stamp: - Official mark box on the ballot paper - Issuing point box on the declaration - Voting card / Special Vote slip STAMP STAMP STAMP
10	Fold the declaration twice, put it into the declaration pocket and seal SEAL
11	Fold the ballot paper and say to the voter <i>(indicating and demonstrating as you speak)</i>: 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
12	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 ▲.

ELECTORAL COMMISSION
TE Kaitiaki Take Kōwhiri

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

2 Date of birth

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? Please fill in the details and turn over to do STEP 2B instead

3 New Zealand address

Postal address

Step 3
Your postal address

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

4 **Your roll**

This is an important choice. To learn about Māori descent, please turn over to the QUESTION section

☐ 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.)

Step 5
Sign and return

Upload form at **vote.nz** or email to **enrol@vote.nz**

Post form to Electoral Commission, Locked Mail Bag 9501, P.O. Box 142, Wellington 6140

5 Date

Step 2A
Current address under one month?

When did you move into your current home address?

What is the last address you lived at in New Zealand in the last month or more?

Step 2B
Living overseas?

Please fill in this step, then sign and return your form

Are you a New Zealand citizen? ☐ Citizen ☐ Permanent resident

When did you last visit or live in New Zealand?

What is the last address in New Zealand you lived at?

Declaration by Special Voter

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

20 Mana

My family name is:

My first names are:

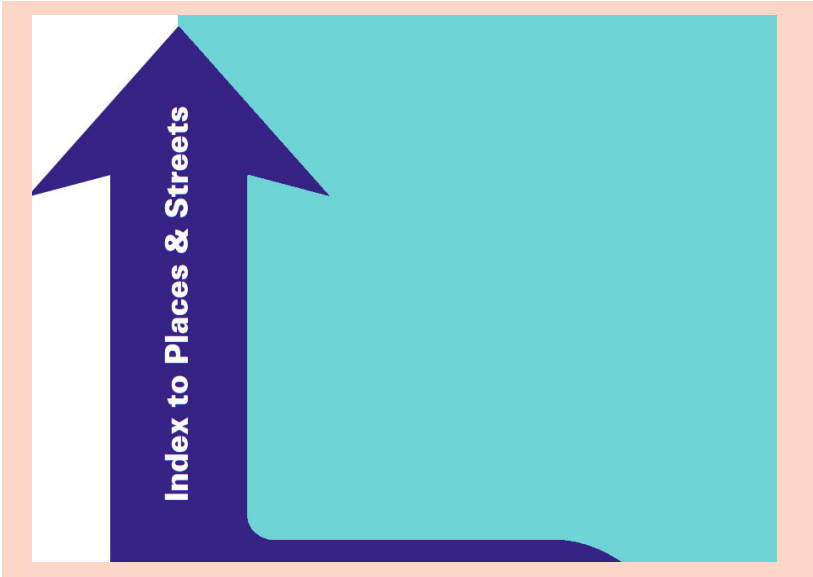
1 480 001

OFFICIAL USE ONLY

QR CODE

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 ▲





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”

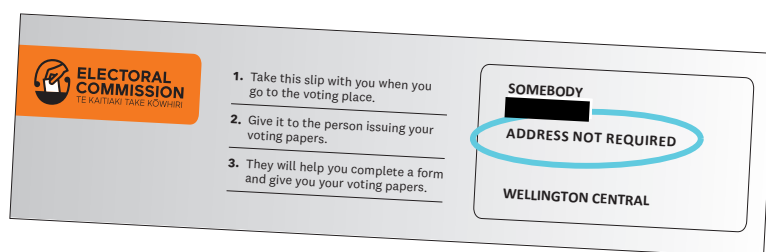
There are a number of reasons why a voter may be on the unpublished roll. Only the Registrar of Electors has access to this information. These voters cast a special vote.

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.



“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.

“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.



“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.



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.



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.

