

General Election Delivery Taskforce Agenda

Date: 11 September

Time: 1pm

Members: Beth [REDACTED] James [REDACTED] Anne [REDACTED] Jeremy Kannemeyer, John [REDACTED] Peter [REDACTED] Grace Chiang, Ross McPherson, Suzanne Knight-Tinirau, Sarah [REDACTED] Natalie [REDACTED] Shane Whitfield, Martin Rodgers, Adele [REDACTED] Paula-Ann [REDACTED] Emma Gillard, Larissa [REDACTED] Dean [REDACTED] Benjamin [REDACTED] Izak [REDACTED] Paul [REDACTED] Crispian [REDACTED]

Chairperson: Anusha Guler, DCE Operations

Item	Who
Welcome	Anusha
Apology	Anusha
Daily Update Discussion	All
Staffing Matters	All
Emerging Trends	All
General Information – Dashboard	All
Close	Anusha

Opening Karakia:

Pou Hihiri. Pou Rarama.
Tena te pou,
Te Poutokomanawa o tēnei whare
Te pou Tūhonohono
Te pou Arataki
Te pou Uakaha
Te pou Manaaki
Te pou o te Tika
Te pou ka toko, ka hiki, ka eke.
Ū te pou. Maia te pou. Rarawe te pou
Hui te mārama. Hui te ora.
Whano, whano! Haramai te toki – Haumi e!
Hui e – Tāiki e!

Closing Karakia:

Koia tēnei te whakairi ake i te kete whakaaro,
i te kete kōrero ki te epa o te whare
Karakia whakamutunga
Tēnei te whakamoe tai o tēnei o ngā whare
kōrero
Whakamoe tai
Whakamoe ahiahi/kaupapa
Whakamoe tēnei whare kōrero
Ko lo te pū, lo tā koutou weu, lo tā koutou
tāmōre
Tēnei te hau
Tēnei te hau kiwi, te hau weka
Tēnei te hau ka kawea mai, ka tau mai, ka
mārire mai, ka māhaki mai
Māhaki ki te rangi
Māhaki ki te whenua
Māhaki ki ngā tāngata katoa
E Rongo, whakairihia te kete kōrero ki runga,
kia Tina – Tina!
Hui e – Tāiki e!

11/09/2023– Situation Report Week 1

As at 10.21am on 11/09/2023 prepared by Crispian [REDACTED] authorised by Anusha Guler

Distributed to	All GEDT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> • There was 1 important major event – Writ Day (Sunday, 10 Sep) • Taskforce is fully activated.
Overseas Voting Services (OVS)	<ul style="list-style-type: none"> • OVS is managing an incident with dictation registration that was meant to go live today at 9am (11/09). • There was a deployment issue with the OS application, where OVS was unable to transition the dictation registration into production (last week Thursday (07/09) due to a minor issue. • The issues identified were the final template files – declarations and letterhead (excluding ballot papers) • Catalyst is working on the above deployment, this is to be resolved by Monday, 11 September afternoon. • This incident is treated as CRITICAL. • On a separate relevant issue: the main key staff is leaving the organisation and he was unable to be contacted last week to discuss the above issue. • KEY PERSONNEL RISK: The individual staff leaving has all the knowledge about the overseas application system. • OVS need to understand the escalation process with IT regarding the overseas systems. Any issues arise from voters will require urgent resolution, investigation, or the involvement of a senior member of IT with the necessary technical knowledge. <p>1pm Meeting Update:</p> <ul style="list-style-type: none"> • The deployment issue has been resolved. • The incident is now categorised as AMBER. • The back up function and dictation are continuing as normal. • The OVS team has received 6 dictation calls and will be manually adding it into production. <p>ACTION:</p> <ol style="list-style-type: none"> 1. Requesting Paul [REDACTED] CIO to investigate options and provide solutions to address key personnel risk.
Voting Services - South Island	<ul style="list-style-type: none"> • The Rostering & Recruitment Manager for the Invercargill Electorate has resigned this morning. Three other staff working on recruitment in this HQ have also resigned. • The Regional Manager is travelling to the electorate today. The People & Culture Advisor for the South Island is travelling there tomorrow. • An update on this issue will be provided in tomorrow's SITREP (12/09).
Comms and Education	<p>Advertising</p> <ul style="list-style-type: none"> • The new phase of advertising has started on Sunday, 10 September and is running until 24 September. There is a slightly lower level of Orange Guy activity, the motivation campaign is now live and Whaakata Māori content has launched. <p>Media</p> <ul style="list-style-type: none"> • Writ day on Sunday – media release and social posts to mark event. • Karl, CE was interviewed on Radio Waatea this morning (11/09). • There is an article on Stuff this morning (11/09) about voter apathy.

	<p>Upcoming media this week:</p> <ul style="list-style-type: none"> • Media releases on Kids Voting and release of candidate and voting places information <p>Social Media</p> <ul style="list-style-type: none"> • Themes and questions - Voter apathy, how to vote from overseas, EasyVote cards, How to update details <p>Daily key metrics</p> <ul style="list-style-type: none"> • 1 media enquiry over weekend • 102 enquiries and comments on social media • Visits to vote.nz - 29918 on Saturday, 32027 on Sunday
Strategic Engagement and Partnership	<ul style="list-style-type: none"> • SEP team are experiencing strong themes around anti-voting and anti-government • Some groups are expressing privacy concerns with their personal data • There are some safety concerns for community facing staff and contracted providers as public can be forceful in their views • SEP are managing high volume of engagement activity. • This is treated as BAU and is being managed. • Teams are getting support from H&S and Security and Resilience Advisors • The teams are meeting with contracted providers to provide support on safety • SEP is mindful of uniforms and visibility • SEP staff are prioritising engagements to manage workload and managing expectations on event support and engagement activity.
Enrolment	<ul style="list-style-type: none"> • Enrolment demand in the lead up to Writ Day roll close has spiked. • The demand is as expected, and the Enrolment team are confident that they can meet roll close milestones. • There are approximately 17,500 enrolment forms that have come in for processing since 5pm on Saturday 9/09/2023. There has also been a spike in the number of email enquires over the weekend (e.g. unpublished roll) • This is treated as BAU and is under control. • This demand was forecasted, and Enrolment have the resources and capability to meet it. The timeline is until 3pm (Wed, 13 Sep) (at the latest) to have these forms keyed and checked.
Customer Service (CS)	<ul style="list-style-type: none"> • The volume of enquiries has been much higher over the weekend for the CS team and Telnet (84% higher than forecasted yesterday) • The enrolment related and unpublished enquiries have been the priority, as well as the nomination and candidate related question. • CS is working on a Troubleshooting article to support any website issues. • CS will be implementing a wider working window during the voting period. <p>Dashboard general information:</p> <ul style="list-style-type: none"> • Tickets on hand = 363 • % of tickets on hand outside of SLA = 4.8%. • Average SLA met in last 7 days = 98.7% • Customer Satisfaction % over last 7 days = 92.6% <p>Themes:</p> <ul style="list-style-type: none"> • Updating enrolment details • New enrolment • Returning enrolment form
People and Culture	<p>SnapHire</p> <ul style="list-style-type: none"> • P&C are adding some minor adjustments to some of the documents in the system to clarify process and variation documents. <p>Payroll</p> <ul style="list-style-type: none"> • Every week P&C must do "Out of Cycle" Pay Runs. This has placed more pressure on the

function. P&C is looking to come to an agreement on when OoC pay runs that will be allowed to alleviate the pressure.

- There is an EDW Tax code confusion that happened during the week. P&C is in the process of making sure everyone has the same understanding of the definitions as per the legislation.

ACTION:

1. **Request** the Manager P&C to work with Director Voting Services around a consistent rule for out of cycle payments.
2. **Request** the Manager P&C to work with Director Voting Services and Director Enrolment to investigate options for staff working on 21 and 23 October (Labour Day – Saturday and Monday) and 1 November (Hawkes Bay Anniversary).
3. **Remind** all Managers to process all staff timesheets on time to assist with P&C’s workload.

MetService Forecast for 11 Sep



MetService Extended Forecast 12-15 Sep

Tuesday
 North Island: A few showers in the west. Becoming fine elsewhere. South Island: Showers in the west and south, some possibly heavy. Mainly fine elsewhere.

Wednesday
 Generally fine for most, but a few showers in western areas and also the far south.

Thursday
 North Island: cloudy periods in the west, with scattered showers developing about and south of Taranaki later. Mainly fine in the east. South Island: rain or showers developing in the west and south, heavy at times. Fine with high cloud elsewhere.

Friday
 North Island: A period of rain or showers spreading north, clearing in the west later. South Island: Showers in the west and south easing, but a few showers developing elsewhere.

Chatham Islands
 Rain easing to cloudy periods and a few showers on Tuesday. Strong northwesterlies, turning southwesterly for a time Wednesday and early Thursday.

Issued: 11:29pm Sun 10 Sep (MetService)

11/09/2023– Situation Report Week 1

As at 3.59pm on 11/09/2023 prepared by Crispian [REDACTED] authorised by Anusha Guler

Distributed to	ELT Members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> • There was 1 important major event – Writ Day (Sunday, 10 Sep) • Taskforce is fully activated.
Overseas Voting Services (OVS)	<ul style="list-style-type: none"> • OVS is managing an incident with dictation registration that was meant to go live today at 9am (11/09). • There was a deployment issue with the OS application, where OVS was unable to transition the dictation registration into production (last week Thursday (07/09) due to a minor issue. • The issues identified were the final template files – declarations and letterhead (excluding ballot papers) • Catalyst is working on the above deployment, this is to be resolved by Monday, 11 September afternoon. • This incident is treated as CRITICAL. • On a separate relevant issue: A key staff is leaving the organisation and he was unable to be contacted last week to discuss the above issue. • KEY PERSONNEL RISK: The individual staff member leaving has relevant knowledge about the overseas application system. • OVS need to understand the escalation process with IT regarding the overseas systems. Any issues arise from voters will require urgent resolution, investigation, or the involvement of a senior member of IT with the necessary technical knowledge. <p>1pm Meeting Update:</p> <ul style="list-style-type: none"> • The deployment issue has been resolved. • The incident is now categorised as AMBER. • The back up function and dictation are continuing as normal. • The OVS team has received 6 dictation calls and will be manually adding it into production. <p>ACTION:</p> <ol style="list-style-type: none"> 1. Request Paul [REDACTED] CIO to investigate options and provide solutions to address key personnel risk.
Voting Services - South Island	<p>Added at 3.15pm</p> <ul style="list-style-type: none"> • The Rostering & Recruitment Manager for the Invercargill Electorate has resigned this morning. Three other staff working on recruitment in this HQ have also resigned. <p>ACTIONS:</p> <ol style="list-style-type: none"> 1. The Regional Manager is travelling to the electorate today. The People & Culture Advisor for the South Island is travelling there tomorrow. 2. An update on this issue will be provided in tomorrow's SITREP (12/09).
Auckland South	Nothing to report
Comms and Education	<p>Advertising</p> <ul style="list-style-type: none"> • The new phase of advertising has started on Sunday, 10 September and is running until 24 September. There is a slightly lower level of Orange Guy activity, the motivation campaign is now live and Whaakata Māori content has launched. <p>Media</p>

	<ul style="list-style-type: none"> • Writ day on Sunday – media release and social posts to mark event. • Karl, CE was interviewed on Radio Waatea this morning (11/09). • There is an article on Stuff this morning (11/09) about voter apathy. <p>Upcoming media this week:</p> <ul style="list-style-type: none"> • Media releases on Kids Voting and release of candidate and voting places information <p>Social Media</p> <ul style="list-style-type: none"> • Themes and questions - Voter apathy, how to vote from overseas, EasyVote cards, How to update details <p>Daily key metrics</p> <ul style="list-style-type: none"> • 1 media enquiry over weekend • 102 enquiries and comments on social media • Visits to vote.nz - 29918 on Saturday, 32027 on Sunday
Strategic Engagement and Partnership	<ul style="list-style-type: none"> • SEP team are experiencing strong themes around anti-voting and anti-government • Some groups are expressing privacy concerns with their personal data • There are some safety concerns for community facing staff and contracted providers as public can be forceful in their views • SEP are managing high volume of engagement activity. <p>ACTIONS</p> <ol style="list-style-type: none"> 1. Teams are getting support from H&S and Security and Resilience Advisors 2. The teams are meeting with contracted providers to provide support on safety 3. SEP staff are prioritising engagements to manage workload and expectations on event support and engagement activity.
Enrolment	<ul style="list-style-type: none"> • Enrolment demand in the lead up to Writ Day roll close has spiked. • There are approximately 17,500 enrolment forms that have come in for processing since 5pm on Saturday 9/09/2023. There has also been a spike in the number of email enquires over the weekend (e.g. unpublished roll) • This demand was forecasted, and Enrolment have the resources and capability to meet it. <p>1pm Meeting Update:</p> <ul style="list-style-type: none"> • Enrolment has reduced the electronic enrolment forms to 13,000.
Customer Service (CS)	<ul style="list-style-type: none"> • The volume of enquiries has been much higher over the weekend for the CS team and Telnet (84% higher than forecasted yesterday) • The enrolment related and unpublished enquiries have been the priority, as well as the nomination and candidate related question. <p>Dashboard general information:</p> <ul style="list-style-type: none"> • Tickets on hand = 363 • % of tickets on hand outside of SLA = 4.8%. • Average SLA met in last 7 days = 98.7% • Customer Satisfaction % over last 7 days = 92.6% <p>Themes:</p> <ul style="list-style-type: none"> • Updating enrolment details • New enrolment • Returning enrolment form
People and Culture	<p>SnapHire</p> <ul style="list-style-type: none"> • P&C are adding some minor adjustments to some of the documents in the system to clarify

process and variation documents.

Payroll

- Every week P&C must do “Out of Cycle” Pay Runs. This has placed more pressure on the function. P&C is looking to come to an agreement on when OoC pay runs that will be allowed to alleviate the pressure.
- There is an EDW Tax code confusion that happened during the week. P&C is in the process of making sure everyone has the same understanding of the definitions as per the legislation.

ACTIONS:

1. **Request** the Manager P&C to work with Director Voting Services around a consistent rule for out of cycle payments.
2. **Request** the Manager P&C to work with Director Voting Services and Director Enrolment to investigate options for staff working on 21 and 23 October (Labour Day – Saturday and Monday) and 1 November (Hawkes Bay Anniversary).
3. **Remind** all Managers to process all staff timesheets on time to assist with P&C’s workload.

FOR INFORMATION ONLY

MetService Forecast for 11 Sep



MetService Extended Forecast 12-15 Sep

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Chatham Islands

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	Issued: 11:29pm Sun 10 Sep (MetService)
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**PLEASE SAVE AS THIS TEMPLATE INTO RESPECTIVE
WEEK FOLDER**

11/09/2023– Situation Report Week 1

As at 9.48 on 11/09/2023 prepared by Suzanne Knight-Tinirau

Distributed to	GEDT members		
Key Contacts	Suzanne Knight-Tinirau		
Overview	<p>Summary Advertising New phase of advertising started Sunday running until 24 September: lower level of Orange Guy activity, motivation campaign live and Whaakata Māori content has started.</p> <p>Media Article on Stuff this morning about voter apathy. Writ day on Sunday – media release and social posts to mark event. Karl interviewed on Radio Waatea this morning.</p> <p>Social Media Themes and questions - Voter apathy, how to vote from overseas, EasyVote cards, How to update details</p> <p>Daily key metrics</p> <ul style="list-style-type: none"> • 1 media enquiry over weekend • 102 enquiries and comments on social media • Visits to vote.nz - 29918 on Saturday, 32027 on Sunday 		
Status of the issue/s	<p>No issues to note.</p> <p>Upcoming this week</p> <p>Social Media Te Wiki o te reo Māori, Whaakata Māori content, release of candidate and Voting Places information.</p> <p>Media Media releases for Kids Voting, release of candidate and Voting Places information.</p>		
Actions Underway	Action	Owner	Description
Notes:			

11/09/2023– Situation Report Week 1

As at 0900 on 11/09/2023 prepared by Shane Whitfield

Distributed to	GEDT members		
Key Contacts	Shane Whitfield		
Overview	<p>Summary of the current event – What we know</p> <ul style="list-style-type: none"> • Strong themes around anti-voting and anti-government • Some groups expressing privacy concerns with their personal data • Some safety concerns for staff as public can be forceful in their views • Managing high volume of engagement activity 		
Status of the issue/s	<p>Who or what is affected?</p> <ul style="list-style-type: none"> • Community facing staff including contracted providers <p>What is the status of the situation/service/issue?</p> <ul style="list-style-type: none"> • Under management <p>Action:</p> <ul style="list-style-type: none"> • Teams getting support from H+S and Security and Resilience Advisors • Meeting with contracted providers • Being mindful of uniforms and visibility • SEP staff are prioritising engagements to manage workload. • Managing expectations on event support and engagement activity. 		
Actions Underway	Action	Owner	Description
Notes:	<p>Early observation:</p> <ul style="list-style-type: none"> • 		

11/09/2023– Situation Report Week 1

As at 0900 on 11/09/2023 prepared by Ross McPherson

Distributed to	GEDT members		
Key Contacts	<ul style="list-style-type: none"> Ross McPherson 		
Overview	<p>Summary of the current event – What we know</p> <ul style="list-style-type: none"> Enrolment demand in the lead up to Writ Day roll close has spiked. The demand is as expected, and we are confident we can meet roll close milestones. 		
Status of the issue/s	<p>Who or what is affected?</p> <ul style="list-style-type: none"> Approximately 17,500 enrolment forms have come in for processing since 5pm on Saturday 9/09/2023. There has also been a spike in the number of email enquires over the weekend (e.g. unpublished roll). <p>What is the status of the situation/service/issue?</p> <ul style="list-style-type: none"> No issues. This demand was forecast, and we have the resources and capability to meet it. We have until 3pm (at the latest) to have these forms keyed and checked. <p>Action:</p> <ul style="list-style-type: none"> Business as usual for the enrolment processing teams. 		
Actions Underway	Action	Owner	Description
	Process all enrolment forms by 3pm Wednesday 13/09/23	Enrolment Team Leaders	Processing underway.
Notes:	<p>Early observation:</p> <ul style="list-style-type: none"> A lot of work, but nothing we can't handle. 		

**PLEASE SAVE AS THIS TEMPLATE INTO RESPECTIVE
WEEK FOLDER**

11/09/2023– Situation Report Week 1

As at 0900 on 12/09/2023 prepared by John [REDACTED]

Distributed to	GEDT members •																
Key Contacts	•																
Overview	Summary of the current event – What we know •																
Status of the issue/s	Service Status																
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr style="background-color: #f4a460;"> <td style="text-align: center;">OS Public Enquiries</td> </tr> <tr> <td style="text-align: center;">Live</td> </tr> <tr style="background-color: #d9ead3;"> <td style="text-align: center;">OK</td> </tr> <tr style="background-color: #f4a460;"> <td style="text-align: center;">eLearning Support</td> </tr> <tr> <td style="text-align: center;">Live</td> </tr> <tr style="background-color: #d9ead3;"> <td style="text-align: center;">OK</td> </tr> <tr style="background-color: #f4a460;"> <td style="text-align: center;">Dictation Registration</td> </tr> <tr> <td style="text-align: center;">Live</td> </tr> <tr style="background-color: #d9ead3;"> <td style="text-align: center;">OK</td> </tr> <tr> <td colspan="2" style="text-align: center;"> </td> </tr> <tr style="background-color: #f4a460;"> <td style="text-align: center;">Overseas Voting Places Supplies 1</td> </tr> <tr> <td style="text-align: center;">Shipped 7/9 – In Transit</td> </tr> <tr style="background-color: #d9ead3;"> <td style="text-align: center;">OK</td> </tr> </table>			OS Public Enquiries	Live	OK	eLearning Support	Live	OK	Dictation Registration	Live	OK			Overseas Voting Places Supplies 1	Shipped 7/9 – In Transit	OK
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Notes:	Early observation: •																

12/09/2023– Situation Report Week 1

As at 12.07noon on 12/09/2023 prepared by Crispian [REDACTED]

Distributed to	All GEDT members												
Key Contacts	Anusha Guler and Crispian [REDACTED]												
Previous Day ELT SITREP	3 ELT Standup SITREP 1 11092023 - FINAL .docx												
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> • There was 1 important major event – Writ Day (Sunday, 10 Sep) • Taskforce is fully activated. • ELT Standups activated. • ELT morning Standups have been cancelled for this week. 												
Overseas Voting Services (OVS)	<p>Service Status Update:</p> <table border="1" style="margin-left: 20px;"> <tr><td style="background-color: #f4a460; text-align: center;">OS Public Enquiries</td></tr> <tr><td style="text-align: center;">Live</td></tr> <tr><td style="text-align: center;">OK</td></tr> </table> <table border="1" style="margin-left: 20px;"> <tr><td style="background-color: #f4a460; text-align: center;">eLearning Support</td></tr> <tr><td style="text-align: center;">Live</td></tr> <tr><td style="text-align: center;">OK</td></tr> </table> <table border="1" style="margin-left: 20px;"> <tr><td style="background-color: #f4a460; text-align: center;">Dictation Registration</td></tr> <tr><td style="text-align: center;">Live</td></tr> <tr><td style="text-align: center;">OK</td></tr> </table> <table border="1" style="margin-left: 20px;"> <tr><td style="background-color: #f4a460; text-align: center;">Overseas Voting Places Supplies 1</td></tr> <tr><td style="text-align: center;">Shipped 7/9 – In Transit</td></tr> <tr><td style="text-align: center;">OK</td></tr> </table>	OS Public Enquiries	Live	OK	eLearning Support	Live	OK	Dictation Registration	Live	OK	Overseas Voting Places Supplies 1	Shipped 7/9 – In Transit	OK
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Voting Services - South Island	<p>UPDATE ON ISSUES:</p> <ul style="list-style-type: none"> • The RRM in Invercargill has resigned. 2 other HQ staff have also left the organisation and another staff is wanting to leave. • Recruitment is behind and low in applicant numbers. • EM requires support. <p>ACTIONS:</p> <ol style="list-style-type: none"> 1. RM, P&C Advisor and RA are on site to support the EM. 2. Placing further advertisement in local papers 3. Building up the remaining team and putting a new system in place to move people faster through Snaphire 												
IT	<ul style="list-style-type: none"> • IT is currently working on and actively tracking 16 different activities that support GE delivery, most of which are tracking to plan and under good management. • There are a small number of issues that are currently being worked through with respective technical SME's, suppliers and associated business owners, these are: <ul style="list-style-type: none"> ○ Key Person risk 												

	<ul style="list-style-type: none"> ○ Mobile phone provision for Voting Services, ○ Commission HQ power resilience ○ Security update patching between now and the election period. <ul style="list-style-type: none"> ● Regular daily stand-ups are in place with key contributors, led by IT PM Stephen [REDACTED] and attended by Paul [REDACTED] <p>UPDATE OF ISSUES:</p> <ol style="list-style-type: none"> 1. Key Person risk <ul style="list-style-type: none"> ● With Aiden [REDACTED] due to leave at the end of September, there is a risk that technical issues are unable to be resolved due to a loss of key institutional knowledge on various business applications. 2. Mobile phone provision for Voting Services – <ul style="list-style-type: none"> ● 7195 phones have been built and deployed to 2600 external sites (voting centres and regional HQ's). There are c. 81 sites that do not have one.nz connectivity. 3. Commission HQ power resilience – <ul style="list-style-type: none"> ● A back-up generator has been sourced for Manners St and is scheduled to be installed on 14/09, however IT are currently trying to align plans and dependencies to ensure effective testing can take place ahead of the nominations process this week. 4. Security update patching between now and the election period – <ul style="list-style-type: none"> ● Critical security patching from Microsoft is due out this week and should be concluded by the end of next week. IT are also likely to need to apply ios and Android patches over the coming weeks and will need to ensure plans are in place to minimise any disruption. <p>ACTIONS</p> <ol style="list-style-type: none"> 1. Key Person risk – Paul [REDACTED] will be meeting with Aiden today (12/09) to better understand risk and construct a mitigation plan. 2. Mobile phone provision for Voting Services – IT is continuing to work with One.NZ and Voting Services to identify and deliver contingent solutions for impacted sites. 3. Commission HQ power resilience – IT is working with supplier and property services to align expectations to complete install and test. 4. Security update patching between now and the election period – Cyber team to confirm expected timeframe for ios and android patches and then work with Voting services to confirm a plan
<p>Comms and Education</p>	<p>Media</p> <ul style="list-style-type: none"> ● There is a steady volume of media enquiries, mainly focused on enrolling and voting. ● Seeing an uptick from regional media outlets wanting electorate specific information. ● Communications team has provided two responses to requests for fact checks regarding vote counting process. <p>Social Media</p> <ul style="list-style-type: none"> ● There is continued sentiment that there is no one to vote for. <p>Research</p> <ul style="list-style-type: none"> ● The Commission has received the report on the benchmark survey conducted by Kantar Public from 27-30 July. Key points to note: <ul style="list-style-type: none"> ● Most New Zealanders are aware (92%) there is an election this year. ● Most New Zealanders (87%) state that they're enrolled to vote at their current address and think that it is easy to enrol. ● The main thing to emerge is that intention to vote (74%) is down from what it was in 2014 (81%), 2017 (86%), and 2020 (85%). The mild shift in intention is being driven by the effort that people feel they need to make to decide who to vote for, particularly amongst those aged 18 to 29.

	<ul style="list-style-type: none"> Two-thirds of New Zealanders are confident that the Electoral Commission conducts elections fairly. The number of people who express total confidence has weakened from 59% after the 2020 General Election to 37% in July 2023. <p>Daily key metrics</p> <ul style="list-style-type: none"> 4 media enquiries on 11 September 19 enquiries and comments on social media 24,061 visitors to vote.nz <p>ACTIONS:</p> <ul style="list-style-type: none"> Kids Voting media release out today. Internal communications have gone out regarding health and safety in area surrounding national office.
Strategic Engagement and Partnership	<p>UPDATE ON ISSUES:</p> <ul style="list-style-type: none"> SEP received feedback from communities across the motu around recruitment to VS challenges, in particular not hearing back once they have applied. A significant level of confusion about voting eligibility, concern that our language does not match INZ and is hard to find on the website Ongoing challenging kōrero in various regions, some staff report people are going out of their way to seek out EC kaimahi and complain. Misinformation around what EC does, have heard several times that votes for unsuccessful candidates/parties get attributed to others instead. Some feedback from community around feeling they have not had enough contact from the Commission over the past few years. <p>ACTIONS:</p> <ul style="list-style-type: none"> SEP is working with Comms/VS units around responses to recruitment questions SEP to discuss options re residency information with Comms
Enrolment	<ul style="list-style-type: none"> Current enrolment numbers for processing are: <ul style="list-style-type: none"> 7,107 forms in total (2,985 electronic, 4,122 paper) This includes approximately 1,640 qualifying paper forms that came in today, via the mail, Voting Services (Electorate HQ), and Community Engagement teams. Service continues for enrolment – no issues processing the forms in the time frame for roll close. <p>POTENTIAL ISSUE</p> <ul style="list-style-type: none"> with a possible last-minute addition to the Corrupt Practices List, due to a Court trial that has just concluded. Waiting on advice from Legal & Policy <p>ACTION</p> <ul style="list-style-type: none"> Enrolment will need to advise 6(a) Print of the possibility to reprint the roll covers for one electorate, because of the potential Corrupt Practices issue. <p>RESOLVED</p> <ul style="list-style-type: none"> The issue with staff possibly needing to work Labour Day appears to have been resolved.
Customer Services	<ul style="list-style-type: none"> There is a steady volume of enquiries. In the last 24 hours, the team had 364 tickets created and received 56 inbound calls. 47 outbound calls were also made particularly for customers who sent their form in time but it was unsigned. Currently there are 290 open tickets with majority within the target timeframe. Majority of the enquiries received were enrolment related, followed by the voting and other enquiries.

- No significant issue to report at this stage.

FOR YOUR INFORMATION

**MetService
Forecast for
12 Sep**

My Favourite

You don't have a favourite location yet

TODAY 12 SEP NA° NA°

[How to add your location to the homepage](#)

Current Extremes

HIGHEST
Napier 18.6°

LOWEST
Invercargill 4.9°

WINDIEST
Invercargill 43km/h

WETTEST
Invercargill 1.6mm



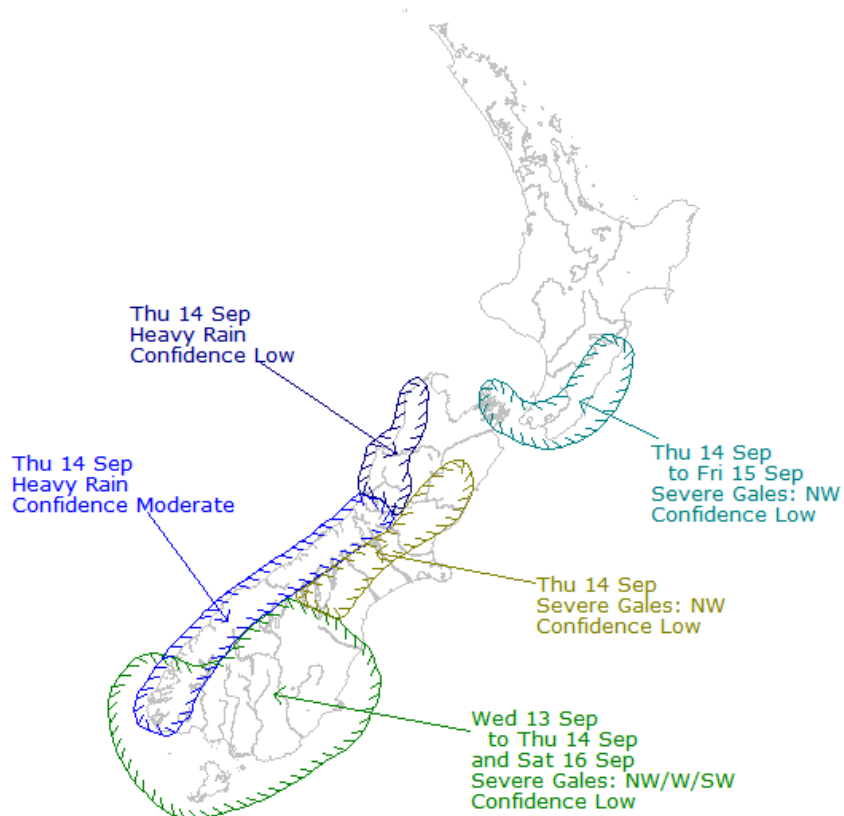
**Severe
Weather
Outlook**

A cold front and associated rain-band are expected to move northwards over New Zealand on Thursday and early Friday. A strong northwest flow precedes the front, and a colder southwest flow follows it. There is moderate confidence that rainfall amounts will reach warning criteria about Fiordland and Central/Southern Westland (especially about the ranges), and low confidence about Buller and Kahurangi National Park.

There is also low confidence that the northwesterlies ahead of the front will reach severe gale for a time about Otago, Southland and southern Fiordland late Wednesday and Thursday, about inland Canterbury and Kaikoura on Thursday, and about Cook Strait, Wairarapa, Tararua District and Central Hawke's Bay on Thursday and early Friday. Additionally, there is low confidence of westerly or southwesterly winds reaching severe gale for a time about coastal Otago and Southland later Thursday (and possibly early Friday) behind the front.

On Saturday, another cold front will approach the southern South Island, and there is low confidence of northwesterlies rising to severe gale again about exposed parts of southern Fiordland, Southland and inland Otago during the day.

Valid Wed 13-Sep-2023 through Sat 16-Sep-2023



Issued 11:04 am 11-Sep-2023

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**MetService
Extended
Forecast 12-
15 Sep**

Tuesday

North Island: A few showers in the west. Becoming fine elsewhere. South Island: Showers in the west and south, some possibly heavy. Mainly fine elsewhere.

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Generally fine for most, but a few showers in western areas and also the far south.

Thursday

North Island: cloudy periods in the west, with scattered showers developing about and south of Taranaki later. Mainly fine in the east. South Island: rain or showers developing in the west and south, heavy at times. Fine with high cloud elsewhere.

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North Island: A period of rain or showers spreading north, clearing in the west later. South Island: Showers in the west and south easing, but a few showers developing elsewhere.

Chatham Islands

Rain easing to cloudy periods and a few showers on Tuesday. Strong northwesterlies, turning southwesterly for a time Wednesday and early Thursday.

Issued: 11:29pm Sun 10 Sep (MetService)

12/09/2023– Situation Report Week 1

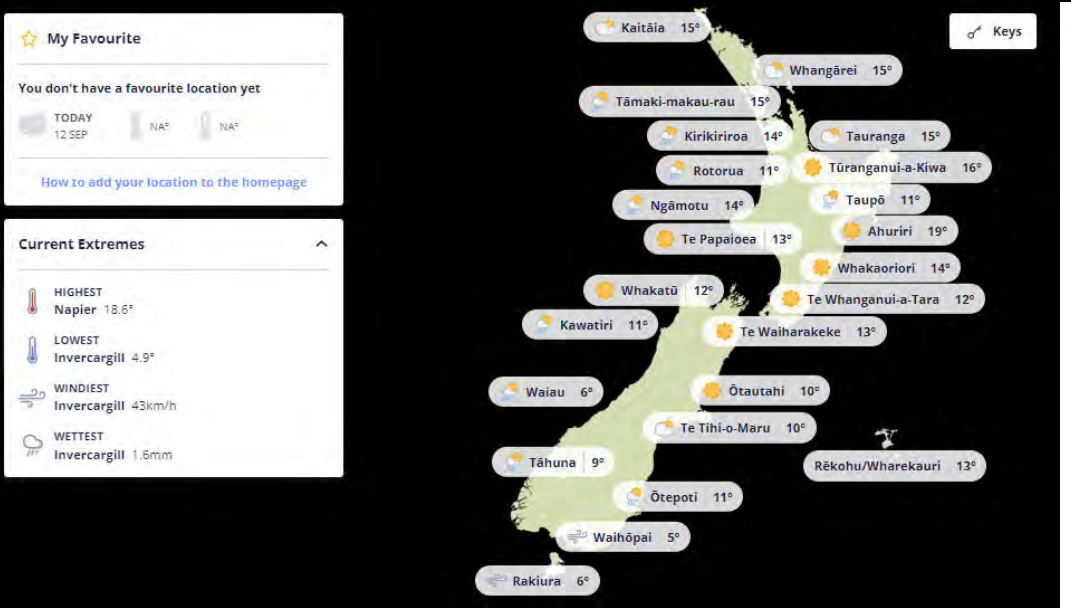
As at 3.51pm on 12/09/2023 prepared by Crispian [REDACTED] authorised by Anusha Guler

Distributed to	ELT members																								
Key Contacts	Anusha Guler and Crispian [REDACTED]																								
Previous Day ELT SITREP	3 ELT Standup SITREP 1 11092023 - FINAL .docx																								
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> • There was 1 important major event – Writ Day (Sunday, 10 Sep) • Taskforce is fully activated. • ELT Standups activated. 																								
Overseas Voting Services (OVS)	<p>Service Status Update:</p> <ul style="list-style-type: none"> • All systems are running as normal. <table border="1"> <tr> <td colspan="2">OS Public Enquiries</td> </tr> <tr> <td></td> <td>Live</td> </tr> <tr> <td></td> <td>OK</td> </tr> <tr> <td colspan="2">eLearning Support</td> </tr> <tr> <td></td> <td>Live</td> </tr> <tr> <td></td> <td>OK</td> </tr> <tr> <td colspan="2">Dictation Registration</td> </tr> <tr> <td></td> <td>Live</td> </tr> <tr> <td></td> <td>OK</td> </tr> <tr> <td colspan="2">Overseas Voting Places Supplies 1</td> </tr> <tr> <td></td> <td>Shipped 7/9 – In Transit</td> </tr> <tr> <td></td> <td>OK</td> </tr> </table>	OS Public Enquiries			Live		OK	eLearning Support			Live		OK	Dictation Registration			Live		OK	Overseas Voting Places Supplies 1			Shipped 7/9 – In Transit		OK
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Voting Services - South Island	<p>UPDATE ON ISSUES:</p> <ul style="list-style-type: none"> • The RRM in Invercargill has resigned. 2 other HQ staff have also left the organisation and another staff is wanting to leave. • The current recruitment is behind and low in applicant numbers. • EM requires support to build the team and increase staff recruitment. <p>ACTIONS:</p> <ol style="list-style-type: none"> 1. RM, P&C Advisor and RA are on site to support the EM. 2. P&C has placed advertisements in local papers 3. RM is working closely with PC to fast-track applications through Snaphire and explore option of paper-based application. 																								
IT	<ul style="list-style-type: none"> • IT is currently working on and actively tracking 16 different activities that support GE delivery, most of which are tracking to plan and under good management. <p>UPDATE OF ISSUES:</p> <ol style="list-style-type: none"> 1. Key Person risk <ul style="list-style-type: none"> • With Aiden [REDACTED] due to leave at the end of September, there is a risk that technical issues are unable to be resolved due to a loss of key institutional knowledge on various 																								

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<p>Comms and Education</p>	<p>Media</p> <ul style="list-style-type: none"> • There is a steady volume of media enquiries, mainly focused on enrolling and voting. • Seeing an uptick from regional media outlets wanting electorate specific information. • Communications team has provided two responses to requests for fact checks regarding vote counting process. <p>Social Media</p> <ul style="list-style-type: none"> • There is continued sentiment that there is no one to vote for. <p>Research</p> <ul style="list-style-type: none"> • The Commission has received the report on the benchmark survey conducted by Kantar Public from 27-30 July. Key points to note: <ul style="list-style-type: none"> ○ Most New Zealanders are aware (92%) there is an election this year. ○ Most New Zealanders (87%) state that they're enrolled to vote at their current address and think that it is easy to enrol. ○ The main thing to emerge is that intention to vote (74%) is down from what it was in 2014 (81%), 2017 (86%), and 2020 (85%). The mild shift in intention is being driven by the effort that people feel they need to make to decide who to vote for, particularly amongst those aged 18 to 29. ○ Two-thirds of New Zealanders are confident that the Electoral Commission conducts elections fairly. The number of people who express total confidence has weakened from 59% after the 2020 General Election to 37% in July 2023. <p>Daily key metrics</p> <ul style="list-style-type: none"> • 4 media enquiries on 11 September • 19 enquiries and comments on social media • 24,061 visitors to vote.nz <p>ACTIONS:</p>

	<ol style="list-style-type: none"> 1. Comms has released the Kids Voting media. 2. Comms has released the Internal communications regarding health and safety in area surrounding national office.
Strategic Engagement and Partnership	<p>UPDATE ON ISSUES:</p> <ul style="list-style-type: none"> • SEP received feedback from communities across the motu around recruitment to VS challenges, in particular not hearing back once they have applied. • A significant level of confusion about voting eligibility, concern that our language does not match INZ and is hard to find on the website • Ongoing challenging kōrero in various regions, some staff report people are going out of their way to seek out EC kaimahi and complain. • Misinformation around what EC does, have heard several times that votes for unsuccessful candidates/parties get attributed to others instead. • Some feedback from community around feeling they have not had enough contact from the Commission over the past few years. <p>ACTIONS:</p> <ol style="list-style-type: none"> 1. SEP is working with Comms/VS units around responses from recruitment application 2. SEP to discuss options re residency information with Comms
Enrolment	<ul style="list-style-type: none"> • Current enrolment numbers for processing are: • 7,107 forms in total (2,985 electronic, 4,122 paper) • Incorrect information in the Tableau dashboard for queues in the online application. Dashboard currently showing 10k applications, it should be 2095. Miscommunication error. To be corrected by Friday. <p>POTENTIAL ISSUE</p> <ul style="list-style-type: none"> • Updating the Corrupt Practices List, due to a Court trial that has just concluded. <p>ACTION</p> <ol style="list-style-type: none"> 1. Enrolment will need to advise 6(a) Print of the possibility to reprint the roll covers for one electorate, because of the potential Corrupt Practices issue. 2. Legal will update on the notice of conviction before Enrolment can add it to the Corrupt Practices List. <p>RESOLVED</p> <ul style="list-style-type: none"> • The issue with staff possibly needing to work Labour Day appears to have been resolved.
Customer Services	<ul style="list-style-type: none"> • In the last 24 hours, the team had 364 tickets created and received 56 inbound calls. 47 outbound calls were also made particularly for customers who sent their form in time but it was unassigned. • Currently there are 290 open tickets with majority within the target timeframe. • Majority of the enquiries received were enrolment related, followed by the voting and other enquiries.
PC	<p>Added after the meeting 2.08pm</p> <ul style="list-style-type: none"> • Nationwide issue with Saphire, this has just affected the Commission. <p>ACTION</p> <ol style="list-style-type: none"> 1. IT is working with Aotel to resolve the issue.
FOR YOUR INFORMATION	

**MetService
Forecast for
12 Sep**



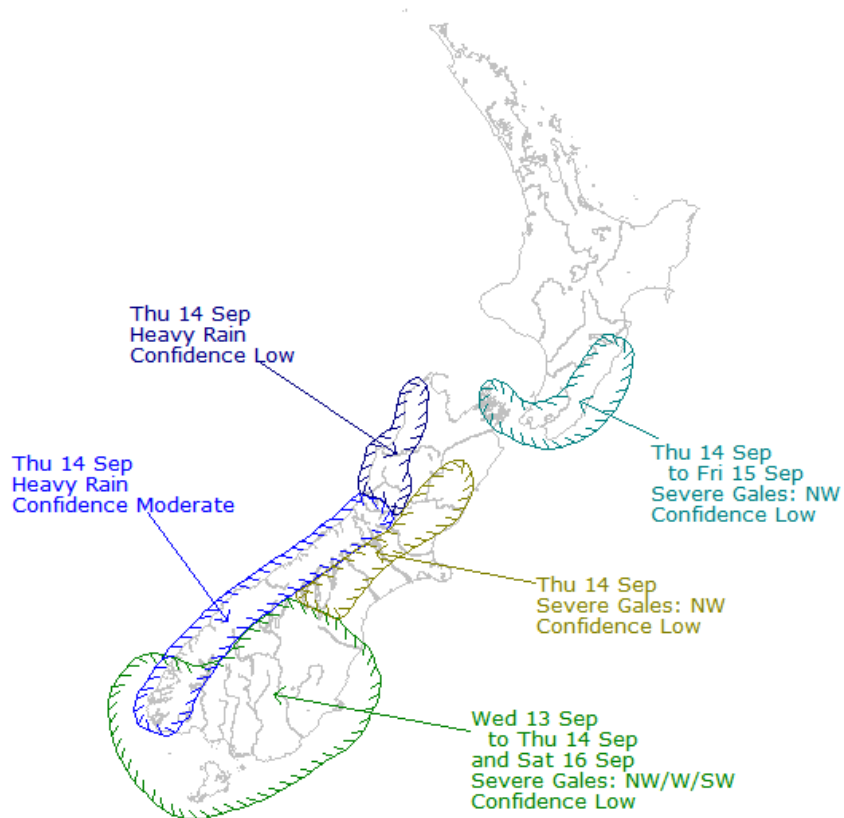
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**MetService
Extended
Forecast 12-
15 Sep**

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Rain easing to cloudy periods and a few showers on Tuesday. Strong northwesterlies, turning southwesterly for a time Wednesday and early Thursday.

Issued: 11:29pm Sun 10 Sep (MetService)

ACTION REGISTER LOG

OPEN

Unit	Issue Severity	ACTION	DATE RAISED	WHO	DUE DATE	IMPACT	UPDATE/OUTCOME	DATE CLOSED
OVS	CRITICAL	Request Paul [REDACTED] CIO to investigate options and provide solutions to address key personnel risk	11/09/2023	Paul [REDACTED] CIO		Reputational - direct impact on Overseas Voting application system and delivery of overseas voting due to loss of institutional knowledge	12/09 - Progressing. Please refer to SITREP. Mitigation plan to be in place.	Ongoing
VS - SI	CRITICAL	To provide update on the situation on staff recruitment for the Invercargill Electorate	11/09/2023	Anne [REDACTED] M SI	12-Sep	Reputational - direct impact on the operational delivery of the Voting Place in Invercargill due to loss of key operational staff.	12/09 - Progressing. Plan in place to support the EM with key resources and staff recruitment .	Ongoing
PC	LOW	Request the Manager P&C to work with Director Voting Services around a consistent rule for out of cycle payments	11/09/2023	Izak [REDACTED] PC Mgr		Increase workload on P&C due to regularity of payment rather than a proper cadence.	Resolved	12/09/23 - CLOSED
PC	HIGH	Request the Manager P&C to work with Director Voting Services and Director Enrolment to investigate options for staff working on 21 and 23 October (Labour Day – Saturday and Monday) and 1 November (Hawkes Bay Anniversary)	11/09/2023	Izak [REDACTED] PC Mgr		Reputational - this has direct impact on the counting on votes due to public holiday rules.	Resolved	12/09/23 - CLOSED
PC	LOW	Remind all Managers to process all staff timesheets on time to assist with P&C's workload.	11/09/2023	ALL Managers	On-going	Impact on P&C processing time.	On-going	12/09/23 - CLOSED

**PLEASE SAVE AS THIS TEMPLATE INTO RESPECTIVE
WEEK FOLDER**

12/09/2023– Situation Report Week 1

As at 0900 on 12/09/2023 prepared by XXXX

Distributed to	GEDT members
Key Contacts	Suzanne Knight-Tinirau
Overview	<p>Media</p> <ul style="list-style-type: none">• Steady volume of media enquiries, mainly focused on enrolling and voting.• Seeing an uptick from regional media outlets wanting electorate specific information• We've provided two responses to requests for fact checks regarding vote counting process. <p>Social Media</p> <p>Continued sentiment that there is no one to vote for.</p> <p>Research</p> <p>We have received the report on the benchmark survey conducted by Kantar Public from 27-30 July. Key points to note: A few key take-outs are:</p> <ul style="list-style-type: none">• Most New Zealanders are aware (92%) there is an election this year.• Most (87%) New Zealanders state that they're enrolled to vote at their current address and think that it is easy to enrol.• The main thing to emerge is that intention to vote (74%) is down from what it was in 2014 (81%), 2017 (86%), and 2020 (85%). The mild shift in intention is being driven by the effort that people feel they need to make to decide who to vote for, particularly amongst those aged 18 to 29.• Two-thirds of New Zealanders are confident that the Electoral Commission conducts elections fairly. The number of people who express total confidence has weakened from 59% after the 2020 General Election to 37% in July 2023. <p>Daily key metrics</p> <ul style="list-style-type: none">• 4 media enquiries on 11 September• 19 enquiries and comments on social media• 24061 visitors to vote.nz
Status of the issue/s	<p>Action:</p> <ul style="list-style-type: none">• Kids Voting media release out today.• Internal communications have gone out regarding health and safety in area surrounding national office.

Actions Underway	Action	Owner	Description
Notes:	Early observation: <ul style="list-style-type: none"> • 		

12/09/2023– Situation Report Week 1

As at 1000 on 12/09/2023 prepared by Shane Whitfield

Distributed to	GEDT members		
Key Contacts	Shane Whitfield		
Overview	<p>Summary of the current event – What we know</p> <ul style="list-style-type: none"> • Feedback from communities across the motu around recruitment to VS challenges, in particular not hearing back once they have applied. • A significant level of confusion about voting eligibility, concern that our language does not match INZ and is hard to find on the website • Ongoing challenging kōrero in various regions, some staff report people are going out of their way to seek out EC kaimahi and complain. • Misinformation around what EC does, have heard several times that votes for unsuccessful candidates/parties get attributed to others instead. • Some feedback from community around feeling they have not had enough contact from the Commission over the past few years. 		
Status of the issue/s	<p>Who or what is affected?</p> <ul style="list-style-type: none"> • Community facing staff including contracted providers <p>What is the status of the situation/service/issue?</p> <ul style="list-style-type: none"> • BAU <p>Action:</p> <ul style="list-style-type: none"> • Work with Comms/VS around responses to recruitment questions • Discuss options re residency information with Comms 		
Actions Underway	Action	Owner	Description
Notes:	<p>Early observation:</p> <ul style="list-style-type: none"> • 		

**PLEASE SAVE AS THIS TEMPLATE INTO RESPECTIVE
WEEK FOLDER**

12/09/2023– Situation Report Week 1

As at 0900 on 12/09/2023 prepared by XXXX

Distributed to	GEDT members		
Key Contacts	Martin Rodgers		
Overview	<p>Summary of the current event – What we know</p> <ul style="list-style-type: none"> • Enrolment processing for Writ Day Roll close continues. Current enrolment numbers for processing are: <ul style="list-style-type: none"> • 7,107 forms in total (2,985 electronic, 4,122 paper) • This includes approximately 1,640 qualifying paper forms that came in today, via the mail, Voting Services (Electorate HQ), and Community Engagement teams. • The issue with staff possibly needing to work Labour Day appears to have been resolved. • Potential issue with a possible last-minute addition to the Corrupt Practices List, due to a Court trial that has just concluded. Waiting on advice from Legal & Policy 		
Status of the issue/s	<p>Who or what is affected?</p> <ul style="list-style-type: none"> • Enrolment Processing. • Customer Services team • Legal & Policy • 6(a) Print <p>What is the status of the situation/service/issue?</p> <ul style="list-style-type: none"> • Service continues for enrolment – no issues processing the forms in the time frame for roll close. • Need to advise 6(a) Print of the possibility that we may have to reprint the roll covers for one electorate, because of the potential Corrupt Practices issue. <p>Action:</p> <ul style="list-style-type: none"> • Continue to process as we currently are for enrolment processing • Advise 6(a) Print of potential roll cover reprint issue. 		
Actions Underway	Action	Owner	Description
	Process qualifying enrolment forms	Ross McPherson	
	Potential Roll Cover reprint issue		
Notes:	<p>Early observation:</p> <ul style="list-style-type: none"> • 		

12/09/2023– Situation Report Week 1

As at 0900 on 12/09/2023 prepared by XXXX

Distributed to	GEDT members
Key Contacts	Paul [REDACTED]
Overview	<p>Summary of the current event – What we know</p> <ul style="list-style-type: none"> • IT is currently working on and actively tracking 16 different activities that support GE delivery, most of which are tracking to plan and under good management. • There are a small number of issues that are currently being worked through with respective technical SME's, suppliers and associated business owners, these are: <ul style="list-style-type: none"> ○ Key Person risk ○ Mobile phone provision for Voting Services, ○ Commission HQ power resilience ○ Security update patching between now and the election period. • Regular daily stand-ups are in place with key contributors, led by IT PM Stephen [REDACTED] and attended by Paul [REDACTED]
Status of the issue/s	<p>Who or what is affected?</p> <ul style="list-style-type: none"> • Key Person risk – With Aiden [REDACTED] due to leave at the end of September, there is a risk that technical issues are unable to be resolved due to a loss of key institutional knowledge on various business applications. • Mobile phone provision for Voting Services – 7195 phones have been built and deployed to 2600 external sites (voting centres and regional HQ's). There are c. 81 sites that do not have one.nz connectivity. • Commission HQ power resilience – A back-up generator has been sourced for Manners St and is scheduled to be installed on 14/09, however we are currently trying to align plans and dependencies to ensure effective testing can take place ahead of the nominations process this week. • Security update patching between now and the election period – Critical security patching from Microsoft is due out this week and should be concluded by the end of next week. We are also likely to need to apply ios and Android patches over the coming weeks and will need to ensure plans are in place to minimise any disruption. <p>What is the status of the situation/service/issue?</p> <ul style="list-style-type: none"> • Key Person risk – Paul [REDACTED] meeting with Aiden 12/09 to better understand risk and construct a mitigation plan. • Mobile phone provision for Voting Services – Continuing to work with One.NZ and Voting Services to identify and deliver contingent solutions for impacted sites. • Commission HQ power resilience – Work with supplier and property services to align expectations to complete install and test.

	<ul style="list-style-type: none"> • Security update patching between now and the election period – Cyber team to confirm expected timeframe for ios and android patches and then work with Voting services to confirm a plan. <p>Action:</p> <ul style="list-style-type: none"> • As noted above 		
Actions Underway	Action	Owner	Description
Notes:			

**PLEASE SAVE AS THIS TEMPLATE INTO RESPECTIVE
WEEK FOLDER**

15/09/2023– Situation Report Week 2

As at 0900 on 15/09/2023 prepared by Izak [REDACTED] Corey [REDACTED]

Distributed to	GEDT members		
Key Contacts	Izak [REDACTED]		
Overview	<p>Summary of the current event – What we know</p> <ul style="list-style-type: none"> Delay in communicating HSW Guardrails (especially to to the field) means they are at risk of not being worked within and therefore intent of Board and ELT not translating to reality. 		
Status of the issue/s	<p>Who or what is affected?</p> <ul style="list-style-type: none"> Workers (those who's risk is not reduced), Board/ELT (stated risk tolerance unlikely to be lived in reality) <p>What is the status of the situation/service/issue? Action:</p> <ul style="list-style-type: none"> Awareness at this stage Email comms in draft to go to SLG Field-specific approach being consulted with Regional Managers. 		
Actions Underway	Action	Owner	Description
	<ul style="list-style-type: none"> Approaching Karl to confirm support capacity 	Jo [REDACTED]	
	<ul style="list-style-type: none"> Drafting email to go to SLG, hopefully from Karl. Will be reviewed (fixed) by Adele prior. 	Coey [REDACTED]	
	<ul style="list-style-type: none"> drafting field approach for RMs to feed back on. Again, Adele helping avoid clangers. 	Corey [REDACTED]	
	<ul style="list-style-type: none"> Assuming approach agreed, create slides for leaders (but RMs specifically) to present to their people with whatever support is desired. Yet again, Adele in review to add in field perspective. 	Corey [REDACTED]	
Notes:	<p>Early observation:</p> <ul style="list-style-type: none"> 		

13/09/2023– Situation Report Week 1

As at 11.34am on 13/09/2023 prepared by Crispian [REDACTED]

Distributed to	All GEDT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous Day ELT SITREP	3 ELT Standup SITREP 1 12092023 - FINAL.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> • There was 1 important major event – Writ Day (Sunday, 10 Sep) • Taskforce is fully activated. • ELT Standups activated. • MIKE will be closed once processing is completed - Roll Close
Voting Services (VS)	<p>UPDATE ON ISSUES</p> <ul style="list-style-type: none"> • E-Learning issue • VPM and Vas are unable to 'complete' their eLearning module. • Issue was originally highlighted as an issue a number of months ago • Learning Works were requested to investigate the issue, escalated on Monday • IT have received advice from Learning Works <p>REQUEST:</p> <ul style="list-style-type: none"> • VS might need to request assistance as the VS SME for Tupu is on sick leave. <p>ACTIONS</p> <ul style="list-style-type: none"> • Requested Jane [REDACTED] to work with IT to implement fixes to the eLearning package settings
Voting Services - South Island	<p>UPDATE ON ISSUES:</p> <ul style="list-style-type: none"> • Invercargill recruitment and team issues <ul style="list-style-type: none"> • EM needs support • RRM and recruitment HQs is leaving • The situation is improving. • Assessment of current recruitment activities e.g number of staff in the office, number of application, number of applications progressed • Staff whereabouts: <ul style="list-style-type: none"> ○ P&C Advisor has left for Wellington ○ RA to leave by this afternoon ○ RM to stay back until tomorrow afternoon ○ RA to return by Friday <p>ACTIONS:</p> <ol style="list-style-type: none"> 1. RM recruited back 3 of the 4 recruitment team who had left 2. RM had contacted a previous Invercargill EM (2020 RA) who is away on holiday, to support when she returns next week 3. Requested the P&C Advisor, RA and RM to assist with bulk recruitment of 30 applicants through SnapHire 4. RM placed recruitment advertisement to two newspapers
Data and	Update on Issue:

Insights	<ul style="list-style-type: none"> • Mike data pipelines into Te Kauhanganaroa have failed due to patches being put in by IT • Dashboards will still be usable, but data will not be current • EMS driven dashboards are unaffected. <p>ACTION:</p> <ol style="list-style-type: none"> 1. IT is currently working with Deloitte to schedule a full data refresh and will only begin once all patching is completed.
IT	<p>Update on Issues:</p> <ul style="list-style-type: none"> • Snaphire stability and performance impacting recruitment activity. New Issue. Platform stabilised for today. Plan to address root cause out of hours 13/9 under approved Change Request. • Key Person risk – Initial meeting held, more work required to better understand and produce transition plan. Target 19/9. • Mobile phone provision for Voting Services – Work underway to address gap identified and regular meetings in place to track and manage. • Commission HQ power resilience – Back-up generator will be installed tomorrow morning, looking to confirm testing on a single floor 14/09 out of hours. • Security update patching between now and the election period – No further update
Comms and Education	<p>Media</p> <ul style="list-style-type: none"> • Comms continues to be very busy. Media enquiries focussed on youth voting, local information, candidate rules. • There have been two follow ups on Kids Voting after the release yesterday. Comms are seeing good regional coverage from local media. <p>Social Media</p> <p>It is tracking to be a big week - 90 enquiries and comments since Monday. For comparison 350 last week total.</p> <p>Themes:</p> <ul style="list-style-type: none"> • voter apathy • wasting money on advertising • sovereign citizen <p>Daily key metrics</p> <ul style="list-style-type: none"> • 7 media enquiries on 12 September • 57 enquiries and comments on social media in last 24 hours • 21231 visitors to vote.nz
Strategic Engagement and Partnership	<p>UPDATE ON ISSUES:</p> <ul style="list-style-type: none"> • Receiving daily queries about changing rolls • Some concerns expressed by ethnic communities around other governments having access to their data and how they voted • Noting travel fatigue amongst staff in Tairāwhiti and Napier areas where distances have tripled for some areas
Enrolment	<ul style="list-style-type: none"> • Verbal Update
Customer Services	<p><u>Customer Services</u></p> <ul style="list-style-type: none"> • In the last 24 hours the team received 326 tickets and 43 escalated calls from Telnet. 56 outbound calls were also made for customers who sent their form in time, but they were unsigned. • We currently have 368 tickets on hand with the vast majority within SLA. This will likely

increase until we are able to utilise MIKE again for drag and drop functionality.

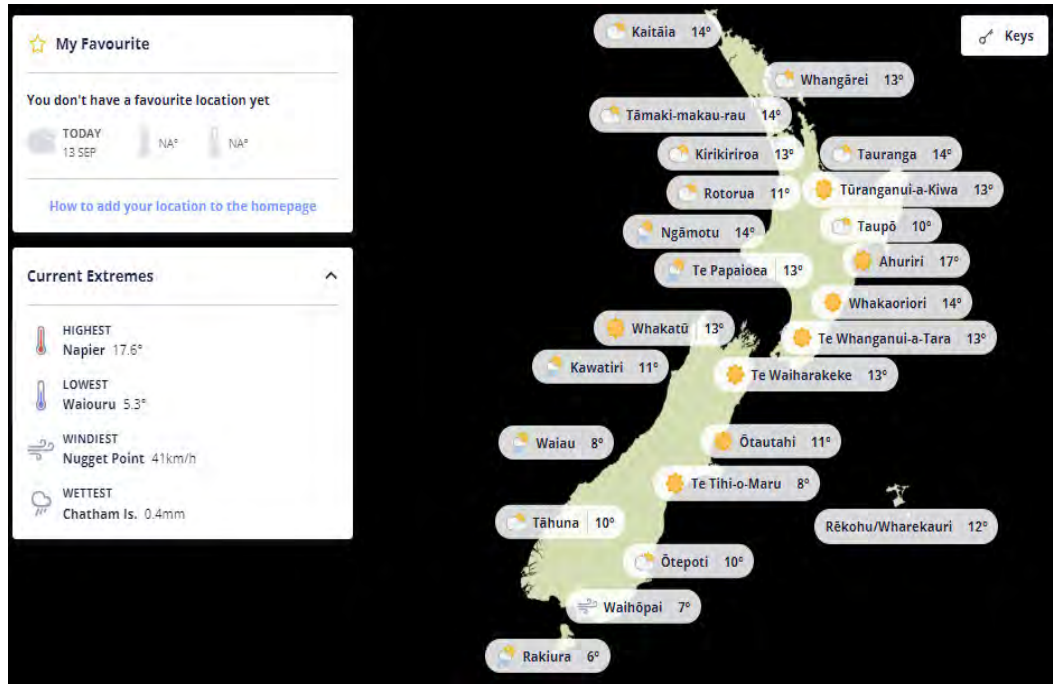
- Wide range of enquiries being received but most tend to still be enrolment related. We have seen some recruitment related enquiries due to the current system challenges.