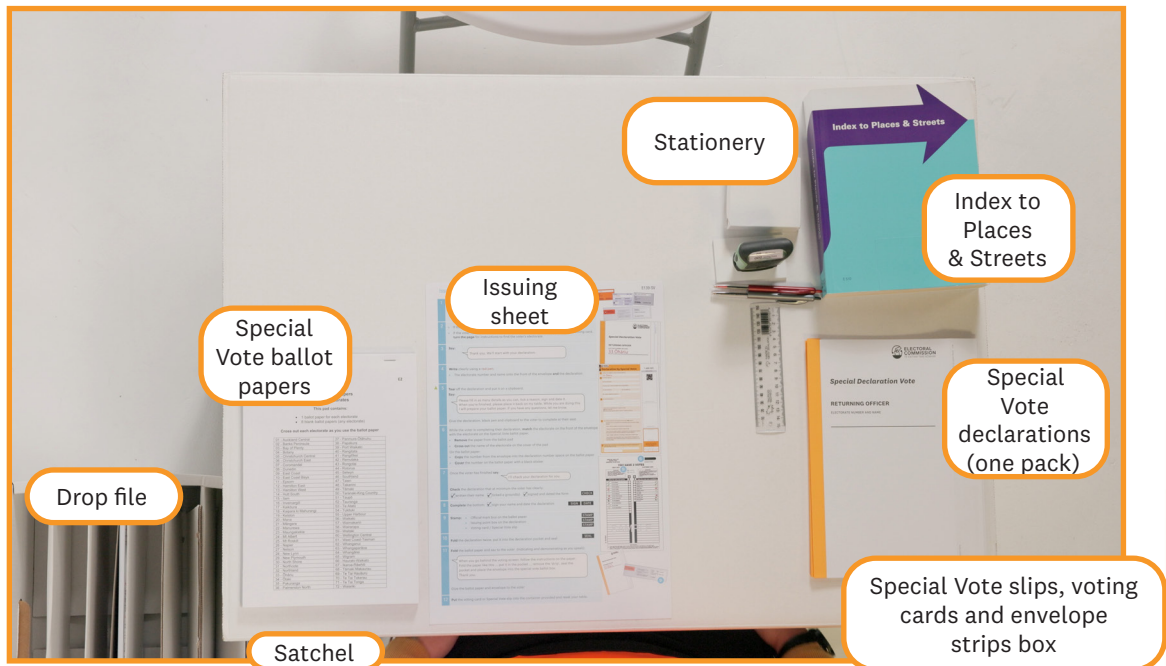


Other supplies:

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.



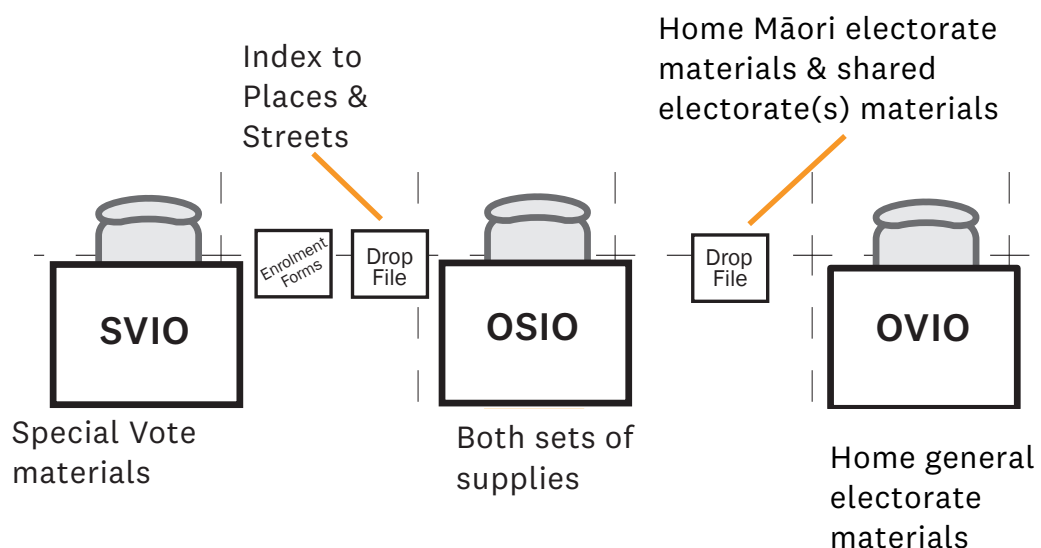
If there is still more than one Issuing Officer for special votes, then you will share the Index to Places & Streets between you.

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.

Timesheets are located in the Voting Place folder.

Electorate no. and name

Voting place no. and name

Voting Place Employee Timesheet

M37-VPTIME

Employee full name: _____

Position or Role: **Issuing Officer**

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

Voting Place Manager: _____

Timesheet instructions:

- Complete all information, including your name and role.
- 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.
- Record your lunch/dinner break(s) E.g. 30mins
- Calculate your total hours. Lunch and dinner breaks are unpaid, deduct these from the total hours claimed each day.
- Your timesheet is submitted through your Voting Place Manager weekly.