Telnet

- 631 calls received yesterday, which is 20% below forecast. This is a continued trend of calls being less than forecast.
- The main enquiry remains change of details.

FOR YOUR INFORMATION

MetService Forecast for 13 Sep



Severe Weather Outlook

A cold front moves northwards over New Zealand on Thursday and Friday, preceded by a strong northwesterly flow, and followed by colder southwesterlies. Severe Weather Warnings and Watches have been issued for this event, and this extends into Friday morning for gale or severe gale northwesterlies about the lower North Island. Consequently, there is a moderate risk of severe gale northwesterlies about Marlborough, Wellington, Wairarapa, Tararua District and Central Hawkes Bay on Friday morning. For more details regarding the current Watches and Warnings, see <https://www.metservice.com/warnings/home>.

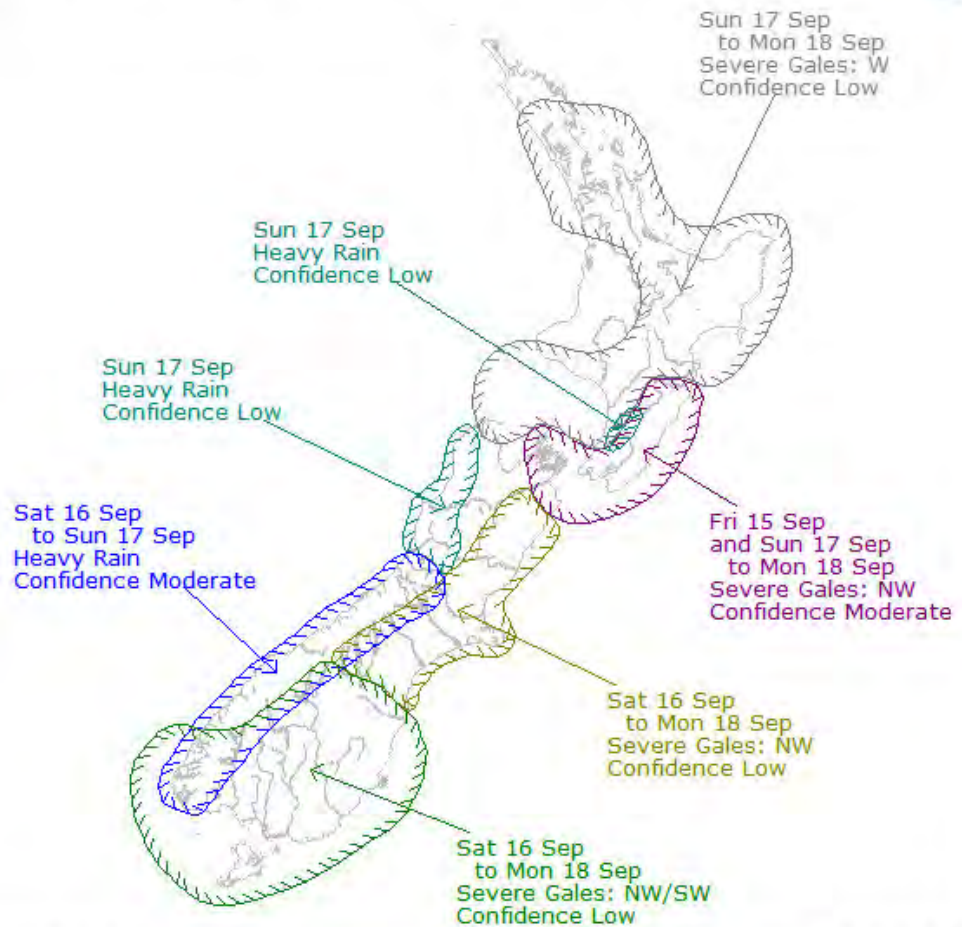
Over the weekend, northwesterlies will strengthen again over the country as another series of fronts move onto central and southern New Zealand. There is moderate confidence of warnable rainfall amounts over Fiordland, Westland and the Canterbury/Otago headwaters later Saturday and Sunday, and low confidence over Buller, Kahurangi National Park and the Tararua Range on Sunday.

Additionally, there is moderate confidence of another period of severe northwest gales about northern Marlborough, Wellington, Wairarapa, Tararua District and Central Hawke's Bay on Sunday and Monday morning. There is low confidence of severe northwest gales about other exposed parts of southern Marlborough, Canterbury, Otago, Southland and southern Fiordland later Saturday and into Sunday or early Monday, and also low confidence of severe gale west or southwest winds about southern Fiordland, Southland and Otago (mainly near the coast) later Sunday and early Monday.

Finally, there is low confidence that westerly winds could reach severe gale about other North Island areas from southern Northland to Hastings District and Kapiti, and also near Golden Bay, later Sunday and Monday.

(Reissued at 11:30am Wednesday to include the Canterbury/Otago headwaters in the moderate rainfall area later Saturday and Sunday).

Valid Fri 15-Sep-2023 through Mon 18-Sep-2023



Issued 11:27 am 13-Sep-2023

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**MetService
Extended
Forecast 12-
15 Sep**

Tuesday

North Island: A few showers in the west. Becoming fine elsewhere. South Island: Showers in the west and south, some possibly heavy. Mainly fine elsewhere.

Wednesday

Generally fine for most, but a few showers in western areas and also the far south.

Thursday

North Island: cloudy periods in the west, with scattered showers developing about and south of Taranaki later. Mainly fine in the east. South Island: rain or showers developing in the west and south, heavy at times. Fine with high cloud elsewhere.

Friday

North Island: A period of rain or showers spreading north, clearing in the west later. South Island: Showers in the west and south easing, but a few showers developing elsewhere.

Chatham Islands

Rain easing to cloudy periods and a few showers on Tuesday. Strong northwesterlies, turning southwesterly for a time Wednesday and early Thursday.

Issued: 11:29pm Sun 10 Sep (MetService)

ACTION REGISTER LOG

Unit	Issue Severity	ACTION	DATE RAISED	WHO	DUE DATE	IMPACT	UPDATE/OUTCOME	DATE CLOSED
OVS	CRITICAL	Request Paul [REDACTED] CIO to investigate options and provide solutions to address key personnel risk	11/09/2023	Paul [REDACTED] CIO		Reputational - direct impact on Overseas Voting application system and delivery of overseas voting due to loss of institutional knowledge	12/09 - Progressing. Please refer to SITREP. Mitigation plan to be in place.	Ongoing
VS - SI	CRITICAL	To provide update on the situation on staff recruitment for the Invercargill Electorate	11/09/2023	Anne [REDACTED] RM SI		Reputational - direct impact on the operational delivery of the Voting Place in Invercargill due to loss of key operational staff.	12/09 - Progressing. Plan in place to support the EM with key resources and staff recruitment .	Ongoing
IT	MEDIUM	IT working with One.NZ and VS to identify and deliver contingent solutions for sites that do not have one.NZ connectivity.	12/09/23	Paul [REDACTED] CIO		Reputational - direct impact on VS staff across the region.		
IT	MEDIUM	IT working with property and provider for back-up generator to be installed on 14 September.	12/09/23	Paul [REDACTED] CIO	14/09	Impact on NO office.		
IT	MEDIUM	IT to roll out security patches for ios and Android phones	12/09/23	Paul [REDACTED] CIO	22/09	Impact on all staff's phones		
Legal	LOW	Follow up on notice of conviction for Corrupt Practices List.	12/09/2023	Natalie [REDACTED] Legal		Low impact on an electorate roll. Will require to reprint the roll for an electorate		
P&C	LOW	Nationwide disruption for Snaphire. Working with provider for a solution	12/09/2023	Steve [REDACTED] PC		Low to medium impact to VS recruitment process.		

13/09/2023– Situation Report Week 1

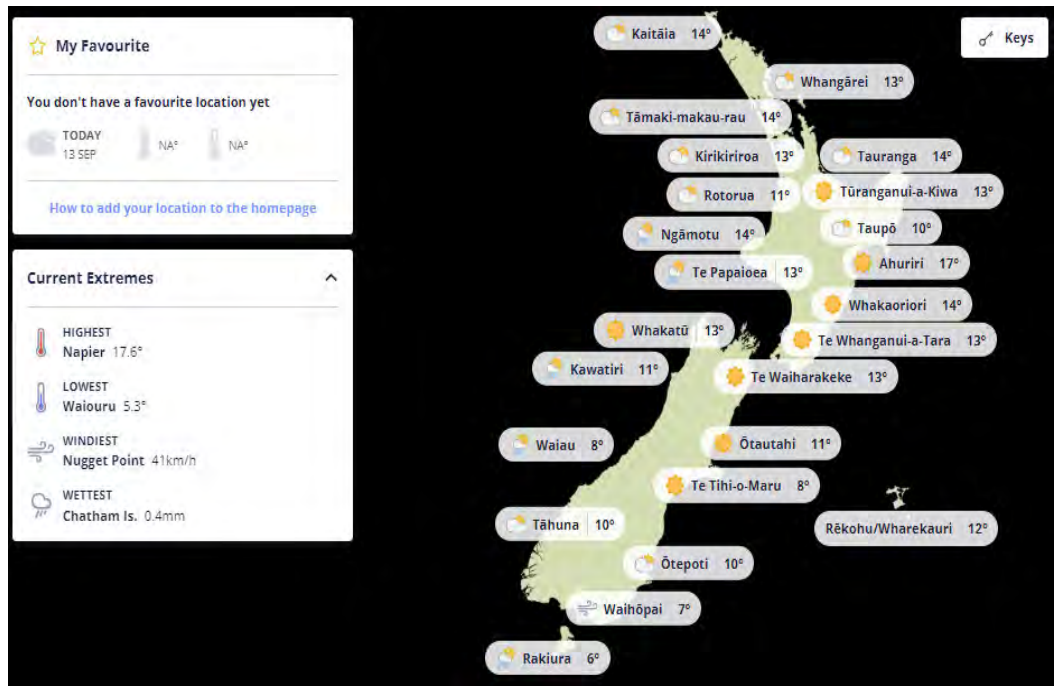
As at 3.09pm on 13/09/2023 prepared by Crispian [REDACTED] approved by Anusha Guler

Distributed to	ELT members
Key Contacts	Anusha Guler and Crispian [REDACTED] Martin Rodgers chaired the meeting.
Previous Day ELT SITREP	3 ELT Standup SITREP 1 12092023 - FINAL.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> • There was 1 important major event – Writ Day (Sunday, 10 Sep) • Taskforce is fully activated. • ELT Standups activated. • MIKE will be closed once processing is completed - Roll Close
Voting Services (VS)	<p>UPDATE ON ISSUES</p> <ul style="list-style-type: none"> • E-Learning issue • Originally highlighted as an issue a number of months ago • VPM and VAs are unable to 'complete' their eLearning module. • Escalated on Monday with Learning Works to investigate the issue • IT have received advice from Learning Works <p>ACTIONS</p> <ul style="list-style-type: none"> • Requested Jane [REDACTED] to work with IT to implement fixes to the eLearning package settings
Voting Services - South Island	<p>UPDATE ON ISSUES:</p> <ul style="list-style-type: none"> • Invercargill recruitment and team issues update: <ul style="list-style-type: none"> • RRM and HQs staff resigned <p>STATUS:</p> <ul style="list-style-type: none"> • The situation is improving. <p>ACTIONS:</p> <ol style="list-style-type: none"> 1. RM retained 3 of the 4 who planned to leave 2. RM contacted a previous Invercargill EM (2020 RA) to provide support by next week 3. Requested the P&C Advisor, RA and RM to assist with bulk recruitment of 30 applicants through SnapHire 4. RM placed recruitment advertisement to two newspapers
Data and Insights	<p>UPDATE ON ISSUE:</p> <ul style="list-style-type: none"> • Mike data pipelines into Te Kauhanganaroa have failed due to patches being put in by IT • Dashboards will still be usable, but data will not be current • EMS driven dashboards are unaffected. <p>ACTION:</p> <ol style="list-style-type: none"> 1. IT is currently working with Deloitte to schedule a full data refresh and will only begin once all patching is completed.
IT	<p>UPDATE ON ISSUES:</p> <ul style="list-style-type: none"> • Snaphire stability and performance impacting recruitment activity. New Issue. Platform stabilised for today. Plan to address root cause out of hours 13/9 under approved Change

	<p>Request.</p> <ul style="list-style-type: none"> • Key Person risk – Initial meeting held, more work required to better understand and produce transition plan. Target 19/9. • Mobile phone provision for Voting Services – Work underway to address connection gap and meetings in place to track and manage. • Commission NO power resilience – Back-up generator will be installed tomorrow morning, looking to confirm testing on a single floor 14/09 out of hours.
Comms and Education	<p>Social Media</p> <p>90 enquiries and comments since Monday.</p> <p>Themes:</p> <ul style="list-style-type: none"> • voter apathy • wasting money on advertising • sovereign citizen <p>Daily key metrics</p> <ul style="list-style-type: none"> • 7 media enquiries on 12 September • 57 enquiries and comments on social media in last 24 hours • 21231 visitors to vote.nz
Strategic Engagement and Partnership	<ul style="list-style-type: none"> • SEP receiving daily queries about changing rolls • Some concerns expressed by ethnic communities around foreign interference. • Noting travel fatigue amongst staff in Tairāwhiti and Napier areas where distances have tripled for some areas due to the recent cyclones.
Enrolment	<ul style="list-style-type: none"> • There will be a delay in seeking approval from DCE for roll extract due to these issues: <ul style="list-style-type: none"> ○ Far more qualifying paper forms than forecasted – 800 more ○ Integrity checks took longer than usual • Enrolment have received a request from a number of people to remove themselves from the roll. This appears to be duplicate of the same message.
Customer Services	<p><u>Customer Services</u></p> <ul style="list-style-type: none"> • In the last 24 hours the team received 326 tickets and 43 escalated calls from Telnet. 56 outbound calls were also made for customers who sent their form in time, but they were unsigned. • Wide range of enquiries being received but most tend to still be enrolment related. We have seen some recruitment related enquiries due to the current system challenges. <p><u>Telnet</u></p> <ul style="list-style-type: none"> • 631 calls received yesterday, which is 20% below forecast. This is a continued trend of calls being less than forecast. • The main enquiry remains change of details.

FOR YOUR INFORMATION

**MetService
Forecast for
13 Sep**



**Severe
Weather
Outlook**

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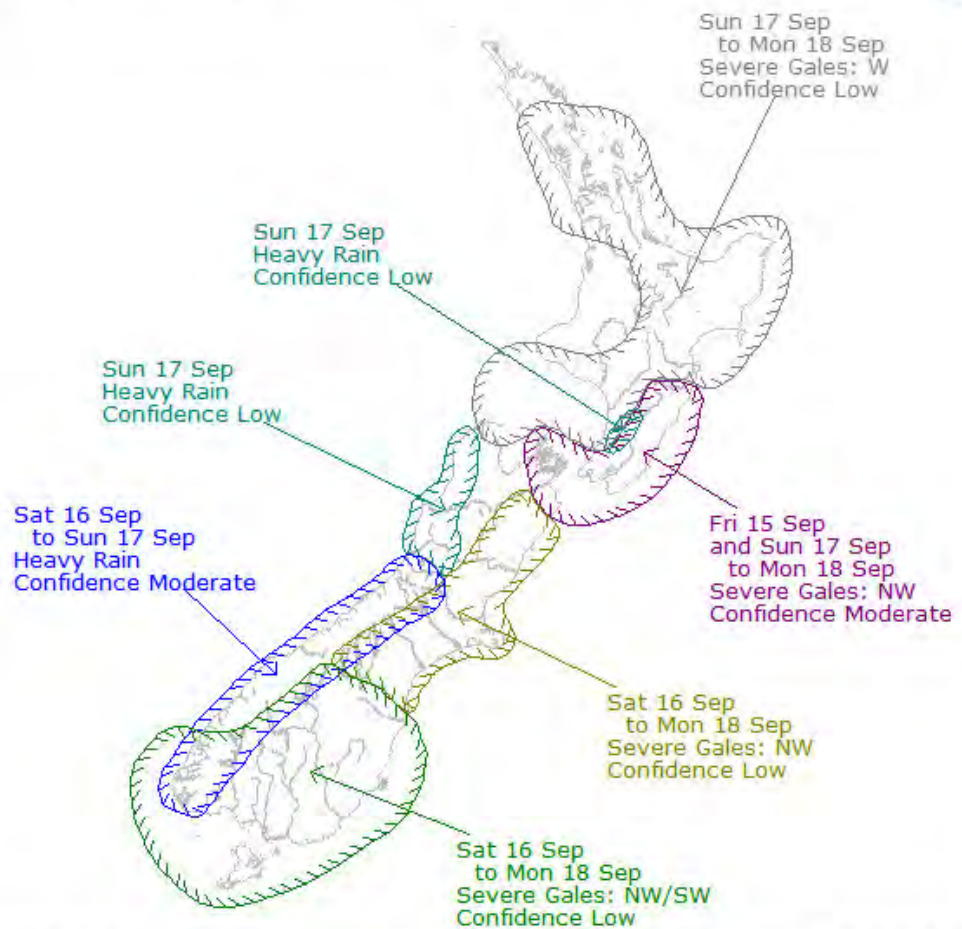
Over the weekend, northwesterlies will strengthen again over the country as another series of fronts move onto central and southern New Zealand. There is moderate confidence of warnable rainfall amounts over Fiordland, Westland and the Canterbury/Otago headwaters later Saturday and Sunday, and low confidence over Buller, Kahurangi National Park and the Tararua Range on Sunday.

Additionally, there is moderate confidence of another period of severe northwest gales about northern Marlborough, Wellington, Wairarapa, Tararua District and Central Hawke's Bay on Sunday and Monday morning. There is low confidence of severe northwest gales about other exposed parts of southern Marlborough, Canterbury, Otago, Southland and southern Fiordland later Saturday and into Sunday or early Monday, and also low confidence of severe gale west or southwest winds about southern Fiordland, Southland and Otago (mainly near the coast) later Sunday and early Monday.

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(Reissued at 11:30am Wednesday to include the Canterbury/Otago headwaters in the moderate rainfall area later Saturday and Sunday).

Valid Fri 15-Sep-2023 through Mon 18-Sep-2023



Issued 11:27 am 13-Sep-2023

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**MetService
Extended
Forecast 12-
15 Sep**

Tuesday

North Island: A few showers in the west. Becoming fine elsewhere. South Island: Showers in the west and south, some possibly heavy. Mainly fine elsewhere.

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Chatham Islands

Rain easing to cloudy periods and a few showers on Tuesday. Strong northwesterlies, turning southwesterly for a time Wednesday and early Thursday.

Issued: 11:29pm Sun 10 Sep (MetService)

ACTION REGISTER LOG

OPEN

Unit	Issue Severity	ACTION	DATE RAISED	WHO	DUE DAT	IMPACT	UPDATE/OUTCOME	DATE CLOSED
OVS	Downgrade to MEDIUM	Request Paul [REDACTED] CIO to investigate options and provide solutions to address key personnel risk	9/11/2023	Paul [REDACTED] CIO	19/09/23	Reputational - direct impact on Overseas Voting application system and delivery of overseas voting due to loss of institutional knowledge	12/09 - Progressing. Please refer to SITREP. Mitigation plan to be in place.	Ongoing
VS - SI	Downgrade to MEDIUM	To provide update on the situation on staff recruitment for the Invercargill Electorate	9/11/2023	Anne [REDACTED] RM SI	On-going	Reputational - direct impact on the operational delivery of the Voting Place in Invercargill due to loss of key operational staff.	12/09 - Progressing. Plan in place to support the EM with key resources and staff recruitment .	Ongoing
IT	MEDIUM	IT working with One.NZ and VS to identify and deliver contingent solutions for sites that do not have one.NZ connectivity.	12/09/23	Paul [REDACTED] CIO	19/09/23	Reputational - direct impact on VS staff across the region.	Working with the provider to resolve this.	
IT	Downgrade to LOW	IT working with property and provider for back-up generator to be installed on 14 September.	12/09/23	Paul [REDACTED] CIO	14/09	Impact on NO office.	Working with the provider to resolve this.	
IT	Downgrade to LOW	IT to roll out security patches for ios and Android phones	12/09/23	Paul [REDACTED] CIO	22/09	Impact on all staff's phones	Working on a plan to roll out patches.	
Legal	LOW	Follow up on notice of conviction for Corrupt Practices List.	9/12/2023	Natalie [REDACTED] Legal	COMPLETED	Low impact on an electorate roll. Will require to reprint the roll for an electorate	Will be actioned by end of today to remove person from the roll. Plan in place to support Enrolment.	COMPLETED
IT	Upgrade to MEDIUM	Nationwide disruption for Snaaphire. Working with provider for a solution	9/12/2023	Paul [REDACTED] CIO	14/09	Low to medium impact to VS recruitment process.	IT working with the provider for a solution	

**PLEASE SAVE AS THIS TEMPLATE INTO RESPECTIVE
WEEK FOLDER**

13/09/2023– Situation Report Week 1

As at 13/09 on 13/09/2023 prepared by Suzanne Knight-Tinirau

Distributed to	GEDT members		
Key Contacts	Suzanne Knight-Tinirau		
Overview	<p>Media Continues to be very busy. Enquiries focussed on youth voting, local information, candidate rules.</p> <p>There have been two follow ups on Kids Voting after the release yesterday. We're seeing good regional coverage from local media.</p> <p>Social Media It is tracking to be a big week - 90 enquiries and comments since Monday. For comparison 350 last week total.</p> <p>Themes voter apathy, wasting money on advertising, sovereign citizen adjacent comments overnight.</p> <p>Daily key metrics</p> <ul style="list-style-type: none"> • 7 media enquiries on 12 September • 57 enquiries and comments on social media in last 24 hours • 21231 visitors to vote.nz 		
Status of the issue/s	<p>Action:</p> <ul style="list-style-type: none"> • 		
Actions Underway	Action	Owner	Description
Notes:	<p>Early observation:</p> <ul style="list-style-type: none"> • 		

13/09/2023– Situation Report Week 1

As at 11am on 13/09/2023 prepared by Shane Whitfield

Distributed to	GEDT members		
Key Contacts	Shane Whitfield		
Overview	<ul style="list-style-type: none">• Receiving daily queries about changing rolls• Some concerns expressed by ethnic communities around foreign interference.• Noting travel fatigue amongst staff in Tairāwhiti and Napier areas where distances have tripled for some areas		
Status of the issue/s	Action: <ul style="list-style-type: none">• BAU management		
Actions Underway	Action	Owner	Description
Notes:	Early observation: <ul style="list-style-type: none">•		

13209/2023– Situation Report Week 1

As at 11:30 AM on 13/09/2023 prepared by Beth Kreitzer

Distributed to	GEDT members		
Key Contacts	Beth Kreitzer, Aidan [REDACTED]		
Overview	<ul style="list-style-type: none"> • Mike data pipelines into Te Kauhanganaroa have failed due to patches being put in by IT • Dashboards will still be usable, but data will not be current • EMS driven dashboards are unaffected. 		
Status of the issue/s	Action: <ul style="list-style-type: none"> • A full data refresh (10-12 hour process) will need to be done so data integrity can be preserved. This will be scheduled between Deloitte and IT for this afternoon or tomorrow. 		
Actions Underway	Action	Owner	Description
	Schedule full data refresh with Deloitte	Aidan [REDACTED] Matthew [REDACTED]	Can only begin once all patching is complete
Notes:	Early observation: <ul style="list-style-type: none"> • 		

13/09/2023– Situation Report Week 1

As at 7.30am on 12/09/2023 prepared by Anne [REDACTED]

Distributed to	GEDT members <ul style="list-style-type: none"> • 		
Key Contacts	<ul style="list-style-type: none"> • XXX (you or your team member/s) 		
Overview	<p>Summary of the current event – What we know</p> <ul style="list-style-type: none"> • Invercargill Recruitment team issues <p>What we don't know</p> <ul style="list-style-type: none"> • How long the [REDACTED] can continue if family sickness gets worse <p>What is the cause of the event? Critical issues or assumptions made.</p> <ul style="list-style-type: none"> • RRM and recruitment HQS leaving 		
Status of the event/services/issue	<p>Who or what is affected?</p> <ul style="list-style-type: none"> • The whole electorate team <p>What is the status of the situation/service/issue?</p> <ul style="list-style-type: none"> • Improving <p>Steps taken:</p> <ul style="list-style-type: none"> • Did a stocktake of where the recruitment is sitting, the staff we have left, the applicant numbers, and numbers being progressed • Brought 3 of the 4 Recruitment team members back, held meetings restructured work and painted the big picture so they know have a better understanding of what they are doing and where they fit • Contacted previous Invercargill EM ((2020 RA) and while away on holiday, she is keen to come in and support on her return next week • P&C Advisor, RA and RM helped run bulk recruitment last evening to get another 30 people progressing through SnapHire • Placed ads in two newspapers to generate more applicants 		
Actions Underway	Action	Owner	Description
	As above		
Notes:	<p>Early observation:</p> <ul style="list-style-type: none"> • P&C Advisor has left to go to Wgtn, RA has to leave this afternoon, RM will stay until tomorrow afternoon. RA should be able to return on Friday. 		

**PLEASE SAVE AS THIS TEMPLATE INTO RESPECTIVE
WEEK FOLDER**

13209/2023– Situation Report Week 1

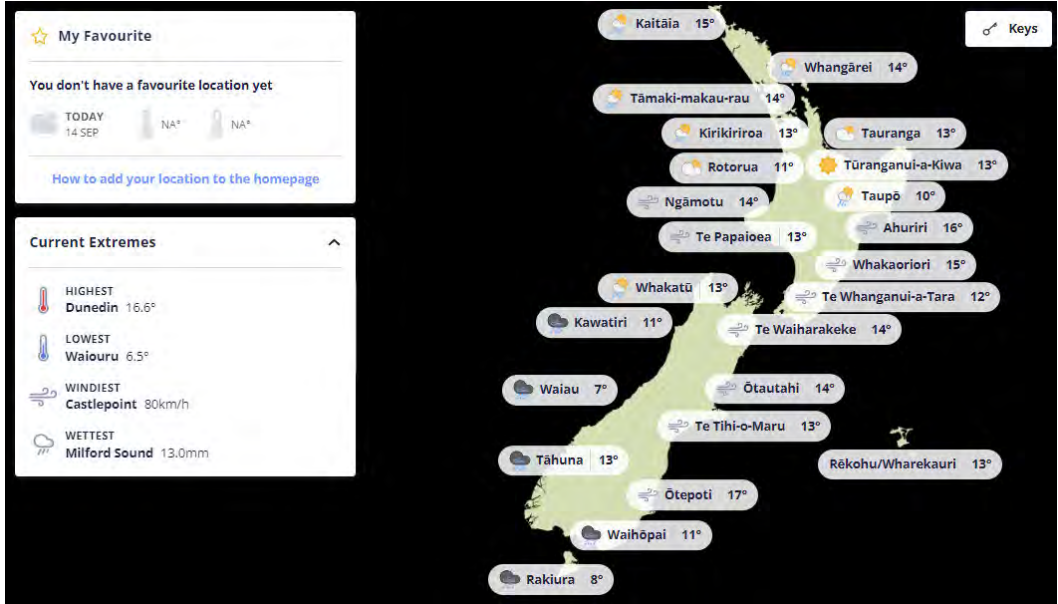
As at 13 September on 13/09/2023 prepared by Adele [REDACTED]

Distributed to	GEDT members		
Key Contacts			
Overview	eLearning issue currently being managed: <ul style="list-style-type: none"> VPM and VAs have been unable to 'complete' their eLearning. 		
Status of the issue/s	Action: <ul style="list-style-type: none"> Issue being managed by IT and VS. This issue was originally noted as an issue a number of months ago. Learning Works were requested to investigate the issue, this was escalated with them on Monday. IT have now received advice about this issue from Learning Works. Work is underway to address the issue, but VS may need help with this (Learning Works) as the SME for Tupu is on sick leave. 		
Actions Underway	Action	Owner	Description
	Determine how fixes can be applied to eLearning package settings	Jane [REDACTED]	
Notes:	Early observation: <ul style="list-style-type: none"> Looks like a fix is available, timing TBD 		

14/09/2023– Situation Report Week 1

As at 11.49am on 14/09/2023 prepared by Crispian [REDACTED]

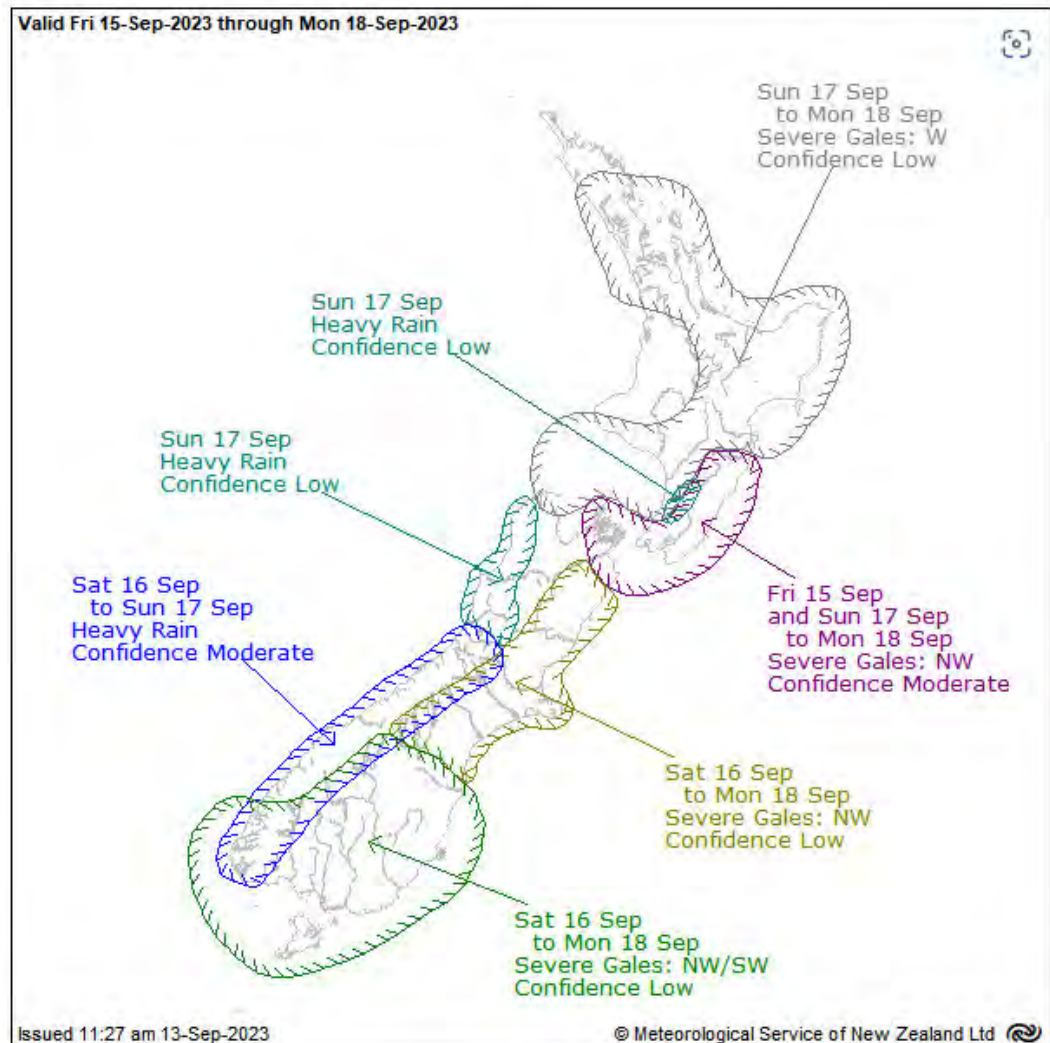
Distributed to	All GEDT members
Key Contacts	Anusha Guler and Crispian [REDACTED] Martin Rodgers to chair the meeting.
Previous Day ELT SITREP	3 ELT Standup SITREPS 1 13092023 - FINAL.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> • There was 1 important major event – Writ Day (Sunday, 10 Sep) • Taskforce is fully activated. • ELT Standups activated. • MIKE will be closed once processing is completed - Roll Close (13/09) • MIKE is closed. (14/09) • Data extraction and QA process.
Enrolment	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • The keying of qualifying forms, final integrity checks and other enrolment processes required for Writ Day Roll Close have been completed. • The Data extract for roll print and Easy vote cards started at 7.30am this morning. • QA of that data will commence this afternoon • Number of electors enrolled at roll close is 3,480, 699 (89.9%) <p>ACTION:</p> <ol style="list-style-type: none"> 1. To commence QA on roll data for the roll print and easy vote cards
IT	<p>UPDATE ON ISSUES:</p> <ul style="list-style-type: none"> • Snaphire stability and performance -Technical change made overnight 13/14 Sep and expected to resolve underlying issue. System being closely monitored. • Key Person risk – Work in progress. Target 19/9. • Mobile phone provision for Voting Services – Work underway to address connection gap identified and regular meetings in place to track and manage. • Commission NO power resilience – Generator installation expected to complete by midday, testing on L4 only @ 6pm on 14/09. • Security update patching between now and the election period – No further update
Comms and Education	<p>Media Stuff are planning to do a story on the Freedoms movement and their plans to have scrutineers in all voting places. We are working with Karl and the Security team on a response.</p> <p>Social media Lots of people sharing political opinions and voter apathy.</p> <p>Daily key metrics</p> <ul style="list-style-type: none"> • 6 media enquiries on 13 September • 75 enquiries and comments on social media in the last 24 hours • 21232 visitors to vote.nz
Customer Services	<p>GENERAL UPDATE: In the last 24 hours, the team had 344 tickets created, received 43 phone calls and made 17 outbound calls. 80% of tickets were one-touch. Majority of the enquiries received were</p>

	<p>enrolment related, followed by the voting enquiries. It is expected the on-hand tickets will continue to increase over today and tomorrow due to some MIKE functionalities are temporarily unavailable during the roll extraction. Only 1 outstanding complaint received this morning about roll type. No significant issue to raise at this stage.</p>															
<p>Strategic Engagement and Partnership</p>	<p>INSIGHTS:</p> <ul style="list-style-type: none"> Concerns expressed by disability community that the accessibility of voting places is a barrier, noting they feel guidance provided by Commission is unclear (they are seeking more specificity to the areas they wish to vote in). Raised worries around lighting, wheelchair access, bathrooms, and the sturdiness of the booths. Noted people are opting not to vote rather than risk a fall or embarrassment. Generally, a noticeable increase in enquiries about voting places specificity and technical details. 															
<p>L&P</p>	<p>GENERAL UPDATE:</p> <p>The deadline for party lists and bulk nomination of candidates closed at midday today. One registered party, Democratic Alliance, is not contesting the election. Party access to the nominations system via the Party Portal is now closed. To date we have received a total of 557 nominations, made up of 454 electorate candidates and 103 candidates who are list only. Nominations for candidates using the individual nomination process close at midday tomorrow.</p>															
<p>FOR YOUR INFORMATION</p>																
<p>MetService Forecast for 14 Sep</p>	 <p>The image displays a MetService weather forecast for 14 September. It features a map of New Zealand with temperature callouts for various locations. A sidebar on the left provides 'Current Extremes' for the day.</p> <table border="1"> <caption>Current Extremes</caption> <thead> <tr> <th>Category</th> <th>Location</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>HIGHEST</td> <td>Dunedin</td> <td>16.6°</td> </tr> <tr> <td>LOWEST</td> <td>Waiouru</td> <td>6.5°</td> </tr> <tr> <td>WINDIEST</td> <td>Castlepoint</td> <td>80km/h</td> </tr> <tr> <td>WETTEST</td> <td>Milford Sound</td> <td>13.0mm</td> </tr> </tbody> </table> <p>Map Temperature Callouts:</p> <ul style="list-style-type: none"> Kaitiāia: 15° Whangārei: 14° Tāmaki-makau-rau: 14° Kirikiriroa: 13° Tauranga: 13° Rotorua: 11° Tūranganui-a-Kiwa: 13° Ngāmotu: 14° Taupō: 10° Te Papaioea: 13° Ahuriri: 16° Whakaoriori: 15° Te Whanganui-a-Tara: 12° Whakatū: 13° Te Waiharakeke: 14° Kawatiri: 11° Te Waiharakeke: 14° Waiau: 7° Ōtautahi: 14° Te Tihi-o-Maru: 13° Tāhuna: 13° Rēkohu/Wharekauri: 13° Ōtepoti: 17° Waihōpai: 11° Rakiura: 8° 	Category	Location	Value	HIGHEST	Dunedin	16.6°	LOWEST	Waiouru	6.5°	WINDIEST	Castlepoint	80km/h	WETTEST	Milford Sound	13.0mm
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<p>Severe Weather Outlook</p>	<p>A cold front moves northwards over New Zealand on Thursday and Friday, preceded by a strong northwesterly flow, and followed by colder southwesterlies. Severe Weather Warnings and Watches have been issued for this event, and this extends into Friday morning for gale or severe gale northwesterlies about the lower North Island. Consequently, there is a moderate risk of severe gale northwesterlies about Marlborough, Wellington, Wairarapa, Tararua District and Central Hawkes Bay on Friday morning. For more details regarding the current Watches and Warnings, see https://www.metservice.com/warnings/home.</p> <p>Over the weekend, northwesterlies will strengthen again over the country as another series of fronts move onto central and southern New Zealand. There is moderate confidence of warnable rainfall amounts over Fiordland, Westland and the Canterbury/Otago headwaters later Saturday and Sunday, and low confidence over Buller, Kahurangi National Park and the Tararua Range on Sunday.</p> <p>Additionally, there is moderate confidence of another period of severe northwest gales about</p>															

northern Marlborough, Wellington, Wairarapa, Tararua District and Central Hawke's Bay on Sunday and Monday morning. There is low confidence of severe northwest gales about other exposed parts of southern Marlborough, Canterbury, Otago, Southland and southern Fiordland later Saturday and into Sunday or early Monday, and also low confidence of severe gale west or southwest winds about southern Fiordland, Southland and Otago (mainly near the coast) later Sunday and early Monday.

Finally, there is low confidence that westerly winds could reach severe gale about other North Island areas from southern Northland to Hastings District and Kapiti, and also near Golden Bay, later Sunday and Monday.

(Reissued at 11:30am Wednesday to include the Canterbury/Otago headwaters in the moderate rainfall area later Saturday and Sunday).



**MetService
Extended
Forecast 14-
17 Sep**

Thursday

North Island: cloudy periods in the west, with scattered showers developing about and south of Taranaki later. Mainly fine in the east. South Island: rain or showers developing in the west and south, heavy at times. Fine with high cloud elsewhere.

Friday

North Island: Showers, some heavy, clearing from south in the evening. South Island: Scattered showers spreading north, then clearing everywhere in the evening.

Saturday

North Island: Fine. South Island: Fine in the east and north. Isolated showers developing elsewhere early, then turning to rain with some heavy falls in the west later.

Sunday

North Island: Showers developing in the west from Waikato southwards. Mainly fine elsewhere. Strong to gale north to northwesterlies in exposed places. South Island: Rain with heavy falls in the west. Scattered rain elsewhere spreading north.

Chatham Islands

Showers on Friday, with strong northwesterlies changing southwest. Showers clearing on Saturday with southwesterlies turning lighter northwest, then strengthening later. Showers developing again on Sunday with strong northwesterlies.

Issued: 11:17pm Wed 13 Sep (MetService)

ACTION REGISTER LOG

Unit	Issue Severity	ACTION	DATE RAISED	WHO	DUE DAT	IMPACT	UPDATE/OUTCOME
OVS	Downgrade to MEDIUM	Request Paul [REDACTED] CIO to investigate options and provide solutions to address key personnel risk	9/11/2023	Paul [REDACTED] CIO	19/09/23	Reputational - direct impact on Overseas Voting application system and delivery of overseas voting due to loss of institutional knowledge	12/09 - Progressing. Please refer to SITREP. Mitigation plan to be in place.
VS - SI	Downgrade to MEDIUM	To provide update on the situation on staff recruitment for the Invercargill Electorate	9/11/2023	Anne [REDACTED] RM SI	On-going	Reputational - direct impact on the operational delivery of the Voting Place in Invercargill due to loss of key operational staff.	12/09 - Progressing. Plan in place to support the EM with key resources and staff recruitment . 13/09 - retained 3 staff, new EM starting next week, fast track 30 applications, ads in 2 newspaper
IT	MEDIUM	IT working with One.NZ and VS to identify and deliver contingent solutions for sites that do not have one.NZ connectivity.	12/09/23	Paul [REDACTED], CIO	19/09/23	Reputational - direct impact on VS staff across the region.	Working with the provider to resolve this.
IT	Downgrade to LOW	IT working with property and provider for back-up generator to be installed on 14 September.	12/09/23	Paul [REDACTED] CIO	14/09	Impact on NO office.	Working with the provider to resolve this.
IT	Downgrade to LOW	IT to roll out security patches for ios and Android phones	12/09/23	Paul [REDACTED] CIO	22/09	Impact on all staff's phones	Working on a plan to roll out patches.
IT	Upgrade to MEDIUM	Nationwide disruption for Snaquire. Working with provider for a solution	12/9/2023	Paul [REDACTED] CIO	14/09	Low to medium impact to VS recruitment process.	IT working with the provider for a solution
VS	MEDIUM	VS work with IT to implement fixes to the eLearning package settings.	13/09/2023	Adele [REDACTED] PAVS		Reputational - direct impact on VS team across the region	Working with IT to resolve this. eLearning has provided solution.
Data	LOW	Dashboard data is not current from MIKE data pipelines.	13/09/23	Beth [REDACTED] PADI		Internal use only - Data lag, not reflecting current information.	Working with Deloitte to schedule full data refresh

14/09/2023– ELT Situation Report Week 1

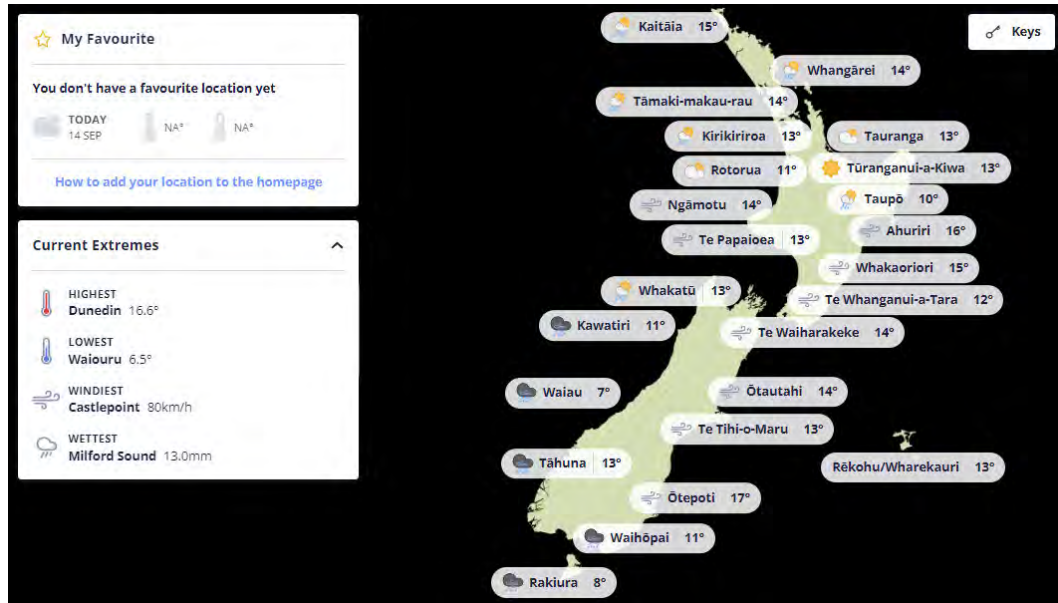
As at 3.29pm on 14/09/2023 prepared by Crispian [REDACTED] authorised by Anusha Guler

Distributed to	ELT members
Key Contacts	Anusha Guler and Crispian [REDACTED] Martin Rodgers chaired the meeting.
Previous Day ELT SITREP	3 ELT Standup SITREPS 1 13092023 - FINAL.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> • There was 1 important major event – Writ Day (Sunday, 10 Sep) • Taskforce is fully activated. • ELT Standups activated. • MIKE will be closed once processing is completed - Roll Close (13/09) • MIKE is closed. (14/09) • Data extraction and QA process.
Enrolment	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • Completed the keying of qualifying forms, final integrity checks and other enrolment processes required for Writ Day Roll Close. • Started the Data extract for roll print and Easy vote cards at 7.30am this morning. • Number of electors enrolled at roll close is 3,480, 699 (89.9%) <p>ACTION:</p> <ol style="list-style-type: none"> 1. Commence QA on roll data for the roll print and easy vote cards
IT	<p>UPDATE ON ISSUES:</p> <ul style="list-style-type: none"> • Snaphire stability and performance -Technical change made overnight 13/14 Sep and expected to resolve underlying issue. System being closely monitored. • Commission NO power resilience – Generator installation expected to complete by midday today, testing on L4 only @ 6pm on 14/09.
Comms and Education	<p>Media</p> <ul style="list-style-type: none"> • Stuff are planning to do a story on the Freedoms movement and their plans to have scrutineers in all voting places. • Police have been notified of this plan. <p>Social media</p> <p>Lots of people sharing political opinions and voter apathy.</p> <p>Daily key metrics</p> <ul style="list-style-type: none"> • 6 media enquiries on 13 September • 75 enquiries and comments on social media in the last 24 hours • 21232 visitors to vote.nz <p>ACTIONS:</p> <ol style="list-style-type: none"> 1. Comms is working with the Chief Electoral Officer and Security team on an appropriate response. 2. The Deputy Chief Electoral Officer has briefed RMs regarding this issue and emphasised rules on scrutineers.

Security	<p>UPDATE ON ISSUE</p> <ul style="list-style-type: none"> • Potential security threat of an employee in North Island with significant criminal convictions.
Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • In the last 24 hours, the team had 344 tickets created, received 43 phone calls and made 17 outbound calls. 80% of tickets were one-touch. Majority of the enquiries received were enrolment related, followed by the voting enquiries. • Only 1 outstanding complaint received this morning about roll type.
Strategic Engagement and Partnership	<p>INSIGHTS:</p> <ul style="list-style-type: none"> • Concerns expressed by disability community that the accessibility of voting places is a barrier, noting they feel guidance provided by Commission is unclear (they are seeking more specificity to the areas they wish to vote in). Raised concerns around lighting, wheelchair access, bathrooms, and the sturdiness of the booths. People are considering not to vote rather than risk a fall or embarrassment. • Noticeable increase in enquiries about voting places specificity and technical details.
Legal & Policy	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • The deadline for party lists and bulk nomination of candidates closed at midday today. • One registered party, Democratic Alliance, is not contesting the election. • Party access to the nominations system via the Party Portal is now closed. • To date we have received a total of 557 nominations, made up of 454 electorate candidates and 103 candidates who are list only. • Nominations for candidates using the individual nomination process close at midday tomorrow.

FOR YOUR INFORMATION

MetService Forecast for 14 Sep



Severe Weather Outlook

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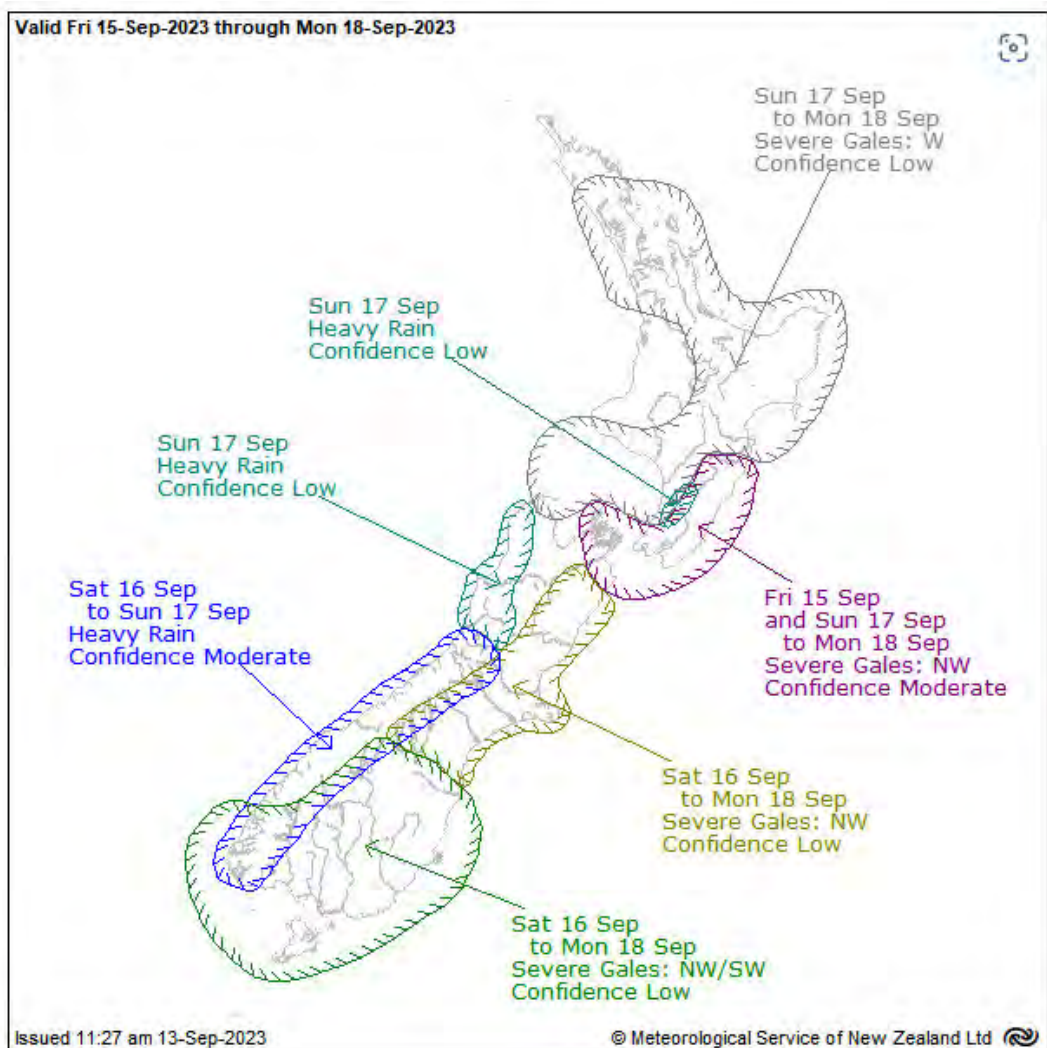
Over the weekend, northwesterlies will strengthen again over the country as another series of fronts move onto central and southern New Zealand. There is moderate confidence of warnable rainfall amounts over Fiordland, Westland and the Canterbury/Otago headwaters later Saturday

and Sunday, and low confidence over Buller, Kahurangi National Park and the Tararua Range on Sunday.

Additionally, there is moderate confidence of another period of severe northwest gales about northern Marlborough, Wellington, Wairarapa, Tararua District and Central Hawke's Bay on Sunday and Monday morning. There is low confidence of severe northwest gales about other exposed parts of southern Marlborough, Canterbury, Otago, Southland and southern Fiordland later Saturday and into Sunday or early Monday, and also low confidence of severe gale west or southwest winds about southern Fiordland, Southland and Otago (mainly near the coast) later Sunday and early Monday.

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**MetService
Extended
Forecast 14-
17 Sep**

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Issued: 11:17pm Wed 13 Sep (MetService)

ACTION REGISTER LOG

Unit	Issue Severity	ACTION	DATE RAISED	WHO	DUE DAT	IMPACT	UPDATE/OUTCOME	DATE CLOSED
OVS	Downgrade to MEDIUM	Request Paul [REDACTED] IO to investigate options and provide solutions to address key personnel risk	9/11/2023	Paul [REDACTED] CIO	19/09/23	Reputational - direct impact on Overseas Voting application system and delivery of overseas voting due to loss of institutional knowledge	12/09 - Progressing. Please refer to SITREP. Mitigation plan to be in place.	Ongoing
VS - SI	Downgrade to LOW	To provide update on the situation on staff recruitment for the Invercargill Electorate	9/11/2023	Anne [REDACTED] RM SI	On-going	Reputational - direct impact on the operational delivery of the Voting Place in Invercargill due to loss of key operational staff.	12/09 - Progressing. Plan in place to support the EM with key resources and staff recruitment . 13/09 - retained 3 staff, new EM starting next week, fast track 30 applications, ads in 2 newspaper	Ongoing
IT	MEDIUM	IT working with One.NZ and VS to identify and deliver contingent solutions for sites that do not have one.NZ connectivity.	12/09/23	Paul [REDACTED] IO	19/09/23	Reputational - direct impact on VS staff across the region.	Working with the provider to resolve this.	
IT	Downgrade to LOW	IT working with property and provider for back-up generator to be installed on 14 September.	12/09/23	Paul [REDACTED] CIO	14/09	Impact on NO office.	Working with the provider to resolve this.	
IT	Downgrade to LOW	IT to roll out security patches for ios and Android phones	12/09/23	Paul [REDACTED] IO	22/09	Impact on all staff's phones	Working on a plan to roll out patches.	
IT	Upgrade to MEDIUM	Nationwide disruption for Snaphire. Working with provider for a solution	12/9/2023	Paul [REDACTED] CIO	14/09	Low to medium impact to VS recruitment process.	IT working with the provider for a solution	
VS	MEDIUM	VS work with IT to implement fixes to the eLearning package settings.	13/09/2023	Adele [REDACTED] PAVS	RESOLVED	Reputational - direct impact on VS team across the region	Working with IT to resolve this. eLearning has provided solution.	RESOLVED
Data	LOW	Dashboard data is not current due to IT patches.	13/09/23	Beth [REDACTED] PADI	14/09/23	Internal use only - Data lag, not reflecting current information.	Working with Deloitte to schedule full data refresh	

14/09/2023– Situation Report Week 1

As at 0900 on 14/09/2023 prepared by Suzanne Knight-Tinirau

Distributed to	GEDT members		
Key Contacts	Suzanne Knight-Tinirau		
Overview			
Status of the issue/s	<p>No issues</p> <p>Media Stuff are planning to do a story on the Freedoms movement and their plans to have scrutineers in all voting places. We are working with Karl and the Security team on a response.</p> <p>Social media Lots of people sharing political opinions and voter apathy.</p> <p>Daily key metrics</p> <ul style="list-style-type: none">• 6 media enquiries on 13 September• 75 enquiries and comments on social media in the last 24 hours• 21232 visitors to vote.nz		
Actions Underway	Action	Owner	Description
Notes:	Early observation:		

14/09/2023– Situation Report Week 1

As at 0900 on 14/09/2023 prepared by Shane Whitfield

Distributed to	GEDT members		
Key Contacts	Shane Whitfield		
Overview	Insights only (no issues) <ul style="list-style-type: none">Concerns expressed by disability community that the accessibility of voting places is a barrier, noting they feel guidance provided by Commission is unclear (they are seeking more specificity to the areas they wish to vote in). Raised worries around lighting, wheelchair access, bathrooms, and the sturdiness of the booths. Noted people are opting not to vote rather than risk a fall or embarrassment.Generally, a noticeable increase in enquiries about voting places specificity and technical details.		
Status of the issue/s	Action: BAU		
Actions Underway	Action	Owner	Description
Notes:	Early observation:		

13/09/2023– Situation Report Week 1

As at 0900 on 14/09/2023 prepared by Ross McPherson

Distributed to	GEDT members		
Key Contacts	Ross McPherson		
Overview	<ul style="list-style-type: none"> • The keying of qualifying forms, final integrity checks and other enrolment processes required for Writ Day Roll Close have been completed. • The Data extract for roll print and Easy vote cards started at 7.30am this morning. • QA of that data will commence this afternoon • Number of electors enrolled at roll close is 3,480, 699 (89.9%) 		
Status of the issue/s	Action: <ul style="list-style-type: none"> • To commence QA on roll data for the roll print and easy vote cards 		
Actions Underway	Action	Owner	Description
	Roll data QA	Ross McPherson	5 x teams of 2 undertake QA checks on every electorate roll.
Notes:	Early observation: <ul style="list-style-type: none"> • No issues as we started the data extract. 		

14/09/2023– Situation Report Week 1

As at 1100 on 14/09/2023 prepared by Paul [REDACTED]

Distributed to	GEDT members
Key Contacts	Paul Jepson
Status of the issue/s	<p>Update on Issues:</p> <ul style="list-style-type: none">• Snaphire stability and performance -Technical change made overnight 13/14 Sep and expected to resolve underlying issue. System being closely monitored.• Key Person risk – Work in progress. Target 19/9.• Mobile phone provision for Voting Services – Work underway to address gap identified and regular meetings in place to track and manage.• Commission HQ power resilience – Generator installation expected to complete by midday, testing on L4 only @ 6pm on 14/09.• Security update patching between now and the election period – No further update

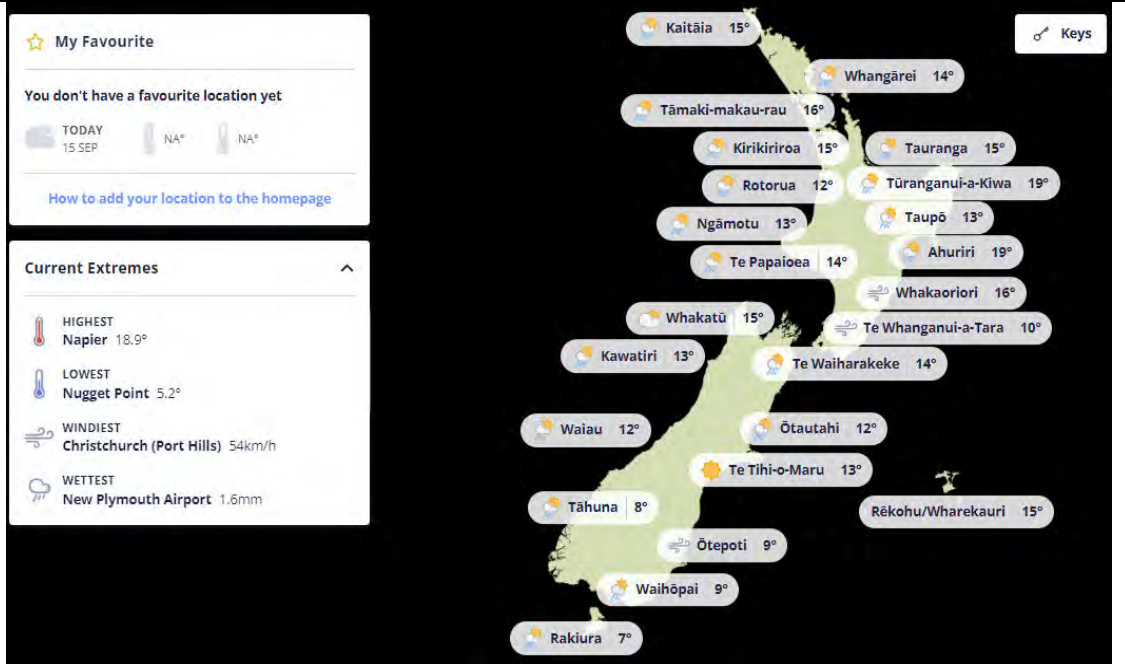
15/09/2023– Situation Report Week 1

As at 12.15pm on 15/09/2023 prepared by Crispian [REDACTED]

Distributed to	All GEDT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous Day ELT SITREP	2 ELT Standup SITREPS 1 14092023 - FINAL.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> • There was 1 important major event – Writ Day (Sunday, 10 Sep) • Taskforce is fully activated. • ELT Standups activated. • MIKE will be closed once processing is completed - Roll Close (13/09) • MIKE is closed. (14/09) • Data extraction and QA process. • Data release and Roll Print QA (15/09) • Close of nominations at midday.
Enrolment	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • The GE23 Roll Print and Easy Vote data QA was completed last night, with no data issues identified. • The DECE Ops and CE approved the transmission of the data to printers. • The Roll Print data has been securely transferred to [REDACTED] and the EasyVote data will go to NZ Post this afternoon with the Ballot Paper information. • Enrolment staff are undertaking SVD training, and doing some team building while MIKE is out for the data extractions et al.
P&C	<p>UPDATE ON ISSUES:</p> <ul style="list-style-type: none"> • Delay in communicating HSW Guardrails. • Field staff are at risk of not working within the guidelines. <p>ACTIONS</p> <ul style="list-style-type: none"> • P&C drafting an email for Chief Executive to all SLG • H&S is working closely with RM to gather feedback on the field approach
IT	<p>UPDATE ON ISSUES:</p> <ul style="list-style-type: none"> • Snaphire stability and performance - System slowness returned for a short period in the morning, currently under investigation. • Key Person risk – Work in progress. Target 19/9. • Connectivity and call Quality Issues on IVR systems – Conversation to discuss path forward held with VS. IT will now drive resolution with One.nz. • Commission NO power resilience – Generator installed and tested – action CLOSED. • Security update patching between now and the election period – Planning meeting complete. MS test groups patched no issues further update 18/9.
Comms & Education	<p>GENERAL UPDATE:</p> <p>ADVERTISING</p> <p>Notified yesterday that iwi radio station Tumeke FM did not follow the approved wording or process for an adlib script that was to be delivered as part of our paid media activity with the Māori Media</p>

	<p>Network. The announcer added their own messages to the pre-recorded ad and made indirect critical reference to the National Party.</p> <p>A mandatory requirement of our paid activity is for all ads to include a promoter statement and the adlib included the statement ‘Brought to you by the Electoral Commission.’</p> <p>The ad aired only once to fewer than 100 listeners before it was immediately pulled from rotation by the Māori Media Network.</p> <p>All media outlets we work with are briefed on our mandatory requirements including that our content must remain neutral and carry a promoter statement. All content is also to be approved by the Commission before it is published. This did not happen in this instance.</p> <p>Action taken: All advertising activity on MMN has been paused while this is being investigated however MMN have accepted full responsibility for this error. Reactive FAQs are being prepared by the Communications team.</p> <p>Media</p> <ul style="list-style-type: none"> • Steady volume of enquires related to enrolment numbers, number of candidates and parties. • We are seeing the “giveaway votes” narrative continuing. • We’ve received another interview request from The Platform • We’ve responded to a Stuff enquiry around scrutineers - no story published yet. <p>Social Media Similar ongoing themes. A lot of people messaging about wasted votes.</p> <p>Daily Metrics</p> <ul style="list-style-type: none"> • 3 media enquiries on 15 September • 80 enquiries and comments on social media in last 24 hours • 20,377 visitors to vote.nz
Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • We are monitoring the inbox for any late candidate nominations for independent candidates to ensure they are escalated to Legal before 12pm today. • In the last 24 hours, the team had 247 tickets created, received 22 phone calls and made 8 outbound calls. 78% of tickets were resolved in one-touch. Top enquiry remained to be returning an enrolment form. • The on-hand tickets are expected to increase due to some MIKE functionalities being temporarily unavailable until Monday morning. • The future non-imminent threat and aggressive behaviours escalation process has been updated to also include the external 105 police reporting.
Strategic Engagement and Partnership	<p>INSIGHTS:</p> <ul style="list-style-type: none"> • Feedback from the community is becoming more balanced with more people reporting excitement and anticipation about the election.
Legal & Policy	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Nominations closed at midday today. • 567 candidates. Final checks currently underway for the candidate information to be extracted from the nominations system for ballot paper production, party lists and the vote.nz website.
FOR YOUR INFORMATION	

**MetService
Forecast for
15 Sep**



**Severe
Weather
Outlook**

A cold front moves northwards over New Zealand on Thursday and Friday, preceded by a strong northwesterly flow, and followed by colder southwesterlies. Severe Weather Warnings and Watches have been issued for this event, and this extends into Friday morning for gale or severe gale northwesterlies about the lower North Island. Consequently, there is a moderate risk of severe gale northwesterlies about Marlborough, Wellington, Wairarapa, Tararua District and Central Hawkes Bay on Friday morning. For more details regarding the current Watches and Warnings, see <https://www.metservice.com/warnings/home>.