	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
Date:		Date: 2/10/2023	Date:	Date: 4/10/2023	Date:	Date:	Date:
Start		9:00am		9:00am			
Finish		4:30pm		3:45pm			
Lunch / dinner		30mins		30mins			
TOTAL (per 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

ELECTORAL COMMISSION

TE Kaitiaki Take Kōwhiri

Voting Place Employee Timesheet

M37-VPTIME

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

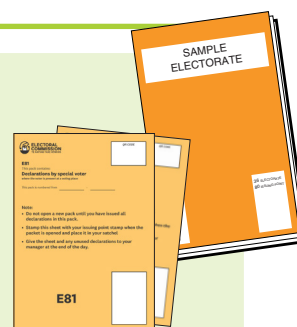
Make sure you sign
your timesheet

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.

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	Place your: • S7 spoilt materials envelope, • All Form Vs • issuing point stamp in front of the special vote ballot box	 The image shows a white envelope with a black border. In the top right corner, it says 'S7' in large bold letters. Below that, the word 'Spoilt' is written in a large, bold, black font. Underneath 'Spoilt', it says 'Voting papers, declarations and enrolment forms' in a smaller font. There is a line for 'Date of Poll:' and a small logo in the bottom right corner that says 'ELECTIONS'.
5	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.	
6	Put your vest, pen(s), ruler and black sticky labels into your satchel	
7	Election Day ONLY Leave out a pen, black sticky labels, and a finger cone for the preliminary count. Return the satchel and all other supplies to the Manager's table.	
8	Wait for further instructions.	

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	If the spoilt ballot paper is for an ordinary vote - 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. or If the spoilt ballot paper is for a special vote - 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

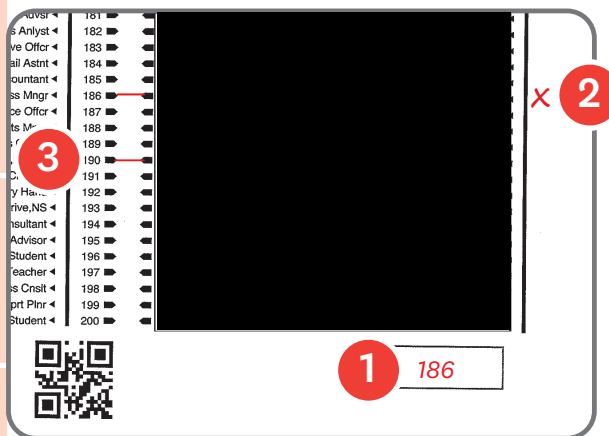
If a voter spoils an enrolment form, put a cross through the front and write 'spoilt by voter' and provide them with another form. Put the spoilt form into your S7 envelope for spoilt materials.

3. The wrong name is marked off the roll

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

You must do the following:

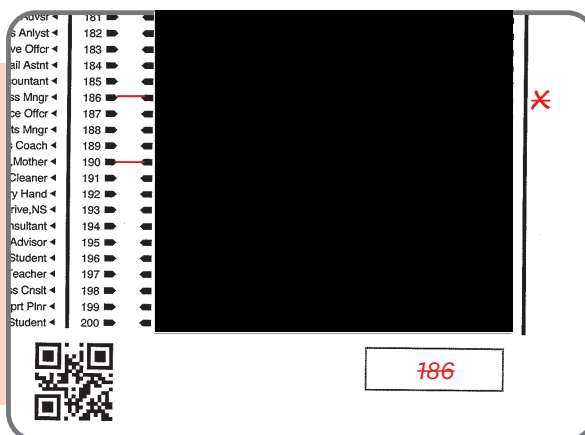
- 1 Write the incorrect line number in the correction box at the bottom of the column
- 2 Write an 'X' beside the incorrect line, in the margin at the outside edge of the page
- 3 Then mark off the correct name.



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:

33-207-001

Home
electorate
number

Issuing
point number

Unique three
digit number

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.