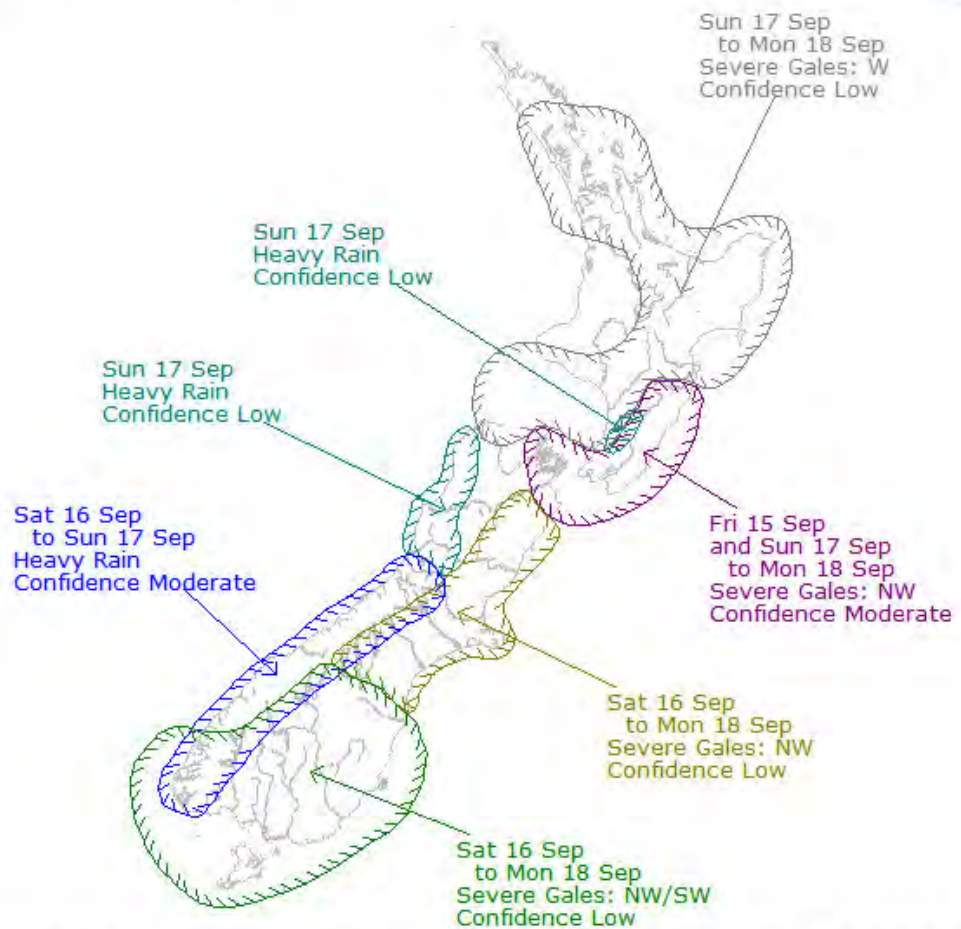
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Additionally, there is moderate confidence of another period of severe northwest gales about northern Marlborough, Wellington, Wairarapa, Tararua District and Central Hawke's Bay on Sunday and Monday morning. There is low confidence of severe northwest gales about other exposed parts of southern Marlborough, Canterbury, Otago, Southland and southern Fiordland later Saturday and into Sunday or early Monday, and also low confidence of severe gale west or southwest winds about southern Fiordland, Southland and Otago (mainly near the coast) later Sunday and early Monday.

Finally, there is low confidence that westerly winds could reach severe gale about other North Island areas from southern Northland to Hastings District and Kapiti, and also near Golden Bay, later Sunday and Monday.

(Reissued at 11:30am Wednesday to include the Canterbury/Otago headwaters in the moderate rainfall area later Saturday and Sunday).

Valid Fri 15-Sep-2023 through Mon 18-Sep-2023



Issued 11:27 am 13-Sep-2023

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**MetService
Extended
Forecast 14-
17 Sep**

Thursday

North Island: cloudy periods in the west, with scattered showers developing about and south of Taranaki later. Mainly fine in the east. South Island: rain or showers developing in the west and south, heavy at times. Fine with high cloud elsewhere.

Friday

North Island: Showers, some heavy, clearing from south in the evening. South Island: Scattered showers spreading north, then clearing everywhere in the evening.

Saturday

North Island: Fine. South Island: Fine in the east and north. Isolated showers developing elsewhere early, then turning to rain with some heavy falls in the west later.

Sunday

North Island: Showers developing in the west from Waikato southwards. Mainly fine elsewhere. Strong to gale north to northwesterlies in exposed places. South Island: Rain with heavy falls in the west. Scattered rain elsewhere spreading north.

Chatham Islands

Showers on Friday, with strong northwesterlies changing southwest. Showers clearing on Saturday with southwesterlies turning lighter northwest, then strengthening later. Showers developing again on Sunday with strong northwesterlies.

	Issued: 11:17pm Wed 13 Sep (MetService)
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ACTION REGISTER LOG

Unit	Issue Severity	ACTION	DATE RAISED	WHO	DUE DAT	IMPACT	UPDATE/OUTCOME
OVS	MEDIUM	Request Paul [REDACTED] CIO to investigate options and provide solutions to address key personnel risk	9/11/2023	Paul [REDACTED] CIO	19/09/23	Reputational - direct impact on Overseas Voting application system and delivery of overseas voting due to loss of institutional knowledge	12/09 - Progressing. Please refer to SITREP. Mitigation plan to be in place.
VS - SI	LOW	To provide update on the situation on staff recruitment for the Invercargill Electorate	9/11/2023	Anne [REDACTED] RM SI	On-going	Reputational - direct impact on the operational delivery of the Voting Place in Invercargill due to loss of key operational staff.	12/09 - Progressing. Plan in place to support the EM with key resources and staff recruitment . 13/09 - retained 3 staff, new EM starting next week, fast track 30 applications, ads in 2 newspaper
IT	MEDIUM	IT working with One.NZ and VS to identify and deliver contingent solutions for sites that do not have one.NZ connectivity.	12/09/23	Paul [REDACTED] CIO	19/09/23	Reputational - direct impact on VS staff across the region.	Working with the provider to resolve this.
IT	LOW	IT working with property and provider for back-up generator to be installed on 14 September.	12/09/23	Paul [REDACTED] CIO	14/09	Impact on NO office.	Working with the provider to resolve this.
IT	LOW	IT to roll out security patches for ios and Android phones	12/09/23	Paul [REDACTED] CIO	22/09	Impact on all staff's phones	Working on a plan to roll out patches.
IT	MEDIUM	Nationwide disruption for Snaphire. Working with provider for a solution	12/9/2023	Paul [REDACTED] CIO	14/09	Low to medium impact to VS recruitment process.	IT working with the provider for a solution
Data	LOW	Dashboard data is not current due to IT patches.	13/09/23	Beth Kreitzer, PADI	14/09/23	Internal use only - Data lag, not reflecting current information.	Working with Deloitte to schedule full data refresh
Comms	MEDIUM	Comms to work with Chief Electoral Officer and Security team to draft an appropriate response re scrutineers	14/09/23	Suzanne K-T, Mgr Comms		Reputational - Provide response to Freedom Movement re rules for scrutineers at VPs and	
ENrolment	HIGH	Commence QA on roll data for the roll print and easy vote card	14/09/23	Ross McPherson	14/09/23	Reputational - Major impact on the entire roll print process, and GE.	

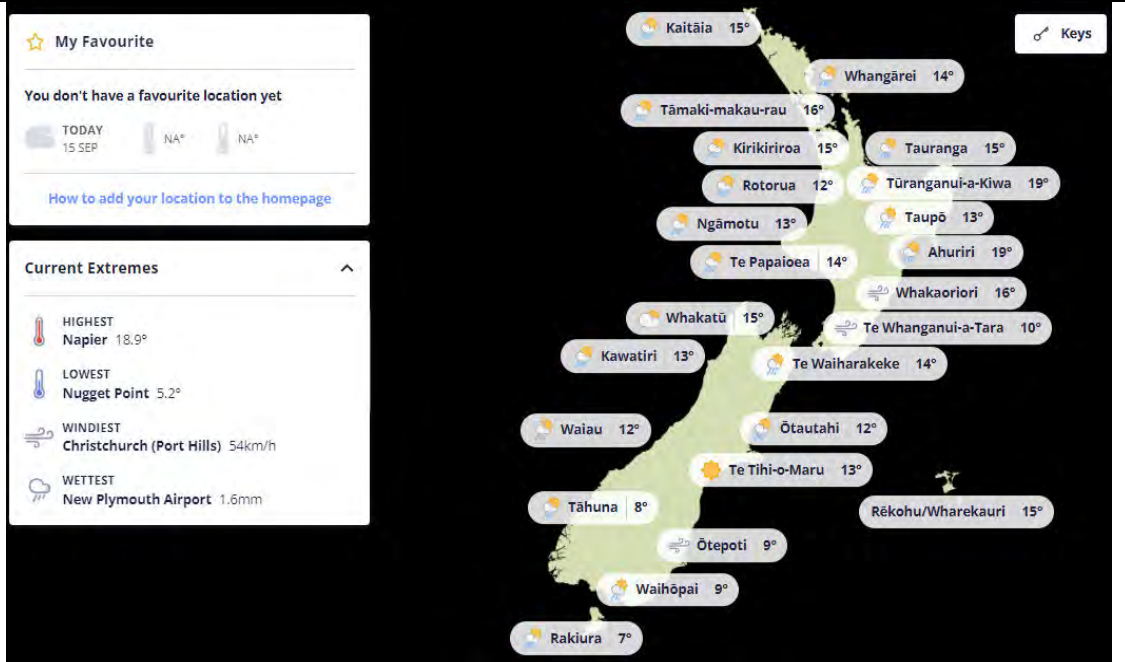
15/09/2023– Situation Report Week 1

As at 3.52pm on 15/09/2023 prepared by Crispian [REDACTED] authorised by Anusha Guler

Distributed to	ELT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous Day ELT SITREP	2 ELT Standup SITREPS 1 14092023 - FINAL.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> • There was 1 important major event – Writ Day (Sunday, 10 Sep) • Taskforce is fully activated. • ELT Standups activated. • MIKE will be closed once processing is completed - Roll Close (13/09) • MIKE is closed. (14/09) • Data extraction and QA process. • Data release and Roll Print QA (15/09) • Close of nominations at midday. • CANCELLED - Taskforce meetings for the weekend.
Enrolment	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • Completed the GE23 Roll Print and Easy Vote data QA last night. • No data issues identified. • The DCE Ops and CE approved the transmission of the data to printers. • The Roll Print data has been securely transferred to [REDACTED] and the EasyVote data will go to NZ Post this afternoon with the Ballot Paper information. • Enrolment staff are undertaking SVD training.
P&C	<p>UPDATE ON ISSUES:</p> <ul style="list-style-type: none"> • Delay in communicating HSW Guardrails. • Field staff are at risk of not working within the guidelines. <p>ACTIONS</p> <ul style="list-style-type: none"> • P&C drafting an email for Chief Executive to all SLG • H&S is working closely with RM to gather feedback on the field approach
IT	<p>UPDATE ON ISSUES:</p> <ul style="list-style-type: none"> • Snaphire stability and performance - System slowness returned for a short period in the morning, currently under investigation. • Key Person risk – Work in progress. Target 19/9. • Connectivity and call Quality Issues on IVR systems – Conversation to discuss path forward held with VS. IT will now drive resolution with One.nz. • Commission NO power resilience – Generator installed and tested – Action CLOSED. • Security update patching between now and the election period – Planning meeting completed. MS test groups patched no issues further update 18/9.
Comms & Education	<p>GENERAL UPDATE:</p> <p>ADVERTISING</p> <ul style="list-style-type: none"> • Notified yesterday that iwi radio station Tumeke FM did not follow the approved wording or process for an adlib script that was to be delivered as part of our paid media activity with the Māori Media Network. The announcer added their own messages to the pre-recorded ad and

	<p>made indirect critical reference to a party seeking election this year.</p> <ul style="list-style-type: none"> • A mandatory requirement of our paid activity is for all ads to include a promoter statement and the adlib included the statement 'Brought to you by the Electoral Commission.' • The ad aired only once to fewer than 100 listeners before it was immediately pulled from rotation by the Māori Media Network (MMN). <p>ACTIONS:</p> <ol style="list-style-type: none"> 1. All advertising activity on MMN has been paused while this is being investigated however MMN have accepted full responsibility for this error. 2. Reactive FAQs are being prepared by the Communications team. <p>Media</p> <ul style="list-style-type: none"> • Steady volume of enquires related to enrolment numbers, number of candidates and parties. • We are seeing the "giveaway votes" narrative continuing. • We've received another interview request from The Platform • We've responded to a Stuff enquiry around scrutineers - no story published yet. <p>Social Media</p> <p>Similar ongoing themes. A lot of people messaging about wasted votes.</p> <p>Daily Metrics</p> <ul style="list-style-type: none"> • 3 media enquiries on 15 September • 80 enquiries and comments on social media in last 24 hours • 20,377 visitors to vote.nz
Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • We are monitoring the inbox for any late candidate nominations for independent candidates to ensure they are escalated to Legal before 12pm today. • In the last 24 hours, the team had 247 tickets created, received 22 phone calls and made 8 outbound calls. 78% of tickets were resolved in one-touch. Top enquiry remained to be returning an enrolment form.
Strategic Engagement and Partnership	<p>INSIGHTS:</p> <ul style="list-style-type: none"> • Feedback from the community is becoming more balanced with more people reporting excitement and anticipation about the election.
Legal & Policy	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Nominations closed at midday today. • 567 candidates. Final checks currently underway for the candidate information to be extracted from the nominations system for ballot paper production, party lists and the vote.nz website.
FOR YOUR INFORMATION	

**MetService
Forecast for
15 Sep**



**Severe
Weather
Outlook**

A cold front moves northwards over New Zealand on Thursday and Friday, preceded by a strong northwesterly flow, and followed by colder southwesterlies. Severe Weather Warnings and Watches have been issued for this event, and this extends into Friday morning for gale or severe gale northwesterlies about the lower North Island. Consequently, there is a moderate risk of severe gale northwesterlies about Marlborough, Wellington, Wairarapa, Tararua District and Central Hawkes Bay on Friday morning. For more details regarding the current Watches and Warnings, see <https://www.metservice.com/warnings/home>.

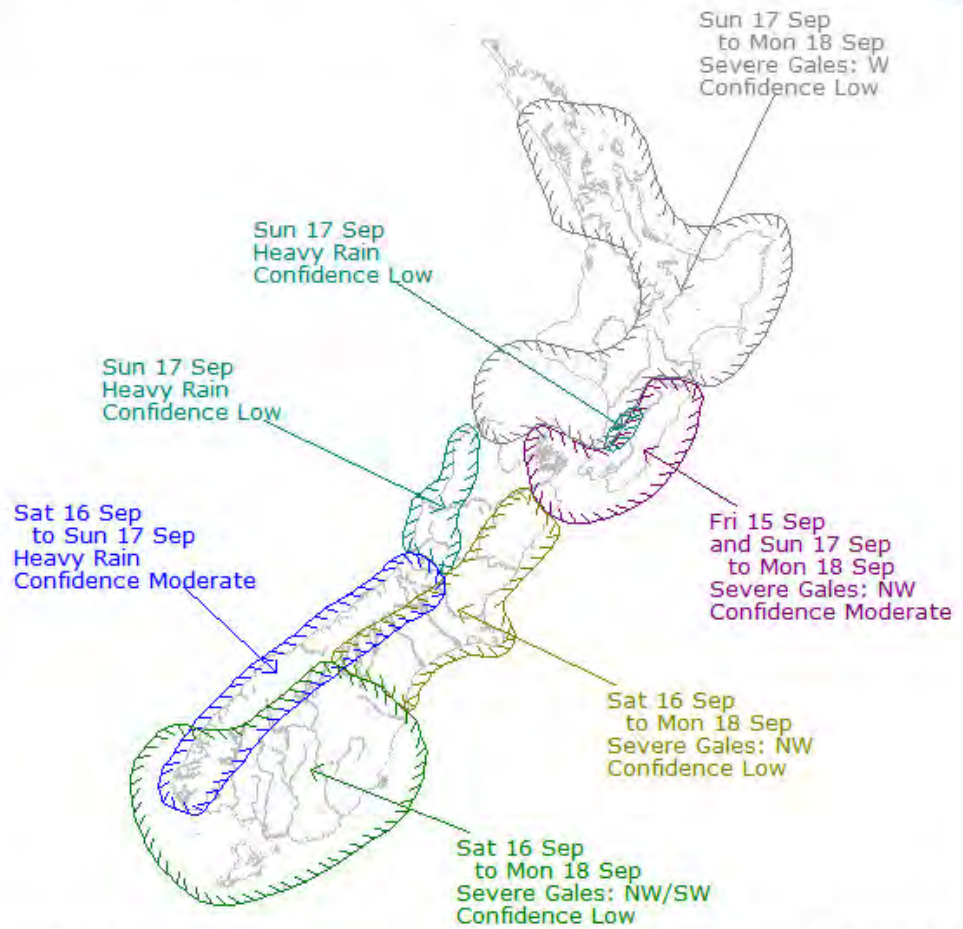
Over the weekend, northwesterlies will strengthen again over the country as another series of fronts move onto central and southern New Zealand. There is moderate confidence of warnable rainfall amounts over Fiordland, Westland and the Canterbury/Otago headwaters later Saturday and Sunday, and low confidence over Buller, Kahurangi National Park and the Tararua Range on Sunday.

Additionally, there is moderate confidence of another period of severe northwest gales about northern Marlborough, Wellington, Wairarapa, Tararua District and Central Hawke's Bay on Sunday and Monday morning. There is low confidence of severe northwest gales about other exposed parts of southern Marlborough, Canterbury, Otago, Southland and southern Fiordland later Saturday and into Sunday or early Monday, and also low confidence of severe gale west or southwest winds about southern Fiordland, Southland and Otago (mainly near the coast) later Sunday and early Monday.

Finally, there is low confidence that westerly winds could reach severe gale about other North Island areas from southern Northland to Hastings District and Kapiti, and also near Golden Bay, later Sunday and Monday.

(Reissued at 11:30am Wednesday to include the Canterbury/Otago headwaters in the moderate rainfall area later Saturday and Sunday).

Valid Fri 15-Sep-2023 through Mon 18-Sep-2023



Issued 11:27 am 13-Sep-2023

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**MetService
Extended
Forecast 15-
17 Sep**

Friday

North Island: Showers, some heavy, clearing from south in the evening. South Island: Scattered showers spreading north, then clearing everywhere in the evening.

Saturday

North Island: Fine. South Island: Fine in the east and north. Isolated showers developing elsewhere early, then turning to rain with some heavy falls in the west later.

Sunday

North Island: Showers developing in the west from Waikato southwards. Mainly fine elsewhere. Strong to gale north to northwesterlies in exposed places. South Island: Rain with heavy falls in the west. Scattered rain elsewhere spreading north.

Chatham Islands

Showers on Friday, with strong northwesterlies changing southwest. Showers clearing on Saturday with southwesterlies turning lighter northwest, then strengthening later. Showers developing again on Sunday with strong northwesterlies.

Issued: 11:17pm Wed 13 Sep (MetService)

ACTION REGISTER LOG

Unit	Issue Severity	ACTION	DATE RAISED	WHO	DUE DATE	IMPACT	UPDATE/OUTCOME	DATE CLOSED
OVS	MEDIUM	Request Paul [REDACTED] CIO to investigate options and provide solutions to address key personnel risk	11/09/2023	Paul [REDACTED] CIO	19/09/23	Reputational - direct impact on Overseas Voting application system and delivery of overseas voting due to loss of institutional knowledge	12/09 - Progressing. Please refer to SITREP. Mitigation plan to be in place.	Ongoing
VS - SI	LOW	To provide update on the situation on staff recruitment for the Invercargill Electorate	11/09/2023	Anne [REDACTED] RM SI	On-going	Reputational - direct impact on the operational delivery of the Voting Place in Invercargill due to loss of key operational staff.	12/09 - Progressing. Plan in place to support the EM with key resources and staff recruitment. 13/09 - retained 3 staff, new EM starting next week, fast track 30 applications, ads in 2 newspaper	Ongoing
IT	MEDIUM	IT working with One.NZ and VS to identify and deliver contingent solutions for sites that do not have one.NZ connectivity.	12/09/23	Paul [REDACTED] CIO	19/09/23	Reputational - direct impact on VS staff across the region.	Working with the provider to resolve this.	
IT	LOW	IT working with property and provider for back-up generator to be installed on 14 September.	12/09/23	Paul [REDACTED] CIO	14/09	Impact on NO office.	Working with the provider to resolve this.	15/09 - CLOSED
IT	LOW	IT to roll out security patches for ios and Android phones	12/09/23	Paul [REDACTED] CIO	22/09	Impact on all staff's phones	Working on a plan to roll out patches.	
IT	MEDIUM	Nationwide disruption for Snapfire. Working with provider for a solution	9/12/2023	Paul [REDACTED] CIO	14/09	Low to medium impact to VS recruitment process.	IT working with the provider for a solution	
Data	LOW	Dashboard data is not current due to IT patches.	13/09/23	Beth [REDACTED] PADI	14/09/23	Internal use only - Data lag, not reflecting current information.	Working with Deloitte to schedule full data refresh	15/09 - CLOSED
Comms	MEDIUM	Comms to work with Chief Electoral Officer and Security team to draft an appropriate response re scrutineers	14/09/23	Suzanne K-T, Mgr Comms		Reputational - Provide response to Freedom Movement re rules for scrutineers at VPs and		15/09 - CLOSED
ENrolment	HIGH	Commence QA on roll data for the roll print and easy vote card	14/09/23	Ross McPherson	14/09/23	Reputational - Major impact on the entire roll print process, and GE.		15/09 CLOSED

15/09/2023– Situation Report Week 1

As at 0900 on 15/09/2023 prepared by Suzanne Knight-Tinirau

Distributed to	GEDT members		
Key Contacts	Suzanne Knight-Tinirau		
Overview	<p>No issues</p> <p>Media</p> <ul style="list-style-type: none"> Steady volume of enquires related to enrolment numbers, number of candidates and parties. We are seeing the “giveaway votes” narrative continuing. We’ve received another interview request from The Platform We’ve responded to the Stuff enquiry around scrutineers - no story published yet. <p>Social Media</p> <p>Similar ongoing themes. A lot of people messaging about wasted votes.</p> <p>Daily Metrics</p> <ul style="list-style-type: none"> 3 media enquiries on 15 September 80 enquiries and comments on social media in last 24 hours 20,377 visitors to vote.nz 		
Status of the issue/s			
Actions Underway	Action	Owner	Description
Notes:	Early observation:		

15/09/2023– Situation Report Week 1

As at 0900 on 15/09/2023 prepared by Shane Whitfield

Distributed to	GEDT members		
Key Contacts	Shane Whitfield		
Overview	No issues to report. Insights: <ul style="list-style-type: none">• Feedback from the community is becoming more balanced with more people reporting excitement and anticipation about the election.		
Status of the issue/s	Action: Nil required		
Actions Underway	Action	Owner	Description
Notes:	Early observation:		

15/09/2023– Situation Report Week 1

As at 1100 on 15/09/2023 prepared by Paul [REDACTED]

Distributed to	GEDT members
Key Contacts	Paul [REDACTED]
Status of the issue/s	<p>Update on Issues:</p> <ul style="list-style-type: none">• Snaphire stability and performance - System slowness returned for a short period this am, currently under investigation.• Key Person risk – Work in progress. Target 19/9.• Connectivity and call Quality Issues on IVR systems – Conversation to discuss path forward held with VS. IT will now drive resolution with One.nz.• Commission HQ power resilience – Generator installed and tested – action closed.• Security update patching between now and the election period – Planning meeting complete. MS test groups patched no issues further update 18/9.

**PLEASE SAVE AS THIS TEMPLATE INTO RESPECTIVE
WEEK FOLDER**

15/09/2023– Situation Report Week 2

As at 0900 on 15/09/2023 prepared by Izak [REDACTED] Corey [REDACTED]

Distributed to	GEDT members		
Key Contacts	Izak [REDACTED]		
Overview	<p>Summary of the current event – What we know</p> <ul style="list-style-type: none"> Delay in communicating HSW Guardrails (especially to the field) means they are at risk of not being worked within and therefore intent of Board and ELT not translating to reality. 		
Status of the issue/s	<p>Who or what is affected?</p> <ul style="list-style-type: none"> Workers (those who's risk is not reduced), Board/ELT (stated risk tolerance unlikely to be lived in reality) <p>What is the status of the situation/service/issue? Action:</p> <ul style="list-style-type: none"> Awareness at this stage Email comms in draft to go to SLG Field-specific approach being consulted with Regional Managers. 		
Actions Underway	Action	Owner	Description
	<ul style="list-style-type: none"> Approaching Karl to confirm support capacity 	Jo [REDACTED]	
	<ul style="list-style-type: none"> Drafting email to go to SLG, hopefully from Karl. Will be reviewed (fixed) by Adele prior. 	Coey [REDACTED]	
	<ul style="list-style-type: none"> drafting field approach for RMs to feed back on. Again, Adele helping avoid clangers. 	Corey [REDACTED]	
	<ul style="list-style-type: none"> Assuming approach agreed, create slides for leaders (but RMs specifically) to present to their people with whatever support is desired. Yet again, Adele in review to add in field perspective. 	Corey [REDACTED]	
Notes:	<p>Early observation:</p> <ul style="list-style-type: none"> 		

18/09/2023– Situation Report Week 2

As at 11.40am on 18/09/2023 prepared by Crispian [REDACTED]

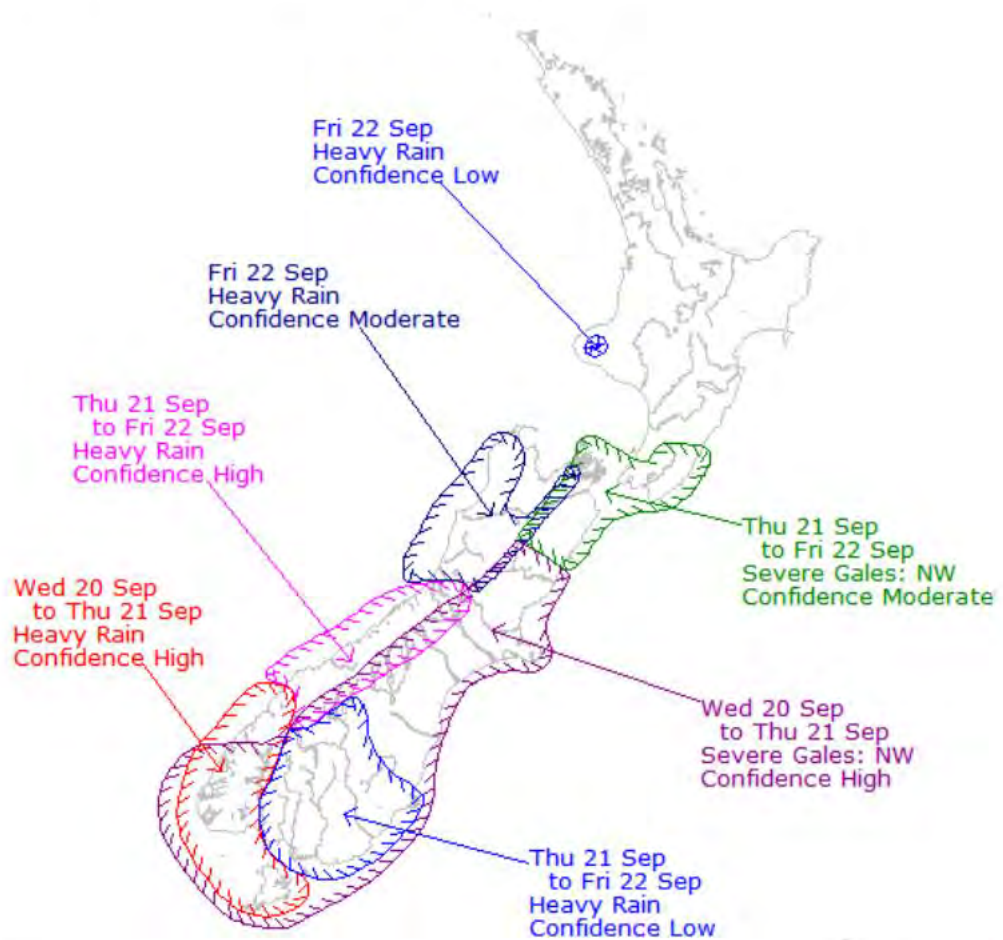
Distributed to	All GEDT members
Key Contacts	Anusha Guler and Crispian [REDACTED] Martin to chair the meeting.
Previous ELT SITREP	3 ELT Standup SITREP 1 15092023 - Final.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> • There was 1 important major event – Writ Day (Sunday, 10 Sep) • Taskforce is fully activated. • ELT Standups activated. • MIKE will be closed once processing is completed - Roll Close (13/09) • MIKE is closed. (14/09) • Data extraction and QA process. • Data release and Roll Print QA (15/09) • Close of nominations at midday. • Wild weather over the weekend (16-17/09) • Easyvotes print
Voting Services (VS)	<p>UPDATE ON CRITICAL ISSUES:</p> <p>EMS – AAD – Tupu interplay</p> <ul style="list-style-type: none"> • Over the past two weeks the Commission’s helpdesks ([REDACTED], [REDACTED]) have received a significant number of calls relating to voting place (VP) staff trying to access their eLearning. It has been difficult to nail-down the actual issues being faced. • Due to initial understanding of the issues, VP staff were initially forwarded to the HQs for help. It became increasingly clear over the past week that HQ staff were only able to resolve the issue in a very limited number of cases, and that the issues being experienced were much wider than that. • The phone number that VP staff access for eLearning help is now directed fully at the eLearning helpdesk, away from the HQs and CCL. • While it is clear that the large majority of VP staff are able to access their eLearning without incident, the eLearning team is now receiving significantly more calls than planned for – about a very wide variety of eLearning issues. The team received ~1,000 calls in total in 2020 but have already received 1,068 to date. • The majority of issues appear to relate to the ‘single-sign on’ (SSO) process required for some voting place staff roles – VPMs, VAs and ISOs. <p>Issues we can address:</p> <ul style="list-style-type: none"> • Ensuring VP staff get to the right Tupu login site. There are two Tupu sites as a result of the SSO requirements. Those needing to complete SSO requirements go to one, while issuing officers are directed to another. • Helping staff finding it easier to login. The non-technical nature of our staff means that some are finding it difficult to complete the SSO process, which requires them to get through at least one MFA challenge. • The above are exacerbated by staff having multiple VP roles. This is playing out in a number of issues (noted in category 3 below) – but some can be sorted by just helping VP staff step through the above. • Ensuring the eLearning helpdesk has the resources it needs to cope with the amount of calls it is receiving, especially as this is (a) likely to continue and (b) in some cases may only be able to be

	<p>resolved manually (e.g. via Sarah [REDACTED] in IT).</p> <ul style="list-style-type: none"> Increasing recruitment staff's ability to understand their role and the impact of what they do in SnapHire on how EMS and AAD <p>Issues that need more investigation – resolution unclear</p> <ul style="list-style-type: none"> A reasonably common issue is known as the 'error writing to database' issue. Initial investigation points to multiple potential causes for this, some of which will be easily resolved, some which will not. This needs to be worked on urgently Sometimes the MFA challenge is not sending a piece of information as required to either an email or phone. <p>ACTIONS</p> <ol style="list-style-type: none"> Requires increased access to Zendesk. Staff have not received the full number requested for the team (shortfall of approx. 15 licenses); immediate scaling up of the eLearning helpdesk – Martin Rodgers Request immediate resource applied to investigating the 'error writing to the database issue' (compiled list of Zendesk tickets required describing the issue) – Paul [REDACTED]
Voting Place	<p>GENERAL UPDATE</p> <p>Auckland South – Botany electorate, Friday 15th Sept 0800</p> <ul style="list-style-type: none"> Staff arriving at work saw a person by the HQ entry who gave the impression of being lost. Said he was a security guard. Staff questioned him and he claimed to know nothing about the operation inside. RESOLVED
Enrolment	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> No risks or issues to report The "first book" QA on the Main/Composite Rolls and Habitation Indexes will be completed today. Scannable roll "first book" checks have been completed and QA signed off. MIKE reopened for use on 17 September 31,389 online enrolments in the queues on the morning of 18 September. Approx 4,500 paper forms to be scanned in, this morning
IT	<p>UPDATE ON ISSUES:</p> <ul style="list-style-type: none"> eLearning Tupu access issues – Currently investigating the calls raised to identify opportunities to simplify the process. Data Platform issues – Issues reported with the platform not updating Friday have been resolved with Deloitte over the weekend. Root cause has highlighted need to update the data extract tool to avoid future issues. Snaphire stability and performance - System performance appears to have been addressed Close action. Key Person risk – Work in progress. Target 19/9. Connectivity and call Quality Issues on IVR systems – Checking and testing progressed over the weekend. Confirmation of IVR numbers for election night and observed call quality issues remains outstanding with VS. Commission Infrastructure resilience – DR testing on schedule to take place between 6-8pm 19/09. Security update patching between now and the election period –further update 19/9.
Comms & Education	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Voting places lists and mapping went live on Saturday on vote.nz Electorate candidates and party lists also published on Saturday on vote.nz <p>Media</p> <ul style="list-style-type: none"> Media releases put out on Saturday about release of candidates and confirmation of voting places

	<p>generated some media interest and requests for interviews.</p> <ul style="list-style-type: none"> • DCE Ops provided interview to NewstalkZB on Saturday following media releases going out. <p>Social Media</p> <ul style="list-style-type: none"> • Increased volume of activity on our social channels • Lots of niche questions on election advertising and another query about NZ Loyal candidates. • One comment received from a repeat user with threatening content in response to one of our Facebook ads. <p>Daily key metrics</p> <ul style="list-style-type: none"> • 4 media enquiries • 135 enquiries and comments on social media over the weekend • 32,475 visitors to vote.nz over the weekend <p>ACTION:</p> <p>Social media threat</p> <ul style="list-style-type: none"> • Comment was immediately hidden from our page and the user has now been blocked from our Facebook account meaning they will no longer see any content from the Commission. • The post has been reported to the Security team and Police 105 because of the repeated occurrence of these comments from this one user.
Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Since Friday, the team had 423 tickets created, received 30 phone calls and made 10 outbound calls. 91% of tickets were resolved in one-touch. • The top enquiry remained to be enrolment related, followed by voting questions. • No significant issue to raise at this point.
Strategic Engagement and Partnership	<p>INSIGHTS:</p> <ul style="list-style-type: none"> • Two safety related incidents over the weekend (Christchurch, Auckland) involving heckling and intimidation of staff while attending events. Both were dealt with by security staff. • Ongoing queries relating to voting eligibility, visa status etc.
FOR YOUR INFORMATION	
MetService Forecast for 18 Sep	

	<div data-bbox="379 215 735 510"> <p>★ My Favourite</p> <hr/> <p>You don't have a favourite location yet</p> <p>TODAY 18 SEP NA° NA°</p> <p>How to add your location to the homepage</p> </div> <div data-bbox="379 533 735 864"> <p>Current Extremes</p> <hr/> <p>HIGHEST Napier 22.5°</p> <p>LOWEST Te Anau 6.3°</p> <p>WINDIEST Napier Airport 59km/h</p> <p>WETTEST Invercargill 1.2mm</p> </div> <div data-bbox="794 192 1489 920"> <p>Map of New Zealand showing current temperatures at various locations:</p> <ul style="list-style-type: none"> Kaitiaki 16° Whangārei 16° Auckland 17° Hamilton 16° Tauranga 17° Rotorua 15° Gisborne 20° New Plymouth 16° Taupō 15° Palmerston North 15° Napier 22° Masterton 15° Nelson 15° Wellington 14° Westport 13° Blenheim 16° Franz Josef 10° Christchurch 16° Timaru 16° Queenstown 9° Dunedin 13° Invercargill 9° Chatham Islands 14° </div>
<p>Severe Weather Outlook</p>	<p>A ridge of high pressure moves onto northern New Zealand from the Tasman Sea on Tuesday bringing settled weather, then moves away to the east on Thursday. Meanwhile, a strong and moist northwest flow becomes established over southern New Zealand during Tuesday and early Wednesday, then a complex trough of low pressure crosses the South Island from the west on Friday.</p> <p>There is high confidence rainfall amounts will reach warning criteria about Fiordland and Stewart Island late Wednesday and Thursday, and also about much of Westland and the Otago/Canterbury headwaters on Thursday and Friday. There is moderate confidence a heavy rain warning being required for the far north of Westland, Buller, far west Tasman, Nelson Lakes and also the Richmond and Bryant ranges on Friday. Lastly, there is low confidence of heavy rain for Southland and much of Otago on Thursday and Friday and about Mount Taranaki/Taranaki Maunga on Friday.</p> <p>Additionally, there is high confidence of severe northwest gales about Canterbury, Otago, Southland and southern Fiordland on Wednesday and Thursday. There is moderate confidence of severe northwest gales about Wairarapa, Wellington and Marlborough on Thursday and Friday.</p>

Valid Tue 19-Sep-2023 through Fri 22-Sep-2023



Issued 11:31 am 17-Sep-2023

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**MetService
Extended
Forecast 19-
22 Sep**

Tuesday

North Island: Partly cloudy with isolated showers in the west, south of Waitomo. Fine elsewhere.
South Island: Periods of rain in the west. Mostly fine elsewhere, but the odd shower in the south.

Wednesday

North Island: Generally fine, but the odd shower in the west from Taranaki southwards. South Island: Occasional rain in the west, possibly heavy in Fiordland. Fine elsewhere.

Thursday

North Island: Mostly fine, the odd shower in the west. Cloud increasing about the northern half later with isolated showers. South Island: Rain in the west and south with heavy falls. Partly cloudy elsewhere.

Friday

North Island: Cloud increasing with showers for most, but mainly fine in the east. South Island: Rain in the west and south spreading elsewhere, heavy at times.

Chatham Islands

Fine spells, with the odd shower on Tuesday. West or northwest winds, strong at times.

Issued: 11:29pm Sun 17 Sep

ACTION REGISTER LOG

OPEN

Unit	Issue Severity	ACTION	DATE RAISED	WHO	DUE DAT	IMPACT	UPDATE/OUTCOME	DATE CLOSED
OVS	MEDIUM	Request Paul [REDACTED] CIO to investigate options and provide solutions to address key personnel risk	9/11/2023	Paul [REDACTED] CIO	19/09/23	Reputational - direct impact on Overseas Voting application system and delivery of overseas voting due to loss of institutional knowledge	12/09 - Progressing. Please refer to SITREP. Mitigation plan to be in place.	Ongoing
VS - SI	LOW	To provide update on the situation on staff recruitment for the Invercargill Electorate	9/11/2023	Anne [REDACTED] RM SI	On-going	Reputational - direct impact on the operational delivery of the Voting Place in Invercargill due to loss of key operational staff.	12/09 - Progressing. Plan in place to support the EM with key resources and staff recruitment . 13/09 - retained 3 staff, new EM starting next week, fast track 30 applications, ads in 2 newspaper	Ongoing
IT	MEDIUM	IT working with One.NZ and VS to identify and deliver contingent solutions for sites that do not have one.NZ connectivity.	12/09/23	Paul [REDACTED] CIO	19/09/23	Reputational - direct impact on VS staff across the region.	Working with the provider to resolve this.	
IT	LOW	IT to roll out security patches for ios and Android phones	12/09/23	Paul [REDACTED] CIO	22/09	Impact on all staff's phones	Working on a plan to roll out patches.	
IT	MEDIUM	Nationwide disruption for Snaphire. Working with provider for a solution	12/9/2023	Paul [REDACTED] CIO	14/09	Low to medium impact to VS recruitment process.	IT working with the provider for a solution process.	

EASYVOTE UPDATE

ChCh - job # 1862704					
Electoral # and name	Actual Mailset Volume	Printing complete	Mail processing	Mail processing complete	Signed off by EC for release
60	Wellington Central	47,729	16-Sep		
51	Taupo	50,591	16-Sep		
8	Dunedin	49,296	16-Sep		
59	Waitaki	49,413	17-Sep		
46	Southland	44,840	17-Sep		
61	West Coast-Tasman	48,767	17-Sep		
40	Rangitata	47,784	17-Sep		
	Unpublished	25,372	17-Sep		
66	Hauraki-Waikato	33,994	In Progress		

Akld - job # 1865447					
Electoral # and name	Actual Mailset Volume	Printing complete	Mail processing	Mail processing complete	Signed off by EC for release
17	Kaikoura	48,060	16-Sep		
5	Christchurch Central	45,618	16-Sep		
6	Christchurch East	47,149	16-Sep		
1	Auckland Central	39,170	17-Sep		
9	East Coast	49,439	17-Sep		
7	Coromandel	53,313	17-Sep		
32	Northland	52,824	17-Sep		
41	Rangitikei	46,967	17-Sep		
50	Taranaki-King Country	46,165	17-Sep		
48	Takanini	49,896	17-Sep		
21	Mangere	44,019	17-Sep		

PTO - Email attached.

From: [REDACTED]

Sent: Monday, September 18, 2023 9:24 AM

To: Koen [REDACTED] <[REDACTED]@elections.govt.nz>

Cc: Arie [REDACTED] <[REDACTED]@elections.govt.nz>; Sue [REDACTED] <[REDACTED]@elections.govt.nz>; [REDACTED]

Subject: FW: Progress update

Electoral Commission Cyber Security Warning: This email originated from outside of the Commission. Please take extra care when clicking links or opening attachments. If you are unsure if this email is legitimate, please contact the Service Desk.

Morning Koen, Sue, Arie and Dean 😊

Sorry for the delay in getting this through. I'll populate it into the proper template for tonight's update.

Printing complete

Electorates: Banks Peninsula/Kaikoura/Nelson/Selwyn/Southland/Waimakariri/Waitaki/West Coast-Tasman

Numbering complete

Electorates: First 400 books of Banks Peninsula/Kaikoura/Nelson/Selwyn/Southland/Waimakariri/Waitaki/West Coast-Tasman

Padding (stapling into pads) underway

Electorates: Waitaki, Banks Peninsula.

Padding complete

Electorates: Invercargill, West Coast, Kaikoura, Nelson

Despatched

Electorates:

Easy Vote: A3 - DLE:

Despatch 1- Folded: 180,000 Despatched 7.30am: 18/09


Despatch 2- Folded as of 8.30am 18/09: 135,450.

18/09/2023– ELT Situation Report Week 2

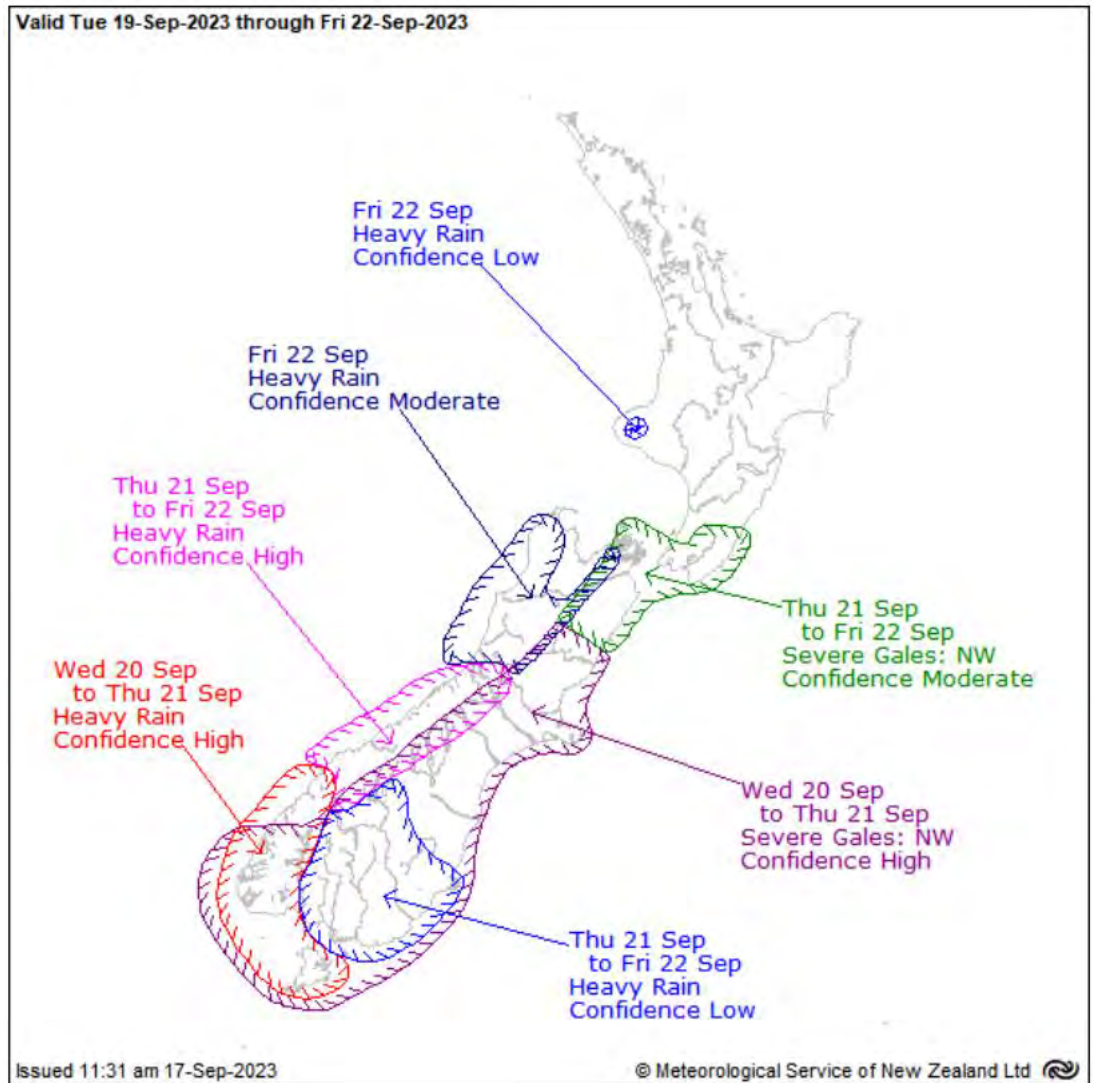
As at 3.57pm on 18/09/2023 prepared by Crispian [REDACTED] approved by Anusha Guler

Distributed to	ELT
Key Contacts	Anusha Guler and Crispian [REDACTED] Martin chaired the meeting.
Previous ELT SITREP	3 ELT Standup SITREP 1 15092023 - Final.docx
Overview	<p>Summary of the current events</p> <ul style="list-style-type: none"> • Close of nominations at midday Friday 15 September • Ballot papers were checked and finalised and sent to [REDACTED] for printing. • Wild weather over the weekend (16-17/09) • Easyvotes documents being printed
Voting Services (VS)	<p>UPDATE ON CRITICAL ISSUES:</p> <p>EMS – AAD – Tupu interplay</p> <ul style="list-style-type: none"> • Over the past two weeks the Commission’s helpdesks ([REDACTED]) have received a significant number of calls relating to voting place (VP) staff trying to access their eLearning. It has been difficult to nail-down the actual issues being faced. • Due to initial understanding of the issues, VP staff were initially forwarded to the HQs for help. It became increasingly clear over the past week that HQ staff were only able to resolve the issue in a very limited number of cases, and that the issues being experienced were much wider than that. • The phone number that VP staff access for eLearning help is now directed fully at the eLearning helpdesk, away from the HQs and CCL. • eLearning team is now receiving significantly more calls than planned for – about a very wide variety of eLearning issues. The team received ~1,000 calls in total in 2020 but have already received 1,068 to date. • The majority of issues appear to relate to the ‘single-sign on’ (SSO) process required for some voting place staff roles – VPMs, VAs and ISOs. <p>Issues we can address:</p> <ul style="list-style-type: none"> • Ensure VP staff get to the right Tupu login site. There are two Tupu sites as a result of the SSO requirements. Those needing to complete SSO requirements go to one, while issuing officers are directed to another. • Help staff find it easier to login. The non-technical nature of our staff means that some are finding it difficult to complete the SSO process, which requires them to get through at least one Multi Factor Authentication (MFA) challenge. • The above are exacerbated by staff having multiple VP roles. This is playing out in a number of issues (noted in category 3 below). • Ensure the eLearning helpdesk has the resources it needs to cope with the amount of calls it is receiving, especially as this is (a) likely to continue and (b) in some cases may only be able to be resolved manually (e.g. via Sarah [REDACTED] in IT). • Increase recruitment staff’s ability to understand their role and the impact of what they do in SnapHire on EMS and Azure Active Directory. <p>Issues that need more investigation – resolution unclear</p> <ul style="list-style-type: none"> • A reasonably common issue is known as the ‘error writing to database’ issue. Initial investigation points to multiple potential causes for this, some of which may be easily resolved, Needs to be worked on urgently by IT team.

	<ul style="list-style-type: none"> Sometimes the MFA challenge is not sending a piece of information as required to either an email or phone. Needs resolution by IT team. <p>ACTIONS</p> <ol style="list-style-type: none"> Requires increased access to Zendesk. 10 licences have been approved for the central processing team. CLOSED Request immediate resource applied to investigating the ‘error writing to the database issue’ (compiled list of Zendesk tickets required describing the issue)
Voting Place	<p>GENERAL UPDATE</p> <p>Auckland South – Botany electorate, Friday 15th Sept 0800</p> <ul style="list-style-type: none"> Staff arrived at work saw a person by the HQ entry who gave the impression of being lost. He said he was a security guard. Staff questioned him and he claimed to know nothing about the operation inside. Security Incident Report has been completed. The issue is RESOLVED
Enrolment	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> No risks or issues to report Scannable roll “first book” checks have been completed and QA signed off. MIKE reopened for use on 17 September 31,389 online enrolments in the queues on the morning of 18 September.
IT	<p>UPDATE ON ISSUES:</p> <ul style="list-style-type: none"> eLearning Tupu access issues – Currently investigating the calls raised to identify opportunities to simplify the process. Data Platform issues – Issues reported with the platform not updating on Friday have been resolved with Deloitte over the weekend. Root cause has highlighted need to update the data extract tool to avoid future issues. Snaphire stability and performance - System performance appears to have been addressed Close action. Key Person risk – Work in progress. Target 19/9. Connectivity and call Quality Issues on IVR systems – Checking and testing progressed over the weekend. Confirmation of IVR numbers for election night and observed call quality issues remains outstanding with VS. Commission Infrastructure resilience – DR testing on schedule to take place between 6-8pm 19/09. Security update patching between now and the election period –further update 19/9.
Comms & Education	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Voting places lists and mapping went live on Saturday on vote.nz Electorate candidates and party lists also published on Saturday on vote.nz <p>Media</p> <ul style="list-style-type: none"> Media releases put out on Saturday about release of candidates and confirmation of voting places generated some media interest and requests for interviews. DCE Ops provided an interview to NewstalkZB on Saturday following media releases going out. <p>Social Media</p> <ul style="list-style-type: none"> Increased volume of activity on our social channels Lots of niche questions on election advertising and another query about NZ Loyal candidates. One comment received from a repeat user with threatening content in response to one of our Facebook ads. <p>Daily key metrics</p> <ul style="list-style-type: none"> 4 media enquiries 135 enquiries and comments on social media over the weekend

	<ul style="list-style-type: none"> 32,475 visitors to vote.nz over the weekend <p>ACTION:</p> <p>Social media threat</p> <ul style="list-style-type: none"> Comment was immediately hidden from our page and the user has now been blocked from our Facebook account meaning they will no longer see any content from the Commission. The post has been reported to the Security team and Police 105 because of the repeated occurrence of these comments from this one user. 																																																
<p>Customer Services</p>	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Since Friday, the team had 423 tickets created, received 30 phone calls and made 10 outbound calls. 91% of tickets were resolved in one-touch. The top enquiry remained to be enrolment related, followed by voting questions. 																																																
<p>Strategic Engagement and Partnership</p>	<p>INSIGHTS:</p> <ul style="list-style-type: none"> Two safety related incidents over the weekend (Christchurch, Auckland) involving heckling and intimidation of staff while attending events. Both were dealt with by security staff 																																																
<p>FOR YOUR INFORMATION</p>																																																	
<p>MetService Forecast for 18 Sep</p>	 <p>The image shows a MetService weather forecast for 18 September. It features a map of New Zealand with temperature callouts for various locations. A sidebar on the left provides additional weather information.</p> <table border="1"> <caption>Temperature Callouts from Map</caption> <thead> <tr> <th>Location</th> <th>Temperature</th> </tr> </thead> <tbody> <tr><td>Kaitiaki</td><td>16°</td></tr> <tr><td>Whangārei</td><td>16°</td></tr> <tr><td>Auckland</td><td>17°</td></tr> <tr><td>Hamilton</td><td>16°</td></tr> <tr><td>Tauranga</td><td>17°</td></tr> <tr><td>Rotorua</td><td>15°</td></tr> <tr><td>Gisborne</td><td>20°</td></tr> <tr><td>New Plymouth</td><td>16°</td></tr> <tr><td>Taupō</td><td>15°</td></tr> <tr><td>Palmerston North</td><td>15°</td></tr> <tr><td>Napier</td><td>22°</td></tr> <tr><td>Masterton</td><td>15°</td></tr> <tr><td>Nelson</td><td>15°</td></tr> <tr><td>Wellington</td><td>14°</td></tr> <tr><td>Westport</td><td>13°</td></tr> <tr><td>Blenheim</td><td>16°</td></tr> <tr><td>Franz Josef</td><td>10°</td></tr> <tr><td>Christchurch</td><td>16°</td></tr> <tr><td>Timaru</td><td>16°</td></tr> <tr><td>Queenstown</td><td>9°</td></tr> <tr><td>Dunedin</td><td>13°</td></tr> <tr><td>Invercargill</td><td>9°</td></tr> <tr><td>Chatham Islands</td><td>14°</td></tr> </tbody> </table> <p>My Favourite You don't have a favourite location yet</p> <p>TODAY 18 SEP NA° NA°</p> <p>How to add your location to the homepage</p> <p>Current Extremes</p> <ul style="list-style-type: none"> HIGHEST: Napier 22.5° LOWEST: Te Anau 6.3° WINDIEST: Napier Airport 59km/h WETTEST: Invercargill 1.2mm 	Location	Temperature	Kaitiaki	16°	Whangārei	16°	Auckland	17°	Hamilton	16°	Tauranga	17°	Rotorua	15°	Gisborne	20°	New Plymouth	16°	Taupō	15°	Palmerston North	15°	Napier	22°	Masterton	15°	Nelson	15°	Wellington	14°	Westport	13°	Blenheim	16°	Franz Josef	10°	Christchurch	16°	Timaru	16°	Queenstown	9°	Dunedin	13°	Invercargill	9°	Chatham Islands	14°
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<p>Severe Weather Outlook</p>	<p>A ridge of high pressure moves onto northern New Zealand from the Tasman Sea on Tuesday bringing settled weather, then moves away to the east on Thursday. Meanwhile, a strong and moist northwest flow becomes established over southern New Zealand during Tuesday and early Wednesday, then a complex trough of low pressure crosses the South Island from the west on Friday.</p> <p>There is high confidence rainfall amounts will reach warning criteria about Fiordland and Stewart Island late Wednesday and Thursday, and also about much of Westland and the Otago/Canterbury headwaters on Thursday and Friday. There is moderate confidence a heavy rain warning being required for the far north of Westland, Buller, far west Tasman, Nelson Lakes and also the Richmond and Bryant ranges on Friday. Lastly, there is low confidence of heavy rain for Southland and much of Otago on Thursday and Friday and about Mount Taranaki/Taranaki Maunga on Friday.</p> <p>Additionally, there is high confidence of severe northwest gales about Canterbury, Otago, Southland and southern Fiordland on Wednesday and Thursday. There is moderate confidence of severe</p>																																																

northwest gales about Wairarapa, Wellington and Marlborough on Thursday and Friday.



**MetService
Extended
Forecast 19-
22 Sep**

Tuesday
North Island: Partly cloudy with isolated showers in the west, south of Waitomo. Fine elsewhere. South Island: Periods of rain in the west. Mostly fine elsewhere, but the odd shower in the south.

Wednesday
North Island: Generally fine, but the odd shower in the west from Taranaki southwards. South Island: Occasional rain in the west, possibly heavy in Fiordland. Fine elsewhere.

Thursday
North Island: Mostly fine, the odd shower in the west. Cloud increasing about the northern half later with isolated showers. South Island: Rain in the west and south with heavy falls. Partly cloudy elsewhere.

Friday
North Island: Cloud increasing with showers for most, but mainly fine in the east. South Island: Rain in the west and south spreading elsewhere, heavy at times.

Chatham Islands
Fine spells, with the odd shower on Tuesday. West or northwest winds, strong at times.

Issued: 11:29pm Sun 17 Sep

18/09/2023– Situation Report Week 2

As at 18/09/2023 prepared by Suzanne Knight-Tinirau

Distributed to	GEDT members		
Key Contacts	Suzanne Knight-Tinirau		
Overview	<ul style="list-style-type: none"> • Voting places lists and mapping went live on Saturday on vote.nz • Electorate candidates and party lists also published on Saturday on vote.nz <p>Media</p> <ul style="list-style-type: none"> • Media releases put out on Saturday about release of candidates and confirmation of voting places generated some media interest and requests for interviews. • Anusha provided interview to NewstalkZB on Saturday following media releases going out. <p>Social Media</p> <ul style="list-style-type: none"> • Increased volume of activity on our social channels • Lots of niche questions on election advertising and another query about NZ Loyal candidates. • One comment received from a repeat user with threatening content in response to one of our Facebook ads post. <p>Daily key metrics</p> <ul style="list-style-type: none"> • 4 media enquiries • 135 enquiries and comments on social media over the weekend • 32,475 visitors to vote.nz over the weekend. 		
Status of the issue/s	<p>Action: Social media threat</p> <ul style="list-style-type: none"> • Comment was immediately hidden from our page and the user has now been blocked from our account meaning they will no longer see any content from the Commission. • The post has been reported to the Security team and Police 105 because of the repeated occurrence of these comments from this one user. 		
Actions Underway	Action	Owner	Description
Notes:	Early observation:		

18/09/2023– Situation Report Week 2

As at 18/09/2023 prepared by Shane Whitfield

Distributed to	GEDT members		
Key Contacts	Shane Whitfield		
Overview	No issues to report. General update: <ul style="list-style-type: none">• Two safety related incidents over the weekend (Christchurch, Auckland) involving heckling and intimidation of staff while attending events. Both were dealt with by security staff.• Ongoing queries relating to voting eligibility, visa status etc.		
Status of the issue/s	Action: Nil		
Actions Underway	Action	Owner	Description
Notes:	Early observation:		

18/09/2023– Situation Report Week 2

As at 18/09/2023 prepared by Ross McPherson

Distributed to	GEDT members		
Key Contacts	Ross McPherson		
Overview	<ul style="list-style-type: none"> • No risks or issues to report • The “first book” QA on the Main/Composite Rolls and Habitation Indexes will be completed today. • Scannable roll “first book” checks have been completed and QA signed off. • MIKE reopened for use on 17 September • 31,389 online enrolments in the queues on the morning of 18 September. Approx 4,500 paper forms to be scanned in, this morning 		
Status of the issue/s	Action: Processing enrolment forms as usual		
Actions Underway	Action	Owner	Description
	Processing enrolment forms	Ross McPherson	BAU activity.
Notes:	Early observation:		

18/09/2023– Situation Report Week 2

As at 1100 on 18/09/2023 prepared by Paul [REDACTED]

Distributed to	GEDT members
Key Contacts	Paul Jepson
Status of the issue/s	<p>Update on Issues:</p> <ul style="list-style-type: none">• eLearning Tupu access issues – Currently investigating the calls raised to identify opportunities to simplify the process.• Data Platform issues – Issues reported with the platform not updating Friday have been resolved with Deloitte over the weekend. Root cause has highlighted need to update the data extract tool to avoid future issues.• Snaphire stability and performance - System performance appears to have been addressed Close action.• Key Person risk – Work in progress. Target 19/9.• Connectivity and call Quality Issues on IVR systems – Checking and testing progressed over the weekend. Confirmation of IVR numbers for election night and observed call quality issues remains outstanding with VS.• Commission Infrastructure resilience – DR testing on schedule to take place between 6-8pm 19/09.• Security update patching between now and the election period –further update 19/9.

18/09/2023– Situation Report Week 1

As at 15/09/2023 prepared by

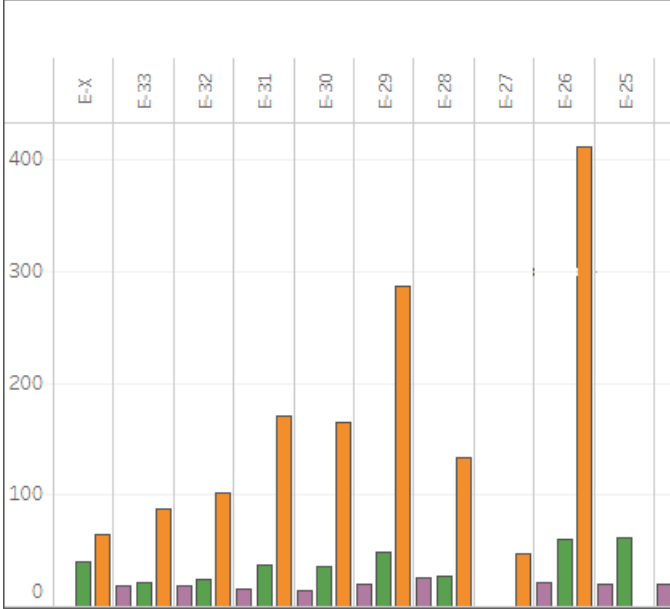
DRAFT

Distributed to	GEDT members
Key Contacts	Adele [REDACTED] Principal Advisor Voting Services John [REDACTED] Manager Overseas Operations
Overview	<p>EMS – AAD – Tupu interplay</p> <p>Over the past two weeks the Commission’s helpdesks ([REDACTED]) have received a significant number of calls relating to voting place (VP) staff trying to access their eLearning. It has been difficult to nail-down the actual issues being faced.</p> <p>Due to initial understanding of the issues, VP staff were initially forwarded to the HQs for help. It became increasingly clear over the past week that HQ staff were only able to resolve the issue in a very limited number of cases, and that the issues being experienced were much wider than that.</p> <p>The phone number that VP staff access for eLearning help is now directed fully at the eLearning helpdesk, away from the HQs and CCL.</p> <p>While it is clear that the large majority of VP staff are able to access their eLearning without incident, the eLearning team is now receiving significantly more calls than planned for – about a very wide variety of eLearning issues. The team received ~1,000 calls in total in 2020 but have already received 1,068 to date.</p> <p>The majority of issues appear to relate to the ‘single-sign on’ (SSO) process required for some voting place staff roles – VPMs, VAs and ISOs.</p> <p>1. <i>Issues we can address:</i></p> <ul style="list-style-type: none">• Ensuring VP staff get to the right Tupu login site. There are two Tupu sites as a result of the SSO requirements. Those needing to complete SSO requirements go to one, while issuing officers are directed to another.• Helping staff finding it easier to login. The non-technical nature of our staff means that some are finding it difficult to complete the SSO process, which requires them to get through at least one MFA challenge.• The above are exacerbated by staff having multiple VP roles. This is playing out in a number of issues (noted in category 3 below) – but some can be sorted by just helping VP staff step through the above.• Ensuring the eLearning helpdesk has the resources it needs to cope with the amount of calls it is receiving, especially as this is (a) likely to continue and (b) in some cases may only be able to be resolved manually (e.g. via Sarah [REDACTED] in IT).

	<p>2. <i>Issues we think we can address</i></p> <ul style="list-style-type: none"> Increasing recruitment staff's ability to understand their role and the impact of what they do in SnapHire on how EMS and AAD <p>3. <i>Issues that need more investigation – resolution unclear</i></p> <ul style="list-style-type: none"> A reasonably common issue is known as the 'error writing to database' issue. Initial investigation points to multiple potential causes for this, some of which will be easily resolved, some which will not. This needs to be worked on urgently Sometimes the MFA challenge is not sending a piece of information as required to either an email or phone. 		
Status of the issue/s	Action: CRITICAL		
Actions Underway	Action	Owner	Description
	Immediate scaling up of the eLearning helpdesk	Martin Rodgers	Requires increased access to Zendesk. They have not received the full number requested for the team (short fall of approx. 15 licences)
	Immediate resource applied to investigating the 'error writing to database issue'	Paul [REDACTED]	Compiled list of Zendesk tickets required describing the issue
Notes:	Early observation:		

19/09/2023– Situation Report Week 2

As at 11.47am on 19/09/2023 prepared by Crispian [REDACTED]

Distributed to	All GEDT members																																	
Key Contacts	Anusha Guler and Crispian [REDACTED]																																	
Previous ELT SITREP	2 ELT Standup SITREPS 2 18092023 - FINAL.docx																																	
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> • Close of nominations at midday Friday 15 September • Ballot papers were checked and finalised and sent to [REDACTED] for printing. • Wild weather over the weekend (16-17/09) • EasyVote documents being printed • Special ballot papers completely printed • Ordinary ballot papers printed. 																																	
Voting Services (VS)	<p>UPDATE ON ISSUES:</p> <p>EMS – AZURE ACTIVE DIRECTORY (AD) – TUPU INTERPLAY UPDATE</p> <ul style="list-style-type: none"> • eLearning helpdesk is still receiving a significant number of calls • Metrics show a high number of VP staff are not successfully logging in to Tupu on their first go – they are needing a lot of support • Learning Works (eLearning support provider) is looking into the apparent failure of Tupu to generate logins on 14 September • IT is still investigating on the ‘error writing to database’ issue failure of Tupu to generate logins. • EMS parameters are going to be adjusted to increase the timeframes for triggering the creation of AD credentials • Presentation is being prepared for the Recruitment & Rostering Managers (and their staff), to help them navigate the issues they are experiencing. • Zendesk licences are being procured for scale-up of eLearning helpdesk. • eLearning demand on Tableau (orange is 2023):  <table border="1"> <caption>eLearning demand on Tableau (2022 vs 2023)</caption> <thead> <tr> <th>Event</th> <th>2022 (Green)</th> <th>2023 (Orange)</th> </tr> </thead> <tbody> <tr><td>E-X</td><td>~30</td><td>~60</td></tr> <tr><td>E-33</td><td>~10</td><td>~80</td></tr> <tr><td>E-32</td><td>~10</td><td>~100</td></tr> <tr><td>E-31</td><td>~30</td><td>~170</td></tr> <tr><td>E-30</td><td>~30</td><td>~160</td></tr> <tr><td>E-29</td><td>~40</td><td>~280</td></tr> <tr><td>E-28</td><td>~15</td><td>~130</td></tr> <tr><td>E-27</td><td>~10</td><td>~40</td></tr> <tr><td>E-26</td><td>~50</td><td>~410</td></tr> <tr><td>E-25</td><td>~50</td><td>~10</td></tr> </tbody> </table>	Event	2022 (Green)	2023 (Orange)	E-X	~30	~60	E-33	~10	~80	E-32	~10	~100	E-31	~30	~170	E-30	~30	~160	E-29	~40	~280	E-28	~15	~130	E-27	~10	~40	E-26	~50	~410	E-25	~50	~10
Event	2022 (Green)	2023 (Orange)																																
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E-26	~50	~410																																
E-25	~50	~10																																

	<p>UPDATE ON BALLOT PAPERS:</p> <ul style="list-style-type: none"> All Advanced copies due 25th September of Special ballot papers (E2, E2-G and E2-M) have been printed. Advanced copies of Ordinary ballots: 46 electorates printed, 7 despatched already to electorate HQs. Awaiting update on other electorates. ██████ Petone expect to finish printing ballots by tomorrow. <p>ACTIONS</p> <ol style="list-style-type: none"> VS is increasing number of staff to assist with the helpdesk.
Enrolment	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> No risks or issues to report Processing of enrolment applications continues. Demand has spiked a little, but that is to be expected following the recent increase in media activity and campaigning around the election.
IT	<p>UPDATE ON ISSUES:</p> <ul style="list-style-type: none"> eLearning Tupu access issues – Options identified in collaboration with Voting Services which will improve user experience. Decisions required to progress, these are being documented and circulated - 19/09. Data Platform issues – Platform now up to date. The 'Dbt' (Data Extract Software) update is planned for 20/9. Connectivity and call Quality Issues on Interactive Voice Recognition (IVR) systems – Working through with One.NZ. Commission Infrastructure resilience – Disaster Recovery (DR) testing successfully completed on 18/09. Security update patching between now and the election period –Microsoft End User Device patches are progressing well, server patching to complete by end of this week. No issues anticipated. Config changes will be applied this week to ensure Android devices are not patched between now and the election. Key Person risk – Work in progress. Target moved to 21/9
Comms & Education	<p>GENERAL UPDATE:</p> <p>Key themes</p> <ul style="list-style-type: none"> Today is Suffrage Day Definition of Kaupapa Māori voting places – what is defining them from other voting places based in marae, kura kaupapa etc? <p>Media</p> <ul style="list-style-type: none"> Increasing volume of enquires with a focus on services to Māori voters, Kids Voting and regional information. DCE, Operations interviewed on Newstalk ZB on Kids Voting yesterday. Two interviews by CEO this morning, one The Platform and another Mediaworks. <p>Social Media</p> <ul style="list-style-type: none"> A lot of political opinion being shared; more questions about election advertising. <p>Daily key metrics</p> <ul style="list-style-type: none"> 11 media enquiries 69 enquiries and comments on social media in the past 24 hours 21,483 visitors to vote.nz <p>ACTION:</p> <ol style="list-style-type: none"> Media response provided to Stuff and Whakaata Māori following media release by Associate Professor Veronica Tawhai.
Customer	<p>GENERAL UPDATE:</p>

Services	<ul style="list-style-type: none"> • Since yesterday, the team had 301 tickets created, received 30 phone calls and made 16 outbound calls. 90.2% of tickets were resolved in one touch. • There are 22 complaints on hand across the business units. • Developing a report due to a number of voters requesting to be removed from the roll <p>ACTION:</p> <p>1. Considered options to relocate the Customer Service team due to the Brewtown Festival on election day, the 14th October.</p> <p>This is now CLOSED. This morning, the owner confirmed the festival will be located in a distance from the building, and the noise level will not be disruptive for CS work on that day.</p>
Strategic Engagement and Partnership	<p>INSIGHTS:</p> <ul style="list-style-type: none"> • No risks or issues to report. • Feedback from engaging with Tangata Whenua: <ul style="list-style-type: none"> • Asking about why they (marae, kura etc) weren't chosen as Kaupapa Māori voting places or involved in identifying where they should be. • Some apprehension expressed around pronunciation of names in voting places, has led to some reluctance to participate. • A number of people have noted feeling uncomfortable about getting personalised letters from candidates and appeared unclear that this has likely come from being on the roll (often this is coming from first-time voters).
People and Culture	<p>GENERAL UPDATE:</p> <p>Field staff mentioned reference checks as a bottleneck.</p> <p>Recruitment is going well.</p> <p>Assuming all the offers are accepted, and pre-employment checks receive offers the hire figure will be 17339.</p> <ul style="list-style-type: none"> • Shortlist 2671 • Interviews booked 11978 • Interviews 5375 • Pre-employment checks 1023 • Offers 2561 • Onboarding 1927 • Hired 11828 <p>This puts total hired to 13,755</p>
FOR YOUR INFORMATION	

**MetService
Forecast for
19 Sep**



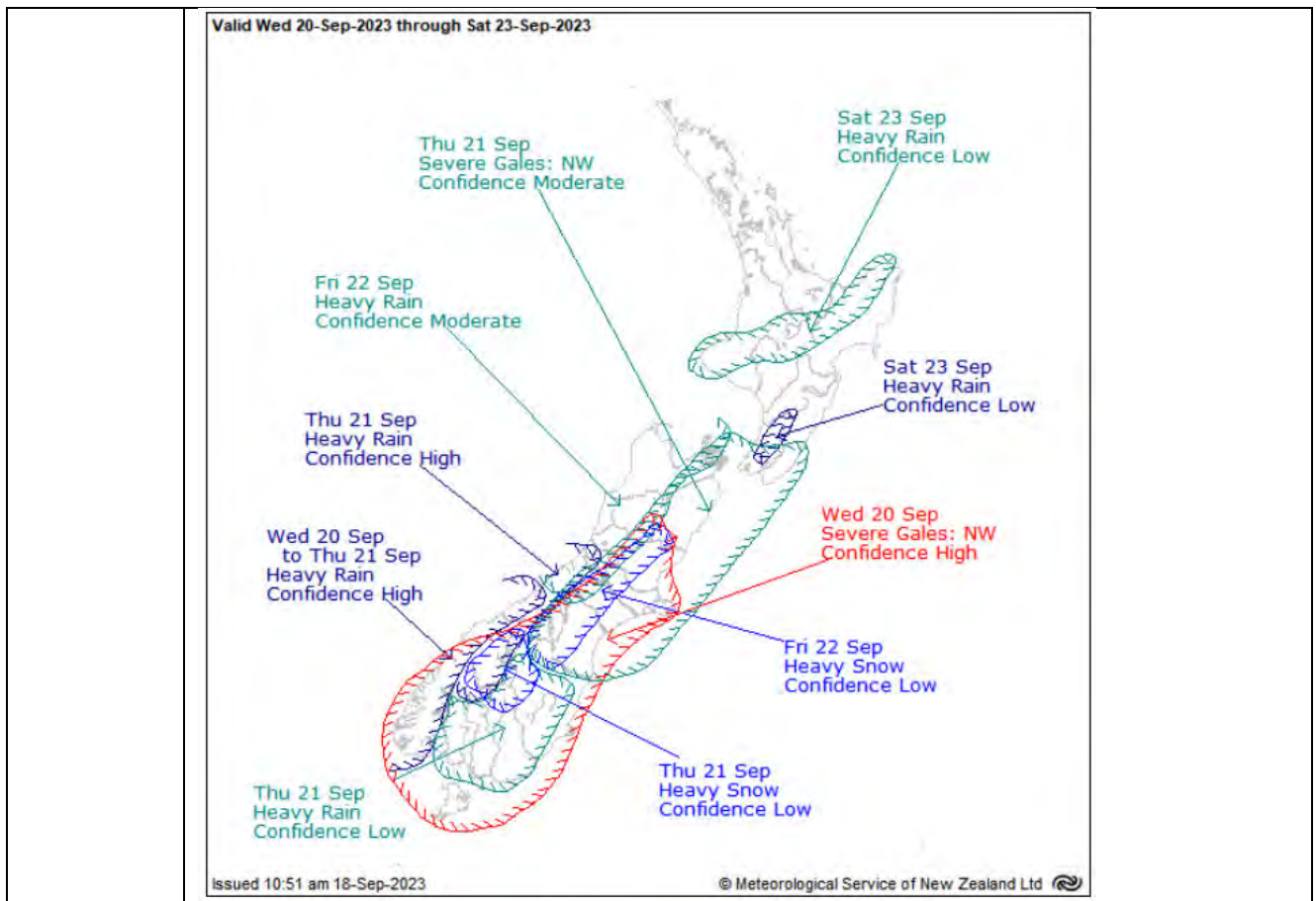
**Severe
Weather
Outlook**

On Wednesday a moist northwesterly flow strengthens over the South Island bringing a high confidence in warning amounts of rain for Fiordland and the far south of Westland. There is also a **high confidence in severe gale northwesterlies affecting Canterbury, Otago, Southland and Fiordland.**

On Thursday an active front preceded by a strong northwesterly flow moves north onto the south of the South Island. There is then a **high confidence in warning amounts of rain for Fiordland, Westland, and the headwaters of the Canterbury and Otago lakes and rivers.** There is a low confidence in warning amounts of rain for Southland and Otago. There is a moderate confidence in severe gales affecting the far south of the North Island, Marlborough and Canterbury. There is a low confidence in heavy snow affecting higher parts of Otago.

On Friday the front is expected to move north over the upper South Island. There is then a moderate confidence in warning amounts of rain for the north of Westland, the headwaters of the Canterbury lakes and rivers, Buller, Nelson and the far west of Marlborough. There is a low confidence in warning amounts of snow for the Canterbury high country.

On Saturday the front moves north onto the North Island and there is then a low confidence in warning amounts of rain for the Taranaki range, Taranaki, the central North Island high country and the eastern ranges of the Bay of Plenty.



**MetService
Extended
Forecast 19-
22 Sep**

Tuesday
North Island: Partly cloudy with isolated showers in the west, south of Waitomo. Fine elsewhere. South Island: Periods of rain in the west. Mostly fine elsewhere, but the odd shower in the south.

Wednesday
North Island: Generally fine, but the odd shower in the west from Taranaki southwards. South Island: Occasional rain in the west, possibly heavy in Fiordland. Fine elsewhere.

Thursday
North Island: Mostly fine, but the odd shower in the west. South Island: Rain in the west and south with some heavy falls. Partly cloudy elsewhere from Canterbury northwards. Northwest gales in exposed places.

Friday
North Island: Becoming cloudy with showers for most, but mainly fine in the east. South Island: **Rain with heavy falls spreading north**, and gradually easing or clearing in the south.

Saturday
North Island: Cloudy with rain for most, some possibly heavy. **Strong northerly winds**. South Island: Rain with **some heavy falls in the north, isolated showers in the south**, but mainly in Fiordland and Westland.

Chatham Islands
Cloudy periods. A few late showers possible on Saturday and **northwesterlies strengthening**.

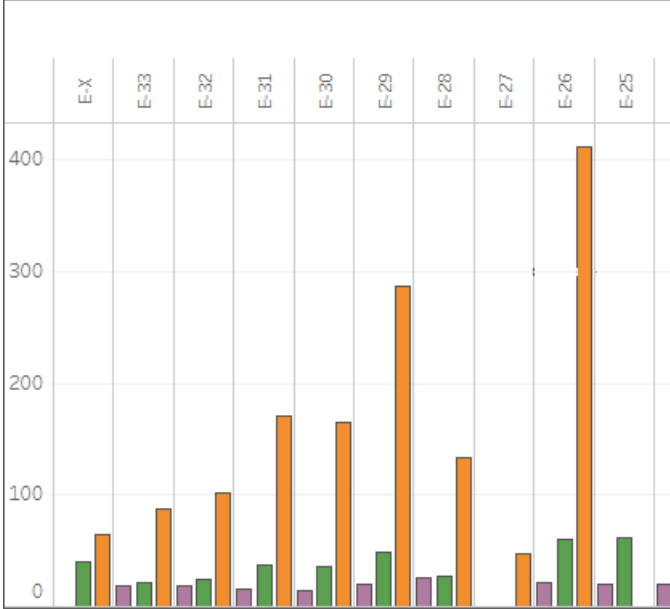
ACTION REGISTER LOG

OPEN

Unit	Issue Severity	ACTION	DATE RAISED	WHO	DUE DATE	IMPACT	UPDATE/OUTCOME	DATE CLOSE
OVS	MEDIUM	Request Paul [REDACTED] CIO to investigate options and provide solutions to address key personnel risk	9/11/2023	Paul [REDACTED] CIO	21/09/23	Reputational - direct impact on Overseas Voting application system and delivery of overseas voting due to loss of institutional knowledge	12/09 - Progressing. Please refer to SITREP. Mitigation plan to be in place.	Ongoing
VS - SI	LOW	To provide update on the situation on staff recruitment for the Invercargill Electorate	9/11/2023	Anne [REDACTED] RM SI	On-going	Reputational - direct impact on the operational delivery of the Voting Place in Invercargill due to loss of key operational staff.	12/09 - Progressing. Plan in place to support the EM with key resources and staff recruitment . 13/09 - retained 3 staff, new EM starting next week, fast track 30 applications, ads in 2 newspaper	Ongoing
IT	MEDIUM	IT working with One.NZ and VS to identify and deliver contingent solutions for sites that do not have one.NZ connectivity.	12/09/23	Paul [REDACTED] CIO	19/09/23	Reputational - direct impact on VS staff across the region.	Working with the provider to resolve this.	
IT	LOW	IT to roll out security patches for ios and Android phones	12/09/23	Paul [REDACTED] CIO	22/09	Impact on all staff's phones	Working on a plan to roll out patches.	
VS	MEDIUM	Request immediate resource applied to investigating the 'error writing to the database issue' (compiled list of Zendesk tickets required describing the issue) – Paul [REDACTED]	18/09/23	Paul [REDACTED] CIO	19/09	Reputational - Voting Services staff require eLearning as a source of information. Has direct impact on voting processes at VPs.		

19/09/2023– Situation Report Week 2

As at 3.56pm on 19/09/2023 prepared by Crispian [REDACTED] approved by Anusha Guler

Distributed to	ELT members																																	
Key Contacts	Anusha Guler and Crispian [REDACTED]																																	
Previous ELT SITREP	2 ELT Standup SITREPS 2 18092023 - FINAL.docx																																	
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> • Close of nominations at midday Friday 15 September • Ballot papers were checked and finalised and sent to [REDACTED] for printing. • Wild weather over the weekend (16-17/09) • EasyVote documents being printed • Special ballot papers print completed • Ordinary ballot papers being printed and distributed to electorates. 																																	
Voting Services (VS)	<p>UPDATE ON ISSUES:</p> <p>EMS – AZURE ACTIVE DIRECTORY (AD) – TUPU INTERPLAY UPDATE</p> <ul style="list-style-type: none"> • eLearning helpdesk is still receiving a significant number of calls. • Metrics show a high number of VP staff are not successfully logging in to Tupu on their first attempt • Learning Works (eLearning support provider) is looking into the apparent failure of Tupu to generate logins on 14 September • IT is still investigating the ‘error writing to database’ issue failure of Tupu to generate logins. • EMS parameters are going to be adjusted to increase the timeframes for triggering the creation of AD credentials • Information is being prepared for the Recruitment & Rostering Managers (and their staff), to help them navigate the issues they are experiencing. • Zendesk licences are being procured for scale-up of eLearning helpdesk. • eLearning demand on Tableau (orange is 2023):  <table border="1"> <caption>eLearning demand on Tableau (2023 vs 2022)</caption> <thead> <tr> <th>Event</th> <th>2023 Demand (Orange)</th> <th>2022 Demand (Green)</th> </tr> </thead> <tbody> <tr><td>E-X</td><td>~60</td><td>~30</td></tr> <tr><td>E-33</td><td>~80</td><td>~10</td></tr> <tr><td>E-32</td><td>~100</td><td>~10</td></tr> <tr><td>E-31</td><td>~170</td><td>~30</td></tr> <tr><td>E-30</td><td>~160</td><td>~30</td></tr> <tr><td>E-29</td><td>~280</td><td>~40</td></tr> <tr><td>E-28</td><td>~130</td><td>~15</td></tr> <tr><td>E-27</td><td>~40</td><td>~10</td></tr> <tr><td>E-26</td><td>~410</td><td>~50</td></tr> <tr><td>E-25</td><td>~50</td><td>~10</td></tr> </tbody> </table>	Event	2023 Demand (Orange)	2022 Demand (Green)	E-X	~60	~30	E-33	~80	~10	E-32	~100	~10	E-31	~170	~30	E-30	~160	~30	E-29	~280	~40	E-28	~130	~15	E-27	~40	~10	E-26	~410	~50	E-25	~50	~10
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Enrolment	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> Enrolment is now 90.1% Youth enrolment is now at 73.7%. ISSUE: Uncovered a missing page from the Ohāriu enrolment rollbooklet. The team is looking into the issue.
IT	<p>UPDATE ON ISSUES:</p> <ul style="list-style-type: none"> eLearning Tupu access issues – Options identified in collaboration with Voting Services which will improve user experience. Decisions required to progress, these are being documented and circulated - 19/09. Data Platform issues – Platform now up to date. The ‘Dbt’ (Data Extract Software) update is planned for 20/9. Connectivity and call Quality Issues on Interactive Voice Recognition (IVR) systems – Working through with One.NZ. Commission Infrastructure resilience – Disaster Recovery (DR) testing was successfully completed on 18/09. Security update patching between now and the election period –Microsoft End User Device patches are progressing well, server patching to complete by end of this week. No issues anticipated. Configuration changes will be applied this week to ensure Android devices are not patched between now and the election. Key Person risk – Work in progress. Target moved to 21/9
Comms & Education	<p>GENERAL UPDATE:</p> <p>Key themes</p> <ul style="list-style-type: none"> Today is Suffrage Day Definition of Kaupapa Māori voting places – what is defining them from other voting places based in marae, kura kaupapa etc. <p>Media</p> <ul style="list-style-type: none"> Increasing volume of enquires with a focus on services to Māori voters, Kids Voting and regional information. DCE, Operations interviewed on Newstalk ZB on Kids Voting yesterday. Two interviews by CEO this morning, one The Platform and another Mediaworks. <p>Social Media</p> <ul style="list-style-type: none"> A lot of political opinion is being shared; more questions about election advertising. <p>Daily key metrics</p> <ul style="list-style-type: none"> 11 media enquiries 69 enquiries and comments on social media in the past 24 hours 21,483 visitors to vote.nz <p>ACTION:</p> <ol style="list-style-type: none"> Media response provided to Stuff and Whakaata Māori following media release by Associate

	<p>Professor Veronica Tawhai.</p> <p>2. Comms and VS are producing key messages for kaupapa Māori voting places.</p>
Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Since yesterday, the team had 301 tickets created, received 30 phone calls and made 16 outbound calls. 90.2% of tickets were resolved in one touch. • There are 22 complaints on hand across the business units. <p>ACTION:</p> <p>1. Considered options to relocate the Customer Service team due to the Brewtown Festival on election day, the 14th October.</p> <p>This is now CLOSED. This morning, the owner confirmed the festival will be located in a distance from the building, and the noise level will not be disruptive for CS work on that day.</p>
Strategic Engagement and Partnership	<p>INSIGHTS:</p> <ul style="list-style-type: none"> • Feedback from engaging with Tangata Whenua: <ul style="list-style-type: none"> • Asking about why they (marae, kura etc) weren't chosen as Kaupapa Māori voting places or involved in identifying where they should be. • Some apprehension expressed around pronunciation of Te Reo names in voting places, has led to some reluctance to participate. • A number of people have noted feeling uncomfortable about getting personalised letters from political parties. This has likely come from being on the roll, which is provided to political parties. • NOTE: Enrolment produces a monthly extraction of the roll to all political parties.
People and Culture	<p>GENERAL UPDATE:</p> <p>Field staff mentioned reference checks as a bottleneck.</p> <p>Recruitment is going as planned.</p> <p>Assuming all the offers are accepted, and pre-employment checks receive offers the hire figure will be 17339.</p> <ul style="list-style-type: none"> • Shortlist 2671 • Interviews booked 11978 • Interviews 5375 • Pre-employment checks 1023 • Offers 2561 • Onboarding 1927 • Hired 11828 <p>This puts total hired to 13,755</p>
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**MetService
Forecast for
19 Sep**



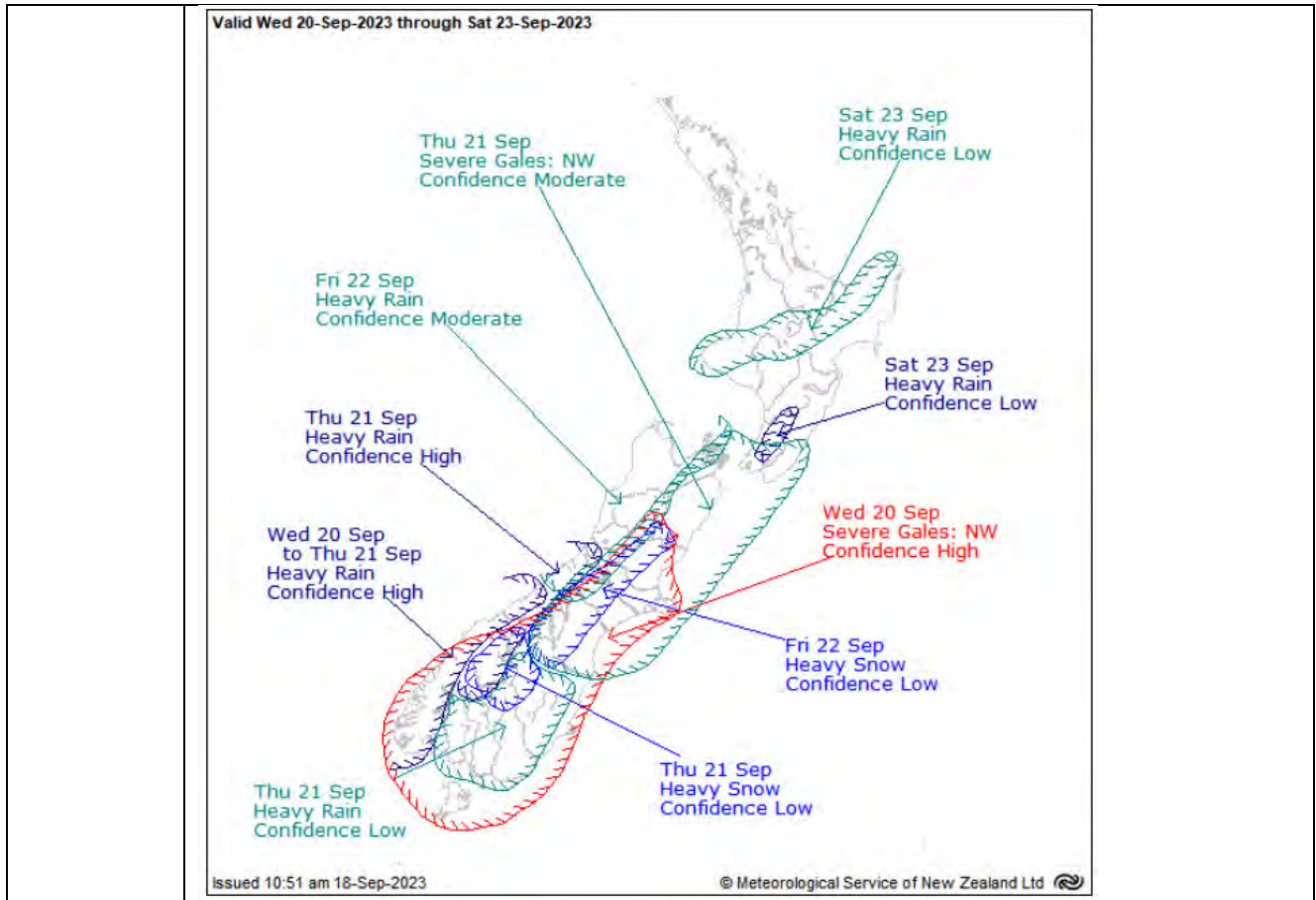
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**MetService
Extended
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Cloudy periods. A few late showers possible on Saturday and **northwesterlies strengthening**.

ACTION REGISTER LOG

OPEN

Unit	Issue Severity	ACTION	DATE RAISED	WHO	DUE DATE	IMPACT	UPDATE/OUTCOME	DATE CLOSED
OVS	MEDIUM	Request Paul [REDACTED] CIO to investigate options and provide solutions to address key personnel risk	11/09/2023	Paul [REDACTED] CIO	21/09/23	Reputational - direct impact on Overseas Voting application system and delivery of overseas voting due to loss of institutional knowledge	12/09 - Progressing. Please refer to SITREP. Mitigation plan to be in place.	Ongoing
IT	MEDIUM	IT working with One.NZ and VS to identify and deliver contingent solutions for sites that do not have one.NZ connectivity.	12/09/23	Paul [REDACTED] CIO	19/09/23	Reputational - direct impact on VS staff across the region.	Working with the provider to resolve this.	
IT	LOW	IT to roll out security patches for ios and Android phones	12/09/23	Paul [REDACTED] CIO	22/09	Impact on all staff's phones	Working on a plan to roll out patches.	
VS	MEDIUM	Request immediate resource applied to investigating the 'error writing to the database issue' (compiled list of Zendesk tickets required describing the issue) - Paul [REDACTED]	18/09/23	Paul [REDACTED] CIO	19/09	Reputational - Voting Services staff require eLearning as a source of information. Has direct impact on voting		
COMMS	LOW	Media response provided to Stuff and Whakaata Māori following media release by Associate Professor Veronica Tawhai Providing key messages for kaupapa Māori voting places.	19/09/2023	Suzanne K-T, Mgr Comms		Reputational - Impact on Māori voters		

19/09/2023– Situation Report Week 2

As at 19/09/2023 prepared by Suzanne Knight-Tinirau

Distributed to	GEDT members		
Key Contacts	Suzanne Knight-Tinirau		
Overview	<p>Key themes</p> <ul style="list-style-type: none"> • Today is Suffrage Day • Definition of Kaupapa Māori voting places – what is defining them from other voting places? <p>Media</p> <ul style="list-style-type: none"> • Increasing volume of enquires with a focus on services to Māori voters, Kids Voting and regional information. • DCE, Operations interviewed on Newstalk ZB on Kids Voting yesterday. • Two interviews by CEO this morning, one The Platform and another Mediaworks. <p>Social Media</p> <p>A lot of political opinion being shared; more questions about election advertising.</p> <p>Daily key metrics</p> <ul style="list-style-type: none"> • 11 media enquiries • 69 enquiries and comments on social media in the past 24 hours • 21,483 visitors to vote.nz 		
Status of the issue/s	<p>Action:</p> <p>Media response provided to Stuff and Whakaata Māori following media release by Associate Professor Veronica Tawhai.</p>		
Actions Underway	Action	Owner	Description
Notes:	Early observation:		

19/09/2023– Situation Report Week 2

As at 19/09/2023 prepared by Shane Whitfield

Distributed to	GEDT members		
Key Contacts	Shane Whitfield		
Overview	<p>No issues to report.</p> <p>General update:</p> <ul style="list-style-type: none">• Feedback from engaging with Tangata Whenua:<ol style="list-style-type: none">1. Asking about why they (marae, kura etc) weren't chosen as Kaupapa Māori voting places or involved in identifying where they should be.2. Some apprehension expressed around pronunciation of names in voting places, has led to some reluctance to participate.• A number of people have noted feeling uncomfortable about getting personalised letters from candidates and appeared unclear that this has likely come from being on the roll (often this is coming from first-time voters).		
Status of the issue/s	Action: Nil		
Actions Underway	Action	Owner	Description
Notes:	Early observation:		

19/09/2023– Situation Report Week 2

As at 19/09/2023 prepared by Grace Chiang

Distributed to	GEDT members		
Key Contacts	Grace Chiang		
Overview	<ul style="list-style-type: none"> • Since yesterday, the team had 301 tickets created, received 30 phone calls and made 16 outbound calls. 90.2% of tickets were resolved in one touch. • There are 22 complaints on hand across the business units. • As there were several voters repeatedly asking to be removed from the roll, we are currently developing a report for this. • We have considered options to relocate the Customer Service team due to the Brewtown Festival on election day, the 14th October. This morning, the owner confirmed the festival will be located in a distance from the building, and he believes the noise level will not be disruptive for our work on that day. The teams are satisfied with this response and closed this issue. 		
Status of the issue/s	Action:		
Actions Underway	Action	Owner	Description
Notes:	Early observation:		

19/09/2023– Situation Report Week 2

As at 19/09/2023 prepared by Ross McPherson

Distributed to	GEDT members		
Key Contacts	Ross McPherson		
Overview	<ul style="list-style-type: none"> • No risks or issues to report • Processing of applications continues. Demand has spiked a a little, but that is to be expected following the recent increase in media activity and campaigning around the election. 		
Status of the issue/s	Action: We continue to process enrolment transactions		
Actions Underway	Action	Owner	Description
	Processing enrolment transactions	Ross McPherson	Usual enrolment processing activities.
Notes:	Early observation:		

19/09/2023– Situation Report Week 2

As at 1100 on 19/09/2023 prepared by Paul [REDACTED]

Distributed to	GEDT members
Key Contacts	Paul [REDACTED]
Status of the issue/s	<p>Update on Issues:</p> <ul style="list-style-type: none">• eLearning Tupu access issues – Options identified in collaboration with Voting Services which will improve user experience. Decisions required to progress, these are being documented and circulated 19/09.• Data Platform issues – Platform now up to date. The ‘Dbt’ (Data Extract Software) update is planned for 20/9.• Connectivity and call Quality Issues on IVR systems – Working through with One.NZ.• Commission Infrastructure resilience – DR testing successfully completed on 18/09.• Security update patching between now and the election period –Microsoft End User Device patches are progressing well, Server patching to complete by end of this week. No issues anticipated. Config changes will be applied this week to ensure Android devices are not patched between now and the election.• Key Person risk – Work in progress. Target moved to 21/9.

19/09/2023– Situation Report Week 2

As at 19/09/2023 prepared by Adele [REDACTED]

Distributed to	GEDT members		
Key Contacts	Adele [REDACTED] Principal Advisor Voting Services John [REDACTED] Manager Overseas Operations		
Overview	<p>EMS – Azure Active Directory (AD) – Tupu Interplay</p> <ul style="list-style-type: none"> eLearning helpdesk is still receiving a significant number of calls John [REDACTED] is scaling up the number of staff on the helpdesk Metrics show a high number of VP staff are not successfully logging in to Tupu on their first go – they are needing a lot of support Learning Works (eLearning support provider) is looking into the apparent failure of Tupu to generate logins on 14 September EMS development work may be required to extend the timeframes for triggering the creation of AD credentials (TBD) Presentation is being prepared for the Recruitment & Rostering Managers, to help them navigate the issues they are experiencing. 		
Status of the issue/s	<p>Action: Investigations and fixes in progress.</p>		
Actions Underway	Action	Owner	Description
	Immediate scaling up of the eLearning helpdesk	John [REDACTED]	Requires increased access to Zendesk. Still awaiting the licences required.
	Zendesk licences are being procured	Vincent [REDACTED] / Paul [REDACTED]	More licences are required for scale-up of eLearning helpdesk.
	Investigation of the 'error writing to database' issue / failure of Tupu to generate logins	Paul [REDACTED] / Martin Rodgers	Zendesk tickets have been compiled, staff are working through the various issues
EMS development work – to extend date "trigger" in EMS	Paul [REDACTED]	EMS sends information to AD based on the start date – this can be configured to	
Notes:	Early observation:		

20/09/2023– Situation Report Week 2

As at 12.29pm on 20/09/2023 prepared by Paula-Ann [REDACTED]

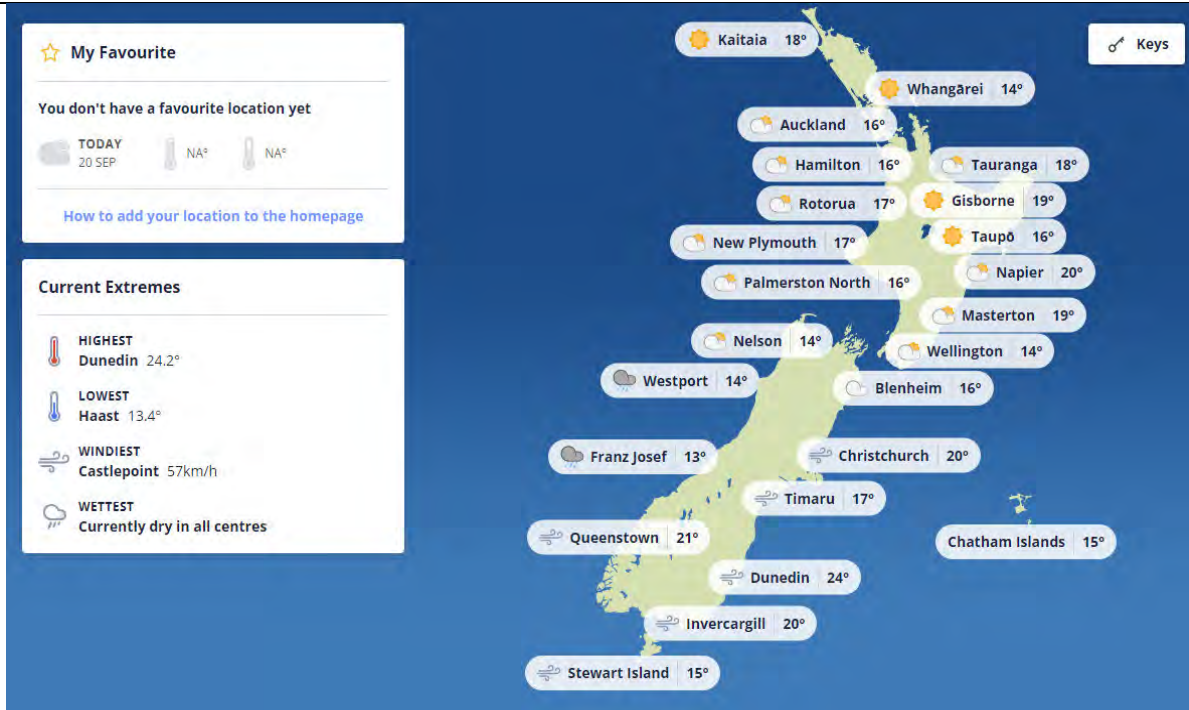
Distributed to	All GEDT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	2 ELT Standup SITREPS 2 19092023 - FINAL.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none">• At 9:14am at a depth of 11km a magnitude 6.0 earthquake in Canterbury• Ballot papers were checked and finalised and sent to [REDACTED] 6(a) for printing.• Wild weather over the weekend (16-17/09)• EasyVote documents being printed• Special ballot papers completely printed• Ordinary ballot papers printed.
Voting Services (VS)	<p>UPDATE ON ISSUES:</p> <p>OVERVIEW:</p> <ul style="list-style-type: none">• Tuesday 19 September, we were informed that an NZ Post Mail inserter operator in the Christchurch site found 2 bundles of the Mana voting insert mixed in with the Wellington Central EASYVOTE inserts.• The box was labelled Wellington Central and contains Wellington Central inserts as well.• At that point they had mail inserted 16,000 of Wellington Central. They were quarantined along with all of the printed output for Wellington Central A and B. <p>ISSUE STATUS:</p> <ul style="list-style-type: none">• [REDACTED] 6(a) has confirmed they will do a full re-print for both Wellington Central and Mana.• Wellington Central has done the reprint in Christchurch overnight and it will be delivered to the Christchurch mail house site today• Mana will be printed today and delivered to the Auckland mail house site tomorrow.• Both electorates were on the same lay which is the source of the issue.• This issue has not significantly impacted on our delivery timeframes. <p>eLearning Issue</p> <p>ISSUE STATUS</p> <ul style="list-style-type: none">• eLearning helpdesk continues to receive a steady number of calls.• The helpdesk still has not received Zendesk licenses• IT and eLearning Tier 2 support continue to look into cases where user credentials have not been generated• Presentation to Recruitment & Rostering Managers was presented this morning, with 122 participants. <p>Action: Confirmation on status of Zendesk licenses required.</p>

Enrolment	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • Missing page in one Main Roll for Electorate 33. This was isolated issue to one book – detailed checks have not, identified any other issues. • 6(a) is still investigating the cause and will provide a report to the Commission in due course. • The printing of electoral rolls has not been interrupted. <p>Action: Continue QA on roll print at 6(a)</p>
Ballot Paper and Enrolment roll delivery	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>6(a)</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>Action: Print Advisors are now speaking to the Print Company to investigate into the delivery issue at Epsom. They will also reinforce the delivery instructions again with all Print Companies today. Grace will continue update the Taskforce.</p>
IT	<p>NEW ISSUES:</p> <ul style="list-style-type: none"> • eLearning Tupu access issues – Change to be raised today to bring forward the date that new starters Active Directory accounts will be set up. Currently set to 5 days ahead of their start date. More analysis required to determine the risks of enabling accounts earlier and how this can be effectively/clearly communicated to those who are part way through the process of on-boarding. • Data Platform issues –Upgrade was successfully completed this morning. • Connectivity and call Quality Issues on Election Night IVR – Feedback from the dress rehearsal has been reviewed and actions assigned to One.NZ / VS. GETP team meeting with VS today to review next steps. • Security update patching between now and the election period –Microsoft End User Device patches are progressing well, server patching to complete by end of this week. Comms to be sent out today to request all Win11 devices to be connected to internet so updates can occur. Android devices will also need to be turned on to get the config update (to stop any more updates being deployed). • Key Person risk – Work in progress. Target moved to 21/09
Comms & Education	<p>GENERAL UPDATE:</p> <p>Media Key themes: services to Māori voters, youth enrolment and turnout – several stories underway. Approved response about NZ Loyal and issues with submitting their list has been provided.</p> <p>Social Media More questions about election advertising, more political opinions being shared. Kaupapa Māori voting place comment – mention of apartheid.</p> <p>Daily key metrics</p> <ul style="list-style-type: none"> • 7 media enquiries • 108 enquiries and comments on social media in the past 24 hours • 27,721 visitors to vote.nz <p>Action: Advertising - new Māori Media Network ad lib has been recorded and is ready for</p>

	approval today to replace the one that had an issue last week.
Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Since yesterday, the team had 271 tickets created, received 27 phone calls and made 11 outbound calls. 85.2% of tickets were resolved in one touch. We have started getting enquiries about the EasyVote cards. • There are 7 complaints on hand across the business units. No major risk or issue to raise. • We continue to be vigilant around any enquiries about Loyal NZ and make sure these are escalated to Legal immediately.
Strategic Engagement and Partnership	<p>INSIGHTS:</p> <ul style="list-style-type: none"> • Receiving regular questions around the unpublished roll and some frustration around the criteria. People are linking this to having their privacy breached and an example of why there is mistrust of the system.
People and Culture	<p>GENERAL UPDATE: Requires update</p> <ul style="list-style-type: none"> • Hired 11828 <p>This puts total hired to 13,755</p>

FOR YOUR INFORMATION

MetService Forecast for 20 Sep



Severe Weather Outlook

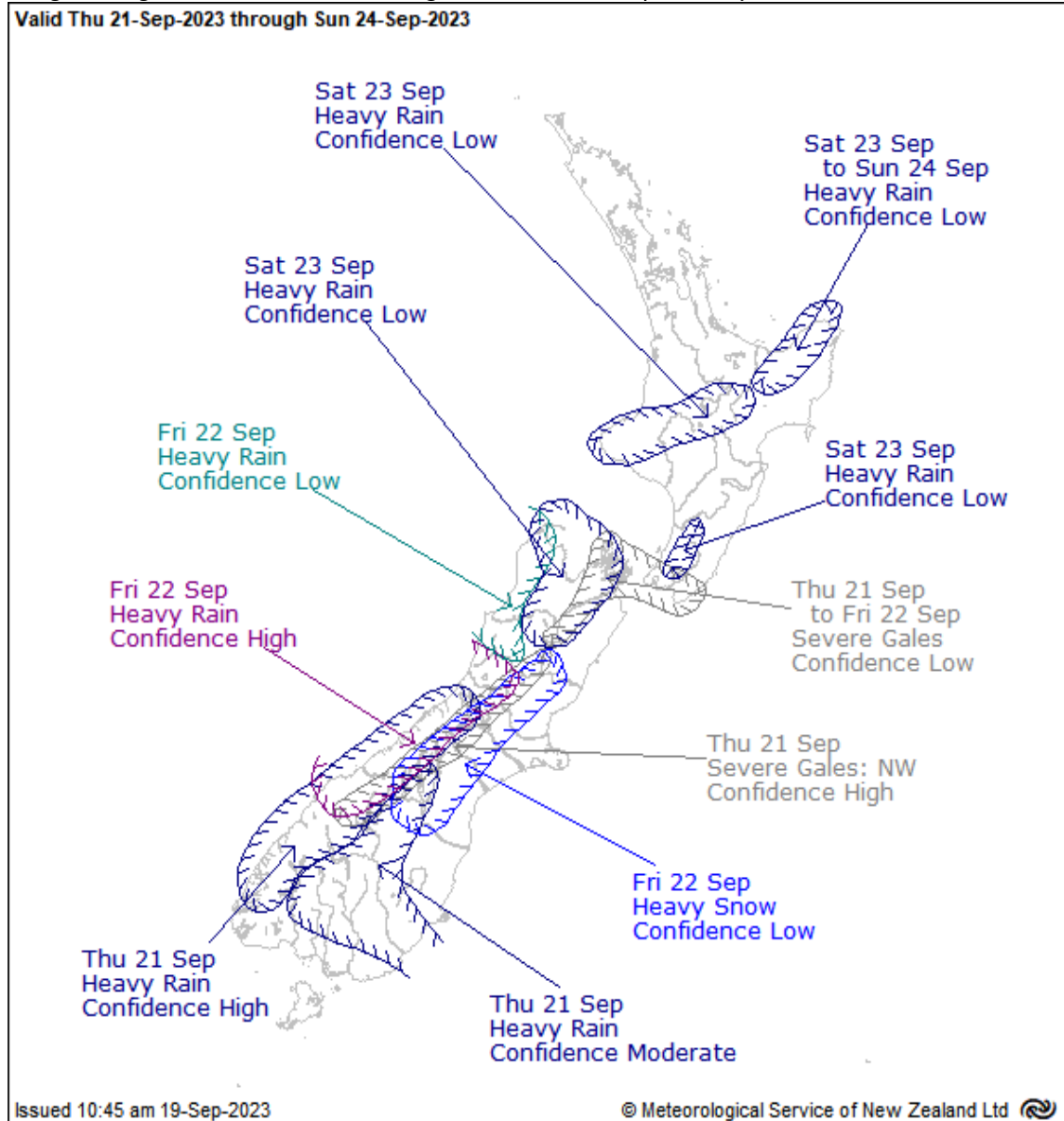
On Thursday an active front preceded by a strong northwesterly flow moves north over the lower South Island. There is then a high confidence in warning amounts of rain for Fiordland, Westland, and the headwaters of the Canterbury and Otago lakes and rivers. There is a moderate confidence in warning amounts of rain for Southland, Clutha and inland Otago. There is a high confidence in winds reaching severe gale force about the Southern Alps in Otago and Canterbury and a low confidence in severe gale force winds for the west of Marlborough and the Marlborough Sounds and also Wellington and the south of Wairarapa.

On Friday the front is expected to move north over the central and upper South Island. There is then a high confidence in warning amounts of rain for Westland and the headwaters of the Canterbury lakes and rivers. There is a low confidence in warning amounts of snow for the Canterbury high country. There is a low

confidence in severe gale force winds affecting the west of Marlborough, the Marlborough Sounds and also Wellington and the south of Wairarapa. There is a low confidence in warning amounts of rain for Buller and the far west of Nelson.

On Saturday the front moves north over the upper South Island and onto the North Island. There is then a low confidence in warning amounts of rain for Nelson, the west of Marlborough and the Marlborough Sounds, the Tararua Range, Taranaki, the central North Island high country and the eastern ranges of the Bay of Plenty.

The front is expected to move away to the east on Sunday but there is still a low confidence that it could bring warning amounts of rain to the ranges of the eastern Bay of Plenty then.



**MetService
Extended
Forecast 19-
22 Sep**

Thursday
North Island: Mostly fine, but the odd shower in the west. South Island: Rain in the west and south with some heavy falls. Partly cloudy elsewhere from Canterbury northwards. Northwest gales in exposed places.

Friday
North Island: Becoming cloudy with showers for most, but mainly fine in the east. South Island: Rain with heavy falls spreading north, and gradually easing or clearing in the south. Snow may lower to 500 metres in Canterbury.