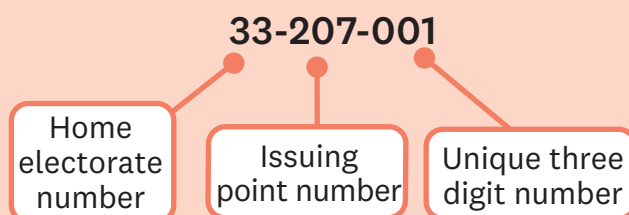
Electorate No. and Name:		Recon E: (33) Ōhāriu (AV1)	
Voting Place No. and Name:		Home E: (33) Ōhāriu VP: (117) Tōtara Bay Community Centre, 552 Tōtara Bay Road, Tōtara Bay	
Issuing Officer to complete a separate record for each electorate you have been allocated to issue votes for			
Ordinary Ballot 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: • 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:

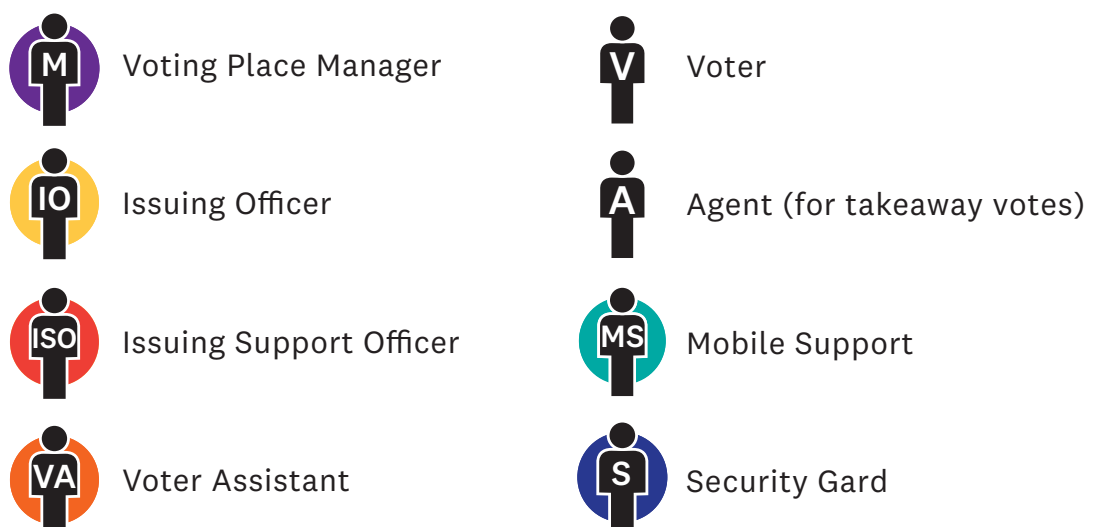
- Who: your name & number
- When it happened
- Where it happened (address/description)
- What happened
- What you did
- What you intend to do next

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:



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

VP

General Electorate

Māori Electorate

Election Day/Advance

Notes

Blue denotes voting papers where ballots were issued on photocopied papers, in accordance with the instructions.

Pink denotes voting places which ran out of ballots and could not issue votes for a period of time.

Te Kura o Pātiki-Rosebank Primary	Kelston	Tāmaki Makaurau	Election Day	Ran out of ballot papers (not clear which electorate) resupply took approx. 1 hour.
Richmond Road Primary School	Auckland Central	Tāmaki Makaurau	Election Day	Ran out of ballot papers for Mt Albert shared electorate. Signage displayed advising voters to wait up to 1 hour for resupply, or to go to nearby alternative voting place Westmere Primary School. The Commission received a total of seven individual complaints regarding this voting place.
Rānui Pacific Islanders Presbyterian Church	Te Atatū	Tāmaki Makaurau	Election Day	Some ballot papers issued on blanks as per instructions
St Anne's Hall Browns Bay	East Coast Bays	Te Tai Tokerau	Election Day	Some special vote ballot papers issued on photocopied ballots. This did result in one voter being issued a vote for East Coast instead of East Coast Bays.
Westmere Primary School	Mt Albert	Tāmaki Makaurau	Election Day	Ran out of Mt Albert ballot papers, presumably as a result of voters being directed from Richmond Road Primary. Resupplied at same time as Richmond Road.
Pacific Lifesaving Club	Napier	Ikaroa-Rāwhiti	Election Day	Ran out of Tukituki ballot papers for shared electorate. Not known how long until resupply.
Gisborne Central School	East Coast Bays	Ikaroa-Rāwhiti	Election Day	Voting place did not open at 9am as advertised. Voting Place manager underestimated how long it would take to set up the voting place. Voting place opened at 9:25am.

Auckland Methodist Central Parish	Auckland Central	Tāmaki Makaurau	Election Day	Voter and his wife attended this voting place at 6pm on Election Day. Voting place had run out of Special Vote ballot papers. Voters left without voting.
Otūmoetai Primary School	Tauranga	Waiariki	Election Day	Otūmoetai Primary School ran out of home general electorate ballot papers for approx. 1 hour and the scheduled resupply was delayed in traffic. Voters were not turned away, but advised of the delay.
Otūmoetai Intermediate School	Tauranga	Waiariki	Election Day	Otūmoetai Intermediate School ran out of home general electorate ballot papers for approx. 1 hour and the scheduled resupply was delayed in traffic. Voters were not turned away, but advised of the delay.
Belfast Community Centre	Waimakariri	Te Tai Tonga	Election Day	Voter complained of consistently long queues, including time taken to complete a special vote. Voter states that staff encouraged them to vote at an alternative site where they believed there were more staff working.

VP	General Electorate	Māori Electorate	Election Day/Advance	Notes
				Queues reported late afternoon/early evening. Two issuing officers working and many special votes being issued. Voter reported waiting 30 mins and 3 people in the queue behind her leaving early.
Coromandel Citizen's Hall	Coromandel	Hauraki-Waikato	Election Day	We received 3 different complaints about this voting place.
				Voter complained only one voting place was open in Marton and that it closed at 4pm. Voter reported long queues at this voting place.
Marton RSA & Citizens Hall	Rangitikei	Te Tai Hauāuru	Election Day	Voter was possibly reading the wrong data from the voting place list. Two voting places were open in Marton on Election Day, both closed at 7pm.
Johnsonville Shopping Centre	Ōhāriu	Te Tai Hauāuru	Advance voting	Voter Assistant slowly processing people while performing address updates on eRoll. Voter complained to onsite staff. Voter complained of 25 minute queues.
North City Shopping Centre	Mana	Te Tai Hauāuru	Election Day	Voters with EasyVote cards not being separated from the queue of people without cards.
Fiordland Community Events Centre	Southland	Te Tai Tonga	Election Day	Voter complained the layout of the voting place was too small. Complained people were waiting outside in the rain.
Tairua Community Hall	Coromandel	Hauraki-Waikato	Election Day	Voters with EasyVote cards not being separated from the queue of people without cards. Staff advised voters they could return and vote later at the voting place was open until 7pm.
May Road School	Mt Roskill	Tāmaki Makaurau	Election Day	Voter complained of queues of 20 minutes. Only 2 of 5 issuing desks were issuing votes for Mt Roskill
St Anne's Church	Wellington Central	Te Tai Tonga	Election Day	Voter complained of slow queues and waiting outside in rain.
Martinborough School	Wairarapa	Ikaroa Rāwhiti	Election Day	Voter complained of queues of 45 minutes. Advised many people left the queue early. Likely a result of not separating EasyVote voters.

Te Matauru Primary	Waimakariri	Te Tai Tonga	Election Day	Voter Assistant advised voters of a wait time of 45 minutes. Some people left at this point.
Reremoana Primary School	Takanini	Tāmaki Makaurau	Election Day	Voter complained about 25 minute wait.
Vogeltown School	New Plymouth	Te Tai Hauāuru	Election Day	Voter complained about wait, advised voters left queue.
Presbyterian Church	Ōtaki	Te Tai Hauāuru	Election Day	Voter complained about 30 minute wait, advised voters left queue.
South Wellington Intermediate	Rongotai	Te Tai Tonga	Election Day	Voter complained about Special Votes not being separated from EasyVote queues. Complained about 10 minute wait.
Lincoln University Library	Selwyn	Te Tai Tonga	Election Day	Voter went to Lincoln University on voting day and could not find a voting place (this Voting Place was not open on Election Day) They instead went to Ararima Primary School where the queue was long. The voter believed this was the only other voting place open on Election Day. There were two other voting places in Lincoln open on Election Day.
East Otago Events Centre	Dunedin	Te Tai Tonga	Election Day	Voter complained of a 30 minute queue
Chartwell Cooperating Church	Hamilton East	Hauraki-Waikato	Election Day	Voter complained of very long queues and slow processing. Stated it took 1.5 hours to vote.
St Heliers Church and Community Centre	Tāmaki	Tāmaki Makaurau	Advance voting	Voter complained of time taken to process voters when the queue appeared to be quite short. This was the first day of voting. Staff were provided more training.
Te Whare Putea Heartlands	Kaikōura	Te Tai Tonga	Advance voting	Voter complained of 20 minute queues prior to Election Day.
Andersons Bay School	Dunedin	Te Tai Tonga	Election Day	Voter complained of 45 minute queues after eRoll went down.