Saturday

	<p>North Island: Cloudy with rain for most, some possibly heavy. Strong northerly winds. South Island: Rain with some heavy falls in the north. Early rain also for Canterbury, with snow likely above 500 metres. isolated showers in the south, but mainly in Fiordland and Westland.</p> <p>Chatham Islands</p> <p>Cloudy periods. A few late showers possible on Saturday and northwesterlies strengthening.</p>
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ACTION REGISTER LOG

Unit	Issue Severity	ACTION	DATE RAISED	WHO	DUE DATE	IMPACT	UPDATE/OUTCOME	DATE CLOSED
OVS	MEDIUM	Request Paul [REDACTED] CIO to investigate options and provide solutions to address key personnel risk	11/09/2023	Paul [REDACTED] CIO	21/09/23	Reputational - direct impact on Overseas Voting application system and delivery of overseas voting due to loss of institutional knowledge	12/09 - Progressing. Please refer to SITREP. Mitigation plan to be in place.	Ongoing
IT	MEDIUM	IT working with One.NZ and VS to identify and deliver contingent solutions for sites that do not have one.NZ connectivity.	12/09/23	Paul [REDACTED] CIO	19/09/23	Reputational - direct impact on VS staff across the region.	Working with the provider to resolve this.	Ongoing
IT	LOW	IT to roll out security patches for iOS and Android phones	12/09/23	Paul [REDACTED] CIO	22/09	Impact on all staff's phones	Working on a plan to roll out patches.	Ongoing
VS	MEDIUM	Request immediate resource applied to investigating the 'error writing to the database issue' (compiled list of Zendesk tickets required describing the issue) – Paul [REDACTED]	18/09/23	Paul [REDACTED] CIO	19/09	Reputational - Voting Services staff require eLearning as a source of information. Has direct impact on voting processes at VPs.	20/9/23 Confirmation on status of Zendesk licenses required.	Ongoing
COMMS	LOW	Media response provided to Stuff and Whakaata Māori following media release by Associate Professor Veronica Tawhai Providing key messages for	19/09/2023	Suzanne K-T, Mgr Comms		Reputational - Impact on Māori voters		Closed 20/9/23

		kaupapa Māori voting places.						
Customer Services	Low	Print Advisors are now speaking to the Print Company to investigate into the delivery issue at Epsom. They will also reinforce the delivery instructions again with all Print Companies today. Grace will continue to update the Taskforce.	20/09/23	Grace Chiang, Manager Business Enablement		Reputational – Voter confidence		Ongoing

20/09/2023– Situation Report Week 2

As at 12.29pm on 20/09/2023 prepared by Paula-Ann [REDACTED]

Distributed to	ELT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	2 ELT Standup SITREPS 2 19092023 - FINAL.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none">• At 9:14am at a depth of 11km a magnitude 6.0 earthquake in Canterbury• Ballot papers were checked and finalised and sent to [REDACTED] 6(a) for printing.• Wild weather over the weekend (16-17/09)• EasyVote documents being printed.• Special ballot papers completely printed.• Ordinary ballot papers printed.
Voting Services (VS)	<p>UPDATE ON ISSUES:</p> <p>OVERVIEW:</p> <ul style="list-style-type: none">• Tuesday 19 September, we were informed that an NZ Post Mail inserter operator in the Christchurch site found 2 bundles of the Mana voting insert mixed in with the Wellington Central EASYVOTE inserts.• The box was labelled Wellington Central and contains Wellington Central inserts as well.• At that point they had mail inserted 16,000 of Wellington Central. They were quarantined along with all of the printed output for Wellington Central A and B. <p>ISSUE STATUS:</p> <ul style="list-style-type: none">• [REDACTED] 6(a) has confirmed they will do a full re-print for both Wellington Central and Mana.• Wellington Central has done the reprint in Christchurch overnight and it will be delivered to the Christchurch mail house site today.• Mana will be printed today and delivered to the Auckland mail house site tomorrow.• both electorates were on the same lay which is the source of the issue.• This issue has not significantly impacted our delivery timeframes. <p>eLearning Issue</p> <p>ISSUE STATUS</p> <ul style="list-style-type: none">• eLearning helpdesk continues to receive a steady number of calls.• The helpdesk still has not received Zendesk licenses.• IT and eLearning Tier 2 support continue to look into cases where user credentials have not been generated.• Presentation to Recruitment & Rostering Managers was presented this morning, with 122 participants. <p>Action: Confirmation on status of Zendesk licenses required.</p>
Enrolment	<p>GENERAL UPDATE</p> <ul style="list-style-type: none">• Missing page in one Main Roll for Electorate 33. This was isolated issue to one book – detailed checks have not, identified any other issues.• [REDACTED] 6(a) is still investigating the cause and will provide a report to the Commission in due

	<p>course.</p> <ul style="list-style-type: none"> The printing of electoral rolls has not been interrupted. <p>Action: Continue QA on roll print at 6(a)</p>
Ballot Paper and Enrolment roll delivery	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>Action: Print Advisors are now speaking to the Print Company to investigate into the delivery issue at Epsom. They will also reinforce the delivery instructions again with all Print Companies today. Grace will continue update the Taskforce.</p>
IT	<p>NEW ISSUES:</p> <ul style="list-style-type: none"> eLearning Tupu access issues – Change to be raised today to bring forward the date that new starters Active Directory accounts will be set up. Currently set to 5 days ahead of their start date. More analysis required to determine the risks of enabling accounts earlier and how this can be effectively/clearly communicated to those who are part way through the process of on-boarding. Data Platform issues – Upgrade was successfully completed this morning. Connectivity and call Quality Issues on Election Night IVR – Feedback from the dress rehearsal has been reviewed and actions assigned to One.NZ / VS. GETP team meeting with VS today to review next steps. Security update patching between now and the election period –Microsoft End User Device patches are progressing well, server patching to complete by end of this week. Comms to be sent out today to request all Win11 devices to be connected to internet so updates can occur. Android devices will also need to be turned on to get the config update (to stop any more updates being deployed). Key Person risk – Work in progress. Target moved to 21/09
Comms & Education	<p>GENERAL UPDATE:</p> <p>Media Key themes: services to Māori voters, youth enrolment and turnout – several stories underway. Approved response about NZ Loyal and issues with submitting their list has been provided.</p> <p>Social Media More questions about election advertising, more political opinions being shared. Kaupapa Māori voting place comment – mention of apartheid.</p> <p>Daily key metrics</p> <ul style="list-style-type: none"> 7 media enquiries 108 enquiries and comments on social media in the past 24 hours 27,721 visitors to vote.nz <p>Action: Advertising - new Māori Media Network ad lib has been recorded and is ready for approval today to replace the one that had an issue last week.</p>
Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Since yesterday, the team had 271 tickets created, received 27 phone calls, and made 11

	<p>outbound calls. 85.2% of tickets were resolved in one touch. We have started getting enquiries about the EasyVote cards.</p> <ul style="list-style-type: none"> • There are 7 complaints on hand across the business units. No major risk or issue to raise. • We continue to be vigilant around any enquiries about Loyal NZ and make sure these are escalated to Legal immediately.
<p>Strategic Engagement and Partnership</p>	<p>INSIGHTS:</p> <ul style="list-style-type: none"> • Receiving regular questions around the unpublished roll and some frustration around the criteria. People are linking this to having their privacy breached and an example of why there is mistrust of the system.
<p>People and Culture</p>	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Total hired figure 14,497 including offers made 16778

FOR YOUR INFORMATION

MetService Forecast for 20 Sep



Severe Weather Outlook

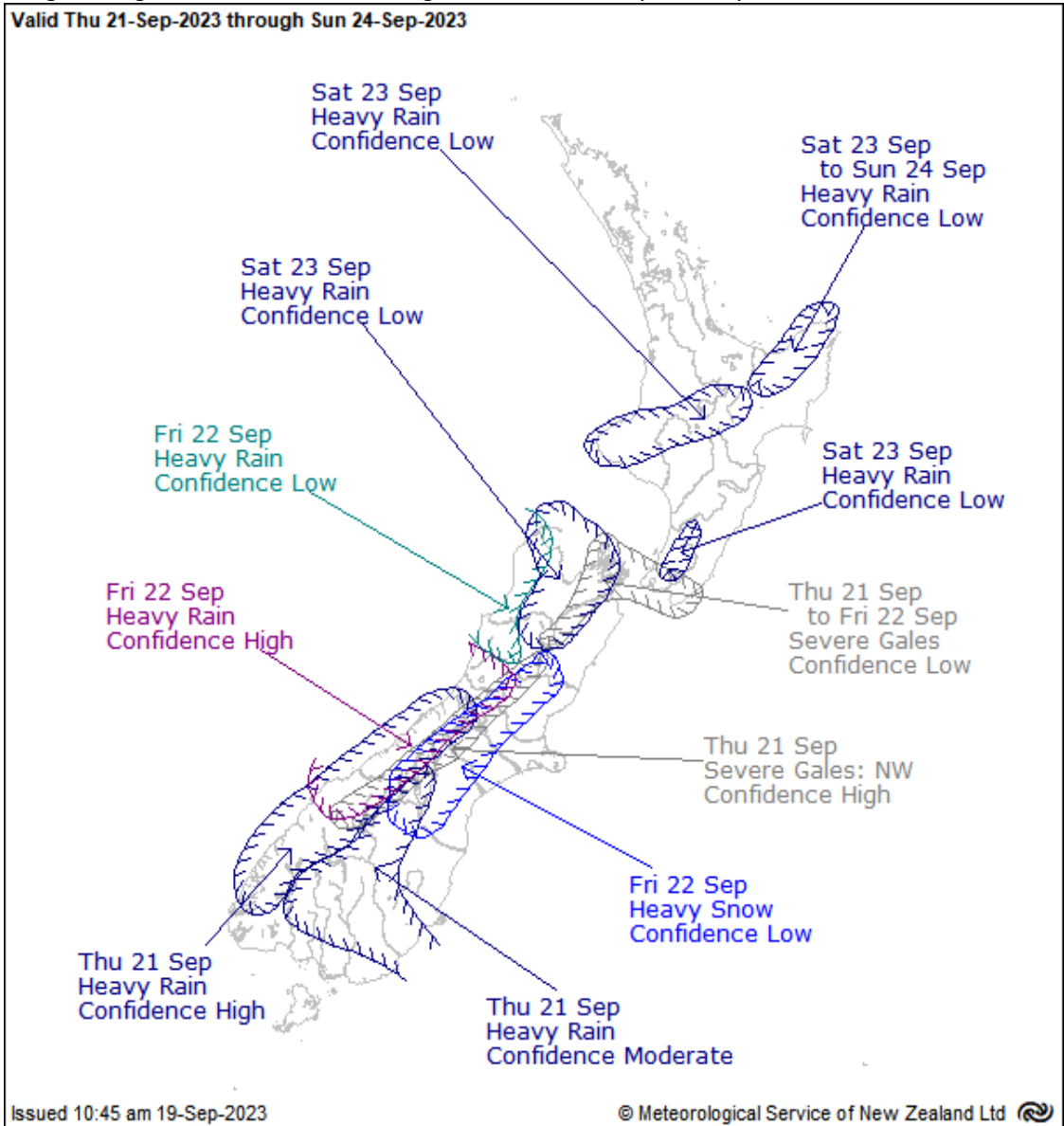
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**MetService
Extended Forecast
19-22 Sep**

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North Island: Becoming cloudy with showers for most, but mainly fine in the east. South Island: Rain with heavy falls spreading north, and gradually easing or clearing in the south. Snow may lower to 500 metres in Canterbury.

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North Island: Cloudy with rain for most, some possibly heavy. Strong northerly winds. South Island: Rain with some heavy falls in the north. Early rain also for Canterbury, with snow likely above 500 metres. isolated showers in the south, but mainly in Fiordland and Westland.

Chatham Islands

Cloudy periods. A few late showers possible on Saturday and northwesterlies strengthening.

ACTION REGISTER LOG

Unit	Issue Severity	ACTION	DATE RAISED	WHO	DUE DATE	IMPACT	UPDATE/OUTCOME	DATE CLOSED
OVS	MEDIUM	Request Paul [REDACTED] CIO to investigate options and provide solutions to address key personnel risk	11/09/2023	Paul [REDACTED] CIO	21/09/23	Reputational - direct impact on Overseas Voting application system and delivery of overseas voting due to loss of institutional knowledge	12/09 - Progressing. Please refer to SITREP. Mitigation plan to be in place.	Ongoing
IT	MEDIUM	IT is working with One.NZ and VS to identify and deliver contingent solutions for sites that do not have one.NZ connectivity.	12/09/23	Paul [REDACTED] CIO	19/09/23	Reputational - direct impact on VS staff across the region.	Working with the provider to resolve this.	Ongoing
IT	LOW	IT to roll out security patches for iOS and Android phones	12/09/23	Paul [REDACTED] CIO	22/09	Impact on all staff's phones	Working on a plan to roll out patches.	Ongoing
VS	MEDIUM	Request immediate resource applied to investigating the 'error writing to the database issue' (compiled list of Zendesk tickets required describing the issue) – Paul [REDACTED]	18/09/23	Paul [REDACTED] CIO	19/09	Reputational - Voting Services staff require eLearning as a source of information. Has direct impact on voting processes at VPs.	20/9/23 Confirmation on status of Zendesk licenses required.	Ongoing
COMMS	LOW	Media response provided to Stuff and Whakaata Māori following media release by Associate Professor Veronica Tawhai Providing key messages for kaupapa Māori voting	19/09/2023	Suzanne K-T, Mgr. Comms		Reputational - Impact on Māori voters		Closed 20/9/23

		places.						
Customer Services	Low	Print Advisors are now speaking to the Print Company to investigate into the delivery issue at Epsom. They will also reinforce the delivery instructions again with all Print Companies today. Grace will continue to update the Taskforce.	20/9/23	Grace Chiang, Manager Business Enablement		Reputational – Voter confidence		Ongoing

20/09/2023– Situation Report Week 2

As at 20/09/2023 prepared by Suzanne Knight-Tinirau

Distributed to	GEDT members		
Key Contacts	Suzanne Knight-Tinirau		
Overview	<p>Media Key themes: services to Māori voters, youth enrolment and turnout – several stories underway. Approved response about NZ Loyal and issues with submitting their list has been provided.</p> <p>Social Media More questions about election advertising, more political opinions being shared. Kaupapa Māori voting place comment – mention of apartheid.</p> <p>Daily key metrics</p> <ul style="list-style-type: none"> • 7 media enquiries • 108 enquiries and comments on social media in the past 24 hours • 27,721 visitors to vote.nz 		
Status of the issue/s	<p>Action: Advertising - new MMN ad lib has been recorded and is ready for approval today to replace the one that had an issue last week.</p>		
Actions Underway	Action	Owner	Description
Notes:	Early observation:		

20/09/2023– Situation Report Week 2

As at 20/09/2023 prepared by Shane Whitfield

Distributed to	GEDT members		
Key Contacts	Shane Whitfield		
Overview	No issues to report. Insights: <ul style="list-style-type: none">Receiving regular questions around the unpublished roll and some frustration around the criteria. People are linking this to having their privacy breached and an example of why there is mistrust of the system.		
Status of the issue/s	Action:		
Actions Underway	Action	Owner	Description
Notes:	Early observation:		

19/09/2023– Situation Report Week 2

As at 19/09/2023 prepared by XXX

Distributed to	GEDT members		
Key Contacts	Ross McPherson		
Overview	<ul style="list-style-type: none"> • Only issue is a missing page in one Main Roll for Electorate 33. This was isolated issue to one book – detailed checks have not, as yet, identified any other issues. • ██████s still investigating the cause, and will provide a report to the Commission in due course. • The printing of electoral rolls has not been interrupted. • On the processing front, we continue to process applications, the majority of which are still online enrolments. 		
Status of the issue/s	Action: Continue QA on roll print at 6(a) ██████		
Actions Underway	Action	Owner	Description
Notes:	Early observation:		

20/09/2023– Situation Report Week 2

As at 20/09/2023 prepared by Stephen [REDACTED]

Distributed to	GEDT members		
Key Contacts	Paul [REDACTED]		
Overview	<p>NEW ISSUES</p> <ul style="list-style-type: none"> • Regenerate Signed off ballot papers – ballot papers for Overseas need to be regenerated (adobe process to create the PDF's) as an error has been found. 		
Status of the issue/s	<p>UPDATE ON ISSUES:</p> <ul style="list-style-type: none"> • eLearning Tupu access issues – Change to be raised today to bring forward the date that new starters Active Directory accounts will be set up. Currently set to 5 days ahead of their start date. More analysis required to determine the risks of enabling accounts earlier and how this can be effectively/clearly communicated to those who are part way through the process of on-boarding. • Data Platform issues – Finishing the upgrade this morning. Not anticipating any issues from platform perspective • Connectivity and call Quality Issues on Election Night IVR – Feedback from the dress rehearsal has been reviewed and actions assigned to One.NZ / VS. GETP team meeting with VS today to review next steps. • Security update patching between now and the election period –Microsoft End User Device patches are progressing well, server patching to complete by end of this week. Comms to be sent out today to request all Win11 devices to be connected to internet so updates can occur. Android devices will also need to be turned on to get the config update (to stop any more updates being deployed). • Key Person risk – Work in progress. Target moved to 21/09 		
Actions Underway	Action	Owner	Description
Notes:	Early observation:		

20/09/2023– Situation Report Week 2

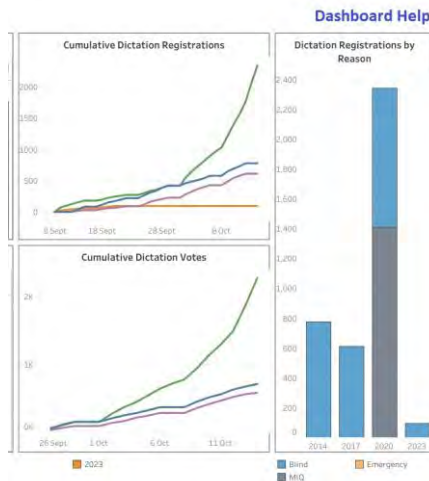
As at 20/09/2023 prepared by Adele [REDACTED]

Distributed to	GEDT members		
Key Contacts	Adele [REDACTED] Principal Advisor Voting Services John [REDACTED] Manager Overseas Operations		
Overview	<ul style="list-style-type: none"> • eLearning helpdesk continues to receive a steady number of calls. • The helpdesk still has not received Zendesk licenses • IT and eLearning Tier 2 support continue to look into cases where user credentials have not been generated • Presentation to Recruitment & Rostering Managers was presented this morning. 		
Status of the issue/s	Action: Continued effort to investigate, progress made on scaling up eLearning helpdesk.		
Actions Underway	Action	Owner	Description
	Immediate scaling up of the eLearning helpdesk	John [REDACTED]	Requires increased access to Zendesk. Still awaiting the licences required.
	Zendesk licences are being procured	Vincent [REDACTED] / Paul [REDACTED]	More licences are required for scale-up of eLearning helpdesk.
	Investigation of the 'error writing to database' issue / failure of Tupu to generate logins	Paul [REDACTED] / Martin Rodgers	Zendesk tickets have been compiled, staff are working through the various issues
Notes:	Early observation: Lessons learned required about late implementation of systems and fully understanding the impact on field delivery and support required.		

21/09/2023– Situation Report Week 2

As at 12.56pm on 21/09/2023 prepared by Crispian [REDACTED]

Distributed to	All GEDT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	2 ELT Standup SITREPS 2 20092023 - FINAL.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> • Ballot papers were checked and finalised and sent to 6(a) for printing. • Wild weather over the weekend (16-17/09) • EasyVote documents being printed • Special ballot papers completely printed • Ordinary ballot papers printed. • At 9:14am at a depth of 11km a magnitude 6.0 earthquake in Canterbury • Annex – Daily progress updates on ballot papers and EasyVote, dashboards
Overseas VS Operations	<p>Security Update:</p> <ul style="list-style-type: none"> • Issues at Gibson Sheat centre • Front and garage doors were compromised • <p>e-learning</p> <ul style="list-style-type: none"> • Activity trending down and should continue to do so as mitigations/fixes are put in place. • Service will be available 0900-1900 Monday to Saturday effective from tomorrow. • Awaiting Zendesk licences. • Service is running ok and we are planning to split out the dictation team to ensure this service is not compromised by the e-learning activity. • Service status is live and Ok. <div style="text-align: right; margin-bottom: 10px;"> Dashboard Help </div> <div style="text-align: center;"> <p>eLearning Support</p> <p>Cumulative eLearning</p> </div> <p>Dictation</p> <ul style="list-style-type: none"> • 94 Dictation registrations to date. • All ready to receive dictation votes from 27/09, with dedicated team. • Service status is live and Ok.



Remote & Postal Voting.

- Remotes and postal votes requests that have been received over the last few months are being actioned currently. Overseas Postal votes being loaded into OS app and will be issued and sent tomorrow.
- Minor issue with batch printing for Overseas Postal Votes but with a workaround in place won't cause any issues.
- Four remote applications submitted, approved and votes issued to date.
- Working on Navy and fishing vessel bulk Remote applications currently.
- Service status is live and OK

Overseas Voter Support.

- The team has handled about 1500 enquiries since June with over 400 so far this month.
- Service status is live and Ok.

Overseas Voting Places.

- Shipment 1 of voting place materials dispatched Friday 8/09/23 to 74 sites. Most have arrived and 9 are currently awaiting local customs clearance/ DHL are monitoring closely.
- All diplomatic bags have been cleared, shipment 1 to Sri Lanka was resent Monday 18/09 due to customs clearance issues in Sri Lanka.
- Shipment 2, ballot papers, was dispatched Monday 18/09. In transit, no issues so far.
- Training - Both Personal Instruction Manuals (PIMs), printed copies, have been dispatched and are live on Tupu. 5 of the 7 OVP training modules are live on Tupu.
- Managing Overseas Returning Officer (ORO) changes as required, due to original appointed ORO becoming unavailable.
- Service status is live and being actively monitored. Tupu modules to be live by end 22/09.

Download Voting Paper (DVP)/Upload Voting Paper (UVP) applications

- UVP ready to go.
- DVP waiting for ballot paper load, should be completed today/tomorrow, then will be ready to go.
- Service status is preparing to go live by end 22/09.

Facility

- All workstations set up and operational and all equipment and supply items are on site.
- Security guards are in place.
- Service status is live and Ok.

Comms

- Web site is being updated with more information about how to vote from overseas, including specific details for downloading and marking voting papers on Android / Apple devices.

	<ul style="list-style-type: none"> Maintaining Overseas Voting Place (OVP) opening hours etc information as required. Service Status is live and being updated as required. <p>Staff.</p> <ul style="list-style-type: none"> Vote receipt team is being put in place with induction and training this week. Lost our 2 Post-election Managers (PEM) so revisiting that currently, interviewing today and tomorrow. Sorting candidates and building vote processing team currently, along with the count team. 123 candidates are hired with 40 more being processed currently. A total of 484 applications have been received. Service status is live and ongoing.
<p>Ballot Papers and Rolls delivery</p>	<p>UPDATES:</p> <ul style="list-style-type: none"> █ [REDACTED] 6(a) <ul style="list-style-type: none"> We will reinforce the instructions again for the deliveries tomorrow. <p>Ballot Papers delivery issue updates:</p> <ul style="list-style-type: none"> █ [REDACTED] 6(a) █ [REDACTED] <ul style="list-style-type: none"> The courier issues are now being dealt with at a higher level within both NZ Couriers and Courier Post, managed directly by the executive manager at the Print companies. <p>ACTION: Grace Chiang to share NZPost Courier delivery issues with Ross McPherson who will escalate these with NZPost management.</p> <p>Roll delivery issue updates:</p> <ul style="list-style-type: none"> █ [REDACTED] 6(a)
<p>Enrolment</p>	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> No risks or issues to report 3,494,376 electors (90.3% of the eligible population) are now ready to vote, with 74.1% of eligible youth now enrolled. Roll QA checks continue at █ 6(a) Processing of enrolment forms continues. Demand has slowed over the last two or three days. Enrolment is now preparing for the Easy Vote Supplementary letters data extract and QA scheduled for Friday 29 September (see Actions below) <ul style="list-style-type: none"> The data extraction will begin around 7am on Friday 29 September. The data being extracted are all enrolment updates and new enrolments processed since the Writ Day roll close process – likely circa 400,000 records The data will be QAd by IT and enrolment staff, following extract Sign-off will be required from Director Enrolment, DCE Operations and the Chief Electoral officer Activity, including sign-off should be completed around 11am on Friday 29 September, and the data transferred that afternoon.
<p>eLearning issues</p>	<p>ISSUES UNDER MANAGEMENT:</p> <p>The status of this issue has improved over the week – this will be the last day it will be reported to the GEDT.</p>

	<p>Numbers of phone calls received by the eLearning helpdesk are trending downwards. They are still significantly higher than for 2017 and 2020, but staffing of this area has been bolstered and Zendesk licences to support this have been provided.</p> <p>Updates:</p> <ul style="list-style-type: none"> • eLearning Tupu Access – Due to reduction in call volumes and potential consequence for field staff experience a collective decision was taken not to proceed with opening systems access earlier. • eLearning Zendesk Licenses – Contract variation approved; licenses available to general enquiries and being used. • eLearning Tupu Database Errors – issues resolved no further calls identified.
IT	<p>ISSUES UNDER MANAGEMENT:</p> <ul style="list-style-type: none"> • Field Users Mobile Connectivity - Sites with limited or no connectivity reduced from 81 to 36. After further investigation only 8 sites have no connectivity. Working with one.nz, Spark and Voting Services on alternative plans. • Interactive Voice Recognition Call Quality Issues – investigation identified 2 specific issues which are being worked through by the team, further testing taking place at Rongatai this afternoon. • Security update patching between now and the election period – Microsoft End User Device patches progressing well, server patching to complete by end of this week. Android device config update (to stop any more updates being deployed) has been activated, no issues expected. • Key Person risk – Finalising plan and sharing with Key Stakeholders today 21/09
Comms & Education	<p>GENERAL UPDATE:</p> <p>Media</p> <ul style="list-style-type: none"> • Key themes: Services to Māori voters; tactical voting/wasted votes • Chief Advisor, Māori interviewed on Waatea yesterday and on Whakaata Māori today • Stories today include article on the Newsroom website by academic Richard Shaw on tactical voting and in Otago Daily Times highlighting our youngest and oldest voting place employees. <p>Social Media</p> <ul style="list-style-type: none"> • More political opinions and voter apathy. • Planned proactive integrity post on how votes are counted scheduled for tomorrow <p>Daily key metrics</p> <ul style="list-style-type: none"> • 5 media enquiries • 82 enquiries and comments on social media in the past 24 hours • 26,120 visitors to vote.nz
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Strategic Engagement and Partnership	<p>INSIGHTS (APOLOGY FROM SHANE early departure)</p> <ul style="list-style-type: none"> • Coming across different pieces of misinformation in the community including you have to pay to enrol, if you didn't enrol by the 10th of September you can't vote, and around MEO. • A stop co-governance mail drop has taken place in Auckland which is generating questions and a prominent location in Whangārei with various political signage has been vandalised with 'give back our land' spray painted across them all. • An ethnic community in Tāmaki expressed concerns for elders who have limited/no English as previously their experience in voting places was that if you can't ask for help in English then none is available to you.

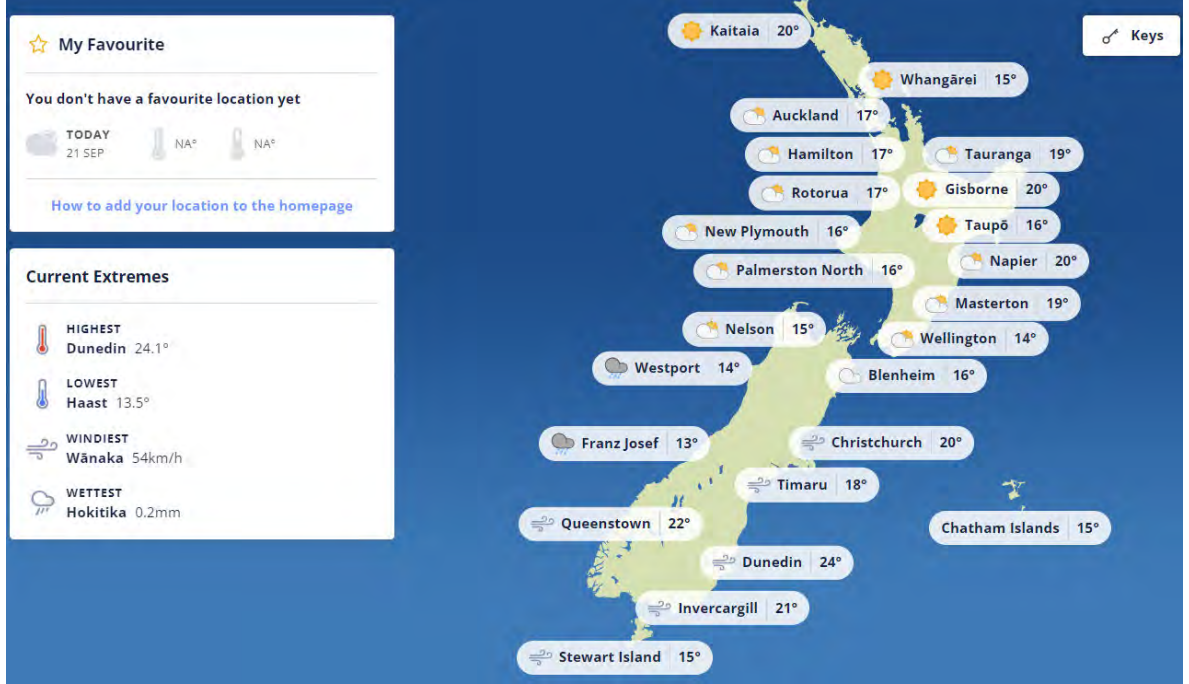
People & Culture

GENERAL UPDATE:

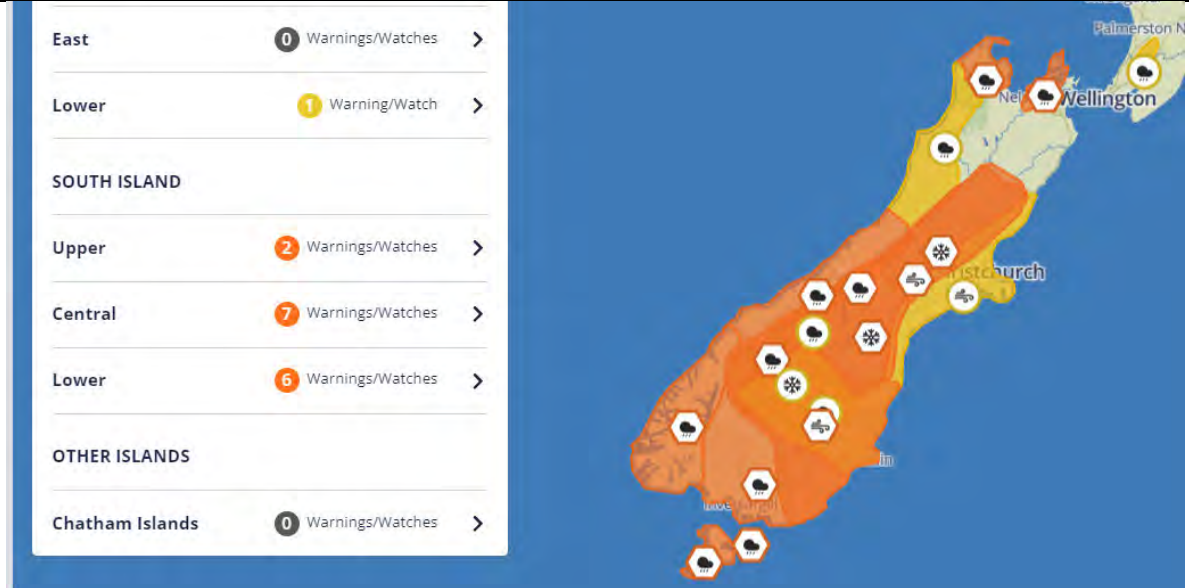
- Pre employment checks 997
- Offers out 2148
- Onboarding 1624
- Hired 12847

FOR YOUR INFORMATION

MetService Forecast for 21 Sep



Severe Weather Outlook

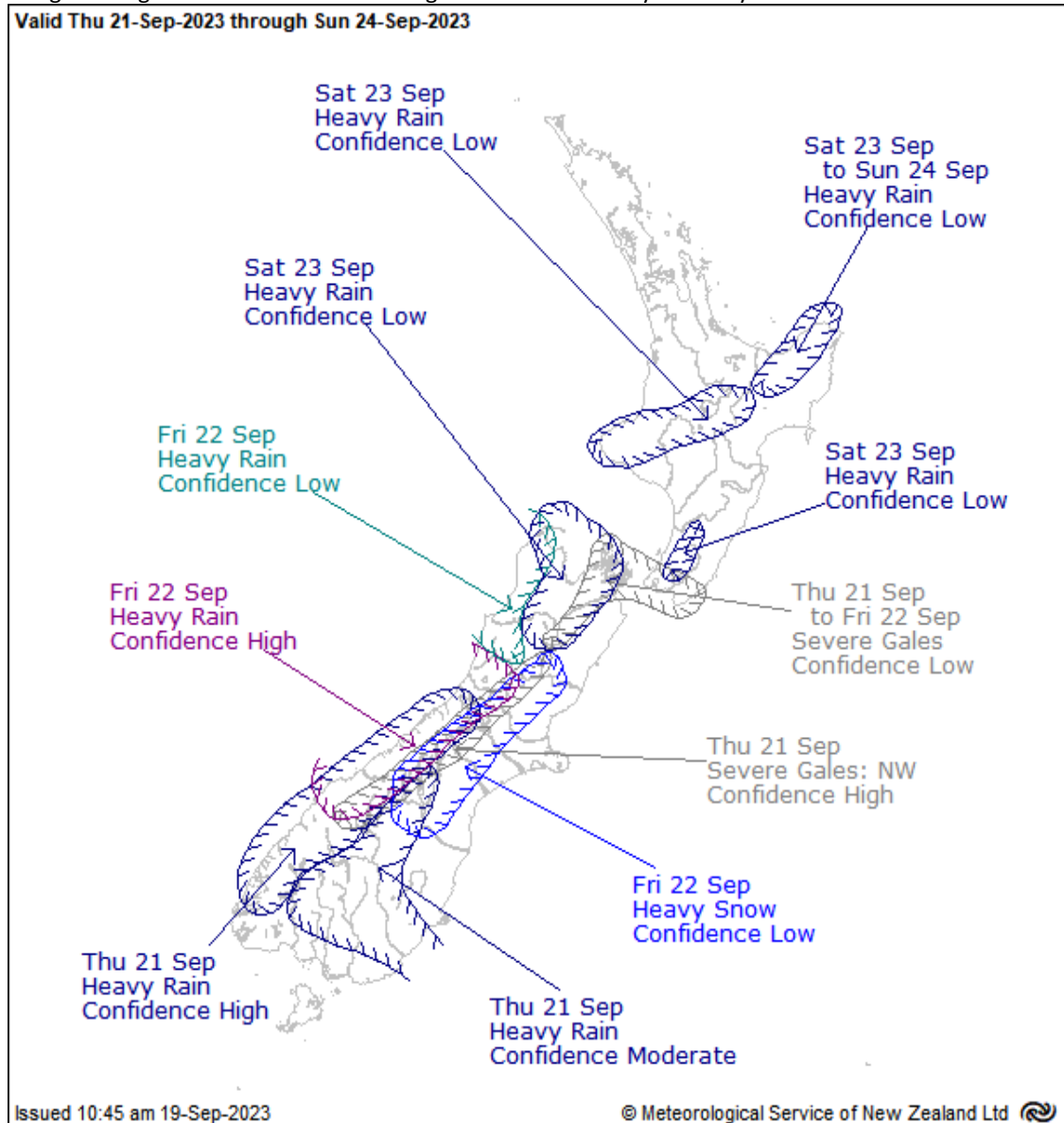


On Thursday an active front preceded by a strong northwesterly flow moves north over the lower South Island. There is then a **high confidence in warning amounts of rain for Fiordland, Westland, and the headwaters of the Canterbury and Otago lakes and rivers**. There is a moderate confidence in warning amounts of rain for Southland, Clutha and inland Otago. There is a **high confidence in winds reaching severe gale force about the Southern Alps in Otago and Canterbury** and a low confidence in severe gale force winds for the west of Marlborough and the Marlborough Sounds and also Wellington and the south of Wairarapa.

On Friday the front is expected to move north over the central and upper South Island. There is then a **high confidence in warning amounts of rain for Westland and the headwaters of the Canterbury lakes and rivers**. There is a low confidence in warning amounts of snow for the Canterbury high country. There is a low confidence in severe gale force winds affecting the west of Marlborough, the Marlborough Sounds and also Wellington and the south of Wairarapa. There is a low confidence in warning amounts of rain for Buller and the far west of Nelson.

On Saturday the front moves north over the upper South Island and onto the North Island. There is then a low confidence in warning amounts of rain for Nelson, the west of Marlborough and the Marlborough Sounds, the Tararua Range, Taranaki, the central North Island high country and the eastern ranges of the Bay of Plenty.

The front is expected to move away to the east on Sunday but there is still a low confidence that it could bring warning amounts of rain to the ranges of the eastern Bay of Plenty then.



**MetService
Extended
Forecast 19-
22 Sep**

Thursday
North Island: Mostly fine, but the odd shower in the west. South Island: Rain in the west and south with some **heavy falls**. Partly cloudy elsewhere from Canterbury northwards. Northwest gales in exposed places.
Friday

North Island: Becoming cloudy with showers for most, but mainly fine in the east. South Island: Rain with **heavy falls spreading north**, and gradually easing or clearing in the south. Snow may lower to 500 metres in Canterbury.

Saturday

North Island: Cloudy with rain for most, some possibly heavy. Strong northerly winds. South Island: Rain with some heavy falls in the north. Early rain also for Canterbury, with snow likely above 500 metres. isolated showers in the south, but mainly in Fiordland and Westland.

Chatham Islands

Cloudy periods. A few late showers possible on Saturday and northwesterlies strengthening.

ACTION REGISTER LOG

OPEN

Unit	Issue Severity	ACTION	DATE RAISED	WHO	DUE DAT	IMPACT	UPDATE/OUTCOME	DATE CLOSED
OVS	MEDIUM	Request Paul [REDACTED] CIO to investigate options and provide solutions to address key personnel risk	9/11/2023	Paul [REDACTED] CIO	21/09/23	Reputational - direct impact on Overseas Voting application system and delivery of overseas voting due to loss of institutional knowledge	12/09 - Progressing. Please refer to SITREP. Mitigation plan to be in place.	21/09 - CLOSED
IT	MEDIUM	IT working with One.NZ and VS to identify and deliver contingent solutions for sites that do not have one.NZ connectivity.	12/09/23	Paul [REDACTED] CIO	19/09/23	Reputational - direct impact on VS staff across the region.	Working with the provider to resolve this.	
IT	LOW	IT to roll out security patches for ios and Android phones	12/09/23	Paul [REDACTED] CIO	22/09	Impact on all staff's phones	Working on a plan to roll out patches.	21/09 - CLOSED
VS	MEDIUM	Request immediate resource applied to investigating the 'error writing to the database issue' (compiled list of Zendesk tickets required describing the issue) - Paul [REDACTED]	18/09/23	Paul [REDACTED] CIO	19/09	Reputational - Voting Services staff require eLearning as a source of information. Has direct impact on voting processes at VPs.		21/09 - CLOSED
CS	Low	Print Advisors working with Print Company to investigate into the delivery issue at Epsom.	20/09/23	Grace Chiang, Manager		Reputational - Voter confidence		Ongoing

Voting Services Progress report:

Dated: **20.09.23**

Days to Advance voting **12 days**

Days to Election Day **24 days**

Printing: Of ballot papers, and Easy Vote packs

Due 25/09/2023 (ready for Advance voting)				
	<i>Not Started</i>	<i>Printed</i>	<i>Despatched</i>	<i>Total</i>
Ordinary Ballots	5	14	53	72
E2 (Special)	0	65	0	65
E2-G = General?	0	65	0	65
E2-M = Māori?	0	7	0	7
Party List				Koen? No.
Candidate list				
Due 2/10/2023 (ready for Election Day)				
	<i>Not Started</i>	<i>Printed</i>	<i>Despatched</i>	<i>Total</i>
Ordinary	25	47	0	72
E2	33	32	0	65
E2-G	0	65	0	65
E2-M	0	7	0	7

EasyVote Production Complete

Auckland Site						
Electoral # and name	Actual Mailset Volume	<u>Printing complete</u>	<u>Mail processing</u>	<u>Mail processing complete</u>	<u>Signed off by EC for release</u>	
17	Kaikoura A & B	48,060	16-Sep	18-Sep	18-Sep	19-Sep
5	Christchurch Central A	22,919	16-Sep	18-Sep	18-Sep	19-Sep
5	Christchurch Central B	45,618	16-Sep	19-Sep	19-Sep	20-Sep
6	Christchurch East	47,149	16-Sep	19-Sep	19-Sep	20-Sep
1	Auckland Central	39,170	17-Sep	19-Sep	19-Sep	20-Sep
9	East Coast	49,439	17-Sep	In Progress		
7	Coromandel	53,313	17-Sep			
32	Northland	52,824	17-Sep			
41	Rangitikei	46,967	17-Sep			
50	Taranaki-King Country	46,165	17-Sep			
48	Takanini	49,896	17-Sep			
21	Mangere	44,019	17-Sep			
22	Manurewa	42,703	18-Sep			
37	Panmure-Otahuhu	45,012	18-Sep			

Christchurch Site

Electoral # and name		Actual Mailset Volume	<u>Printing complete</u>	<u>Mail processing</u>	<u>Mail processing complete</u>	<u>Signed off by EC for release</u>
60	Wellington Central	47,729	16-Sep	Quarantined		
51	Taupo	50,591	16-Sep	18-Sep	18-Sep	19-Sep
8	Dunedin	49,296	16-Sep	18-Sep	18-Sep	19-Sep
59	Waitaki	49,413	17-Sep	19-Sep	19-Sep	20-Sep
46	Southland	44,840	17-Sep	In Progress		
61	West Coast-Tasman	48,767	17-Sep	19-Sep	19-Sep	20-Sep
40	Rangitata	47,784	17-Sep	In Progress		
	Unpublished	25,372	17-Sep			
66	Hauraki-Waikato	33,994	18-Sep			
67	Ikaroa-Rawhiti	36,006	18-Sep			
68	Tamaki Makaurau	38,308	18-Sep			
69	Te Tai Hauauru	35,008	19-Sep			
70	Te Tai Tokerau	37,445	19-Sep			
71	Te Tai Tonga	36,963	In Progress			

21/09/2023– Situation Report Week 2

As at 4.01pm on 21/09/2023 prepared by Crispian [REDACTED]

Distributed to	All ELT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	2 ELT Standup SITREPS 2 20092023 - FINAL.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> • Ballot papers were checked and finalised and sent to [REDACTED] 6(a) for printing. • Wild weather over the weekend (16-17/09) • EasyVote documents being printed • Special ballot papers completely printed • Ordinary ballot papers printed. • At 9:14am at a depth of 11km a magnitude 6.0 earthquake in Canterbury • Annex – Daily progress updates on ballot papers and EasyVote, dashboards
Key Dates:	<p><i>Days to Advance voting 12 days</i></p> <p><i>Days to Election Day 24 days</i></p>
Overseas VS Operations	<p>GENERAL UPDATES:</p> <p>Dictation</p> <ul style="list-style-type: none"> • 94 Dictation registrations to date. • All ready to receive dictation votes from 27/09, with dedicated team. • Service status is live and Ok. <div data-bbox="395 1232 826 1713" style="text-align: center;"> <p>Dashboard Help</p> <p>The dashboard contains four charts. The top-left chart, 'Cumulative Dictation Registrations', is a line graph showing four data series from 8 Sept to 6 Oct, with values ranging from 0 to 2000. The top-right chart, 'Dictation Registrations by Reason', is a stacked bar chart for years 2014, 2017, 2020, and 2023, with a total of approximately 2400 registrations. The bottom-left chart, 'Cumulative Dictation Votes', is a line graph from 28 Sept to 11 Oct, with values from 0 to 20. The bottom-right chart is a bar chart for years 2014, 2017, 2020, and 2023, with values around 800, 600, 1400, and 100 respectively. A legend at the bottom identifies 'Blind' (blue), 'MIQ' (grey), and 'Emergency' (orange).</p> </div> <p>Remote & Postal Voting</p> <ul style="list-style-type: none"> • Remotes and postal votes requests that have been received over the last few months are being actioned currently. Overseas Postal votes being loaded into OS app and will be issued and sent tomorrow. • Minor issue with batch printing for Overseas Postal Votes but with a workaround in place won't cause any issues. • Four remote applications submitted, approved and votes issued to date. • Currently working on Navy and fishing vessel bulk Remote applications.

	<ul style="list-style-type: none"> • Service status is live and OK <p>Overseas Voter Support</p> <ul style="list-style-type: none"> • The team has handled about 1500 enquiries since June with over 400 so far this month. • Service status is live and Ok. <p>Overseas Voting Places.</p> <ul style="list-style-type: none"> • Shipment 1 of voting place materials dispatched Friday 8/09/23 to 74 sites. Most have arrived and 9 are currently awaiting local customs clearance/ DHL are monitoring closely. • All diplomatic bags have been cleared, shipment 1 to Sri Lanka was resent Monday 18/09 due to customs clearance issues in Sri Lanka. • Shipment 2, ballot papers, was dispatched Monday 18/09. In transit, no issues so far. • Training - Both Personal Instruction Manuals (PIMs), printed copies, have been dispatched and are live on Tupu. 5 of the 7 OVP training modules are live on Tupu. • Managing Overseas Returning Officer (ORO) changes as required, due to original appointed ORO becoming unavailable. • Service status is live and being actively monitored. Tupu modules to be live by end 22/09. <p>Download Voting Paper (DVP)/Upload Voting Paper (UVP) applications</p> <ul style="list-style-type: none"> • UVP ready to go. • DVP waiting for ballot paper load, should be completed today/tomorrow, then will be ready to go. • Service status is preparing to go live by end 22/09. <p>Facility</p> <ul style="list-style-type: none"> • All workstations set up and operational and all equipment and supply items are on site. • Security guards are in place. • Service status is live and Ok. <p>ISSUES</p> <ul style="list-style-type: none"> • Issues at Gibson Sheat centre most likely due to stormy weather • Front entrance and rear garage doors were compromised – unable to close • Mitigate issues with additional security guards at entrance and back garage door. • Front door RESOLVED. • Rear garage door will be repaired in 2-3 weeks. Security guards are still in place. <p>Comms</p> <ul style="list-style-type: none"> • Web site is being updated with more information about how to vote from overseas, including specific details for downloading and marking voting papers on Android / Apple devices. • Maintaining Overseas Voting Place (OVP) opening hours etc information as required. • Service Status is live and being updated as required. <p>Staff</p> <ul style="list-style-type: none"> • Vote receipt team is being put in place with induction and training this week. • Lost 2 Post-election Managers (PEM), interviewing today and tomorrow. • Currently sorting candidates and building vote processing team, along with the count team. • 123 candidates are hired with 40 more being processed currently. A total of 484 applications have been received. • Service status is live and ongoing.
<p>Voting Place -South Island</p>	<p>ISSUE: Weather Impact</p> <ul style="list-style-type: none"> • Staff who are currently in training will have to delay their travel due to the weather and this could lead to additional cost for accommodation.

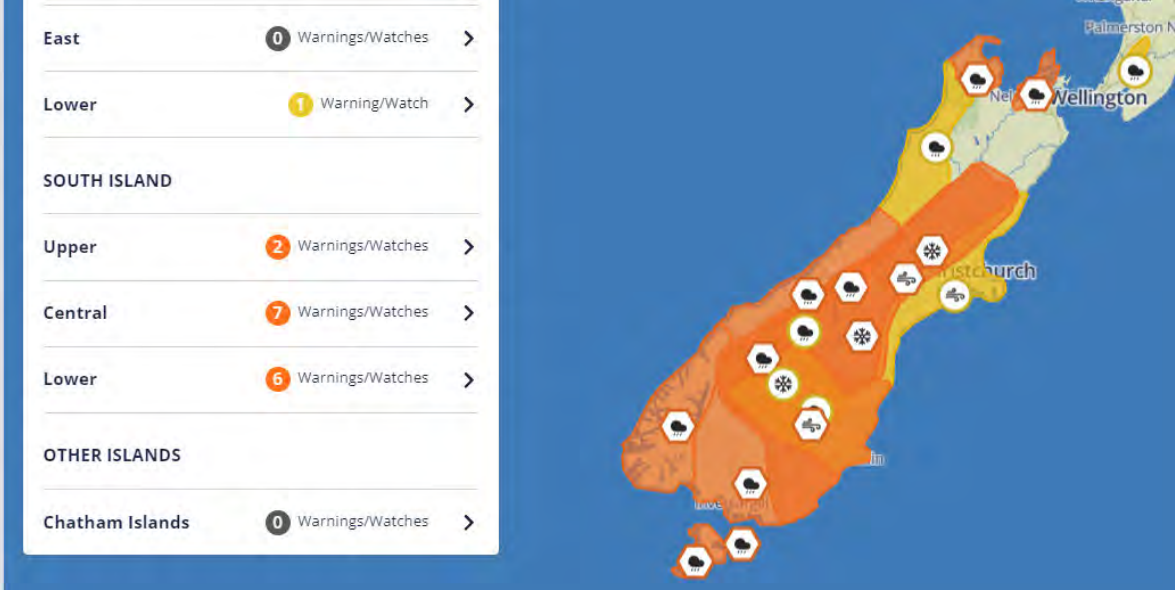
	<ul style="list-style-type: none"> Some staff were unable to attend the training due to the weather and training will have to be rescheduled.
<p>Ballot Papers and Rolls delivery</p>	<p>UPDATES:</p> <ul style="list-style-type: none"> Confirmed the instructions with the courier companies for the Ballot Papers are that the nature of the "Secure Services" required. [REDACTED] <p>Ballot Papers delivery issue updates:</p> <ul style="list-style-type: none"> [REDACTED] [REDACTED] The courier issues are now being dealt with at a higher level within both NZ Couriers and Courier Post, managed directly by the executive manager at the Print companies. <p>Roll delivery issue updates:</p> <ul style="list-style-type: none"> [REDACTED] <p>ACTION</p> <ol style="list-style-type: none"> Director of Enrolment to escalate with NZ Post regarding [REDACTED]
<p>Enrolment</p>	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> 3,494,376 electors (90.3% of the eligible population) are now ready to vote, with 74.1% of eligible youth now enrolled. Roll QA checks continue at [REDACTED] Demand has slowed over the last two or three days. Enrolment is now preparing for the Easy Vote Supplementary letters data extract and QA scheduled for Friday 29 September (see Actions below) <ul style="list-style-type: none"> The data extraction will begin around 7am on Friday 29 September. The data being extracted are all enrolment updates and new enrolments processed since the Writ Day roll close process – likely circa 400,000 records The data will be QAd by IT and enrolment staff, following extract Sign-off will be required from Director Enrolment, DCE Operations and the Chief Electoral officer Activity, including sign-off should be completed around 11am on Friday 29 September, and the data transferred that afternoon. <p>UPDATE AFTER TASKFORCE (2.43pm)</p> <p>Electoral Roll Fault</p> <ul style="list-style-type: none"> A first time ROE1 paper application was received. Person received a letter from the Commission that he was unable to be included in the Māori roll The matter was referred to the office of Rawiri Waititi, MP from Te Pati Māori by the young man's father. The father appears to already have concerns about Māori enrolment and the EC The matter was referred to the Rotorua office (community engagement) by Rawiri Waititi's office at parliament. The error was picked up at TSR (the second check of an enrolment change) point in the process. An

	<p>error was made in the attempt to correct the situation. Instead, the staff did not correct the error but generated the wrong letter going to the elector.</p> <ul style="list-style-type: none"> • Enrolment can easily correct the record and put the elector onto the Māori roll. However, the rolls have already been printed. • This person will have to do a special vote, but the information at VS will have him under the General Roll. • Enrolment will ring the Māori elector and apologise, as soon as Enrolment have corrected the record. <p>ACTION:</p> <ol style="list-style-type: none"> 1. Director of Enrolment will raise the issue with VS to find a solution for this person to vote.
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Strategic	INSIGHTS

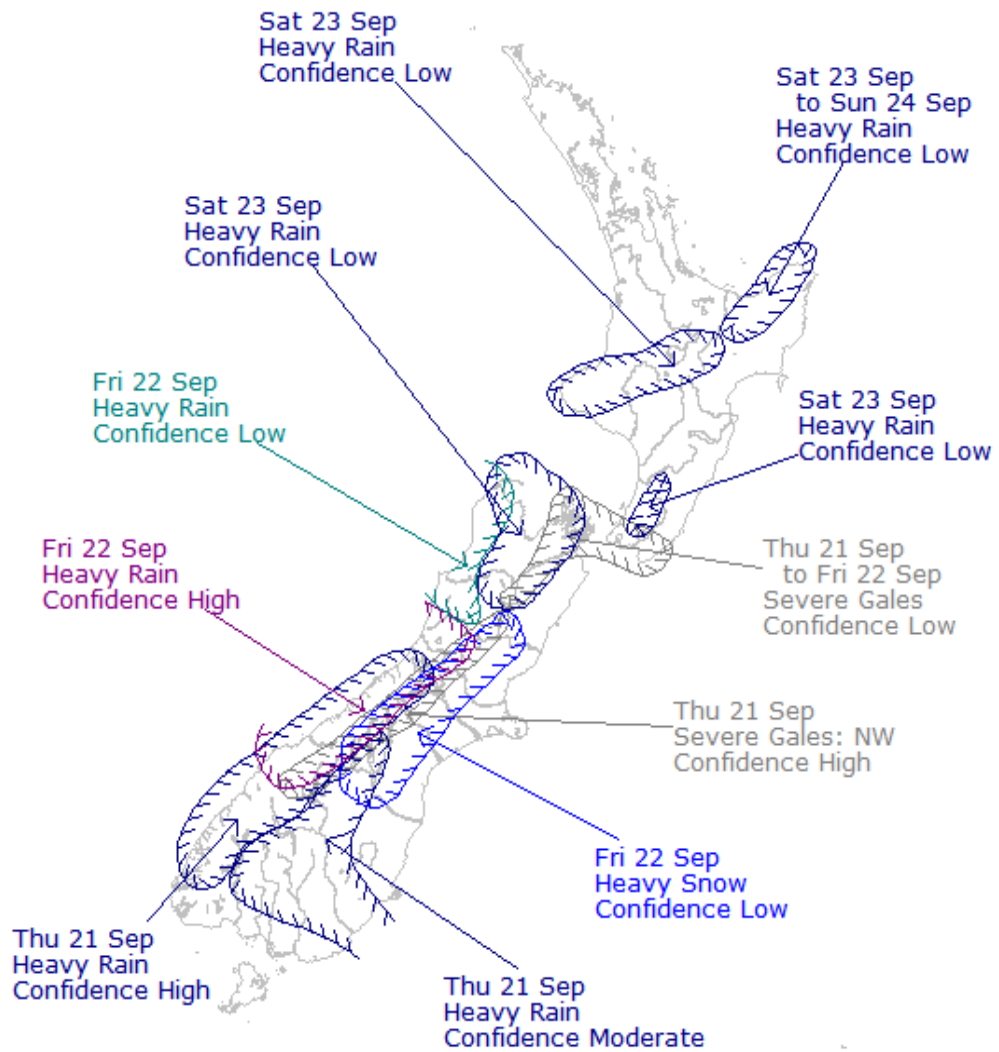
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People & Culture	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Pre employment checks 997 • Offers out 2148 • Onboarding 1624 • Hired 12847
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FOR YOUR INFORMATION

Severe Weather Outlook	 <p>The screenshot shows a weather outlook interface. On the left, there is a list of regions with their respective warning and watch counts:</p> <ul style="list-style-type: none"> East: 0 Warnings/Watches Lower: 1 Warning/Watch SOUTH ISLAND Upper: 2 Warnings/Watches Central: 7 Warnings/Watches Lower: 6 Warnings/Watches OTHER ISLANDS Chatham Islands: 0 Warnings/Watches <p>On the right, there is a map of New Zealand with various weather icons (clouds, rain, snow) placed over different geographical areas, indicating the forecasted weather conditions.</p> <p>On Thursday an active front preceded by a strong northwesterly flow moves north over the lower South Island. There is then a high confidence in warning amounts of rain for Fiordland, Westland, and the headwaters of the Canterbury and Otago lakes and rivers. There is a moderate confidence in warning amounts of rain for Southland, Clutha and inland Otago. There is a high confidence in winds reaching severe gale force about the Southern Alps in Otago and Canterbury and a low confidence in severe gale force winds for the west of Marlborough and the Marlborough Sounds and also Wellington and the south of Wairarapa.</p> <p>On Friday the front is expected to move north over the central and upper South Island. There is then a high confidence in warning amounts of rain for Westland and the headwaters of the Canterbury lakes and rivers. There is a low confidence in warning amounts of snow for the Canterbury high country. There is a low confidence in severe gale force winds affecting the west of Marlborough, the Marlborough Sounds and also Wellington and the south of Wairarapa. There is a low confidence in warning amounts of rain for Buller and the far west of Nelson.</p> <p>On Saturday the front moves north over the upper South Island and onto the North Island. There is then a low confidence in warning amounts of rain for Nelson, the west of Marlborough and the Marlborough Sounds, the Tararua Range, Taranaki, the central North Island high country and the eastern ranges of the Bay of Plenty.</p> <p>The front is expected to move away to the east on Sunday but there is still a low confidence that it could bring warning amounts of rain to the ranges of the eastern Bay of Plenty then.</p>
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Valid Thu 21-Sep-2023 through Sun 24-Sep-2023



Issued 10:45 am 19-Sep-2023

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**MetService
Extended
Forecast 19-
22 Sep**

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Unit	Issue Severity	ACTION	DATE RAISED	WHO	DUE DATE	IMPACT	UPDATE/OUTCOME	DATE CLOSED
OVS	MEDIUM	Request Paul [REDACTED] CIO to investigate options and provide solutions to address key personnel risk	9/11/2023	Paul [REDACTED] CIO	21/09/23	Reputational - direct impact on Overseas Voting application system and delivery of overseas voting due to loss of institutional knowledge	12/09 - Progressing. Please refer to SITREP. Mitigation plan to be in place.	21/09 - CLOSED
IT	MEDIUM	IT working with One.NZ and VS to identify and deliver contingent solutions for sites that do not have one.NZ connectivity.	12/09/23	Paul [REDACTED] IO	19/09/23	Reputational - direct impact on VS staff across the region.	Working with the provider to resolve this.	
IT	LOW	IT to roll out security patches for ios and Android phones	12/09/23	Paul [REDACTED] CIO	22/09	Impact on all staff's phones	Working on a plan to roll out patches.	21/09 - CLOSED
VS	MEDIUM	Request immediate resource applied to investigating the 'error writing to the database issue' (compiled list of Zendesk tickets required describing the issue) - Paul [REDACTED]	18/09/23	Paul [REDACTED] CIO	19/09	Reputational - Voting Services staff require eLearning as a source of information. Has direct impact on voting processes at VPs.		21/09 - CLOSED
CS	Low	Print Advisors working with Print Company to investigate into the delivery issue at Epsom.	20/09/23	Grace Chiang, Manager		Reputational - Voter confidence		Ongoing
Enrol	MEDIUM	Director of Enrolment will raise the issue with VS to find a solution for this person to vote as special vote. This person is on the General Roll but registered to be on the Māori Roll.	21/09/23	Ross McPherson, Director		Reputational - First time Māori voter incorrectly added into the General Roll.		
Enrol	HIGH	Director of Enrolment to escalate with NZ Post regarding NZ courier delivery forging signatures and leaving important packages at office.	21/09/23	Ross McPherson, Director		Reputational - Integrity of the ballot papers can be compromised.		

Voting Services Progress report:

Dated: **21.09.23**

EasyVote Production Complete

Auckland Site						
Electoral # and name	Actual Mailset Volume	<u>Printing complete</u>	<u>Mail processing</u>	<u>Mail processing complete</u>	<u>Signed off by EC for release</u>	
17	Kaikoura A & B	48,060	16-Sep	18-Sep	18-Sep	19-Sep
5	Christchurch Central A	22,919	16-Sep	18-Sep	18-Sep	19-Sep
5	Christchurch Central B	45,618	16-Sep	19-Sep	19-Sep	20-Sep
6	Christchurch East	47,149	16-Sep	19-Sep	19-Sep	20-Sep
1	Auckland Central	39,170	17-Sep	19-Sep	19-Sep	20-Sep
9	East Coast	49,439	17-Sep	In Progress		
7	Coromandel	53,313	17-Sep			
32	Northland	52,824	17-Sep			
41	Rangitikei	46,967	17-Sep			
50	Taranaki-King Country	46,165	17-Sep			
48	Takanini	49,896	17-Sep			
21	Mangere	44,019	17-Sep			
22	Manurewa	42,703	18-Sep			
37	Panmure-Otahuhu	45,012	18-Sep			

Christchurch Site						
Electoral # and name	Actual Mailset Volume	<u>Printing complete</u>	<u>Mail processing</u>	<u>Mail processing complete</u>	<u>Signed off by EC for release</u>	
60	Wellington Central	47,729	16-Sep	Quarantined		
51	Taupo	50,591	16-Sep	18-Sep	18-Sep	19-Sep
8	Dunedin	49,296	16-Sep	18-Sep	18-Sep	19-Sep
59	Waitaki	49,413	17-Sep	19-Sep	19-Sep	20-Sep
46	Southland	44,840	17-Sep	In Progress		
61	West Coast-Tasman	48,767	17-Sep	19-Sep	19-Sep	20-Sep
40	Rangitata	47,784	17-Sep	In Progress		
	Unpublished	25,372	17-Sep			
66	Hauraki-Waikato	33,994	18-Sep			
67	Ikaroa-Rawhiti	36,006	18-Sep			
68	Tamaki Makaurau	38,308	18-Sep			
69	Te Tai Hauauru	35,008	19-Sep			
70	Te Tai Tokerau	37,445	19-Sep			
71	Te Tai Tonga	36,963	In Progress			

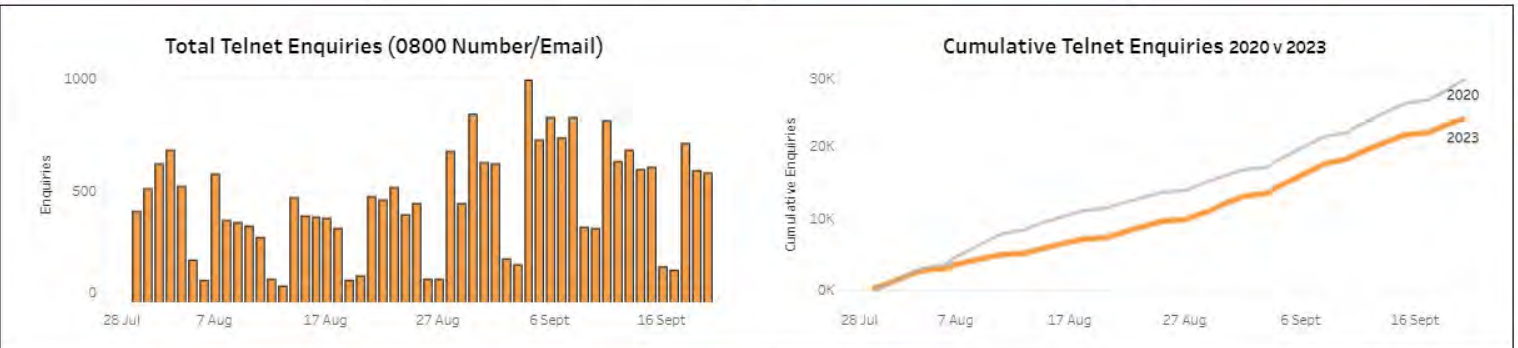
Enrolment Dashboard

General Election 2023 Enrolment Campaign



Customer Enquiries and Complaints Dashboard

Enquiries and Complaints Summary							
Enquiries Overview		Level 1	Level 2	Level 3	Unpublished Only	All Complaints	
Level 1: Telnet / 0800 Number		Level 2: Customer Services Team		Level 3: Unpublished Team Only		Level 3: Subject Matter Experts	
0800 Number Calls answered since 31 Jul 2023	Emails received since 31 Jul 2023	Tickets Closed Since 31 Jul 2023	Current Open Tickets	Tickets Closed Since 31 Jul 23	Current Open Tickets	Tickets Closed Since 31 Jul 23	Current Open Tickets
20,467	2,980	8,386	127	3,006	216	864	63



View Enquiries/Complaints Handled by National Office Staff								
Enquiries								
Enquiries over Time								
	31 Jul	7 Aug	14 Aug	21 Aug	28 Aug	4 Sept	11 Sept	18 Sept
Enquiries Team	808	825	827	925	1,237	1,835	1,374	684
Enrolment	523	526	763	475	394	564	347	216
Legal & Policy	13	24	10	13	13	23	23	17
Communications	7	8	5	18	17	16	16	12
Overseas	5	7	7	11	7	19	14	15
Voting Services	1	2		1	2	4	5	5
CE's Office	1							

Top Enquiry Types Last 7 days			
Thu 14 Sept 2023 - Wed 20 Sept 2023			
	Enquiries	% of Enquiries Last Week	
1	Enrolling to Vote or updating my details	1,081 72%	
2	General enquiries	294 20%	
3	Voting in an Election	81 5%	
4	Voting from overseas	25 2%	
5	Information for parties and candidates	11 1%	

21/09/2023– Situation Report Week 2

As at 21/09/2023 prepared by Suzanne Knight-Tinirau

Distributed to	GEDT members		
Key Contacts	Suzanne Knight-Tinirau		
Overview	<p>Media</p> <ul style="list-style-type: none"> • Key themes: Services to Māori voters; tactical voting/wasted votes • Chief Advisor, Māori interviewed on Waatea yesterday and on Whakaata Māori today • Stories today include article on the Newsroom website by academic Richard Shaw on tactical voting and in Otago Daily Times highlighting our youngest and oldest voting place employees. <p>Social Media</p> <p>More political opinions and voter apathy comments Planned proactive integrity post on how votes are counted scheduled for tomorrow.</p> <p>Daily key metrics</p> <ul style="list-style-type: none"> • 5 media enquiries • 82 enquiries and comments on social media in the past 24 hours • 26,120 visitors to vote.nz 		
Status of the issue/s	No issues currently being managed.		
Actions Underway	Action	Owner	Description
Notes:	Early observation:		

21/09/2023– Situation Report Week 2

As at 21/09/2023 prepared by Shane Whitfield

Distributed to	GEDT members		
Key Contacts	Shane Whitfield		
Overview	<p>No issues</p> <p>General Update:</p> <ul style="list-style-type: none"> • Coming across different pieces of misinformation in the community including you have to pay to enrol, if you didn't enrol by the 10th of September you can't vote, and around MEO. • A stop co-governance mail drop has taken place in Auckland which is generating questions and a prominent location in Whangārei with various political signage has been vandalised with 'give back our land' spray painted across them all. • An ethnic community in Tāmaki expressed concerns for elders who have limited/no English as previously their experience in voting places was that if you can't ask for help in English then none is available to you. 		
Status of the issue/s			
Actions Underway	Action	Owner	Description
Notes:	Early observation:		

21/09/2023– Situation Report Week 2

As at 21/09/2023 prepared by Ross McPherson

Distributed to	GEDT members		
Key Contacts	Ross McPherson		
Overview	<ul style="list-style-type: none"> • No risks or issues to report • Roll QA checks continue at [REDACTED] • Processing of enrolment forms continues. Demand has slowed over the last two or three days. • Enrolment is now preparing for the Easy Vote Supplementary letters data extract and QA scheduled for Friday 29 September (see Actions below) <ul style="list-style-type: none"> ○ The data extraction will begin around 7am on Friday 29 September. ○ The data being extracted are all enrolment updates and new enrolments processed since the Writ Day roll close process – likely circa 400,000 records ○ The data will be QAd by IT and enrolment staff, following extract ○ Sign-off will be required from Director Enrolment, DCE Operations and the Chief Electoral officer ○ Activity, including sign-off should be completed around 11am on Friday 29 September, and the data transferred that afternoon. 		
Status of the issue/s	No issues currently being managed.		
Actions Underway	Action	Owner	Description
	Easy Vote Supp extract & QA	Ross McPherson	Extract and QA of elector data for the easy Vote supplementary letters
Notes:	Early observation:		

21/09/2023– Situation Report Week 2

As at 21/09/2023 prepared by Ross McPherson

Distributed to	GEDT members		
Key Contacts	Izak [REDACTED]		
General Update	<ul style="list-style-type: none">○ Pre employment checks 997○ Offers out 2148○ Onboarding 1624○ Hired 12847		
Status of the issue/s	No issues are currently being managed.		
Actions Underway	Action	Owner	Description
Notes:	Early observation:		

22/09/2023– Situation Report Week 2

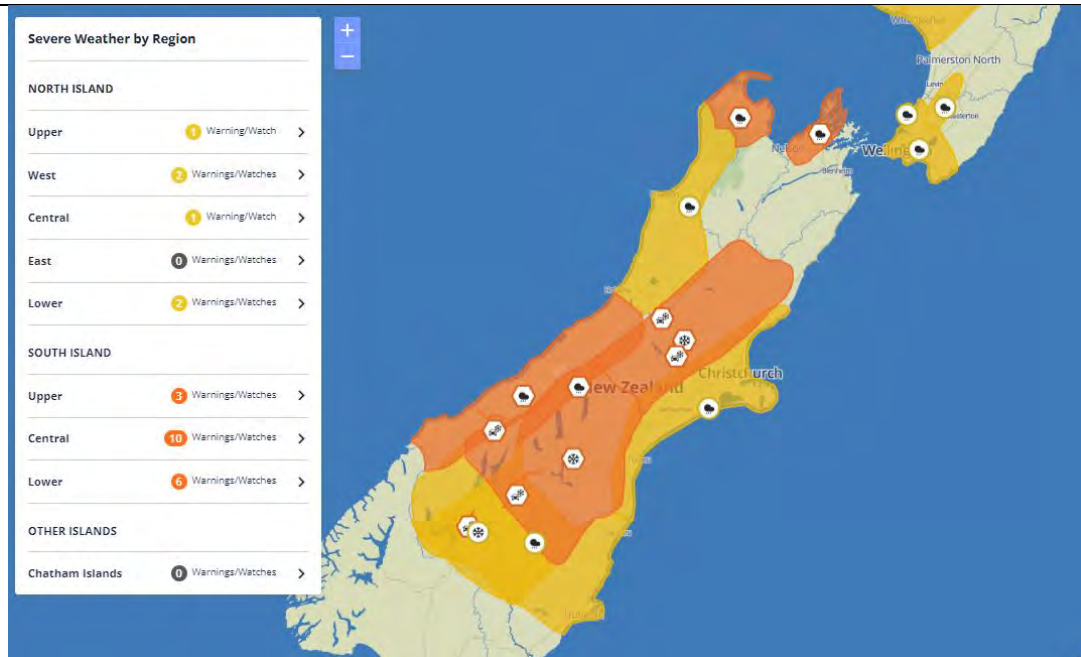
As at 12.16pm on 22/09/2023 prepared by Crispian [REDACTED]

Distributed to	All GEDT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	2 ELT Standup SITREPS 2 21092023 - FINAL.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> Ballot papers were checked and finalised and sent to [REDACTED] 6(a) for printing. Wild weather over the weekend (16-17/09) EasyVote documents being printed Special ballot papers completely printed Ordinary ballot papers printed. At 9:14am at a depth of 11km a magnitude 6.0 earthquake in Canterbury Annex – Daily progress updates on ballot papers and EasyVote, dashboards Severe weather in South Island and flood in Queenstown Cancel Saturday and Sunday Taskforce meetings.
Key Dates:	<p>Days to Advance voting: 10 days</p> <p>Days to Election Day: 22 days</p>
Enrolment	<p>ISSUES:</p> <p>Incorrect Keying of an enrolment application</p> <ul style="list-style-type: none"> A complaint has been received on behalf of an elector, via the Office of Rawiri Waititi, MP for Waiariki, that the elector was enrolled on the General Roll, and should have been on the Māori Roll We have confirmed this was a keying error by EC staff <p>ACTIONS:</p> <ol style="list-style-type: none"> We have corrected the enrolment record of the elector and have spoken to him to apologise and explain what went wrong. The Commission’s senior media advisor has been advised of the issue. We are currently drafting an email to go to the Office of Rawiri Waititi, MP to update them. We are also working with Voting services to understand and ensure we make the voting process for this elector as simple and easy as possible – given that they will now have to do a Special Vote. <p>MIKE Outage</p> <ul style="list-style-type: none"> Experiencing issues with the MIKE enrolment application No ETA for a fix was available at the time of writing this update The teams are focussing on refresher training to ensure continued quality assurance for the enrolment processing function. It is an issue with the network provider rather than MIKE. <p>ACTIONS:</p> <ol style="list-style-type: none"> IT and Catalyst are working on the problem as a matter of priority. Staff have been asked to stay out of MIKE. <p>NOTE: MIKE issue has been resolved.</p>
Ballot Papers and Rolls delivery	<p>Courier delivery issue with NZ Post.</p> <ul style="list-style-type: none"> ACTION: Director Enrolment has been in touch with NZ Post through Craig [REDACTED] our NZ Post relationship manager. Courier Post and NZ Post are aware of the issues and are managing them – [REDACTED] 6(a)

<p>issue</p>	<p>[REDACTED]</p> <ul style="list-style-type: none"> The issues have been escalated to the NZ Post Network Ops Centre Committee (NOCC) – which is essentially NZ Posts Incident Management Team and includes senior representatives of all parts of NZ Post. The NOCC meets three times a day. ECs issues with courier deliveries by Courier Post is on the agenda for the NOCCs meetings today. <p>[REDACTED]</p> <ul style="list-style-type: none"> [REDACTED] [REDACTED] [REDACTED] 6(a) [REDACTED] <p>Update on Other Courier companies:</p> <ul style="list-style-type: none"> Rongotai – awaiting for the photo to confirm the consignment and the courier company. Mana – NZ Post Courier advised the delivery will be made next week. We are checking on the consignment with the Print companies. New Lynn – Ordinary Ballot Papers delivered by NZ Couriers. This has been raised with the [REDACTED] 6(a). <p>Updates on the process:</p> <p>[REDACTED]</p> <p>[REDACTED] 6(a)</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>As there are multiple consignments delivered by various Print companies, but the issues have been escalated to Grace via multiple channels with different information. Grace will be working with VS to finalise the escalation pathway and the information required in an email.</p> <p>ACTIONS:</p> <ol style="list-style-type: none"> Request all Regional Managers (RM) to monitor the delivery issues. To assist with the coordination for escalation across the region, do the following: <ul style="list-style-type: none"> Take a photo of the courier Escalate with your RM first, and inform Manager Business Enablement If it is a NZ Post courier, escalate with the Director of Enrolment
<p>IT</p>	<p>ISSUES UNDER MANAGEMENT:</p> <ul style="list-style-type: none"> Field Users Mobile Connectivity – Meeting with Regional Advisors (RA) confirmed final requirement, additional spark SIMS being procured and will be despatched. Garmin Sat devices to be used for H&S purposes at 8 sites that have no connectivity. Interactive Voice Recognition Call Quality Issues – Rongotai testing confirmed acceptable quality, to be validated/endorsed by VS as part of next week’s testing. Key Person risk – Chief Information Officer (CIO) has written communication to key Stakeholders 22/09
<p>Comms & Education</p>	<p>GENERAL UPDATE:</p> <p>Media</p> <ul style="list-style-type: none"> Ongoing themes around services to Māori voters and youth voting.

	<ul style="list-style-type: none"> • Chief Advisor Māori interview on services to Māori voters aired on Te Ao yesterday • Preparing DCE, Operations for interview on The Morning Shift, a youth focused podcast on Monday and working with Seven Sharp to visit a school doing Kids Voting programme <p>Daily key metrics</p> <ul style="list-style-type: none"> • 4 media enquiries • 44 enquiries and comments on social media in the past 24 hours • 23, 020 visitors to vote.nz
<p>Customer Services</p>	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Since yesterday, the team had 216 tickets created, received 30 phone calls and made 2 outbound calls. 86% of tickets were resolved in one touch. • Currently there are 10 complaints on hand across the business units. <p>Issue: Customer experience on some transferred calls from Telnet has been raised. Customers have experienced a “Music playing in background of call, post a warm transfer from Telnet Call Centre operator” and “a second agent was pulled into the conversation after warm transfer from Telnet Call Centre operator”. This issue impacted on a small number of calls.</p> <p>ACTION:</p> <ol style="list-style-type: none"> 1. We are working with Telnet and IT to investigate the issue with urgency, aiming to resolve the root cause issue before the voting opens next week.
<p>Strategic Engagement and Partnership</p>	<p>INSIGHTS</p> <ul style="list-style-type: none"> • Increase in enquiries around voting including overseas eligibility, dual votes or ‘wasted’ votes, and rules around support people in voting booths. • Received a request to support a gang event in Ōpōtiki on 2nd October, 60+ members who all need enrolment support.
<p>People & Culture</p>	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • 43,000 applications • Pre employment checks 1069 • Offers made - 2644 • Hired including onboarding 18,272 • Hired 16581 • Number of enquiries dealt with by the Advisory Team last week: • Total enquiries 2491 • Includes 1448 SnapHire enquiries
<p>FOR YOUR INFORMATION</p>	

Severe Weather Outlook



On Saturday a front is expected to move northeast off the upper South Island onto the North Island. There is high confidence in warning amounts of rain for western Tasman and the west of Marlborough. A warning has been issued for those areas. There is high confidence in warning amounts of rain for Mt Taranaki and a watch has been issued. There is moderate confidence in warning amounts of rain for Wellington, Kapiti and the Tararua Range. A watch for heavy rain has been issued for the Tararua range. There is a moderate confidence in warning amounts of rain affecting the upper North Island from Taranaki to the Bay of Plenty northwards.

On Sunday the front is expected to move east over the east of the North Island. There is moderate confidence in warning amounts of rain for the far east of the Bay of Plenty and inland Gisborne.

On Monday the front is expected to lie slow moving over the east of the North Island and there is moderate confidence in warning amounts of rain for Gisborne and the far east of the Bay of Plenty.

The front should move away to the east on Tuesday and severe weather is not expected then.

ACTION REGISTER LOG

OPEN

Unit	Issue Severity	ACTION	DATE RAISE	WHO	DUE DA	IMPACT	UPDATE/OUTCOME	DATE CLOS
IT	MEDIUM	IT working with One.NZ and VS to identify and deliver contingent solutions for sites that do not have one.NZ connectivity.	12/09/23	Paul [REDACTED] CIO	19/09/23	Reputational - direct impact on VS staff across the region.	Working with the provider to resolve this.	
CS	Low	Print Advisors working with Print Company to investigate into the delivery issue at Epsom.	20/09/23	Grace Chiang, Manager		Reputational – Voter confidence		Ongoing
Enrol	MEDIUM	Director of Enrolment will raise the issue with VS to find a solution for this person to vote as special vote. This person is on the General Roll but registered to be on the Māori Roll.	21/09/23	Ross McPherson, Director		Reputational - First time Māori voter incorrectly added into the General Roll.		
Enrol	HIGH	Director of Enrolment to escalate with NZ Post regarding NZ courier delivery forging signatures and leaving important packages at office.	21/09/23	Ross McPherson, Director		Reputational - Integrity of the ballot papers can be compromised.		
BE	LOW	Trasfer of calls from Telnet with background music and 2 agent pulled into one call.	22/09/23	Grace Chiang, Manager Business Enablement		Low impact - customer experience during call transfer.		

Voting Services Progress report:

Dated: **22.09.23**

Executive Summary:

- 100% of Special E2's General & Māori (Special Vote ballot papers) have been printed and despatched
- 75% of Ordinary Ballot papers are despatched
- Of those 22% have been received
- Easy Vote- 100% of Priority one Electorates have had their letters printed
- 93% of Priority two have had their letters printed
- 100% of the Christchurch Party list print has been printed. 50% of the Auckland print completed. All HQ Party list despatched on Monday
- 100% of the Candidate List has been printed. Māori Candidate list all despatched on Wednesday
- Only 107 school deliveries remain of the 1117 school deliveries (95%)

Printing details: Of ballot papers, and Easy Vote packs

Due 25/09/2023 (ready for Advance Voting)					
	Not Started	Printed	Despatched	Delivered	Total
Ordinary	0	0	36	36	72
E2	0	0	44	21	65
E2-General	0	0	44	21	65
E2-Maori	0	0	7	0	7

Due 2/10/2023 (ready for Election Day)					
	Not Started	Printed	Despatched	Delivered	total
Ordinary	16	56	0	0	72
E2 – Māori Ballot Pads	0	65	0	0	65
E2-G	0	65	0	0	65
E2-M	0	7	0	0	7

EasyVote Production Update

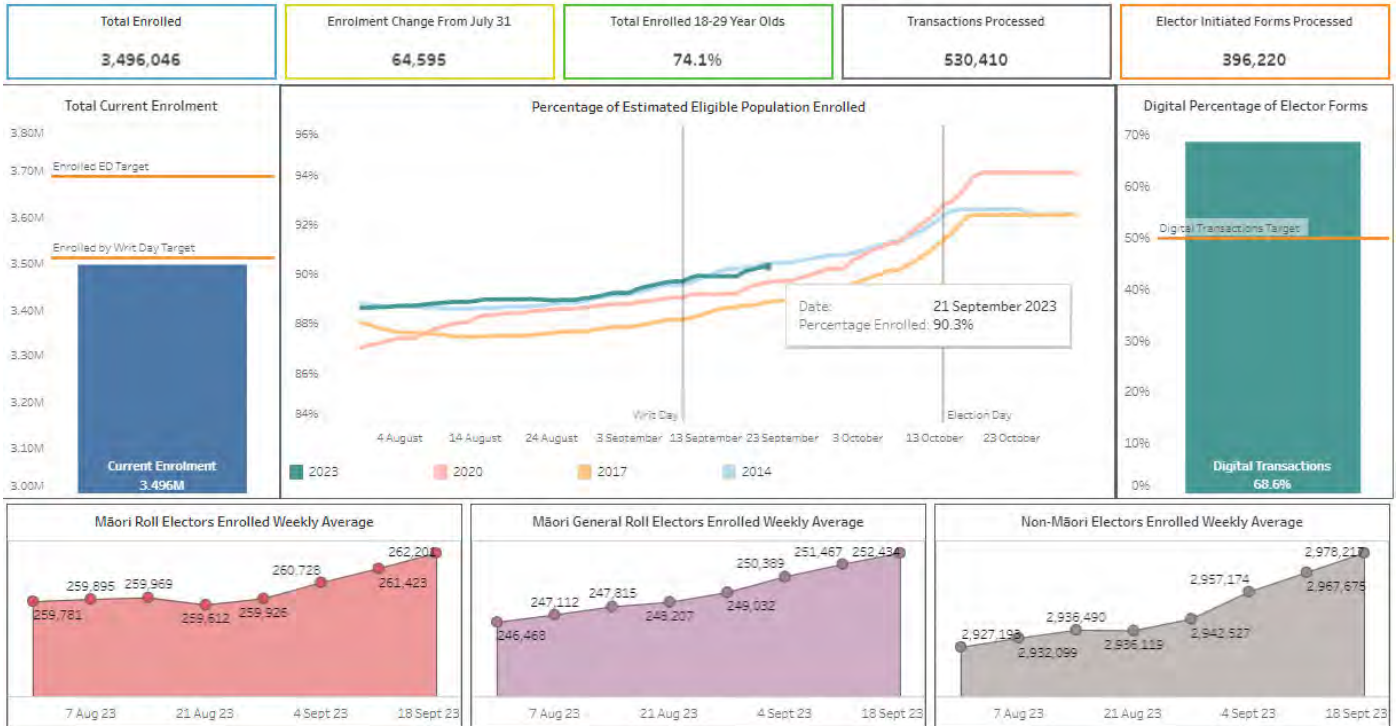
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50	Taranaki-King Country	46,165	17-Sep	21-Sep	21-Sep	22-Sep
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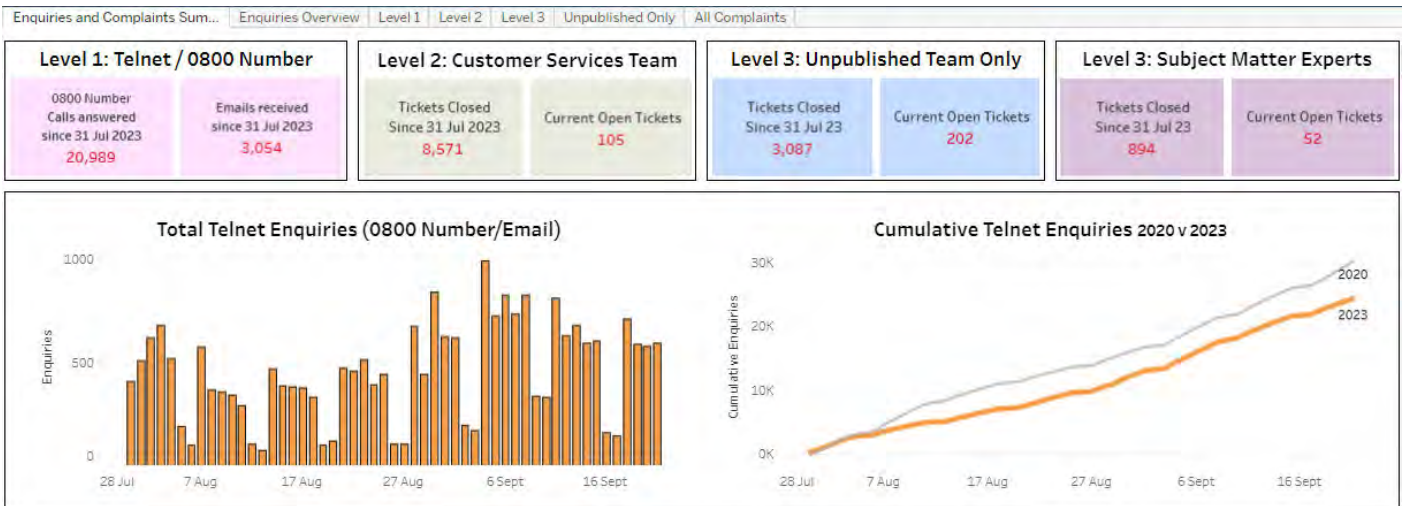
Christchurch Site						
Electoral # and name		Actual Mailset Volume	Printing complete	Mail processing	Mail processing complete	Signed off by EC for release
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68	Tamaki Makaurau	38,308	18-Sep	21-Sep	21-Sep	
69	Te Tai Hauauru	35,008	19-Sep			
70	Te Tai Tokerau	37,445	19-Sep	21-Sep	21-Sep	
71	Te Tai Tonga	36,963	In Progress			

Enrolment Dashboard

General Election 2023 Enrolment Campaign



Customer Enquiries and Complaints Dashboard



Enquiries over Time

Grouped by Week

	31 Jul	7 Aug	14 Aug	21 Aug	28 Aug	4 Sept	11 Sept	18 Sept
Enquiries Team	808	823	827	925	1,237	1,835	1,875	848
Enrolment	523	526	763	475	394	564	348	291
Legal & Policy	13	24	10	13	13	23	23	20
Communications	7	8	5	18	17	16	16	14
Overseas	5	7	7	11	7	19	14	19
Voting Services	1	2		1	2	4	5	6
CE's Office	1							

View Enquiries/Complaints Handled by National Office Staff

Enquiries

Top Enquiry Types

Last 7 days
Fri 15 Sept 2023 - Thu 21 Sept 2023

	Enquiries	% of Enquiries Last Week
1	Enrolling to Vote or updating my details	1,036 (70%)
2	General enquiries	303 (21%)
3	Voting in an Election	88 (6%)
4	Voting from overseas	30 (2%)
5	Information for parties and candidates	5 (0%)

22/09/2023– Situation Report Week 2

As at 3.22pm on 22/09/2023 prepared by Crispian [REDACTED] approved by Anusha Guler

Distributed to	All GEDT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	2 ELT Standup SITREPS 2 21092023 - FINAL.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> • Ballot papers were checked and finalised and sent to [REDACTED] 6(a) for printing. • Wild weather over the weekend (16-17/09) • EasyVote documents being printed • Special ballot papers printing complete • Ordinary ballot papers printed. • At 9:14am at a depth of 11km a magnitude 6.0 earthquake in Canterbury • Annex – Daily progress updates on ballot papers and EasyVote, dashboards • Severe weather in South Island, state of emergency declared in Gore and Queenstown • Cancel Saturday and Sunday Taskforce meetings.
Key Dates:	<p>Days to Advance voting: 10 days</p> <p>Days to Election Day: 22 days</p>
Enrolment	<p>ISSUES:</p> <p>Incorrect Keying of an enrolment application</p> <ul style="list-style-type: none"> • A complaint has been received on behalf of an elector, via the Office of Rawiri Waititi, MP for Waiariki, that the elector was enrolled on the General Roll, and should have been on the Māori Roll • We have confirmed this was a keying error by EC staff <p>ACTIONS:</p> <ol style="list-style-type: none"> 1. Corrected the enrolment record of the elector and have spoken to him to apologise and explain what went wrong. 2. Working with Comms to draft an email to go to the Office of Rawiri Waititi, MP to update them. 3. Working with Voting services to understand and ensure we make the voting process for this elector as simple and easy as possible – given that they will now have to do a Special Vote. <p>MIKE Outage</p> <ul style="list-style-type: none"> • Experiencing issues with the MIKE enrolment application • No ETA for a fix was available at the time of writing this update • The teams are focussing on refresher training to ensure continued quality assurance for the enrolment processing function. • It is an issue with the network provider rather than MIKE. <p>ACTIONS:</p> <ol style="list-style-type: none"> 1. IT and Catalyst are working on the problem as a matter of priority. 2. Staff have been asked to stay out of MIKE. <p>NOTE: MIKE issue has been resolved.</p>
Ballot Papers and Rolls delivery issue	<p>Courier delivery issue with NZ Post.</p> <ul style="list-style-type: none"> • Director Enrolment has been in touch with NZ Post through Craig [REDACTED] our NZ Post relationship manager. • Courier Post and NZ Post are aware of the issues and are managing them – [REDACTED] 6(a) <p>[REDACTED] 6(a)</p>

	<ul style="list-style-type: none"> • The issues have been escalated to the NZ Post Network Ops Centre Committee (NOCC) – which is essentially NZ Posts Incident Management Team and includes senior representatives of all parts of NZ Post. • The NOCC meets three times a day. ECs issues with courier deliveries by Courier Post is on the agenda for the NOCCs meetings today. • [REDACTED] ■ [REDACTED] ■ [REDACTED] ■ [REDACTED] 6(a) ■ [REDACTED] ■ [REDACTED] ■ [REDACTED] <p>Update on other courier companies:</p> <ul style="list-style-type: none"> • Rongotai – awaiting for the photo to confirm the consignment and the courier company. • Mana – NZ Post Courier advised the delivery will be made next week. We are checking on the consignment with the Print companies. • New Lynn – Ordinary Ballot Papers have been delivered by NZ Couriers. <p>Updates on the process:</p> <p>[REDACTED]</p> <p>[REDACTED] 6(a)</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>As there are multiple consignments delivered by various Print companies, the issues have been escalated to Grace via multiple channels with different information. Grace will be working with VS to finalise the escalation pathway and the information required in an email.</p> <p>ACTIONS:</p> <ol style="list-style-type: none"> 1. Request all Regional Managers (RM) to monitor the delivery issues. 2. To assist with the coordination for escalation across the region, do the following: <ul style="list-style-type: none"> - Take a photo of the courier/parcel - Escalate with your RM first, and inform Manager Business Enablement
IT	<p>ISSUES UNDER MANAGEMENT:</p> <ul style="list-style-type: none"> • Field Users Mobile Connectivity – Meeting with Regional Advisors (RA) confirmed final requirement, additional spark SIMS being procured and will be despatched. Garmin Sat devices to be used for H&S purposes at 8 sites that have no connectivity. • Interactive Voice Recognition Call Quality Issues – Rongotai testing confirmed acceptable quality, to be validated/endorsed by VS as part of next week’s testing. • Key Person risk – Chief Information Officer (CIO) has written communication to key Stakeholders 22/09
Comms & Education	<p>GENERAL UPDATE:</p> <p>Media</p> <ul style="list-style-type: none"> • Ongoing themes around services to Māori voters and youth voting. • Chief Advisor Māori interview on services to Māori voters aired on Te Ao yesterday • Preparing DCE, Operations for interview on The Morning Shift, a youth focused podcast on Monday and working with Seven Sharp to visit a school doing Kids Voting programme <p>Daily key metrics</p> <ul style="list-style-type: none"> • 4 media enquiries

	<ul style="list-style-type: none"> • 44 enquiries and comments on social media in the past 24 hours • 23, 020 visitors to vote.nz
Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Since yesterday, the team had 216 tickets created, received 30 phone calls and made 2 outbound calls. 86% of tickets were resolved in one touch. • Currently there are 10 complaints on hand across the business units. <p>Issue:</p> <p>Customer experience on some transferred calls from Telnet has been raised. Customers have experienced a “Music playing in background of call, post a warm transfer from Telnet Call Centre operator” and “a second agent was pulled into the conversation after warm transfer from Telnet Call Centre operator”. This issue impacted on a small number of calls.</p> <p>ACTION:</p> <ol style="list-style-type: none"> 1. Working with Telnet and IT to investigate the issue with urgency, aiming to resolve the root cause issue before the voting opens next week.
Strategic Engagement and Partnership	<p>INSIGHTS</p> <ul style="list-style-type: none"> • Increase in enquiries around voting including overseas eligibility, dual votes or ‘wasted’ votes, and rules around support people in voting booths. • Received a request to support a gang event in Ōpōtiki on 2nd October, 60+ members who all need enrolment support.
People & Culture	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • 43,000 applications • Pre employment checks 1069 • Offers made - 2644 • Hired including onboarding 18,272 • Hired 16581 • Number of enquiries dealt with by the Advisory Team last week: • Total enquiries 2491 • Includes 1448 SnapHire enquiries

FOR YOUR INFORMATION

<p>Severe Weather Outlook</p>	<p>The image shows a map of New Zealand with a sidebar titled 'Severe Weather by Region'. The sidebar lists the following warning levels:</p> <ul style="list-style-type: none"> NORTH ISLAND <ul style="list-style-type: none"> Upper: 1 Warning/Watch West: 2 Warnings/Watches Central: 1 Warning/Watch East: 0 Warnings/Watches Lower: 2 Warnings/Watches SOUTH ISLAND <ul style="list-style-type: none"> Upper: 3 Warnings/Watches Central: 10 Warnings/Watches Lower: 6 Warnings/Watches OTHER ISLANDS <ul style="list-style-type: none"> Chatham Islands: 0 Warnings/Watches <p>The map shows various weather icons (sun, clouds, snow) over the islands, with color-coded regions corresponding to the warning levels in the sidebar.</p>
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On Saturday a front is expected to move northeast off the upper South Island onto the North Island. There is high confidence in warning amounts of rain for western Tasman and the west of Marlborough. A warning has been issued for those areas. There is high confidence in warning amounts of rain for Mt Taranaki and a watch has been issued. There is moderate confidence in warning amounts of rain for Wellington, Kapiti and the Tararua Range. A watch for heavy rain has been issued for the Tararua range. There is a moderate confidence in warning amounts of rain affecting the upper North Island from Taranaki to the Bay of Plenty northwards.

On Sunday the front is expected to move east over the east of the North Island. There is moderate confidence in warning amounts of rain for the far east of the Bay of Plenty and inland Gisborne.

On Monday the front is expected to lie slow moving over the east of the North Island and there is moderate confidence in warning amounts of rain for Gisborne and the far east of the Bay of Plenty.

The front should move away to the east on Tuesday and severe weather is not expected then.

ACTION REGISTER LOG

OPEN

Unit	Issue Severity	ACTION	DATE RAISED	WHO	DUE DATE	IMPACT	UPDATE/OUTCOME	DATE CLOSED
IT	MEDIUM	IT working with One.NZ and VS to identify and deliver contingent solutions for sites that do not have one.NZ connectivity.	12/09/23	Paul [REDACTED] CIO	19/09/23	Reputational - direct impact on VS staff across the region.	Working with the provider to resolve this.	Ongoing
CS	Low	Print Advisors working with Print Company to investigate into the delivery issue at Epsom.	20/09/23	Grace Chiang, Manager		Reputational – Voter confidence		Ongoing
Enrol	MEDIUM	Director of Enrolment will raise the issue with VS to find a solution for this person to vote as special vote. This person is on the General Roll but registered to be on the Māori Roll.	21/09/23	Ross McPherson, Director		Reputational - First time Māori voter incorrectly added into the General Roll.		Ongoing
Enrol	HIGH	Director of Enrolment to escalate with NZ Post regarding NZ courier delivery forging signatures and leaving important packages at office.	21/09/23	Ross McPherson, Director		Reputational - Integrity of the ballot papers can be compromised.		COMPLETED
BE	LOW	Transfer of calls from Telnet with background music and 2 agent pulled into one call.	22/09/23	Grace Chiang, Manager Business Enablement		Low impact - customer experience during call transfer.		Ongoing

Voting Services Progress report:

Dated: **22.09.23**

Executive Summary:

- 100% of Special E2's General & Māori (Special Vote ballot papers) have been printed and despatched
- 75% of Ordinary Ballot papers are despatched
- Of those 22% have been received
- Easy Vote- 100% of Priority one Electorates have had their letters printed
- 93% of Priority two have had their letters printed
- 100% of the Christchurch Party list print has been printed. 50% of the Auckland print completed. All HQ Party list despatched on Monday
- 100% of the Candidate List has been printed. Māori Candidate list all despatched on Wednesday
- Only 107 school deliveries remain of the 1117 school deliveries (95%)

Printing details: Of ballot papers, and Easy Vote packs

Due 25/09/2023 (ready for Advance Voting)					
	<i>Not Started</i>	<i>Printed</i>	<i>Despatched</i>	<i>Delivered</i>	<i>Total</i>
Ordinary	0	0	36	36	72
E2	0	0	44	21	65
E2-General	0	0	44	21	65
E2-Maori	0	0	7	0	7

Due 2/10/2023 (ready for Election Day)					
	<i>Not Started</i>	<i>Printed</i>	<i>Despatched</i>	<i>Delivered</i>	<i>total</i>
Ordinary	16	56	0	0	72
E2 – Māori Ballot Pads	0	65	0	0	65
E2-G	0	65	0	0	65
E2-M	0	7	0	0	7

EasyVote Production Update

Auckland Site						
Electoral # and name	Actual Mailset Volume	Printing complete	Mail processing	Mail processing complete	Signed off by EC for release	
17 Kaikoura A & B	48,060	16-Sep	18-Sep	18-Sep	19-Sep	
5 Christchurch Central A	22,919	16-Sep	18-Sep	18-Sep	19-Sep	
5 Christchurch Central B	45,618	16-Sep	19-Sep	19-Sep	20-Sep	
6 Christchurch East	47,149	16-Sep	19-Sep	19-Sep	20-Sep	
1 Auckland Central	39,170	17-Sep	19-Sep	19-Sep	20-Sep	
9 East Coast	49,439	17-Sep	20-Sep	20-Sep	21-Sep	
7 Coromandel	53,313	17-Sep	20-Sep	20-Sep	21-Sep	
32 Northland	52,824	17-Sep	20-Sep	20-Sep	21-Sep	
41 Rangitikei	46,967	17-Sep	21-Sep	21-Sep	22-Sep	

50	Taranaki-King Country	46,165	17-Sep	21-Sep	21-Sep	22-Sep
48	Takanini	49,896	17-Sep	21-Sep	21-Sep	22-Sep
21	Mangere	44,019	17-Sep			
22	Manurewa	42,703	18-Sep			
37	Panmure-Otahuhu	45,012	18-Sep			

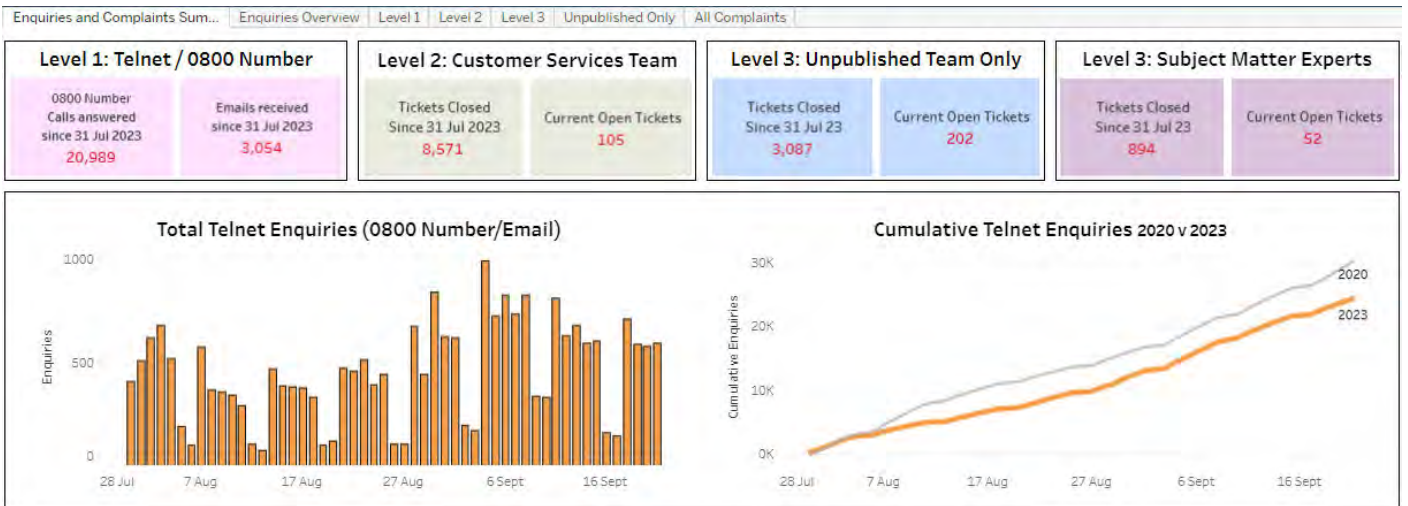
Christchurch Site						
Electoral # and name		Actual Mailset Volume	Printing complete	Mail processing	Mail processing complete	Signed off by EC for release
60	Wellington Central	47,729	16-Sep	Quarantined		
51	Taupo	50,591	16-Sep	18-Sep	18-Sep	19-Sep
8	Dunedin	49,296	16-Sep	18-Sep	18-Sep	19-Sep
59	Waitaki	49,413	17-Sep	19-Sep	19-Sep	20-Sep
46	Southland	44,840	17-Sep	20-Sep	20-Sep	21-Sep
61	West Coast-Tasman	48,767	17-Sep	19-Sep	19-Sep	20-Sep
40	Rangitata	47,784	17-Sep	20-Sep	20-Sep	21-Sep
	Unpublished	25,372	17-Sep	20-Sep	20-Sep	21-Sep
66	Hauraki-Waikato	33,994	18-Sep	20-Sep	20-Sep	21-Sep
67	Ikaroa-Rawhiti	36,006	18-Sep			
68	Tamaki Makaurau	38,308	18-Sep	21-Sep	21-Sep	
69	Te Tai Hauauru	35,008	19-Sep			
70	Te Tai Tokerau	37,445	19-Sep	21-Sep	21-Sep	
71	Te Tai Tonga	36,963	In Progress			

Enrolment Dashboard

General Election 2023 Enrolment Campaign



Customer Enquiries and Complaints Dashboard



Enquiries over Time

Grouped by Week

	31 Jul	7 Aug	14 Aug	21 Aug	28 Aug	4 Sept	11 Sept	18 Sept
Enquiries Team	808	823	827	925	1,237	1,835	1,875	848
Enrolment	523	526	763	475	394	564	348	291
Legal & Policy	13	24	10	13	13	23	23	20
Communications	7	8	5	18	17	16	16	14
Overseas	5	7	7	11	7	19	14	19
Voting Services	1	2		1	2	4	5	6
CE's Office	1							

View Enquiries/Complaints Handled by National Office Staff

Enquiries

Top Enquiry Types

Last 7 days
Fri 15 Sept 2023 - Thu 21 Sept 2023

	Enquiries	% of Enquiries Last Week
1	Enrolling to Vote or updating my details	1,036 / 70%
2	General enquiries	303 / 21%
3	Voting in an Election	88 / 6%
4	Voting from overseas	30 / 2%
5	Information for parties and candidates	5 / 0%

22/09/2023– Situation Report Week 2

As at 22/09/2023 prepared by Suzanne Knight-Tinirau

Distributed to	GEDT members		
Key Contacts	Suzanne Knight-Tinirau		
Overview	<p>No issues to report</p> <p>Media</p> <ul style="list-style-type: none"> • Ongoing themes around services to Māori voters and youth voting. • Chief Advisor Māori interview on services to Māori voters aired on Te Ao yesterday • Preparing DCE, Operations for interview on The Morning Shift, a youth focused podcast on Monday and working with Seven Sharp to visit a school doing Kids Voting programme <p>Daily key metrics</p> <ul style="list-style-type: none"> • 4 media enquiries • 44 enquiries and comments on social media in the past 24 hours • 23, 020 visitors to vote.nz 		
Status of the issue/s			
Actions Underway	Action	Owner	Description
Notes:	Early observation:		

21/09/2023– Situation Report Week 2

As at 22/09/2023 prepared by Shane Whitfield

Distributed to	GEDT members		
Key Contacts	Shane Whitfield		
Overview	No issues to report. Insights <ul style="list-style-type: none">• Increase in enquiries around voting including overseas eligibility, dual votes or 'wasted' votes, and rules around support people in voting booths.• Received a request to support a gang event in Ōpōtiki on 2nd October, 60+ members who all need enrolment support.		
Status of the issue/s			
Actions Underway	Action	Owner	Description
Notes:	Early observation:		

21/09/2023– Situation Report Week 2

As at 21/09/2023 prepared by Ross McPherson

Distributed to	GEDT members		
Key Contacts	Izak [REDACTED]		
Overview			
Status of the issue/s	<p>43,000 applications Pre employment checks 1069 Offers made - 2644 Hired including onboarding 18,272 Hired 16581</p> <p>Number of enquiries dealt with by the Advisory Team last week: Total enquiries 2491 Includes 1448 SnapHire enquiries</p>		
Actions Underway	Action	Owner	Description
Notes:	Early observation:		

25/09/2023– Situation Report Week 2

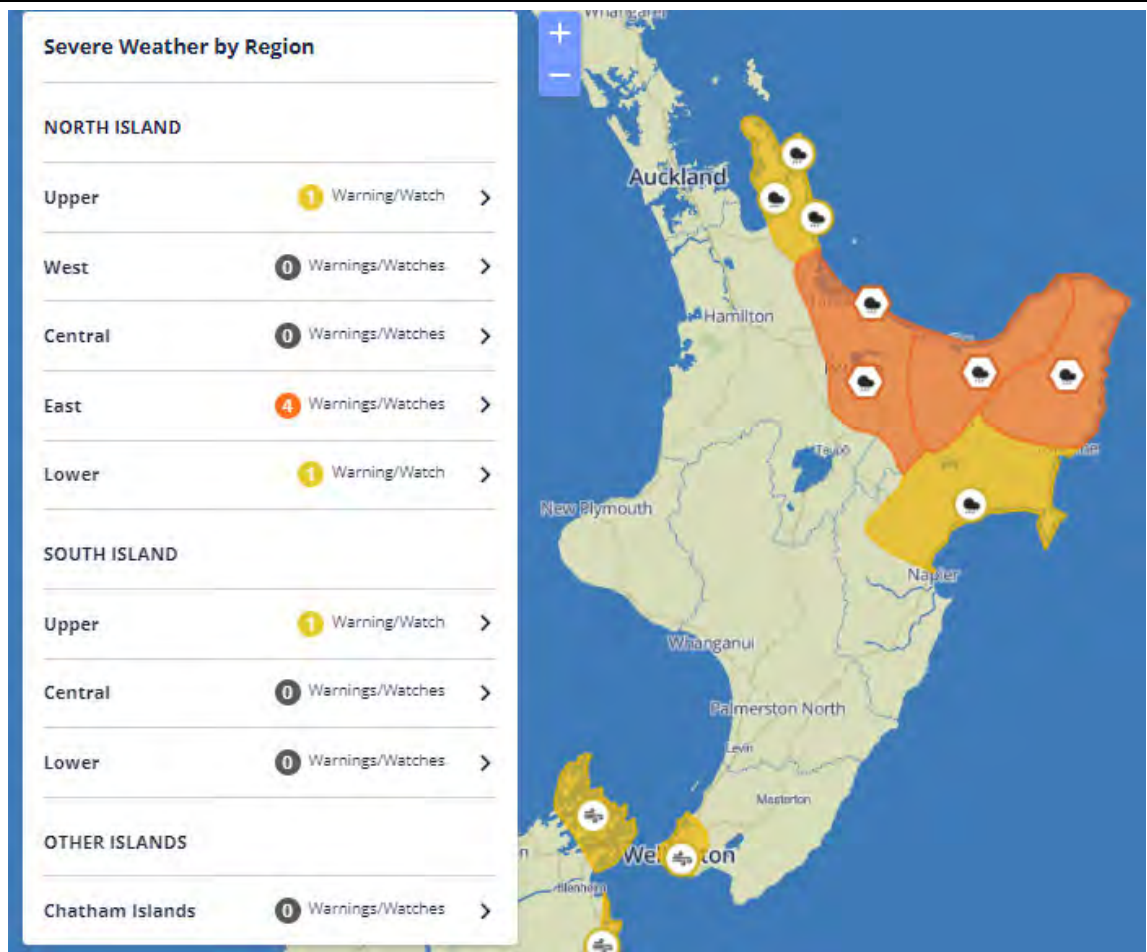
As at 12.33pm on 25/09/2023 prepared by Crispian [REDACTED]

Distributed to	All GEDT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	3 ELT Standup SITREPS 2 22092023 - FINAL .docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> Queenstown and Southland state of emergency lifted (23/09) Severe weather in Gisborne and Bay of Plenty. Gisborne is currently (0907) unaffected by the weather. There has been some slipping at Otoko south east of Matawai on SH2. This is a main connection between Whakatane and Gisborne. The road is not shut presently. We will maintain a watch on this road as it is the main supply run from Gisborne. No update from further up the East Cape. No flooding in Bay of Plenty though heavy rain in Tauranga. The rain is falling heavily in Coromandel but there is no flooding and no road closures we are aware of yet. The rain in Hawkes Bay is moderate, but not approaching any critical or warning levels. It is forecast to lighten this afternoon. Most likely there will be a protest at Parliament grounds on Thursday 28 September. All Government cross-agencies working group have been stood up.
Key Dates	<p>Days to start of overseas voting 2 days</p> <p>Days to advance voting 7 days</p> <p>Days to election day 19 days</p>
Service Desk IT:	<p>8:14am Systems connectivity issue today – Intermittent internet issues with external websites.</p> <p>9.12am Rolling out a fix.</p>
Voting Place – Central NI	<p>GENERAL UPDATE (Friday 22/09)</p> <ul style="list-style-type: none"> [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] <p>ACTIONS</p> <ol style="list-style-type: none"> Support has been provided to the Trainer. Mitigations for trainer loss were implemented in the CNI region, including 2 trainer sessions. No disruption to training.
Voting Place – South Island	<p>GENERAL UPDATE (Saturday 23/09)</p> <ul style="list-style-type: none"> Weather event for the south peaked Friday night but the cleanup will be ongoing. VP Training went ahead in all lower South Island electorates without too much impact.
Overseas VS Operations	<p>GENERAL UPDATE (22-23/09)</p> <ul style="list-style-type: none"> As a result of some damage, probably caused by the recent strong winds, and the rain overnight, Friday / Saturday, there was a reasonably significant water leak on level 4, in the southwest corner of the Gibson Sheat Centre (GSC). In the e-Learning support area a couple of screens, computing units (NUCs = Next unit of Computing), keyboards and mice are water damaged. These have been disconnected and put aside be assessed by IT. Our services have not been impacted and everything continues to operate as normal.

Delivery of Ballot Papers and Enrolment Rolls	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • Delivery issues raised last week were either resolved or discussed with the respective Print companies. • This morning, Rongotai had a Signature required consignment left inside the foyer, [6(a)] and NZ Post Courier have been notified. • Upcoming Ballot Papers delivery schedule - Ordinary & Maori Ballot Papers <ul style="list-style-type: none"> • [6(a)] will despatch the last of theirs today. • [6(a)] (Napier) and [6(a)] (Christchurch) are progressively despatching. All due into EC HQ's by Monday the 2nd October. • Special Ballots E2,E2G & E2M <ul style="list-style-type: none"> • Progressively despatching – All due into EC HQ's by Monday the 2nd October.
Enrolment	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • Resolved MIKE outage previously reported. • Corrected the error made in relation to placing an elector on the wrong roll type (placed on General Roll, should have been on Māori roll). • Contacted the elector, and apology and explanation for error provided. Explanation and apology was . • Working with Voting services to design a one-off Easy Vote letter for that elector. • Office of Rawiri Waititi has acknowledged receipt of the advice. • Circa 8,000 online enrolments received over the weekend, meaning we start the week with around 10,500 forms to process
IT	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Connectivity Issue - Multiple sites affected this morning between 0700 and 0845. Service has been restored by our service delivery partners. We are now working to understand root cause. • System Releases – Elections Management System (EMS) and Download Voting Papers (DVP) releases planned for the evening of 25/9 to implement critical fixes from rehearsal (EMS) or in readiness for the start of overseas voting (DVP). • Field Users Mobile Connectivity – Meeting with Regional Advisors (RA) confirmed final requirement, additional spark SIMS being procured and will be despatched. Garmin Sat devices to be used for Health & Safety purposes at 8 sites that have no connectivity. • Interactive Voice Recognition Call Quality Issues – Rongotai testing confirmed acceptable quality, to be validated/endorsed by VS as part of this week's testing. • Key Person risk – Chief Information Officer (CIO) has written communication confirming the plan to key Stakeholders 22/09, action to be closed
Comms & Education	<p>GENERAL UPDATE:</p> <p>Media</p> <ul style="list-style-type: none"> • A quiet weekend on the media front. Expect the focus this week to be on voting starting soon. • Team are preparing a media release about the start of voting (overseas, advance, telephone dictation) to be shared with media Tuesday. • RNZ expected to run a story about Kids Voting this week. <p>Social media</p> <ul style="list-style-type: none"> • Heavy volume of comments and messages from people regarding our 'how votes are counted' content from Friday. Lots of people questioning our processes and sharing incorrect information. • Late Friday afternoon, we were alerted to a Facebook post from someone aligned with Te Pāti Māori that told people they could ring us up and request an advance polling booth at their location. <p>ACTION TAKEN:</p> <p>While the Commission was not tagged into the original post, we did respond on the post correcting the information, after hearing that our community engagement team had started to receive enquiries. We also</p>

	<p>provided FAQs to our people and Telnet who may receive queries. The original poster responded telling us not to spread misinformation on that page. Voting Services has since confirmed that an additional pop-up voting place was agreed to after the publication of voting places in Port Waikato.</p> <p>Daily key metrics</p> <ul style="list-style-type: none"> • no media enquiries over the weekend • 346 enquiries and comments on social media channels over the weekend • 18,755 on Saturday; 22, 247 on Sunday visitors to vote.nz
<p>Customer Services</p>	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Since Friday, the team had 279 tickets created and received 8 phone calls. 92% of tickets were resolved in one touch. Telnet received 2969 calls and 478 emails over last 7 days. • The top enquiry remained to be on updating details, followed by voting in an Election and voting from overseas questions. • Currently there are 13 complaints on hand across the business units. No major issues or risks to raise. • A dress rehearsal with Voting Services last Thursday was successful, we are continuing to refine the knowledge based for voting related questions ahead of next week. <p>ACTION TAKEN:</p> <p>Remedies were implemented to resolve the call transfer quality issues identified last week. No further issue was raised this morning, but the team will continue working with Telnet and IT to monitor the call quality.</p>
<p>Strategic Engagement and Partnership</p>	<p>INSIGHTS</p> <ul style="list-style-type: none"> • Concerns passed on by Iwi Chairs regarding Te Pati Māori colours being confused with tino rangatiratanga colours and how voting places will be supported. • Iwi Chairs report significant uplift in enquiries about kaupapa Māori voting places and registering new voting places, most likely linked to FB post on Friday. • No significant weather impacts for SEP kaimahi other than minor travel disruption in South Island. Tairāwhiti staff are working from home due to building repairs. • Online hui held over the weekend amongst Māori leaders in Northern region(s) to discuss concerns over proposed referendum on Te Tiriti heightened fear amongst community.
<p>People & Culture</p>	<p>GENERAL UPDATE:</p> <p>Recruitment Update</p> <ul style="list-style-type: none"> • Pre-employment Checks 753 • Offers made 1844 • Onboarding 804 • Onboarding Complete 704 • Hired 14897 • Total hired number 18,249 (including all stages of offer). <p>Contingency workforce</p> <p>We have engaged with 17 Government Agencies. In the early stages we asked them to promote our roles and encourage their people to apply. We have now identified short areas and reengaged with the agencies to help find staff in those areas.</p> <p>We have also called out to internal National Office staff to work on a contingency basis for the Election.</p> <p>P&C Advisory Enquiries</p> <ul style="list-style-type: none"> • Total 2223 of which 1308 were SnapHire-Related
<p>FOR YOUR INFORMATION</p>	

Severe Weather Outlook



**MetService
Extended
Forecast 26 -
29
September**

Tuesday

North Island: Showers for most, some possibly heavy especially in the south and eastern areas. South Island: Rain in Nelson, Marlborough and northern Canterbury. Elsewhere, fine apart from a isolated showers developing in the south and east later.

Wednesday

North Island: Scattered showers, retreating to Taranaki and Waikato northwards later, and clearing elsewhere. South Island: Rain in Nelson and Marlborough clearing early, then mainly fine. Cloudy with a few showers in the east and south, and fine elsewhere.

Thursday

North Island: Scattered showers spreading from the west, then clearing Taupo and Bay of Plenty later. South Island: Mainly fine in the north. Elsewhere, cloudy periods a few showers spreading from the southwest, then turning to rain in the far south later.

Friday

North Island: Cloudy periods with scattered showers in the west and north. Mainly fine in the east, with the odd shower. South Island: Mainly fine in the east. Scattered rain elsewhere, but widespread and possibly heavy in the west.

Chatham Islands


Rain with some heavy falls, easing to showers on Wednesday. Showers becoming isolated on Friday. Northerlies, becoming strong on Tuesday, changing lighter southeast late Wednesday. Westerlies developing on Thursday.

Issued: 11:22pm Sun 24 Sep

Valid Tue 26-Sep-2023 through Fri 29-Sep-2023

MINIMAL RISK OF SEVERE WEATHER

Issued 11:11 am 24-Sep-2023

© Meteorological Service of New Zealand Ltd 

ACTION REGISTER LOG

OPEN

Unit	Issue Severity	ACTION	DATE RAISED	WHO	DUE DAT	IMPACT	UPDATE/OUTCOME	DATE CLOSED
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Enrol	MEDIUM	Director of Enrolment will raise the issue with VS to find a solution for this person to vote as special vote. This person is on the General Roll but registered to be on the Māori Roll.	21/09/23	Ross McPherson, Director		Reputational - First time Māori voter incorrectly added into the General Roll.		25/09 - CLOSED
BE	LOW	Trasfer of calls from Telnet with background music and 2 agent pulled into one call.	22/09/23	Grace Chiang, Manager Business Enablement		Low Impact - customer experience during call transfer.		25/09 - CLOSED
Enrolment	MEDIUM	Issue with MIKE application.	22/09/23	Ross McPherson, Director		Processing on enrolment will be delayed.		25/09 - CLOSED

Voting Services Progress report:

Dated: 25.09.23

Executive Summary:

- 100% of Special E2's General and Māori (Special Vote ballot papers) have been printed and despatched
- 75% of Ordinary Ballot papers are despatched
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E2	0	0	44	21	65
E2-General	0	0	44	21	65
E2-Maori	0	0	7	0	7

Due 2/10/2023 (ready for Election Day)					
	<i>Not Started</i>	<i>Printed</i>	<i>Despatched</i>	<i>Delivered</i>	<i>total</i>
Ordinary	16	56	0	0	72
E2 – Māori Ballot Pads	0	65	0	0	65
E2-G	0	65	0	0	65
E2-M	0	7	0	0	7

EasyVote Production Update

Auckland Site						
Electoral # and name		Actual Mailset Volume	<u>Printing complete</u>	<u>Mail processing</u>	<u>Mail processing complete</u>	<u>Signed off by EC for release</u>
17	Kaikoura A & B	48,060	16-Sep	18-Sep	18-Sep	19-Sep
5	Christchurch Central A	22,919	16-Sep	18-Sep	18-Sep	19-Sep
5	Christchurch Central B	45,618	16-Sep	19-Sep	19-Sep	20-Sep
6	Christchurch East	47,149	16-Sep	19-Sep	19-Sep	20-Sep
1	Auckland Central	39,170	17-Sep	19-Sep	19-Sep	20-Sep
9	East Coast	49,439	17-Sep	20-Sep	20-Sep	21-Sep
7	Coromandel	53,313	17-Sep	20-Sep	20-Sep	21-Sep
32	Northland	52,824	17-Sep	20-Sep	20-Sep	21-Sep
41	Rangitikei	46,967	17-Sep	21-Sep	21-Sep	22-Sep
50	Taranaki-King Country	46,165	17-Sep	21-Sep	21-Sep	22-Sep
48	Takanini	49,896	17-Sep	21-Sep	21-Sep	22-Sep
21	Mangere	44,019	17-Sep			
22	Manurewa	42,703	18-Sep			
37	Panmure-Otahuhu	45,012	18-Sep			

Christchurch Site						
Electoral # and name		Actual Mailset Volume	<u>Printing complete</u>	<u>Mail processing</u>	<u>Mail processing complete</u>	<u>Signed off by EC for release</u>
60	Wellington Central	47,729	16-Sep	Quarantined		
51	Taupo	50,591	16-Sep	18-Sep	18-Sep	19-Sep
8	Dunedin	49,296	16-Sep	18-Sep	18-Sep	19-Sep
59	Waitaki	49,413	17-Sep	19-Sep	19-Sep	20-Sep
46	Southland	44,840	17-Sep	20-Sep	20-Sep	21-Sep
61	West Coast-Tasman	48,767	17-Sep	19-Sep	19-Sep	20-Sep
40	Rangitata	47,784	17-Sep	20-Sep	20-Sep	21-Sep
	Unpublished	25,372	17-Sep	20-Sep	20-Sep	21-Sep
66	Hauraki-Waikato	33,994	18-Sep	20-Sep	20-Sep	21-Sep
67	Ikaroa-Rawhiti	36,006	18-Sep			
68	Tamaki Makaurau	38,308	18-Sep	21-Sep	21-Sep	22-Sep
69	Te Tai Hauauru	35,008	19-Sep			
70	Te Tai Tokerau	37,445	19-Sep	21-Sep	21-Sep	22-Sep
71	Te Tai Tonga	36,963	20-Sep	21-Sep	21-Sep	22-Sep
72	Waiariki	37,387	21-Sep			
13	Hamilton West	47,353	21-Sep	21-Sep	21-Sep	22-Sep

VPs Field incidents:

Security Incident Report Summary 25/9/23

Type	Reported	Resolved
Access to HQs or EC Sites	9	9
Building System Issue	3	3
Staff Abuse (Inc Racial)	5	5
Damage to Vehicle/Building	1	1
Recruitment	1	1
Total Reports Received	19	19

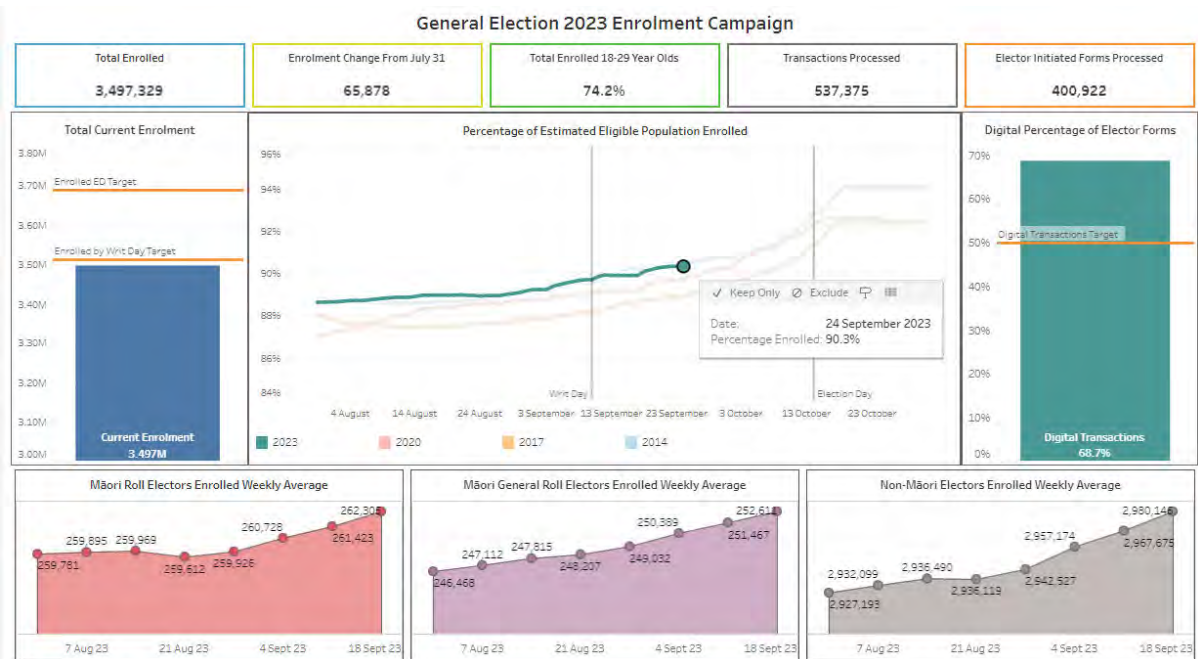
Notes:

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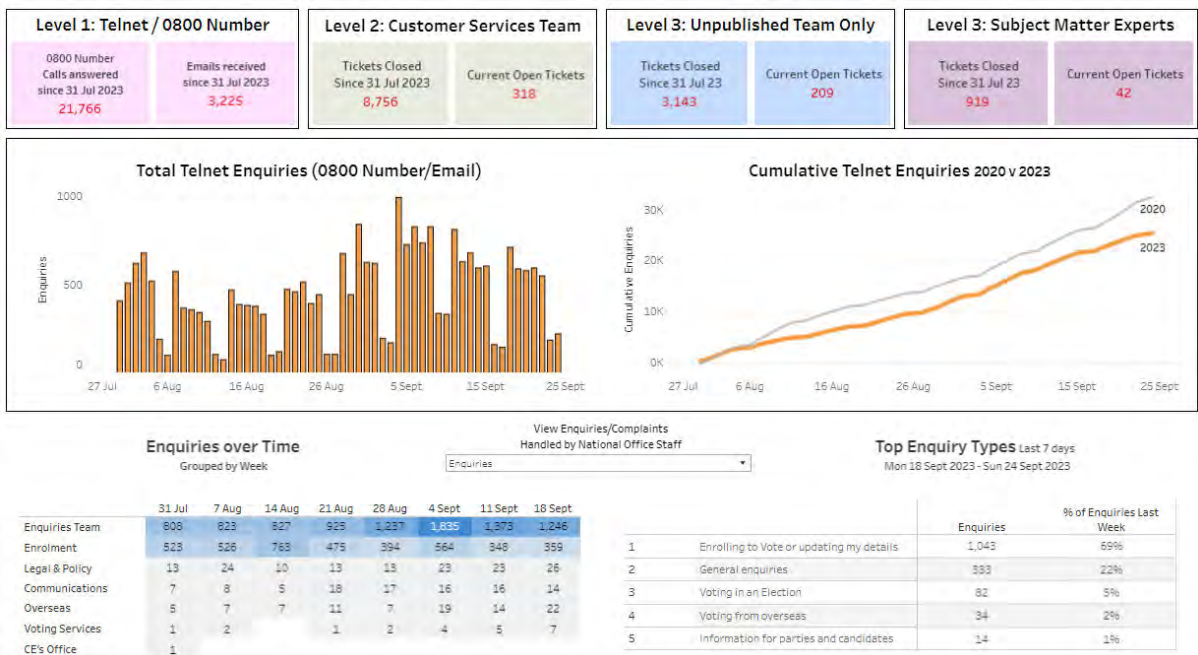
Landlords have updated security and access systems where required

Reported incidents of abuse have mainly been at EC events where staff were easily identified.

Enrolment Dashboard



Customer Enquiries and Complaints Dashboard



25/09/2023– ELT Situation Report Week 3 at 2.25pm on

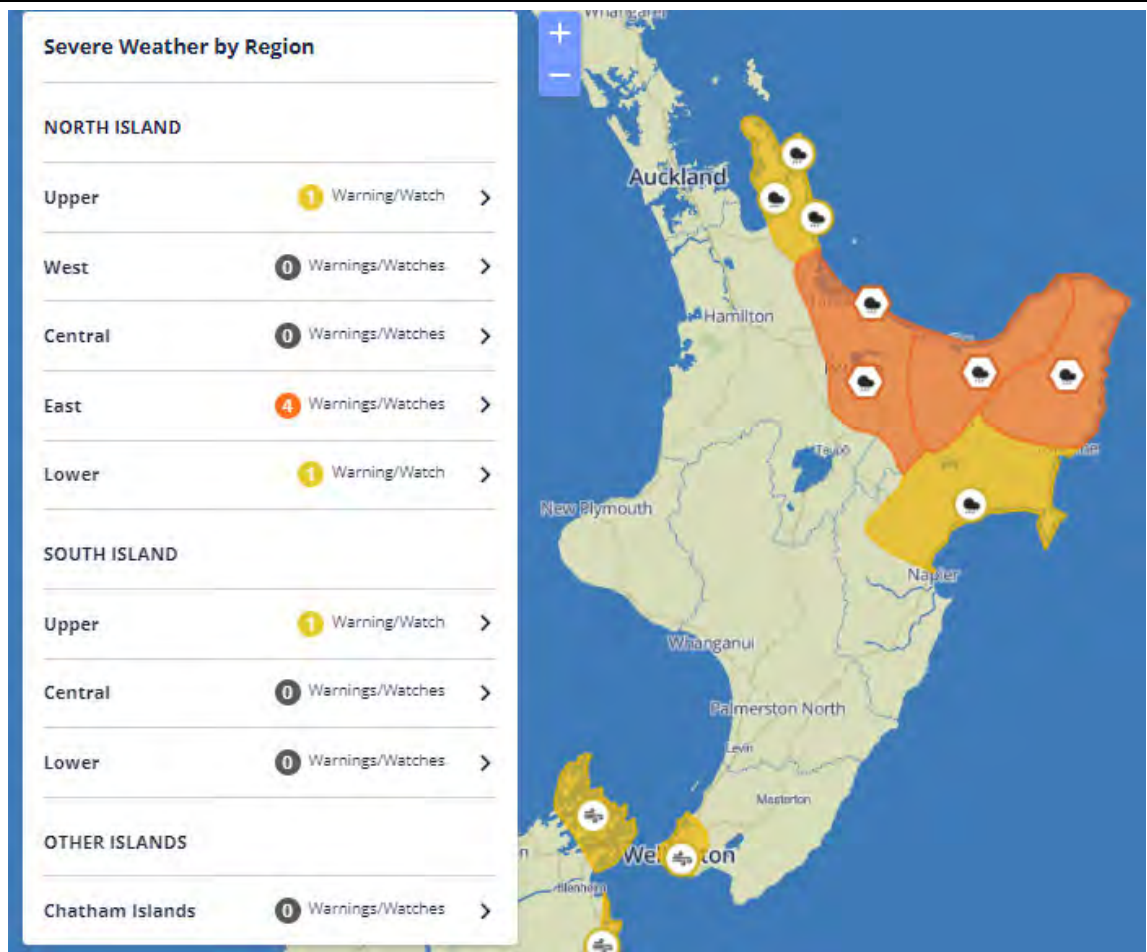
25/09/2023 prepared by Crispian [REDACTED] approved by Anusha Guler

Distributed to	All GEDT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	3 ELT Standup SITREPS 2 22092023 - FINAL .docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> Queenstown and Southland state of emergency lifted (23/09) Severe weather in Gisborne and Bay of Plenty. Gisborne is currently (0907) unaffected by the weather. There has been some slipping at Otoko south east of Matawai on SH2. This is a main connection between Whakatane and Gisborne. The road is not shut presently. We will maintain a watch on this road as it is the main supply run from Gisborne. No flooding in Bay of Plenty though heavy rain in Tauranga. Rain is falling heavily in Coromandel but there is no flooding and no road closures . Rain in Hawkes Bay is moderate, but not approaching any critical or warning levels. It is forecast to lighten this afternoon. Most likely there will be a protest at Parliament grounds on Thursday 28 September. All Government cross-agencies working group have been stood up.
Key Dates	<p>Days to start of overseas voting 2 days</p> <p>Days to advance voting 7 days</p> <p>Days to election day 19 days</p>
Voting Place – Central NI	<p>GENERAL UPDATE (Friday 22/09)</p> <ul style="list-style-type: none"> [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] <p>ACTIONS</p> <ol style="list-style-type: none"> Support has been provided to the Trainer and next of kin. Mitigations for trainer loss were implemented in the Central North Island region
Voting Place – South Island	<p>GENERAL UPDATE (Saturday 23/09)</p> <ul style="list-style-type: none"> Weather event for the South Island peaked Friday night but the cleanup will be ongoing. VP Training went ahead in all lower South Island electorates without too much impact.
Overseas VS Operations	<p>GENERAL UPDATE (22-23/09)</p> <ul style="list-style-type: none"> Significant water leak on level 4, in the southwest corner of the Gibson Sheat Centre (GSC) due to the weather (22-23/09). In the e-Learning support area a couple of screens, computing units (NUCs = Next unit of Computing), keyboards and mice are water damaged. These have been disconnected and put aside be assessed by IT. Services have not been impacted and continues to operate as normal.
Delivery of Ballot Papers and Enrolment Rolls	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> Delivery issues raised last week were either resolved or discussed with the respective Print companies. This morning, Rongotai had a signature required consignment left inside the foyer, [REDACTED] 6(a) and NZ Post Courier have been notified.

	<p>Upcoming Ballot Papers delivery schedule: -</p> <p>Ordinary & Māori Ballot Papers</p> <ul style="list-style-type: none"> • 6(a) will despatch the last of theirs today. • 6(a) (Napier) and 6(a) (Christchurch) are progressively despatching. All due into Electorate Head Quarters by Monday the 2nd October (2nd batch). <p>Special Ballots E2, E2General & E2Māori</p> <ul style="list-style-type: none"> • Progressively despatching – All due into Electorate Head Quarters by Monday the 2nd October.
<p>Enrolment</p>	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • Resolved MIKE outage previously reported. • Resolved previous issue regarding placing an elector on the wrong roll type and working with VS re an Easyvote card. • Received 8,000 online enrolments over the weekend, we start the week with around 10,500 enrolment forms to process
<p>IT</p>	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Connectivity Issue - Multiple sites affected this morning between 0700 and 0845. Service has been restored by our service delivery partners. We are now working to understand root cause. • System Releases – Elections Management System (EMS) and Download Voting Papers (DVP) releases planned for the evening of 25/9 to implement critical fixes from rehearsal (EMS) or in readiness for the start of overseas voting (DVP). • Field Users Mobile Connectivity – Meeting with Regional Advisors (RA) confirmed final requirement, additional spark SIMS being procured and will be despatched. Garmin Sat devices to be used for Health & Safety purposes at 8 sites that have no connectivity. • Interactive Voice Recognition Call Quality Issues – Rongotai testing confirmed acceptable quality, to be validated/endorsed by VS as part of this week’s testing. • Key Person risk – Chief Information Officer (CIO) has written communication confirming the plan to key Stakeholders 22/09, action to be closed
<p>Comms & Education</p>	<p>GENERAL UPDATE:</p> <p>Media</p> <ul style="list-style-type: none"> • Focus on voting. • Preparing a media release about the start of voting (overseas, advance, telephone dictation) to be shared with media Tuesday. • RNZ expected to run a story about Kids Voting this week. <p>Social media</p> <ul style="list-style-type: none"> • Heavy volume of comments and messages from people regarding our ‘how votes are counted’ content from Friday. Lots of people questioning our processes and sharing incorrect information. • Late Friday afternoon, we were alerted to a Facebook post from someone aligned with Te Pāti Māori that told people they could ring us up and request an advance polling booth at their location. <p>ACTION TAKEN:</p> <ol style="list-style-type: none"> 1. While the Commission was not tagged into the original post, we did respond on the post correcting the information, after hearing that our community engagement team had started to receive enquiries. 2. Provided FAQs to our people and Telnet who may receive queries. The original poster responded telling us not to spread misinformation on that page. Voting Services has since confirmed that an additional pop-up voting place was agreed to after the publication of voting places in Port Waikato. <p>Daily key metrics</p> <ul style="list-style-type: none"> • no media enquiries over the weekend • 346 enquiries and comments on social media channels over the weekend • 18,755 on Saturday; 22, 247 on Sunday visitors to vote.nz

Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • The team had 279 tickets created and received 8 phone calls. 92% of tickets were resolved in one touch. Telnet received 2969 calls and 478 emails over last 7 days. • The top enquiry remains to be on updating enrolment details, followed by voting in an election and voting from overseas questions. • Currently there are 13 complaints on hand across the business units. <p>ACTION TAKEN: Remedies were implemented to resolve the call transfer quality issues identified last week.</p>
Strategic Engagement and Partnership	<p>INSIGHTS</p> <ul style="list-style-type: none"> • Concerns passed on by Iwi Chairs regarding Te Pati Māori colours being confused with tino rangatiratanga colours and how voting places will be supported. • Iwi Chairs report significant uplift in enquiries about kaupapa Māori voting places and registering new voting places, most likely linked to FB post on Friday. • No significant weather impacts for SEP kaimahi other than minor travel disruption in South Island. Tairāwhiti staff are working from home due to building repairs. • Online hui held over the weekend amongst Māori leaders in Northern region(s) to discuss concerns over proposed referendum on Te Tiriti heightened fear amongst community.
People & Culture	<p>GENERAL UPDATE:</p> <p>Recruitment Update</p> <ul style="list-style-type: none"> • Pre-employment Checks 753 • Offers made 1844 • Onboarding 804 • Onboarding Complete 704 • Hired 14897 • Total hired number 18,249 (including all stages of offer). <p>Contingency workforce Engaged with 17 Government Agencies. . Identified critical areas and re-engaged with the agencies to help find staff in those areas. Call has been put out to internal National Office staff to work on a contingency basis for the Election.</p> <p>P&C Advisory Enquiries</p> <ul style="list-style-type: none"> • Total 2223 of which 1308 were SnapHire-Related
FOR YOUR INFORMATION	

Severe Weather Outlook



**MetService
Extended
Forecast 26 -
29
September**

Tuesday

North Island: Showers for most, some possibly heavy especially in the south and eastern areas. South Island: Rain in Nelson, Marlborough and northern Canterbury. Elsewhere, fine apart from a isolated showers developing in the south and east later.

Wednesday

North Island: Scattered showers, retreating to Taranaki and Waikato northwards later, and clearing elsewhere. South Island: Rain in Nelson and Marlborough clearing early, then mainly fine. Cloudy with a few showers in the east and south, and fine elsewhere.

Thursday

North Island: Scattered showers spreading from the west, then clearing Taupo and Bay of Plenty later. South Island: Mainly fine in the north. Elsewhere, cloudy periods a few showers spreading from the southwest, then turning to rain in the far south later.

Friday

North Island: Cloudy periods with scattered showers in the west and north. Mainly fine in the east, with the odd shower. South Island: Mainly fine in the east. Scattered rain elsewhere, but widespread and possibly heavy in the west.

Chatham Islands


Rain with some heavy falls, easing to showers on Wednesday. Showers becoming isolated on Friday. Northerlies, becoming strong on Tuesday, changing lighter southeast late Wednesday. Westerlies developing on Thursday.

Issued: 11:22pm Sun 24 Sep

Valid Tue 26-Sep-2023 through Fri 29-Sep-2023

MINIMAL RISK OF SEVERE WEATHER

Issued 11:11 am 24-Sep-2023

© Meteorological Service of New Zealand Ltd 

ACTION REGISTER LOG

OPEN

Unit	Issue Severity	ACTION	DATE RAISED	WHO	DUE DAT	IMPACT	UPDATE/OUTCOME	DATE CLOSED
IT	MEDIUM	IT working with One.NZ and VS to identify and deliver contingent solutions for sites that do not have one.NZ connectivity.	12/09/23	Paul [REDACTED] CIO	19/09/23	Reputational - direct impact on VS staff across the region.	Working with the provider to resolve this.	Ongoing
CS	Low	Print Advisors working with Print Company to investigate into the delivery issue at Epsom.	20/09/23	Grace Chiang, Manager		Reputational – Voter confidence		Ongoing
Enrol	MEDIUM	Director of Enrolment will raise the issue with VS to find a solution for this person to vote as special vote. This person is on the General Roll but registered to be on the Māori Roll.	21/09/23	Ross McPherson, Director		Reputational - First time Māori voter incorrectly added into the General Roll.		25/09 - CLOSED
BE	LOW	Transfer of calls from Telnet with background music and 2 agent pulled into one call.	22/09/23	Grace Chiang, Manager Business Enablement		Low impact - customer experience during call transfer.		25/09 - CLOSED
Enrolment	MEDIUM	Issue with MIKE application.	22/09/23	Ross McPherson, Director		Processing on enrolment will be delayed.		25/09 - CLOSED

Voting Services Progress report:

Dated: 25.09.23

Executive Summary:

- 100% of Special E2's General and Māori (Special Vote ballot papers) have been printed and despatched
- 75% of Ordinary Ballot papers are despatched
- Of those 22% have been received
- Easy Vote- 100% of Priority one Electorates have had their letters printed
- 93% of Priority two have had their letters printed
- 100% of the Christchurch Party list print has been printed. 50% of the Auckland print completed. All HQ Party list despatched on Monday
- 100% of the Candidate List has been printed. Māori Candidate list all despatched on Wednesday
- Only 107 school deliveries remain of the 1117 school deliveries (95%)

Printing details: Of ballot papers, and Easy Vote packs

Due 25/09/2023 (ready for Advance Voting)					
	<i>Not Started</i>	<i>Printed</i>	<i>Despatched</i>	<i>Delivered</i>	<i>Total</i>
Ordinary	0	0	36	36	72
E2	0	0	44	21	65
E2-General	0	0	44	21	65
E2-Maori	0	0	7	0	7

Due 2/10/2023 (ready for Election Day)					
	<i>Not Started</i>	<i>Printed</i>	<i>Despatched</i>	<i>Delivered</i>	<i>total</i>
Ordinary	16	56	0	0	72
E2 – Māori Ballot Pads	0	65	0	0	65
E2-G	0	65	0	0	65
E2-M	0	7	0	0	7

EasyVote Production Update

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72	Waiariki	37,387	21-Sep			
13	Hamilton West	47,353	21-Sep	21-Sep	21-Sep	22-Sep

VPs Field incidents:

Security Incident Report Summary 25/9/23

Type	Reported	Resolved
Access to HQs or EC Sites	9	9
Building System Issue	3	3
Staff Abuse (Inc Racial)	5	5
Damage to Vehicle/Building	1	1
Recruitment	1	1
Total Reports Received	19	19

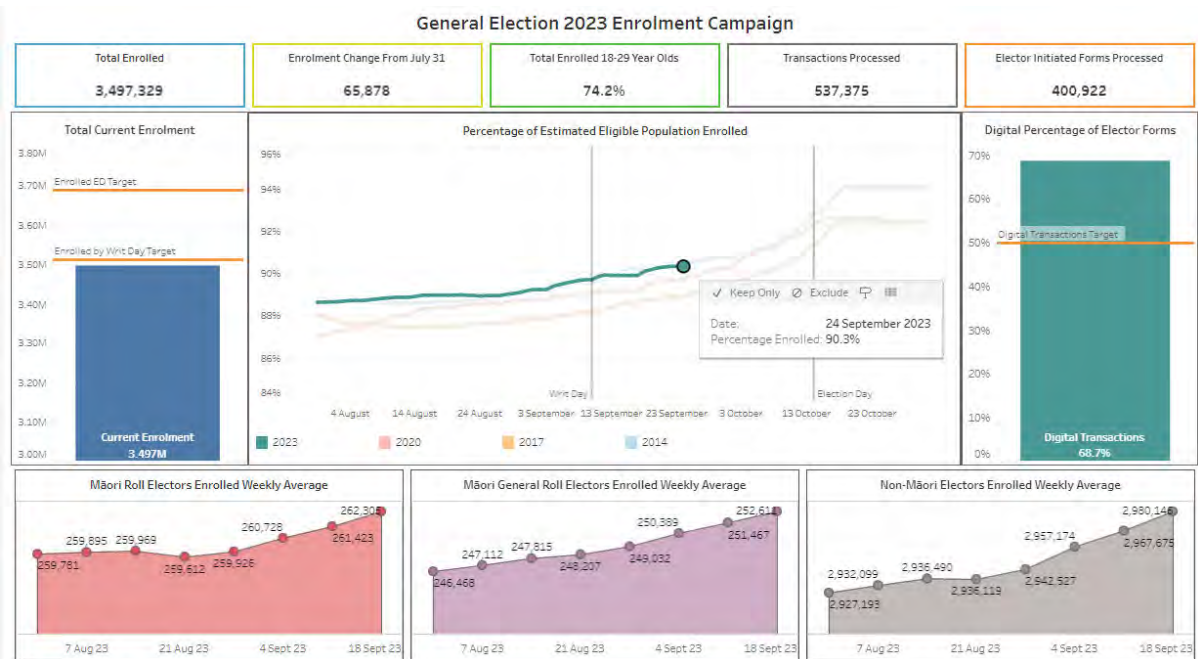
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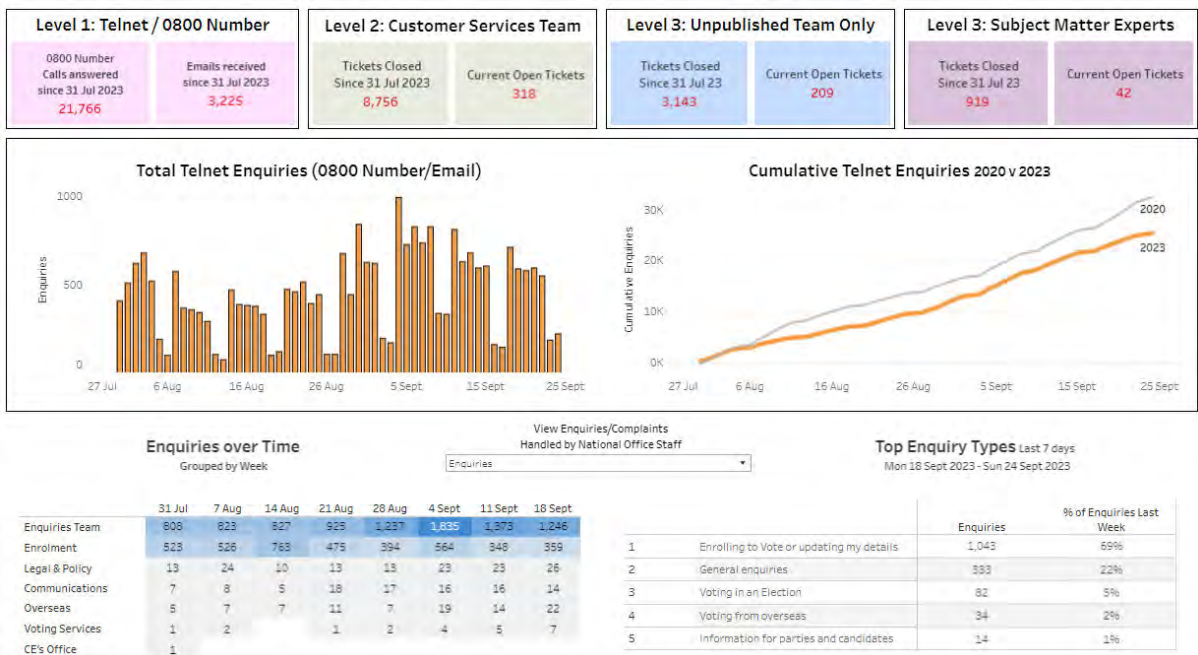
Landlords have updated security and access systems where required

Reported incidents of abuse have mainly been at EC events where staff were easily identified.

Enrolment Dashboard



Customer Enquiries and Complaints Dashboard



21/09/2023– Situation Report Week 2

As at 21/09/2023 prepared by Ross McPherson

Distributed to	GEDT members		
Key Contacts	Izak [REDACTED]		
Overview	Not much movement since last week Friday		
Status of the issue/s	<p>Recruitment Update</p> <ul style="list-style-type: none"> • Pre-employment Checks 753 • Offers made 1844 • Onboarding 804 • Onboarding Complete 704 • Hired 14897 • Total hired number 18249 (including all stages of offer). <p>Contingency workforce</p> <p>We have engaged with 17 Government Agencies. In the early stages we asked them to promote our roles and encourage their people to apply. We have now identified short areas and reengaged with the agencies to help find staff in those areas.</p> <p>We have also called out to internal National Office staff to work on a contingency basis for the Election.</p> <p>P&C Advisory Enquiries</p> <p>Total 2223 of which 1308 were SnapHire-Related</p>		
Actions Underway	Action	Owner	Description
Notes:	Early observation:		

25/09/2023– Situation Report Week 3

As at 25/09/2023 prepared by James [REDACTED] / Adele [REDACTED]

Distributed to	GEDT members		
Key Contacts	James [REDACTED] Regional Manager CNI		
Overview	[REDACTED]		
Status of the issue/s	The Trainer is recovering in Waikato Hospital		
Actions Underway	Action	Owner	Description
	Updates as required	James [REDACTED]	Keep in contact with the Coromandel Electorate Manager (Sally [REDACTED])
	Training continuing.	James [REDACTED]	Mitigations for trainer loss were implemented across CNI region, incl 2 trainers in sessions. Training continuing with no disruption.
Notes:	Early observation:		

26/09/2023– Situation Report Week 3

As at 12:30pm on 26/09/2023 prepared by Paula-Ann [REDACTED]

Distributed to	All GEDT members
Key Contacts	Anusha Guler and Paula-Ann [REDACTED]
Previous ELT SITREP	3 ELT Standup SITREPS 3 25092023 - FINAL.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none">• Queenstown and Southland state of emergency lifted (23/09)• Severe weather in Gisborne and Bay of Plenty. Gisborne is currently (0907) unaffected by the weather. There has been some slipping at Otoko southeast of Matawai on SH2. This is a main connection between Whakatane and Gisborne. The road is not shut presently. We will maintain a watch on this road as it is the main supply run from Gisborne. No flooding in Bay of Plenty though heavy rain in Tauranga.• Rain is falling heavily in Coromandel but there is no flooding and no road closures.• Rain in Hawkes Bay is moderate, but not approaching any critical or warning levels. It is forecast to lighten this afternoon.• Most likely there will be a protest around Parliament on Thursday 28 September. The Incident Management team (IMT) was stood up at 9am today.• All Government cross-agencies working group have been stood up.
Key Dates	<p>Days to start of overseas voting 1 day</p> <p>Days to advance voting 6 days</p> <p>Days to election day 18 days</p>
Voting Services	<p>GENERAL UPDATE</p> <ul style="list-style-type: none">• 100% of Ordinary Ballot papers for advance voting are despatched• Easy Vote- 100% of Priority one and two Electorates have had their letters printed• 95% of school deliveries have been made• National Office Processing Team planning is underway• Post Election readiness testing is underway and will conclude on Friday• Update from Mainfreight "both the ferries have cancelled their sailings tonight but should sail tomorrow evening. There should be no other impacts for South Island. <p>EasyVote – Hauraki-Waikato Candidate List Insert error</p> <p>Noted the incorrect spelling of ‘Hauraki-Waikato’ appearing as ‘Hauraki -Waitako’.</p> <ul style="list-style-type: none">• The Waikato spelling error is restricted to 33,000 packs.• These that went to electors on the Māori roll for Hauraki-Waikato receiving letter 2.• The spelling error is restricted to the candidate list only as this was updated by pdf. Variable data was not used for this. <p>ACTIONS:</p> <ul style="list-style-type: none">• Notified affected Māori Electorate Manager• Communications team working to update FAQ for centralised enquires. <p>Overseas Voting Services Operations</p> <ul style="list-style-type: none">• Busy checking systems and preparing for tomorrow.• Download Voting Papers (DVP)/Upload Voting Papers (UVP) ready to go. Links with comms to

	<p>publish 12:01 Wed 26/09 morning.</p> <ul style="list-style-type: none"> Some Overseas Voting Places currently look like they will not receive voting materials in time for opening. Plan B is being implemented which involves providing electronic versions of key documents. Currently confirming with legal that the usual processes are ok.
Delivery of Ballot Papers and Enrolment Rolls	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> 6(a) worked with Post Haste on a delivery issue raised at Rongotai yesterday afternoon. 6(a) has now completed all Print deliveries for the GE2023. 6(a) No delivery issue raised today.
Enrolment	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> The one-off Easy Vote Letter for the elector who we put on the wrong roll type has been designed etc and will be couriered to the elector today. We will ring him today also, to let him know that letter is coming. No other risks or issues to report. We continue to process enrolment applications, but it is noted that demand has dropped in the last week, and into this week.
IT	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> Connectivity Issue 25/9 - No further service issues, Incident report due 26/9 from supplier. Field Users Mobile Connectivity – 100 Spark SIMS received and being despatched to targeted locations. Interactive Voice Recognition Call Quality Issues – Further testing scheduled for later this week as part of VS (Voting Services) readiness test. Enrolment Centralised Wifi Access Point improved connectivity and call quality on Zendesk
Comms & Education	<p>GENERAL UPDATE:</p> <p>Media</p> <ul style="list-style-type: none"> Very busy start to the week with media enquiries on a range of topics, including advance voting, overseas voting, start of voting. Few more sensitive issues – questions about Te Pāti Māori treating voters, Commission attendance at gang hui, NZ Loyal list. Media release has gone out today about the start of overseas voting, dictation voting, and advance voting on Monday. <p>Social media</p> <ul style="list-style-type: none"> Social media complaints about Orange Guy pushing the “transgender agenda” with the colour of his sweatbands. <p>Action taken:</p> <ul style="list-style-type: none"> An error picked up in the spelling of ‘Waikato’ in the Hauraki-Waikato EasyVote pack has been raised a couple of times through direct messages but not publicly. We have developed a response which has also been shared with the Enquiries team in case they get complaints. Another Police 105 report made yesterday in response to threatening social media post on the Commission’s Facebook page. <p>Daily metrics</p> <ul style="list-style-type: none"> 14 media enquiries Monday 141 enquiries and comments on social media in past 24 hours 33,280 visitors to vote.nz
Customer	<p>GENERAL UPDATE:</p>

Services	<ul style="list-style-type: none"> • Since yesterday, the team had 311 tickets created, received 42 phone calls and made 7 outbound calls. 87% of tickets were resolved in one touch. Telnet received 3306 calls and 498 emails over last 7 days. • The top enquiry remained to be enrolment related, followed by EasyVote and Where & When can I vote questions. • Currently there are 8 complaints on hand across the business units. No major issues or risks to raise. • We are refining instructions for Telnet around Download Voting Paper to ensure we are ready for the Overseas voting opens tomorrow. • An aggressive caller made 14 calls to Telnet and the Customer Services team yesterday. He wanted to be removed from the roll and also asked about political party rules. He then started ranting about the NZ government and foreigners coming to take government jobs, etc. He became more aggressive and then abusive after each call. The phone number will be blocked for four weeks (warnings given). As this impacted staff, a 105 Police report and an EC Health & Safety form will be completed. <p>Action taken:</p> <ul style="list-style-type: none"> • The team continues to work with Telnet and IT to investigate the 3-way conversations issue and a new issue raised today on static calls. • IT is currently working to strengthen the WIFI signal for better call quality at the Upper Hutt office.
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People & Culture	<p>GENERAL UPDATE:</p> <p>Recruitment</p> <ul style="list-style-type: none"> • Pre-Employment Checks - 676 • Offers made 1717 • Onboarding 774 • Onboarding complete 678 • Hired – 1552 <p>Total hired number 18721</p> <ul style="list-style-type: none"> • Employee shortages in Taihape and surroundings and West Coast Tasman • Also looking at potentially appointing fewer Voting Assistants in remote Voting Places • Specific actions explored for how we are to address these shortages further through contingency workforce efforts • Bottle neck identified at the “Offers Made” and “Onboarding” stage – difficulty uploading completed forms and relevant documentation <p>Action: Martin and Izak to explore using EA’s/Admin staff at National Office to assist with manual uploading of recruitment forms into Snaaphire.</p>
FOR YOUR INFORMATION	
MetService Forecast for 26 Sep	<p>Northland Showers, frequent this afternoon. Auckland to Taumarunui, including Coromandel, Bay of Plenty and the central high country.</p>

Scattered showers, becoming widespread and possibly heavy with thunderstorms south of Hamilton from afternoon, then easing this evening.

Gisborne and Hawke's Bay

Showers. Thunderstorms possible from afternoon, with localised downpours.

Taranaki to Wellington, including Wairarapa.

Periods of rain, heavy at times. Gale southerlies gusting 120 km/h in exposed parts of Wellington and possibly southern Wairarapa.

Marlborough and North Canterbury

Rain spreading south today. Gale southerlies gusting 120 km/h about the Marlborough coast.

Remainder of the South Island

Mostly fine, but areas of low cloud or fog in Southland this morning and scattered rain for Nelson this afternoon.

Chatham Islands

Rain.

Issued: 8:11am Tue 26 Sep

Severe Weather Outlook



MetService Extended Forecast 26-1 Oct

Wednesday

North Island: Showers, mainly from Taihape southwards. South Island: Rain in Canterbury and Marlborough. Mainly fine apart from a few showers elsewhere.

Thursday

North Island: Showers, but just isolated showers in the east. South Island: Mainly fine in the north. Elsewhere, cloudy periods a few showers spreading from the south.

Friday

North Island: Cloudy periods with showers in the west and north. Mainly fine in the east, with the

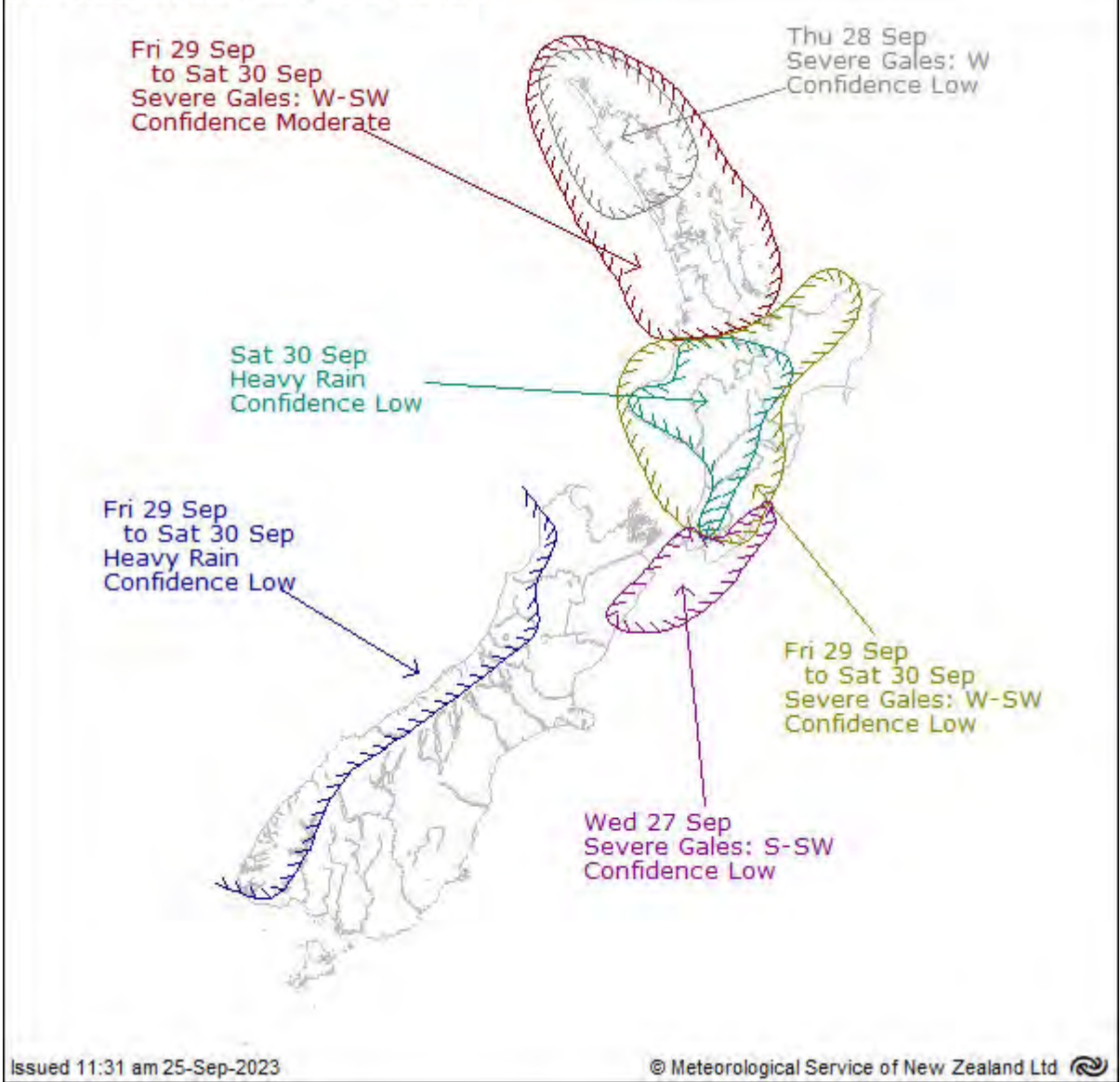
odd shower. South Island: Mainly fine in the east. Periods of rain elsewhere, but widespread and possibly heavy in the west.

Chatham Islands

Rain with heavy falls and strong northerlies, easing to showers and westerlies later on Wednesday. Showers becoming isolated on Friday.

Issued: 11:30pm Mon 25 Sep

Valid Wed 27-Sep-2023 through Sat 30-Sep-2023



ACTION REGISTER LOG

OPEN

Unit	Issue Severity	ACTION	DATE RAISED	WHO	DUE DATE	IMPACT	UPDATE/OUTCOME	DATE CLOSED
IT	MEDIUM	IT working with One.NZ and VS to identify and deliver contingent solutions for sites that do not have one.NZ connectivity.	12/09/23	Paul [REDACTED] CIO	19/09/23	Reputational - direct impact on VS staff across the region.	Working with the provider to resolve this.	Ongoing
CS	Low	Print Advisors working with Print Company to investigate into the delivery issue at Epsom.	20/09/23	Grace Chiang, Manager		Reputational – Voter confidence		Ongoing

Voting Services Print Progress report:

Dated: 26.09.23

Printing details: Of ballot papers, and Easy Vote packs

Due 25/09/2023 (ready for Advance Voting)					
	Not Started	Printed	Despatched	Delivered	Total
Ordinary	0	0	0	65	65
E2	0	0	25	40	65
E2-General	0	0	25	40	65
E2-Maori	0	0	0	7	7

Due 2/10/2023 (ready for Election Day)					
	Not Started	Printed	Despatched	Delivered	total
Ordinary	0	29	32	4	65
E2 – Māori Ballot Pads	0	65	0	0	65
E2-G	0	65	0	0	65
E2-M	0	0	7	0	7

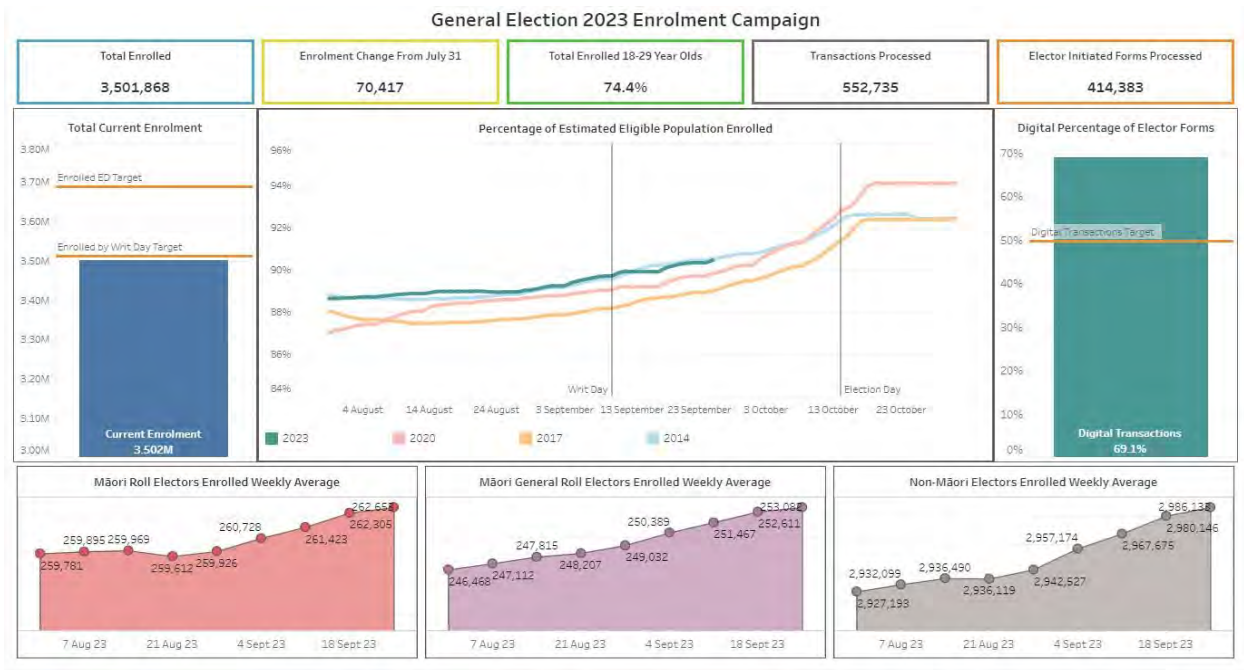
EasyVote Production Update

Auckland Site						
Electoral # and name	Actual Mailset Volume	Printing complete	Mail processing	Mail processing complete	Signed off by EC for release	
17 Kaikoura A & B	48,060	16-Sep	18-Sep	18-Sep	19-Sep	
5 Christchurch Central A	22,919	16-Sep	18-Sep	18-Sep	19-Sep	
5 Christchurch Central B	45,618	16-Sep	19-Sep	19-Sep	20-Sep	
6 Christchurch East	47,149	16-Sep	19-Sep	19-Sep	20-Sep	
1 Auckland Central	39,170	17-Sep	19-Sep	19-Sep	20-Sep	
9 East Coast	49,439	17-Sep	20-Sep	20-Sep	21-Sep	
7 Coromandel	53,313	17-Sep	20-Sep	20-Sep	21-Sep	
32 Northland	52,824	17-Sep	20-Sep	20-Sep	21-Sep	
41 Rangitikei	46,967	17-Sep	21-Sep	21-Sep	22-Sep	
50 Taranaki-King Country	46,165	17-Sep	21-Sep	21-Sep	22-Sep	
48 Takanini	49,896	17-Sep	21-Sep	21-Sep	22-Sep	
21 Mangere	44,019	17-Sep	22-Sep	22-Sep	25-Sep	
22 Manurewa	42,703	18-Sep	22-Sep	22-Sep	25-Sep	
37 Panmure-Otahuhu	45,012	18-Sep	22-Sep	22-Sep	25-Sep	
10 East Coast Bays	46,832	18-Sep	22-Sep	22-Sep	25-Sep	
64 Whangarei	50,843	18-Sep	23-Sep	25-Sep	25-Sep	
3 Bay of Plenty	51,373	19-Sep	23-Sep	25-Sep	25-Sep	
19 Kelston	44,250	19-Sep	24-Sep	25-Sep	25-Sep	
23 Maungakiekie	42,709	19-Sep	24-Sep	25-Sep	26-Sep	
31 Northcote	46,646	19-Sep	24-Sep	25-Sep	26-Sep	

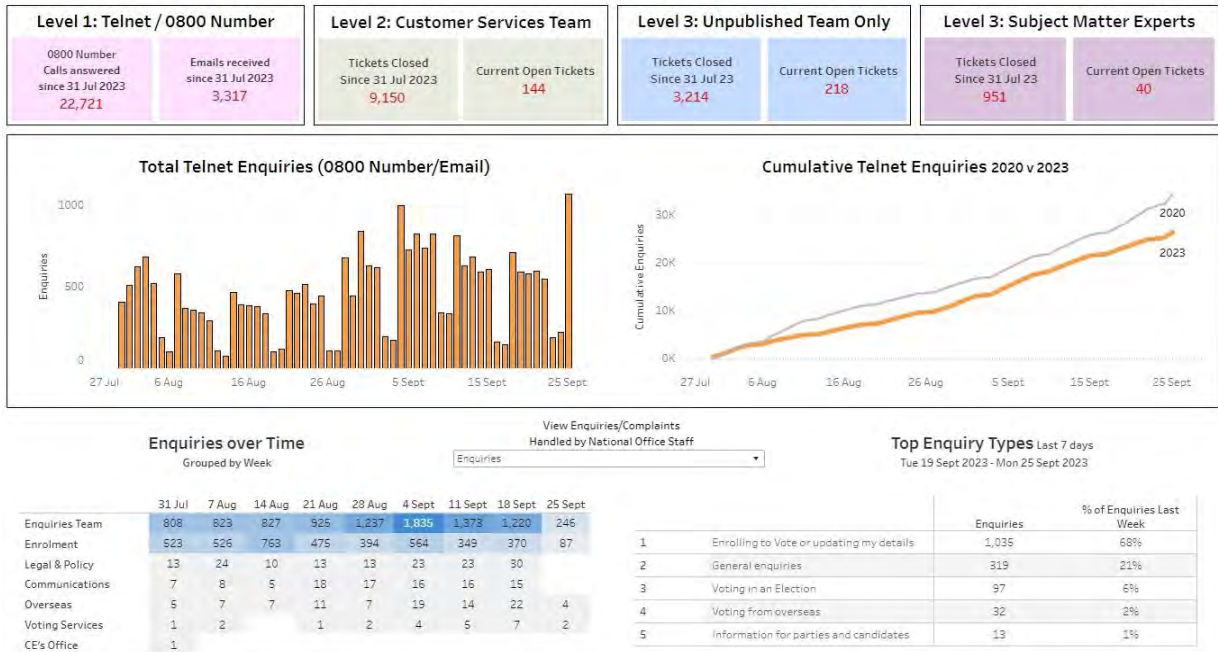
4	Botany	48,856	19-Sep	25-Sep	25-Sep	26-Sep
25	Mt Roskill	47,817	19-Sep	25-Sep	25-Sep	26-Sep
28	New Lynn	49,164	19-Sep	25-Sep	25-Sep	26-Sep

Christchurch Site						
Electoral # and name		Actual Mailset Volume	Printing complete	Mail processing	Mail processing complete	Signed off by EC for release
60	Wellington Central	47,729	16-Sep	Quarantined		
51	Taupo	50,591	16-Sep	18-Sep	18-Sep	19-Sep
8	Dunedin	49,296	16-Sep	18-Sep	18-Sep	19-Sep
59	Waitaki	49,413	17-Sep	19-Sep	19-Sep	20-Sep
46	Southland	44,840	17-Sep	20-Sep	20-Sep	21-Sep
61	West Coast-Tasman	48,767	17-Sep	19-Sep	19-Sep	20-Sep
40	Rangitata	47,784	17-Sep	20-Sep	20-Sep	21-Sep
	Unpublished	25,372	17-Sep	20-Sep	20-Sep	21-Sep
66	Hauraki-Waikato	33,994	18-Sep	20-Sep	20-Sep	21-Sep
67	Ikaroa-Rawhiti	36,006	18-Sep			
68	Tamaki Makaurau	38,308	18-Sep	21-Sep	21-Sep	22-Sep
69	Te Tai Hauauru	35,008	19-Sep	22-Sep	22-Sep	24-Sep
70	Te Tai Tokerau	37,445	19-Sep	21-Sep	21-Sep	22-Sep
71	Te Tai Tonga	36,963	20-Sep	21-Sep	21-Sep	22-Sep
72	Wairiki	37,387	21-Sep	24-Sep	24-Sep	24-Sep
13	Hamilton West	47,353	21-Sep	21-Sep	21-Sep	22-Sep
53	Te Atatu	47,120	21-Sep	23-Sep	23-Sep	24-Sep
54	Tukituki	48,189	21-Sep	23-Sep	23-Sep	24-Sep
56	Waikato	48,537	21-Sep	23-Sep	23-Sep	24-Sep
62	Whanganui	47,487	22-Sep	24-Sep	24-Sep	25-Sep
26	Napier	47,172	22-Sep	24-Sep	24-Sep	25-Sep
58	Wairarapa	51,338	22-Sep	23-Sep	24-Sep	24-Sep
16	Invercargill	46,107	22-Sep	24-Sep	24-Sep	25-Sep
65	Wigram	45,316	23-Sep	25-Sep	25-Sep	25-Sep
44	Rotorua	44,103	23-Sep	25-Sep	25-Sep	25-Sep
36	Palmerston North	43,434	23-Sep	25-Sep	25-Sep	26-Sep
34	Otaki	50,632	23-Sep	25-Sep	25-Sep	26-Sep

Enrolment Dashboard



Customer Enquiries and Complaints Dashboard



26/09/2023– ELT Situation Report Week 3

As at 12:30pm on 26/09/2023 prepared by Paula-Ann [REDACTED]

Distributed to	All ELT members
Key Contacts	Anusha Guler and Paula-Ann [REDACTED]
Previous ELT SITREP	3 ELT Standup SITREPS 3 25092023 - FINAL.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> • Queenstown and Southland state of emergency lifted (23/09) • Severe weather in Gisborne and Bay of Plenty. Gisborne is currently (0907) unaffected by the weather. There has been some slipping at Otoko southeast of Matawai on SH2. This is a main connection between Whakatane and Gisborne. The road is not shut presently. We will maintain a watch on this road as it is the main supply run from Gisborne. No flooding in Bay of Plenty though heavy rain in Tauranga. • Rain is falling heavily in Coromandel but there is no flooding and no road closures. • Rain in Hawkes Bay is moderate, but not approaching any critical or warning levels. It is forecast to lighten this afternoon. • Most likely there will be a protest around Parliament on Thursday 28 September. The Incident Management team (IMT) was stood up at 9am today. • All Government cross-agencies working group have been stood up.
Key Dates	<p>Days to start of overseas voting 1 day</p> <p>Days to advance voting 6 days</p> <p>Days to election day 18 days</p>
Voting Services	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • 100% of Ordinary Ballot papers for advance voting are despatched • Easy Vote- 100% of Priority one and two Electorates have had their letters printed • 95% of school deliveries have been made • National Office Processing Team planning is underway • Post Election readiness testing is underway and will conclude on Friday • Update from Mainfreight "both the ferries have cancelled their sailings tonight but should sail tomorrow evening. There should be no other impacts for South Island. <p>EasyVote – Hauraki-Waikato Candidate List Insert error</p> <p>Noted the incorrect spelling of ‘Hauraki-Waikato’ appearing as ‘Hauraki -Waitako’.</p> <ul style="list-style-type: none"> • The Waikato spelling error is restricted to 33,000 packs. • These that went to electors on the Māori roll for Hauraki-Waikato receiving letter 2. • The spelling error is restricted to the candidate list only as this was updated by pdf. Variable data was not used for this. <p>ACTIONS:</p> <ul style="list-style-type: none"> • Notified affected Māori Electorate Manager • Communications team working to update FAQ for centralised enquires. <p>Overseas Voting Services Operations</p> <ul style="list-style-type: none"> • Busy checking systems and preparing for tomorrow. • Download Voting Papers (DVP)/Upload Voting Papers (UVP) ready to go. Links with comms to

	<p>publish 12:01 Wed 26/09 morning.</p> <ul style="list-style-type: none"> Some Overseas Voting Places currently look like they will not receive voting materials in time for opening. Plan B is being implemented which involves providing electronic versions of key documents. Currently confirming with legal that the usual processes are ok.
Delivery of Ballot Papers and Enrolment Rolls	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> 6(a) worked with Post Haste on a delivery issue raised at Rongotai yesterday afternoon. 6(a) has now completed all Print deliveries for the GE2023. 6(a) No delivery issue raised today.
Enrolment	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> The one-off Easy Vote Letter for the elector who we put on the wrong roll type has been designed etc and will be couriered to the elector today. We will ring him today also, to let him know that letter is coming. No other risks or issues to report. We continue to process enrolment applications, but it is noted that demand has dropped in the last week, and into this week.
IT	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> Connectivity Issue 25/9 - No further service issues, Incident report due 26/9 from supplier. System Releases – Elections Management System (EMS) and Download Voting Papers (DVP) releases successful on 25/9. Field Users Mobile Connectivity – 100 Spark SIMS received and being despatched to targeted locations. Interactive Voice Recognition Call Quality Issues – Further testing scheduled for later this week as part of VS (Voting Services) readiness test. Certification and Accreditation (C&A) - Process complete for election systems and ELT paper formalising outcomes delivered 26/9.
Comms & Education	<p>GENERAL UPDATE:</p> <p>Media</p> <ul style="list-style-type: none"> Very busy start to the week with media enquiries on a range of topics, including advance voting, overseas voting, start of voting. Few more sensitive issues – questions about Te Pāti Māori treating voters, Commission attendance at gang hui, NZ Loyal list. Media release has gone out today about the start of overseas voting, dictation voting, and advance voting on Monday. <p>Social media</p> <ul style="list-style-type: none"> Social media complaints about Orange Guy pushing the “transgender agenda” with the colour of his sweatbands. <p>Action taken:</p> <ul style="list-style-type: none"> An error picked up in the spelling of ‘Waikato’ in the Hauraki-Waikato EasyVote pack has been raised a couple of times through direct messages but not publicly. We have developed a response which has also been shared with the Enquiries team in case they get complaints. Another Police 105 report made yesterday in response to threatening social media post on the Commission’s Facebook page. <p>Daily metrics</p> <ul style="list-style-type: none"> 14 media enquiries Monday

	<ul style="list-style-type: none"> • 141 enquiries and comments on social media in past 24 hours • 33,280 visitors to vote.nz
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People & Culture	<p>GENERAL UPDATE:</p> <p>Recruitment</p> <ul style="list-style-type: none"> • Pre-Employment Checks - 676 • Offers made 1717 • Onboarding 774 • Onboarding complete 678 • Hired – 1552 <p>Total hired number 18721</p> <ul style="list-style-type: none"> • Employee shortages in Taihape and surroundings and West Coast Tasman • Also looking at potentially appointing fewer Voting Assistants in remote Voting Places • Specific actions explored for how we are to address these shortages further through contingency workforce efforts • Bottle neck identified at the “Offers Made” and “Onboarding” stage – difficulty uploading completed forms and relevant documentation <p>Action: Martin and Izak to explore using EA’s/Admin staff at National Office to assist with manual uploading of recruitment forms into Snaaphire.</p>
FOR YOUR INFORMATION	

**MetService
Forecast for
26 Sep**

Northland

Showers, frequent this afternoon.

Auckland to Taurarunui, including Coromandel, Bay of Plenty and the central high country.

Scattered showers, becoming widespread and possibly heavy with thunderstorms south of Hamilton from afternoon, then easing this evening.

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Chatham Islands

Rain.

Issued: 8:11am Tue 26 Sep

**Severe
Weather
Outlook**



**MetService
Extended
Forecast 26-
1 Oct**

Wednesday

North Island: Showers, mainly from Taihape southwards. South Island: Rain in Canterbury and Marlborough. Mainly fine apart from a few showers elsewhere.

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North Island: Showers, but just isolated showers in the east. South Island: Mainly fine in the north.

Elsewhere, cloudy periods a few showers spreading from the south.

Friday

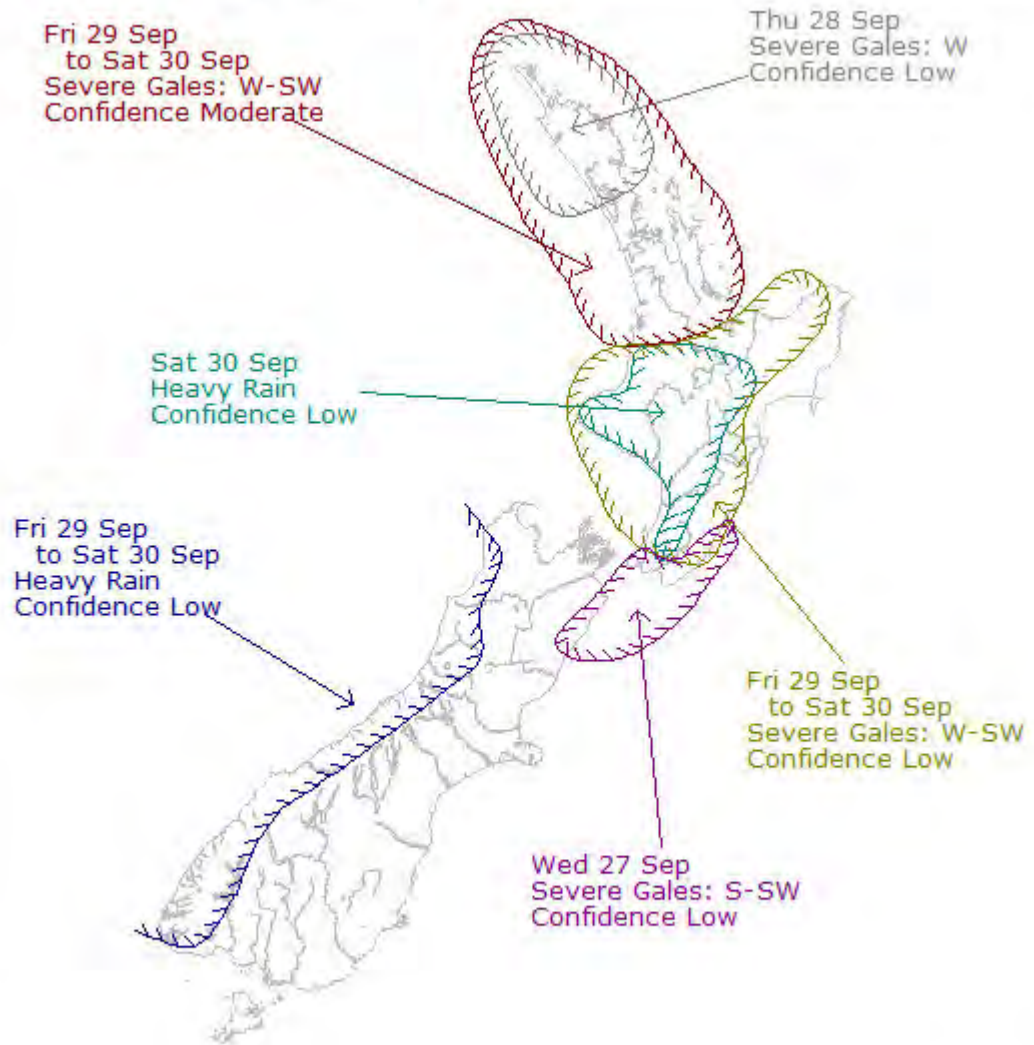
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Issued: 11:30pm Mon 25 Sep

Valid Wed 27-Sep-2023 through Sat 30-Sep-2023



Issued 11:31 am 25-Sep-2023

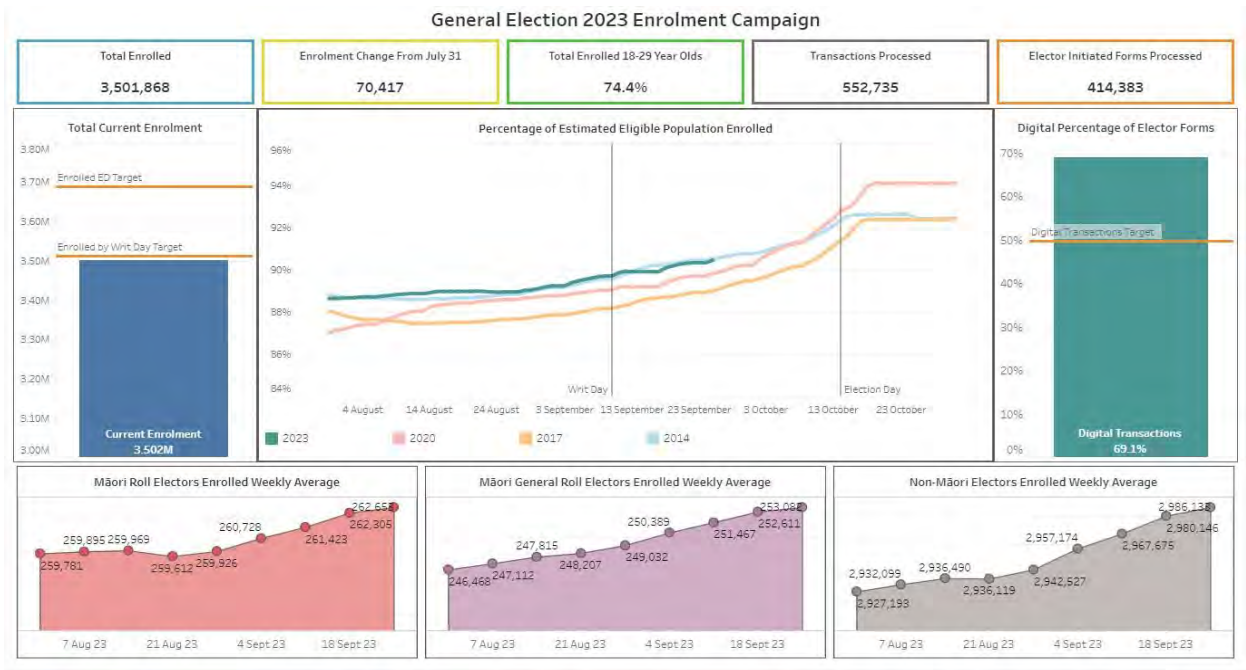
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ACTION REGISTER LOG

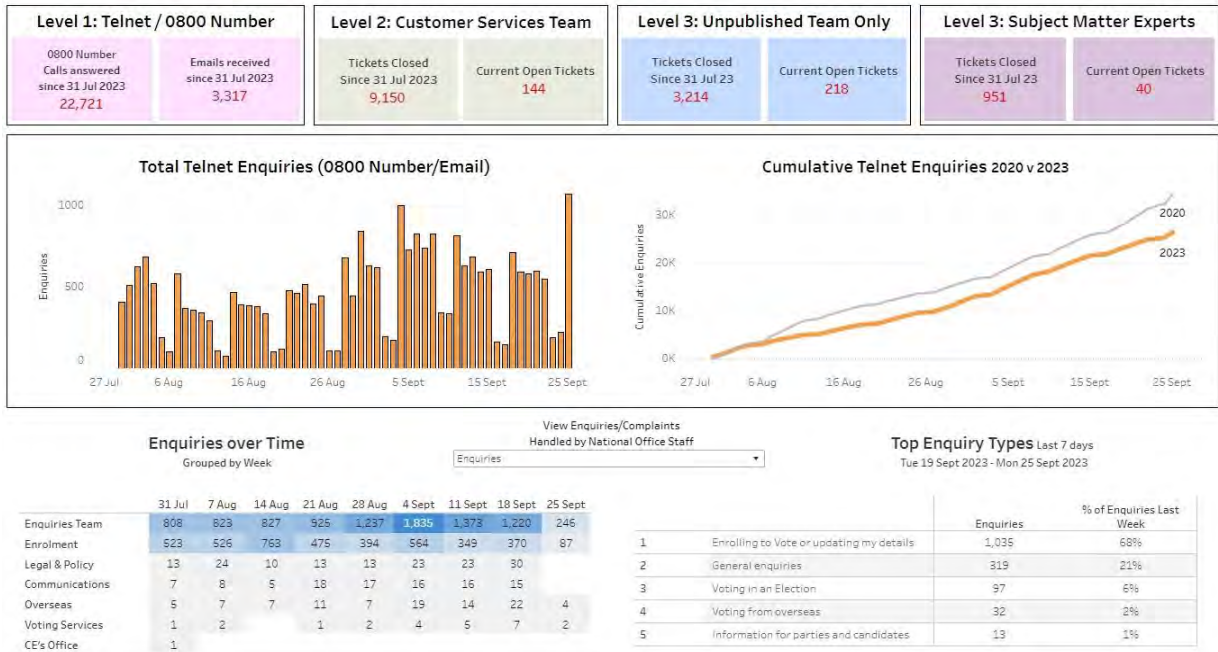
OPEN

Unit	Issue Severity	ACTION	DATE RAISED	WHO	DUE DATE	IMPACT	UPDATE/OUTCOME	DATE CLOSED
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Enrolment Dashboard



Customer Enquiries and Complaints Dashboard



27/09/2023– Situation Report Week 3

As at 12:30noon on 27/09/2023 prepared by Crispian [REDACTED]

Distributed to	All GEDT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	3 ELT SITREPS 26092023 FINAL.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> • Queenstown and Southland state of emergency lifted (23/09) • Severe weather in Gisborne and Bay of Plenty. Gisborne is currently (0907) unaffected by the weather. There has been some slipping at Otoko southeast of Matawai on SH2. This is a main connection between Whakatane and Gisborne. The road is not shut presently. We will maintain a watch on this road as it is the main supply run from Gisborne. No flooding in Bay of Plenty though heavy rain in Tauranga. • Rain is falling heavily in Coromandel but there is no flooding and no road closures. • Rain in Hawkes Bay is moderate, but not approaching any critical or warning levels. It is forecast to lighten this afternoon. • Most likely there will be a protest around Parliament on Thursday 28 September. The Incident Management team (IMT) was stood up at 9am today. • All Government cross-agencies working group have been stood up. • Traffic management plans for road closure and bus stops arrangements to prepare for the protest. • Lucy emailed out the National Incident Management Team Response plan – IMT Roles and Responsibilities.
Key Dates	<p>Days to start of overseas voting 0 day</p> <p>Days to advance voting 5 days</p> <p>Days to election day 17 days</p>
Update on Wellington protesters	<p>When: Thursday, 28 September and Saturday, 30 September</p> <p>Where: Civic Square and Parliament</p> <p>Thursday 28 September, protestors will gather in Civic Square at approximately 10am, before heading along Mercer Street, Willis Street and Lambton Quay as they make their way to Parliament. Some cars may be included as part of the convoy but will need to go another route – likely up towards Victoria Street, Dixon and Willis Street.</p> <p>Saturday 30 September, protestors will gather in Te Aro Park at approximately 10am, before heading along Manners Street, Willis Street and Lambton Quay as they make their way to Parliament.</p> <p>When are the roads closed: 11.59pm Tuesday to 12.01 on Friday</p> <ul style="list-style-type: none"> • Harris Street (Victoria Street end) • Hill Street closed between Molesworth/Aitken Streets and Guildford Terrace • Kate Sheppard Place (Molesworth Street end) • Lambton Quay / Bowen Street intersection and Bunny Street near the bus depot restricted to buses only. <p>Bus stops:</p> <p>From Wednesday 27 September buses can access the cordoned off area into Wellington Station, but detours are in effect for bus routes 14, 22, 81, and 84 due to road closures, and will remain in place until roads re-open.</p> <p>All stops on Molesworth Street are closed. Routes 14, 81, and 84 towards Wilton and Lower Hutt will travel via Bowen Street, and Tinakori Road. The nearest bus stop is Lambton Quay North – Stop D. CBD-bound buses are not affected.</p> <p>Route 22 will travel via a detour to Wellington Station but serve all usual bus stops. Route 22 to Mairangi or Johnsonville is not affected.</p>



Police map showing road closures planned for protest activity around Parliament Grounds



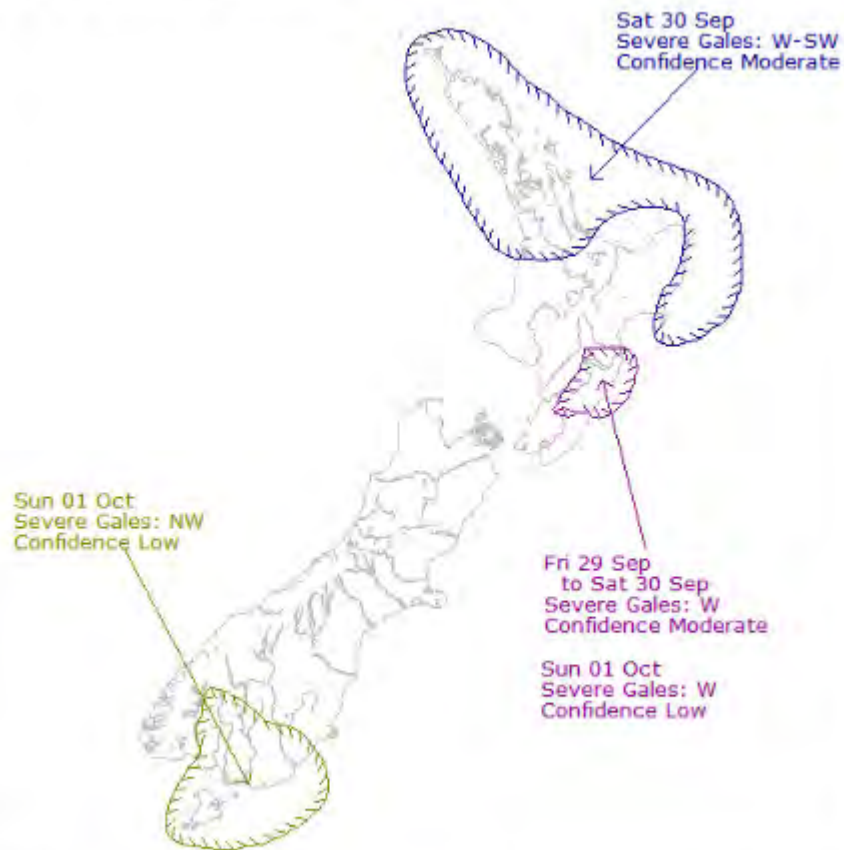
Molesworth Street closure map. Photo / Metlink

	<p>IMT Update:</p> <ul style="list-style-type: none"> • IMT was stood up on 26 September. • Generic comms on staff safety was sent out to EC All Staff yesterday, followed by a specific comms on disruptions in Wellington to the National Office staff this morning. There is no indication that the Commission is targeted. • Some contingencies already planned by the Aitken Street HQs, including moving the trainings to the Rongotai HQ tomorrow. • The Aitken Street HQ will remain open. The Regional Manager and Electorate Managers will manage local activities and movements directly. • Police assessment – there’s no intent to occupy Parliament, anticipate 1000 people. Some ferry services were cancelled due to weather conditions. • IMT will continue monitoring the situation and will meet again at 4pm today.
<p>Voting Services</p>	<p>GENERAL UPDATE</p> <p>Overseas Operations team as of 12:30pm today</p> <ul style="list-style-type: none"> • Over 2200 voting papers were downloaded and 232 uploaded • Sixteen voters had completed their secret telephone dictation vote. • Deliveries have now arrived at overseas voting places (OVPs) in Manila, Philippines and Nukualofa, Tonga. • Ballot papers are now available via Tupu for the remaining delivery delay affected OVPs to download • As per the agreed action plan, the Ballot Papers are now available via Tupu for the remaining delivery delay affected OVPs to download. <p>Other progress:</p> <ul style="list-style-type: none"> • EasyVote: All of priority groups 1, 2 and 3 have been produced and lodged for delivery. • Post-election readiness testing is underway and will conclude on Friday • All of the second tranche of ballot papers have been printed and are currently being delivered. <p>Ballot papers – Te Tai Tonga</p> <ul style="list-style-type: none"> • Issues have been identified with the ballot papers for at least two Māori electorates, where the unique number printed on the top right-hand corner of each ballot paper is showing through on the reverse side of some ballot papers. • Based on the checking undertaken, it is assumed that this issue is occurring across all Māori electorates. • Members of the Operations Group have met to consider the impact of the issue and potential remediations. It was noted the remediation of reprinting all Māori electorate ballot papers could significantly impact the field’s ability to provide services to Māori voters, particularly as the logistics that ensure ballot papers are ready for voting on Monday are well underway (particularly for large, rural electorates). Removing and replacing ballot paper pads at this late stage would create an operational impact that would also risk impacting voters. <p>AGREED ACTIONS:</p> <ul style="list-style-type: none"> • The VS field will proceed with using the current printed Māori electorate ballot paper pads • The VS Team will provide guidance to Electorate Managers on how to respond to this issue, should it be identified by a voter in a voting place <p>Ballot papers – Christchurch Central</p> <ul style="list-style-type: none"> • A number of ballot paper pads for Christchurch Central had perforation issues, which could create difficulties for vote issuing staff when issuing the papers. • These are being reprinted, noting that Christchurch Central still has a sufficient number of pads to service voting places from Monday. <p>ACTION:</p> <ul style="list-style-type: none"> • Christchurch-based printer (6(a)) is reprinting 100 pads.
<p>IT</p>	<p>NEW ISSUE</p> <ul style="list-style-type: none"> • Cert NZ (Computer Emergency Response Team) critical vulnerability - we have identified a new

	<p>global critical vulnerability called “Webp” that highlights potential security risks to some of our systems. We are conducting an impact assessment with our service deliver partners.</p> <p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • Connectivity Issue 25/9 - No further service issues, Incident report suggests issues were triggered by Daylight savings changes at the weekend, but still to be 100% confirmed. Meeting supplier to discuss next steps 28/9. • Field Users Mobile Connectivity – All additional Spark SIM cards received and in the process of being delivered to sites. Bulk activation process agreed and in place with Spark. • Interactive Voice Recognition Call Quality Issues – Acceptance testing scheduled for Thursday 1:30pm. • Enrolment Centralised Processing Wi-Fi issues in Upper Hutt – Continuing to monitor call quality and call transfer issues. Higher spec Contact Centre headsets being arranged to mitigate the noise pollution concerns at site in Upper Hutt.
<p>Comms & Education</p>	<p>GENERAL UPDATE:</p> <p>Advertising</p> <ul style="list-style-type: none"> • ‘Voting starts soon’ messaging running since Sunday. Advertising is now upweighted across all channels, including TV. <p>Media</p> <ul style="list-style-type: none"> • Yesterday’s media release about voting starting generated a number of stories and requests for interviews. • Chief Electoral Officer interviewed by TVNZ and Newstalk ZB; interview with Q&A this morning. • Themes of queries - stats and information on voting, I voted stickers, escalation channels to Twitter. • Receiving lots of requests from media to film people voting. <p>Social media /web</p> <ul style="list-style-type: none"> • Links to Upload and Download voting papers added to overseas pages on vote.nz just after midnight last night. • Overseas voting posted across all social channels this morning. • Themes - questions about overseas voting; questions around services to deaf voters and use of Relay service. NZ Loyal continues to elicit comments. <p>Daily metrics</p> <ul style="list-style-type: none"> • 22 media enquiries • 91 enquiries and comments on social media • 37,698 visitors to vote.nz
<p>Customer Services</p>	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Since yesterday, the team had 432 tickets created, received 53 phone calls and made 6 outbound calls. 86% of tickets were resolved in one touch. Telnet received 3,842 calls and 548 emails over last 7 days. • The top enquiry remained to be enrolment related, followed by EasyVote and Where & When can I vote questions. • Currently there are 8 complaints on hand across the business units. No significant issues or risks to raise. • The team is facilitating the work with IT and Overseas team to divert all Download Voting Paper emails from Telnet to the Overseas team, not to the Enrolment. <p>ACTIONS TAKEN:</p> <ul style="list-style-type: none"> • The team continues to work with Telnet and IT to investigate / monitor the 3-way conversations, static sound and Zendesk audio quality issues.
<p>Strategic Engagement and Partnership</p>	<p>INSIGHTS</p> <ul style="list-style-type: none"> • Themes around enrolment support this week, some concerns about ease of access and mistrust of online tools. • Engagement kaimahi in Wellington have put in place steps to maintain personal safety in light of the protests and their planned hui.
<p>People &</p>	<p>GENERAL UPDATE:</p>

Culture	<p>Recruitment</p> <ul style="list-style-type: none"> • Pre employment Checks 814 • Offers made 1,601 • Onboarding 1,310 • Hired 14,921 <p>Total hired number 18,651.</p> <ul style="list-style-type: none"> • The total number of queries are still high with 2,223 handled week ending 22 Sept. • SnapHire queries 1,308.
FOR YOUR INFORMATION	
Any emerging events across the country	<p>Typhoid outbreak in Tairāwhiti: 6 cases in rural workers in Tairāwhiti. Local public health is monitoring the situation.</p> <p>Interislander Service alerts (26/09/23 2.30pm update):</p> <ul style="list-style-type: none"> • Kaitaki sailings from 8.45am Tuesday 26 September have been cancelled, expected to return to service for the 8.30pm sailing Wednesday 27 September. • Aratere sailings from 3.45pm Tuesday 26 September have been cancelled, expected to return to service for the 3.45pm sailing Wednesday 27 September. • Kaiarahi is expected to return to service on Thursday 28 September, however due to the ongoing weather impacts she will run freight-only and her departure time may vary from what is scheduled. We will provide updates as regularly as possible • Strong winds and swells are forecast for Cook Strait (27/09)
Severe Weather Outlook	<p>Unsettled weather is forecast over Aotearoa/New Zealand for most of the outlook period, with a strong west to southwest flow bringing showers. An active trough embedded in this flow is expected to affect the country on Friday and Saturday, then the flow turns northwest over southern New Zealand on Sunday ahead of another trough over the Tasman Sea.</p> <p>There is moderate confidence of severe westerly gales for the Tararua District and Hawke's Bay south of Cape Kidnappers on Friday plus Saturday morning, and low confidence of severe westerly gales returning on Sunday.</p> <p>On Saturday, there is moderate confidence of severe west to southwest gales for Northland, Great Barrier Island, Auckland, Waikato, Coromandel Peninsula and western Bay of Plenty. There is also moderate confidence of severe southwest gales for Mahia Peninsula and near the coast of Tairāwhiti/Gisborne</p> <p>On Sunday, there is low confidence of severe northwest gales for Southland, Stewart Island and Clutha</p>

Valid Thu 28-Sep-2023 through Sun 01-Oct-2023



Issued 11:27 am 26-Sep-2023

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**MetService
Extended
Forecast 28-
30
September**

Thursday

North Island: Showers for most, but only isolated showers in the east. Possible thunderstorms north of Waikato. South Island: Mainly fine in the north. Elsewhere, cloudy periods a few showers spreading from the south.

Friday

North Island: Cloudy periods with showers in the west and north. Mainly fine in the east, with the odd shower. South Island: Isolated showers in the east. Periods of rain elsewhere, but widespread and possibly heavy in the west.

Saturday

North Island: Rain or showers for most, possibly heavy about central North Island. South Island: Showers for most.

Chatham Islands

Showers and westerlies. Showers becoming isolated later on Saturday.

ACTION REGISTER LOG

OPEN

Unit	Issue Severity	ACTION	DATE RAISED	WHO	DUE DAT	IMPACT	UPDATE/OUTCOME	DATE CLOSED
IT	MEDIUM	IT working with One.NZ and VS to identify and deliver contingent solutions for sites that do not have one.NZ connectivity.	12/09/23	Paul [REDACTED] CIO	19/09/23	Reputational - direct impact on VS staff across the region.	Working with the provider to resolve this.	Ongoing
CS	Low	Print Advisors working with Print Company to investigate into the delivery issue at Epsom.	20/09/23	Grace Chiang, Manager		Reputational – Voter confidence		Ongoing
						Reputational - Direct impact on Maori voters	Notified affected Māori Electorate Manager Communications team working to update FAQ for centralised enquires.	
VS	MEDIUM	EasyVote - spelling error on Hauraki-Waikato appearing as Hauraki-Waitako	26/09/23	Adele, PA VS			REsponse developed by COMms to share with Enquiries team.	

Voting Services Print Progress report:

Dated: **27.09.23**

Printing details: Of ballot papers, and Easy Vote packs

Due 25/09/2023 (ready for Advance Voting)					
	<i>Not Started</i>	<i>Printed</i>	<i>Despatched</i>	<i>Delivered</i>	<i>Total</i>
Ordinary	0	0	0	65	65
E2	0	0	25	40	65
E2- <i>General</i>	0	0	25	40	65
E2- <i>Maori</i>	0	0	0	7	7

Due 2/10/2023 (ready for Election Day)					
	<i>Not Started</i>	<i>Printed</i>	<i>Despatched</i>	<i>Delivered</i>	<i>total</i>
Ordinary	0	29	32	4	65
E2 – Māori Ballot Pads	0	65	0	0	65
E2-G	0	65	0	0	65
E2-M	0	0	7	0	7

EasyVote Production Update

Auckland Site						
Electoral # and name	Actual Mailset Volume	<u>Printing complete</u>	<u>Mail processing</u>	<u>Mail processing complete</u>	<u>Signed off by EC for release</u>	
17	Kaikoura A & B	48,060	16-Sep	18-Sep	18-Sep	19-Sep
5	Christchurch Central A	22,919	16-Sep	18-Sep	18-Sep	19-Sep
5	Christchurch Central B	45,618	16-Sep	19-Sep	19-Sep	20-Sep
6	Christchurch East	47,149	16-Sep	19-Sep	19-Sep	20-Sep
1	Auckland Central	39,170	17-Sep	19-Sep	19-Sep	20-Sep
9	East Coast	49,439	17-Sep	20-Sep	20-Sep	21-Sep
7	Coromandel	53,313	17-Sep	20-Sep	20-Sep	21-Sep
32	Northland	52,824	17-Sep	20-Sep	20-Sep	21-Sep
41	Rangitikei	46,967	17-Sep	21-Sep	21-Sep	22-Sep
50	Taranaki-King Country	46,165	17-Sep	21-Sep	21-Sep	22-Sep
48	Takanini	49,896	17-Sep	21-Sep	21-Sep	22-Sep
21	Mangere	44,019	17-Sep	22-Sep	22-Sep	25-Sep
22	Manurewa	42,703	18-Sep	22-Sep	22-Sep	25-Sep
37	Panmure-Otahuhu	45,012	18-Sep	22-Sep	22-Sep	25-Sep
10	East Coast Bays	46,832	18-Sep	22-Sep	22-Sep	25-Sep

64	Whangarei	50,843	18-Sep	23-Sep	25-Sep	25-Sep
3	Bay of Plenty	51,373	19-Sep	23-Sep	25-Sep	25-Sep
19	Kelston	44,250	19-Sep	24-Sep	25-Sep	25-Sep
23	Maungakiekie	42,709	19-Sep	24-Sep	25-Sep	26-Sep
31	Northcote	46,646	19-Sep	24-Sep	25-Sep	26-Sep
4	Botany	48,856	19-Sep	25-Sep	25-Sep	26-Sep
25	Mt Roskill	47,817	19-Sep	25-Sep	25-Sep	26-Sep
28	New Lynn	49,164	19-Sep	25-Sep	25-Sep	26-Sep
30	North Shore	47,764	20-Sep	26-Sep	26-Sep	27-Sep
35	Pakuranga	44,382	20-Sep	26-Sep	26-Sep	27-Sep
55	Upper Harbour	50,988	20-Sep	26-Sep	26-Sep	27-Sep
20	Mana	49,017	20-Sep	26-Sep	26-Sep	27-Sep

Christchurch Site						
Electoral # and name	Actual Mailset Volume	<u>Printing complete</u>	<u>Mail processing</u>	<u>Mail processing complete</u>	<u>Signed off by EC for release</u>	
60	Wellington Central	47,729	16-Sep	Quarantined		
51	Taupo	50,591	16-Sep	18-Sep	18-Sep	19-Sep
8	Dunedin	49,296	16-Sep	18-Sep	18-Sep	19-Sep
59	Waitaki	49,413	17-Sep	19-Sep	19-Sep	20-Sep
46	Southland	44,840	17-Sep	20-Sep	20-Sep	21-Sep
61	West Coast-Tasman	48,767	17-Sep	19-Sep	19-Sep	20-Sep
40	Rangitata	47,784	17-Sep	20-Sep	20-Sep	21-Sep
	Unpublished	25,372	17-Sep	20-Sep	20-Sep	21-Sep
66	Hauraki-Waikato	33,994	18-Sep	20-Sep	20-Sep	21-Sep
67	Ikaroa-Rawhiti	36,006	18-Sep			
68	Tamaki Makaurau	38,308	18-Sep	21-Sep	21-Sep	22-Sep
69	Te Tai Hauauru	35,008	19-Sep	22-Sep	22-Sep	24-Sep
70	Te Tai Tokerau	37,445	19-Sep	21-Sep	21-Sep	22-Sep
71	Te Tai Tonga	36,963	20-Sep	21-Sep	21-Sep	22-Sep
72	Waiariki	37,387	21-Sep	24-Sep	24-Sep	24-Sep
13	Hamilton West	47,353	21-Sep	21-Sep	21-Sep	22-Sep
53	Te Atatu	47,120	21-Sep	23-Sep	23-Sep	24-Sep
54	Tukituki	48,189	21-Sep	23-Sep	23-Sep	24-Sep
56	Waikato	48,537	21-Sep	23-Sep	23-Sep	24-Sep
62	Whanganui	47,487	22-Sep	24-Sep	24-Sep	25-Sep
26	Napier	47,172	22-Sep	24-Sep	24-Sep	25-Sep
58	Wairapa	51,338	22-Sep	23-Sep	24-Sep	24-Sep
16	Invercargill	46,107	22-Sep	24-Sep	24-Sep	25-Sep
65	Wigram	45,316	23-Sep	25-Sep	25-Sep	25-Sep
44	Rotorua	44,103	23-Sep	25-Sep	25-Sep	25-Sep
36	Palmerston North	43,434	23-Sep	25-Sep	25-Sep	26-Sep
34	Otaki	50,632	23-Sep	25-Sep	25-Sep	26-Sep

42	Remutaka	48,971	23-Sep	26-Sep	26-Sep	27-Sep
43	Rongotai	47,819	23-Sep	26-Sep	26-Sep	27-Sep
33	Ohariu	46,908	23-Sep	26-Sep	26-Sep	27-Sep
47	Taieri	49,611	24-Sep			
27	Nelson	49,585	24-Sep			
45	Selwyn	51,531	24-Sep	26-Sep	26-Sep	27-Sep
2	Banks Peninsula	54,605	24-Sep			
57	Waimakariri	53,385	25-Sep			
15	Ilam	48,375	25-Sep			

Field incidents:

Security Incident Report Summary 27/9/23

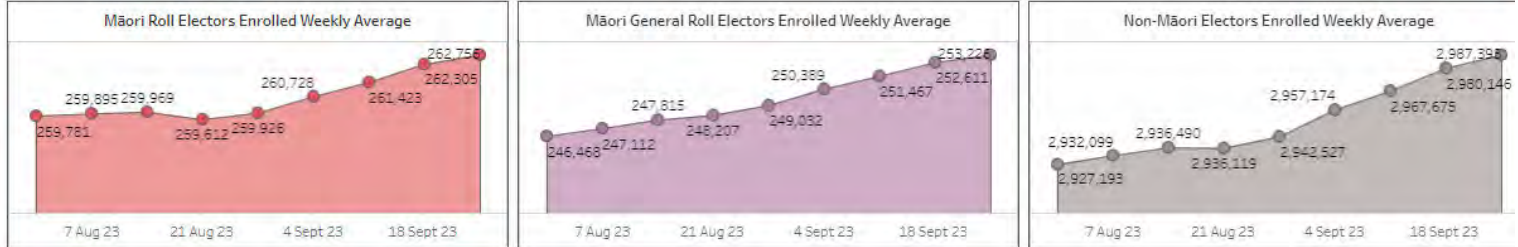
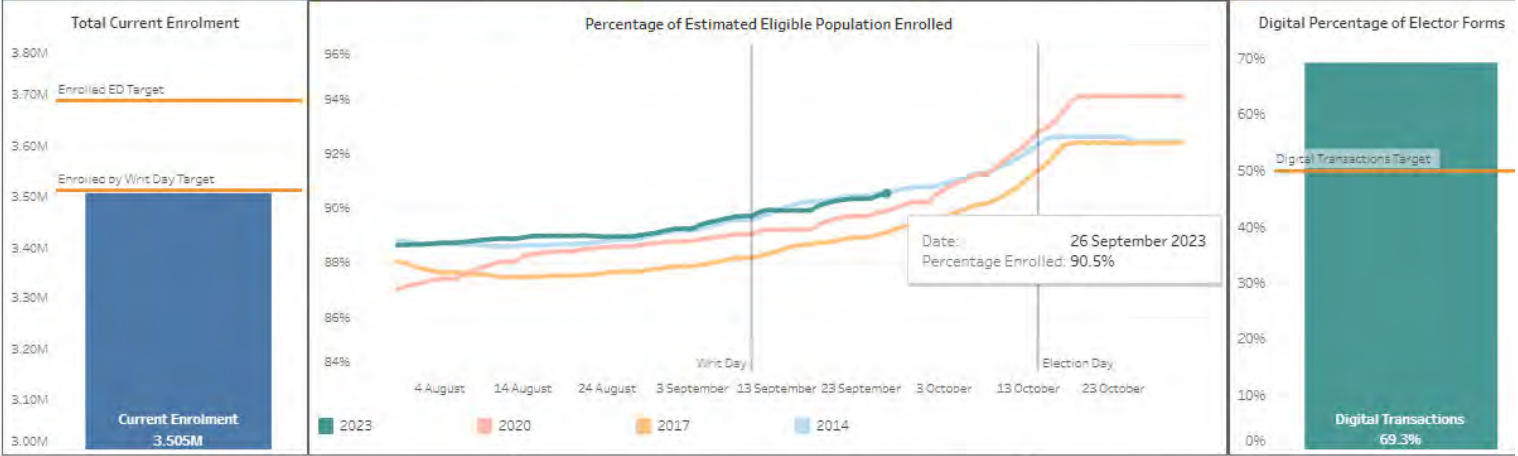
Type	Reported	Resolved
Total Reports Received	21	21
Access to HQs or EC Sites	10	9
Building System Issue	3	3
Staff Abuse (Inc Racial)	5	5
Damage to Vehicle/Building	1	1
Recruitment	1	1
Other	1	1

- Fringe party candidate accidentally found Electorate HQ. Was campaigning in business unit carpark to other tenant workers and passersby's, Landlord contacted and candidate voluntarily moved on.
- Heighted awareness of security around parliament with protesters expected Thursday 28 Sep.
- Incidents of attempted access to HQs have been intercepted before access was obtained. Staff are vigilant and following procedures. Access to keys and swipe cards have been tightened.
- Landlords have updated security and access systems where required
- Reported incidents of abuse have mainly been at EC events where staff were easily identified

Enrolment Dashboard

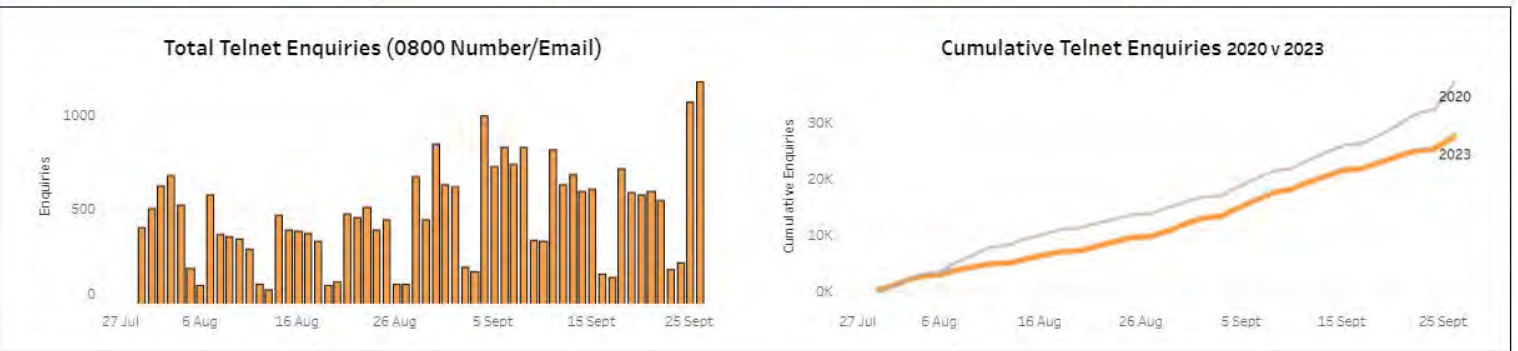
General Election 2023 Enrolment Campaign

Total Enrolled 3,504,882	Enrolment Change From July 31 73,431	Total Enrolled 18-29 Year Olds 74.6%	Transactions Processed 562,829	Elector Initiated Forms Processed 423,514
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Customer Enquiries and Complaints Dashboard

Level 1: Telnet / 0800 Number 0800 Number Calls answered since 31 Jul 2023: 23,749 Emails received since 31 Jul 2023: 3,441	Level 2: Customer Services Team Tickets Closed Since 31 Jul 2023: 9,451 Current Open Tickets: 171	Level 3: Unpublished Team Only Tickets Closed Since 31 Jul 23: 3,289 Current Open Tickets: 217	Level 3: Subject Matter Experts Tickets Closed Since 31 Jul 23: 977 Current Open Tickets: 37
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Enquiries over Time

Grouped by Week

	31 Jul	7 Aug	14 Aug	21 Aug	28 Aug	4 Sept	11 Sept	18 Sept	25 Sept
Enquiries Team	808	823	827	925	1,237	1,835	1,373	1,222	572
Enrolment	523	526	763	475	394	564	349	369	174
Legal & Policy	13	24	10	15	15	23	23	30	3
Communications	7	8	5	18	17	16	16	15	3
Overseas	5	7	7	11	7	19	14	22	7
Voting Services	1	2		1	2	4	5	7	4
CE's Office	1								

View Enquiries/Complaints Handled by National Office Staff

Enquiries

Top Enquiry Types Last 7 days

Wed 20 Sept 2023 - Tue 26 Sept 2023

		Enquiries	% of Enquiries Last Week
1	Enrolling to Vote or updating my details	1,143	69%
2	General enquiries	328	20%
3	Voting in an Election	112	7%
4	Voting from overseas	38	2%
5	Information for parties and candidates	17	1%

27/09/2023– ELT Situation Report Week 3

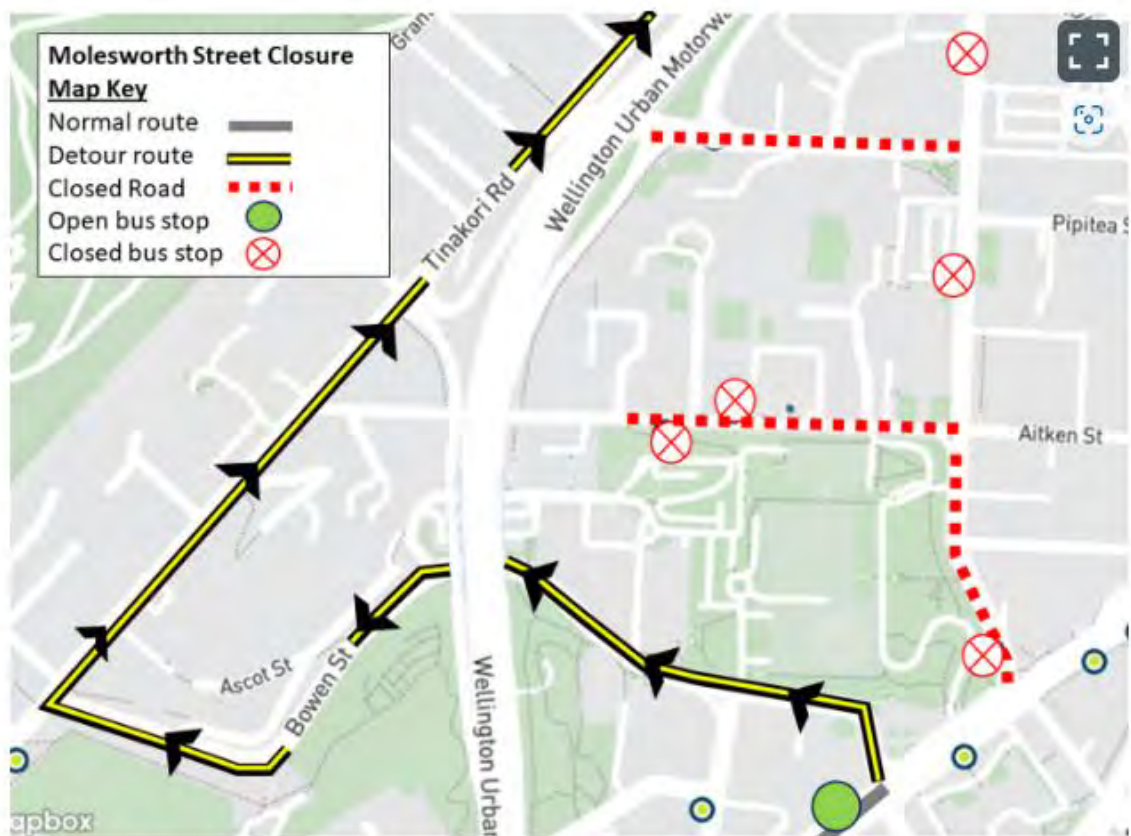
As at 1.48pm on 27/09/2023 prepared by Crispian [REDACTED] approved by Anusha Guler

Distributed to	ELT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	3 ELT SITREPS 26092023 FINAL.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> • Queenstown and Southland state of emergency lifted (23/09) • Severe weather in Gisborne and Bay of Plenty. Gisborne is currently (0907) unaffected by the weather. There has been some slipping at Otoko southeast of Matawai on SH2. This is a main connection between Whakatane and Gisborne. The road is not shut presently. We will maintain a watch on this road as it is the main supply run from Gisborne. No flooding in Bay of Plenty though heavy rain in Tauranga. • Rain is falling heavily in Coromandel but there is no flooding and no road closures. • Rain in Hawkes Bay is moderate, but not approaching any critical or warning levels. It is forecast to lighten this afternoon. • Most likely there will be a protest around Parliament on Thursday 28 September. The Incident Management team (IMT) was stood up at 9am today. • All Government cross-agencies working group have been stood up. • Traffic management plans for road closure and bus stops arrangements to prepare for the protest. • Lucy emailed out the National Incident Management Team Response plan – IMT Roles and Responsibilities. • Overseas and dictation voting starts today (27/09)
Key Dates	<p>Days to start of overseas voting 0 day</p> <p>Days to advance voting 5 days</p> <p>Days to election day 17 days</p>
Update on Wellington protesters	<p>When: Thursday, 28 September and Saturday, 30 September</p> <p>Where: Civic Square and Parliament</p> <p>Thursday 28 September, protestors will gather in Civic Square at approximately 10am, before heading along Mercer Street, Willis Street and Lambton Quay as they make their way to Parliament. Some cars may be included as part of the convoy but will need to go another route – likely up towards Victoria Street, Dixon and Willis Street.</p> <p>Saturday 30 September, protestors will gather in Te Aro Park at approximately 10am, before heading along Manners Street, Willis Street and Lambton Quay as they make their way to Parliament.</p> <p>When are the roads closed: 11.59pm Tuesday to 12.01 on Friday</p> <ul style="list-style-type: none"> • Harris Street (Victoria Street end) • Hill Street closed between Molesworth/Aitken Streets and Guildford Terrace • Kate Sheppard Place (Molesworth Street end) • Lambton Quay / Bowen Street intersection and Bunny Street near the bus depot restricted to buses only. <p>Bus stops:</p> <p>From Wednesday 27 September buses can access the cordoned off area into Wellington Station, but detours are in effect for bus routes 14, 22, 81, and 84 due to road closures, and will remain in place until roads re-open.</p> <p>All stops on Molesworth Street are closed. Routes 14, 81, and 84 towards Wilton and Lower Hutt will travel via Bowen Street, and Tinakori Road. The nearest bus stop is Lambton Quay North – Stop D. CBD-bound buses are not affected.</p> <p>Route 22 will travel via a detour to Wellington Station but serve all usual bus stops. Route 22 to Mairangi or</p>

Johnsonville is not affected.



Police map showing road closures planned for protest activity around Parliament Grounds



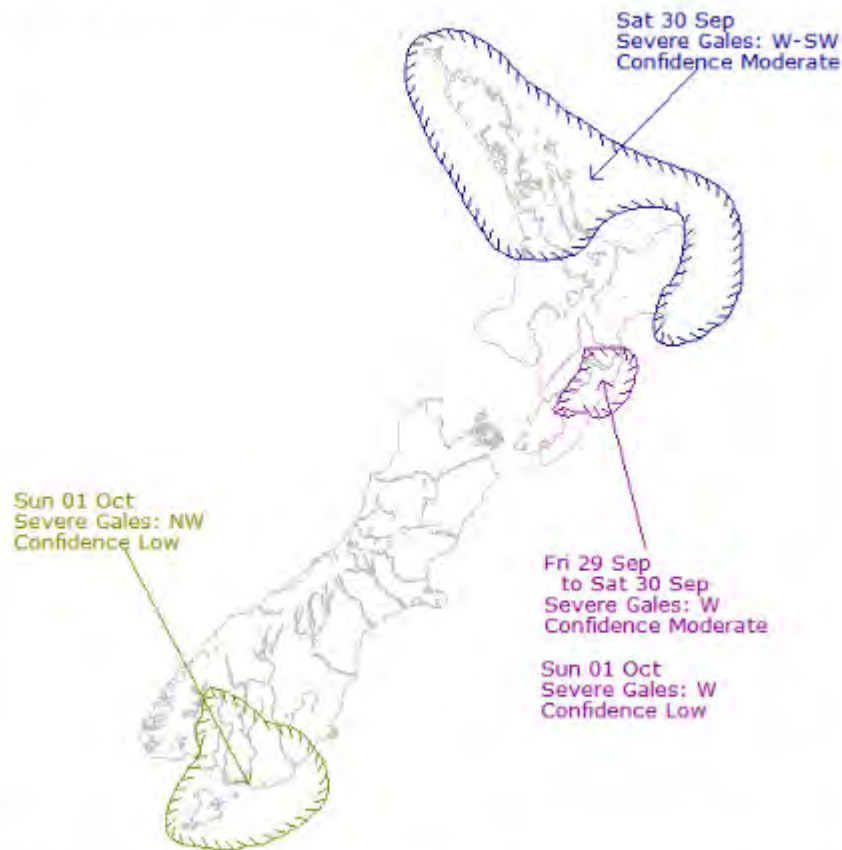
Molesworth Street closure map. Photo / Metlink

	<p>Incident Management Team (IMT) Update:</p> <ul style="list-style-type: none"> • IMT was stood up on 26 September. • Generic communication on staff safety was sent out to EC All Staff yesterday, followed by a specific comms on disruptions in Wellington to the National Office staff this morning. There is no indication that the Commission is targeted. • Some contingencies already planned by the Aitken Street Headquarters (HQs), including moving the trainings to the Rongotai HQ tomorrow. • The Aitken Street HQ will remain open. The Regional Manager and Electorate Managers will manage local activities and movements directly. • Police assessment – there’s no intent to occupy Parliament, anticipate 1000 people. Some ferry services were cancelled due to weather conditions. • IMT will continue monitoring the situation and will meet again at 4pm today.
<p>Voting Services</p>	<p>GENERAL UPDATE</p> <p>Overseas Operations team as of 12:30pm today</p> <ul style="list-style-type: none"> • Over 2200 voting papers were downloaded and 232 uploaded • Sixteen voters had completed their secret telephone dictation vote. • Deliveries have arrived at overseas voting places (OVPs) in Manila, Philippines and Nukualofa, Tonga. • Ballot papers are now available via Tupu for the remaining delivery delay affected OVPs to download <p>Other progress:</p> <ul style="list-style-type: none"> • EasyVote: All of priority groups 1, 2 and 3 have been produced and lodged for delivery. • Post-election readiness testing is underway and will conclude on Friday • All of the second tranche of ballot papers and scannable rolls have been printed and are currently being delivered. • The EMNOS emails were activated as of today. When an overseas voter enrolls or updates, MIKE will automatically send them an email (called the EMNOS) advising them that they can now download their voting papers. <p>UPDATE ON ISSUES</p> <p>Ballot papers – Te Tai Tonga</p> <ul style="list-style-type: none"> • Identified issues with the ballot papers for at least two Māori electorates, where the unique number printed on the top right-hand corner of each ballot paper is showing through on the reverse side of the ballot paper. • This issue is occurring only for the Māori electorates. • Considered the impact of the issue and potential remediations: <ul style="list-style-type: none"> ○ Noted the remediation of reprinting all Māori electorate ballot papers could significantly impact the field’s ability to provide services to Māori voters, particularly as the logistics that ensure ballot papers are ready for voting on Monday are well underway (particularly for large, rural electorates). ○ Removing and replacing ballot paper pads at this late stage would create an operational impact that would also risk impacting voters. <p>AGREED ACTIONS:</p> <ul style="list-style-type: none"> • The Voting Services (VS) field will proceed with using the current printed Māori electorate ballot paper pads • The VS Team will provide guidance to Electorate Managers on how to respond to this issue, should it be identified by a voter in a voting place. <p>Ballot papers – Christchurch Central</p> <ul style="list-style-type: none"> • Identified another issue in a number of ballot paper pads for Christchurch Central electorate -the perforation of the ballot papers, which could create difficulties for vote issuing staff when issuing the papers. Christchurch Central still has a sufficient number of pads to service voting places from Monday.

	<p>ACTION:</p> <ul style="list-style-type: none"> Christchurch printer is reprinting 100 pads.
IT	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> Connectivity Issue 25/9 - No further service issues, Incident report received 26/9 working with supplier to confirm mitigation plans. Field Users Mobile Connectivity – First 100 Spark SIM Card received and being despatched, second batch due today. Working with Spark to expedite activation of the SIM cards. Interactive Voice Recognition Call Quality Issues – Further testing scheduled for Thursday this week as part of VS (Voting Services) readiness test. Enrolment Centralised Processing Wi-Fi issues in Upper Hutt – Additional access point has been installed to enhance Wi-Fi, expect to improve connectivity and call quality for users.
Comms & Education	<p>GENERAL UPDATE:</p> <p>Advertising</p> <ul style="list-style-type: none"> ‘Voting starts soon’ messaging running since Sunday. Advertising is now upweighted across all channels, including TV. <p>Media</p> <ul style="list-style-type: none"> Yesterday’s media release about voting starting generated a number of stories and requests for interviews. Chief Electoral Officer interviewed by TVNZ and Newstalk ZB; interview with Q&A this morning. Themes of queries - stats and information on voting, I voted stickers, escalation channels to Twitter. Receiving lots of requests from media to film people voting. <p>Social media /web</p> <ul style="list-style-type: none"> Links to Upload and Download voting papers added to overseas pages on vote.nz just after midnight last night. Overseas voting posted across all social channels this morning. Themes - questions about overseas voting; questions around services to deaf voters and use of Relay service. NZ Loyal continues to elicit comments. <p>Daily metrics</p> <ul style="list-style-type: none"> 22 media enquiries 91 enquiries and comments on social media 37,698 visitors to vote.nz
Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Since yesterday, the team had 432 tickets created, received 53 phone calls and made 6 outbound calls. 86% of tickets were resolved in one touch. Telnet received 3,842 calls and 548 emails over last 7 days. The top enquiry remains to be enrolment related, followed by EasyVote and Where & When can I vote questions. Currently there are 8 complaints on hand across the business units. <p>ACTIONS TAKEN:</p> <ul style="list-style-type: none"> The team continues to work with Telnet and IT to investigate / monitor the 3-way conversations, static sound and Zendesk audio quality issues.
Strategic Engagement and Partnership	<p>INSIGHTS</p> <ul style="list-style-type: none"> Themes around enrolment support this week, some concerns about ease of access and mistrust of online tools. Engagement kaimahi in Wellington have put in place steps to maintain personal safety considering the protests and their planned hui. SEP team will be engaging at the kindergarten teachers conference in Wellington tomorrow.
People & Culture	<p>GENERAL UPDATE:</p> <p>Recruitment</p>

	<ul style="list-style-type: none"> • Pre employment Checks 814 • Offers made 1,601 • Onboarding 1,310 • Hired 14,921 <p>Total hired number 18,651.</p> <ul style="list-style-type: none"> • The total number of queries are still high with 2,223 handled week ending 22 Sept. • SnapHire queries 1,308.
FOR YOUR INFORMATION	
<p>Any emerging events across the country</p>	<p>Typhoid outbreak in Tairāwhiti: 6 cases in rural workers in Tairāwhiti. Local public health is monitoring the situation.</p> <p>Interislander Service alerts (26/09/23 2.30pm update):</p> <ul style="list-style-type: none"> • Kaitaki sailings from 8.45am Tuesday 26 September have been cancelled, expected to return to service for the 8.30pm sailing Wednesday 27 September. • Aratere sailings from 3.45pm Tuesday 26 September have been cancelled, expected to return to service for the 3.45pm sailing Wednesday 27 September. • Kaiarahi is expected to return to service on Thursday 28 September, however due to the ongoing weather impacts she will run freight-only and her departure time may vary from what is scheduled. We will provide updates as regularly as possible • Strong winds and swells are forecast for Cook Strait (27/09)
<p>Severe Weather Outlook</p>	<p>Unsettled weather is forecast over Aotearoa/New Zealand for most of the outlook period, with a strong west to southwest flow bringing showers. An active trough embedded in this flow is expected to affect the country on Friday and Saturday, then the flow turns northwest over southern New Zealand on Sunday ahead of another trough over the Tasman Sea.</p> <p>There is moderate confidence of severe westerly gales for the Tararua District and Hawke's Bay south of Cape Kidnappers on Friday plus Saturday morning, and low confidence of severe westerly gales returning on Sunday.</p> <p>On Saturday, there is moderate confidence of severe west to southwest gales for Northland, Great Barrier Island, Auckland, Waikato, Coromandel Peninsula and western Bay of Plenty. There is also moderate confidence of severe southwest gales for Mahia Peninsula and near the coast of Tairāwhiti/Gisborne</p> <p>On Sunday, there is low confidence of severe northwest gales for Southland, Stewart Island and Clutha</p>

Valid Thu 28-Sep-2023 through Sun 01-Oct-2023



Issued 11:27 am 26-Sep-2023

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**MetService
Extended
Forecast 28-
30
September**

Thursday

North Island: Showers for most, but only isolated showers in the east. Possible thunderstorms north of Waikato. South Island: Mainly fine in the north. Elsewhere, cloudy periods a few showers spreading from the south.

Friday

North Island: Cloudy periods with showers in the west and north. Mainly fine in the east, with the odd shower. South Island: Isolated showers in the east. Periods of rain elsewhere, but widespread and possibly heavy in the west.

Saturday

North Island: Rain or showers for most, possibly heavy about central North Island. South Island: Showers for most.

Chatham Islands

Showers and westerlies. Showers becoming isolated later on Saturday.

ACTION REGISTER LOG

OPEN

Unit	Issue Severity	ACTION	DATE RAISED	WHO	DUE DAT	IMPACT	UPDATE/OUTCOME	DATE CLOSED
IT	MEDIUM	IT working with One.NZ and VS to identify and deliver contingent solutions for sites that do not have one.NZ connectivity.	12/09/23	Paul [REDACTED] CIO	19/09/23	Reputational - direct impact on VS staff across the region.	Working with the provider to resolve this.	Ongoing
						Reputational - Direct impact on Maori voters	Notified affected Māori Electorate Manager Communications team working to update FAQ for centralised enquires.	
VS	MEDIUM	EasyVote - spelling error on Hauraki-Waikato appearing as Hauraki-Waitako	26/09/23	Adele, PA VS			Response developed by COMms to share with Enquiries team.	27/09 - CLOSED

	<ul style="list-style-type: none"> • Mike is correct. The issue is an incorrect confirmation email, not a fault in MIKE. It is similar to the issue with confirmation messaging in relation to online enrolments few weeks ago, for which we stood up an IMT. • IT is currently investigating. • The customer services team has been briefed. <p>General Update</p> <ul style="list-style-type: none"> • Keying continues, averaging around 1,000m paper forms a day and 4,800 online forms a day.
Print Delivery	<p>General Update:</p> <ul style="list-style-type: none"> • Mana hasn't received Te Hai Hauauru rolls, and 6(a) has been notified. • Whanganui received a large quantity of Te Hai Hauauru rolls that they do not know who they belong. The electorate is working with the Te Hai Hauauru team while the Roll print team is carrying out checks in the background.
IT	<p>NEW ISSUE</p> <ul style="list-style-type: none"> • Cert NZ (Computer Emergency Response Team) critical vulnerability - we have identified a new global critical vulnerability called "Webp" that highlights potential security risks to some of our systems. We are conducting an impact assessment with our service deliver partners. <p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • Connectivity Issue 25/9 - No further service issues, Incident report suggests issues were triggered by Daylight savings changes at the weekend, but still to be 100% confirmed. Meeting supplier to discuss next steps 28/9. • Field Users Mobile Connectivity – All additional Spark SIM cards received and in the process of being delivered to sites. Bulk activation process agreed and in place with Spark. • Interactive Voice Recognition Call Quality Issues – Acceptance testing scheduled for Thursday 1:30pm. • Enrolment Centralised Processing Wi-Fi issues in Upper Hutt – Continuing to monitor call quality and call transfer issues. Higher spec Contact Centre headsets being arranged to mitigate the noise pollution concerns at site in Upper Hutt
Customer Services	<p>General Update:</p> <ul style="list-style-type: none"> • Since yesterday, the team had 512 tickets created, received 52 phone calls and made 8 outbound calls. 89% of tickets were resolved. Telnet received 1,466 calls and 158 emails, 19% higher volume than last week. • The top enquiry remains to be enrolment related, followed by general voting and Where & When can I vote questions. • Currently there are 9 complaints on hand across the business units. <p>ACTIONS TAKEN:</p> <ul style="list-style-type: none"> • The team continued to work with Telnet and IT and monitored any queries and issues raised, including 3-way conversations, static sound and Zendesk audio quality issues.
Communications and Education	<p>General Update:</p> <p>Media</p> <ul style="list-style-type: none"> • Great story on Kids Voting published on RNZ • Media providing lots of explainers on voting at the moment • Receiving a wide range of queries – voting, donation limits, candidate security, whether umbrella

	<p>parties will show on ballot paper.</p> <ul style="list-style-type: none"> Starting to receive a number of requests for filming at voting places. <p>Social Media</p> <ul style="list-style-type: none"> Themes - EasyVote, voting from overseas E.g. who can be the witness to an overseas vote? We've shared content from a number of overseas voting locations who posted on social media about issuing their first votes <p>Daily metrics</p> <ul style="list-style-type: none"> 7 media enquiries 158 enquiries and comments on social media 57,005 visitors to vote.nz - a significant increase in visits to the website
<p>Strategic Engagement and Partnership</p>	<p>General Update:</p> <ul style="list-style-type: none"> Receiving regular (daily) enquiries about establishing new voting places following on from the Facebook post, including from Tauranga, Rotorua and Tāmaki. Staff are using the talking points provided by Comms to respond. Some groups have been accepting of the response while others have expressed unhappiness.
<p>Security & Integrity</p>	<p>General Update:</p> <ul style="list-style-type: none"> Monitoring the protests in Wellington today and receiving regular updates from Police. Any issues and key information will be fed into the IMT to manage. Aware of a group calling themselves 'The Election Integrity Project' who are looking to be appointed as scrutineers for the preliminary and official count. Working with Voting Services, Legal & Policy and Comms to determine the best approach to managing this.
<p>People and Culture</p>	<p>General Update:</p> <p>Recruitment</p> <ul style="list-style-type: none"> Pre employment checks 603 Offers Made 1533 Onboarding 1328 Hires 16708 Total hires 19569
<p>FOR YOUR INFORMATION</p>	
<p>Severe Weather</p>	<p>Unsettled weather is forecast over Aotearoa/New Zealand for much of the outlook period, with a strong</p>

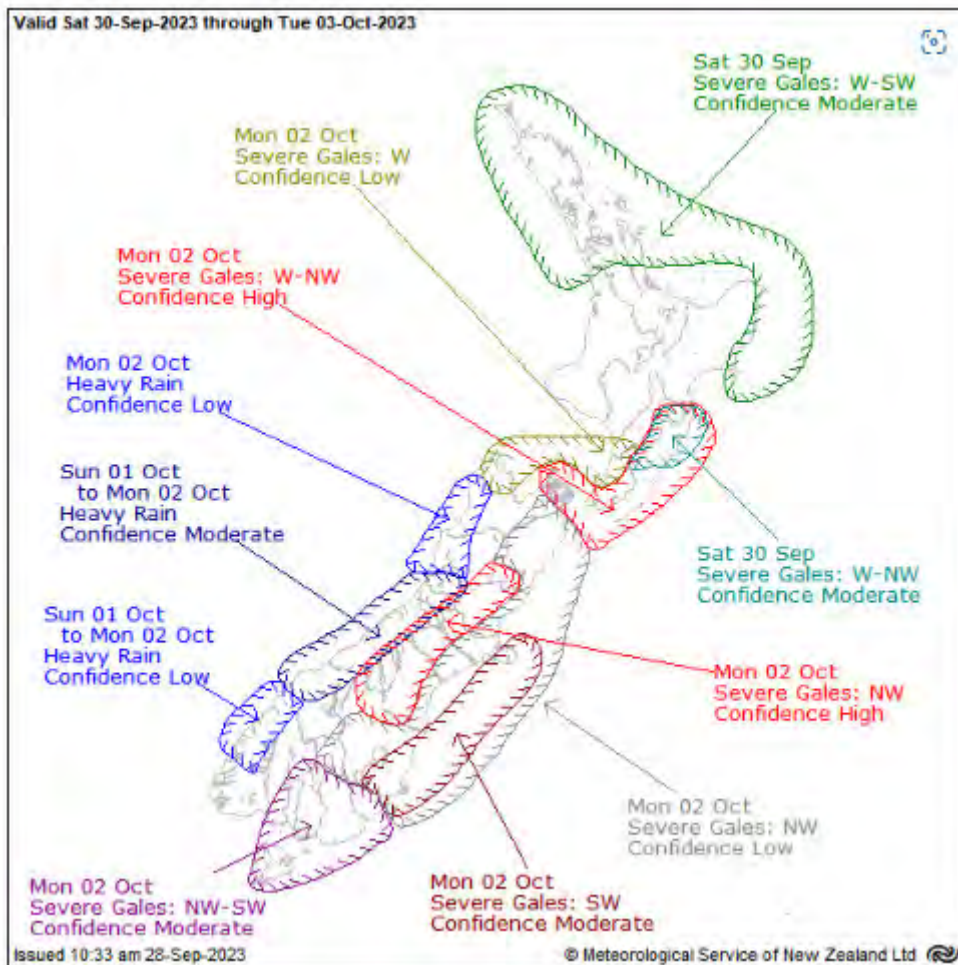
Outlook

west to southwest flow bringing showers. An active trough embedded in this flow is expected to affect central and northern New Zealand on Saturday. The flow turns northwest on Sunday ahead of another active trough which should move quickly over the country from the southwest on Monday, followed by strong south to southwesterlies, then a ridge on Tuesday.

On Saturday, there is moderate confidence of severe west to southwest gales for Northland, Great Barrier Island, Auckland and Coromandel Peninsula, and also moderate confidence of severe southwest gales for Mahia Peninsula and near the coast of Tairāwhiti/Gisborne. For Hawke's Bay south of Hastings and the Tararua District, there is also moderate confidence of severe west to northwest gales early Saturday morning. Wind Watches are now in force, please see latest information at www.metservice.com.

On Sunday and Monday, there is moderate confidence of rainfall accumulations reaching warning criteria in Westland, especially about the ranges, and low confidence for central and northern Fiordland. There is also low confidence on heavy rain for Buller on Monday.

On **Monday**, there is **high confidence of severe northwest gales for Hawke's Bay south of Hastings, the Tararua District, Wairarapa, Wellington, the Marlborough Sounds and also the Canterbury High Country**. There is moderate confidence of severe northwest gales followed by severe southwest gales for Southland, Stewart Island and Clutha, and also for severe southwest gales for Dunedin, North Otago and about Banks Peninsula. Lastly, there is low confidence of severe westerly gales for southern Manawatu, Horowhenua, Kapiti Coast and northwest Tasman, and also low confidence of severe northwest gales for Marlborough (excluding the Sounds), Canterbury Plains, Christchurch, Banks Peninsula, North and Central Otago and Dunedin.



**MetService
Extended
Forecast 29-1
October**

Friday

North Island: Showers clearing in the south and east, but becoming frequent in the west from Waitomo southwards. South Island: Isolated showers in the east. Periods of rain elsewhere, but widespread and possibly heavy in the west.

Saturday

North Island: Rain or showers for most, some heavy, easing late. South Island: Showers for most, but clearing in Westland.

Sunday

North Island: Becoming fine in the east and south. Cloudy periods and the odd shower elsewhere. South Island: Rain or showers in the west, mainly fine elsewhere.

Chatham Islands

Showers and westerlies. Showers becoming isolated later on Saturday.

ACTION REGISTER LOG

OPEN

Unit	Issue Severity	ACTION	DATE RAISED	WHO	DUE DAT	IMPACT	UPDATE/OUTCOME	DATE CLOSED
IT	MEDIUM	IT working with One.NZ and VS to identify and deliver contingent solutions for sites that do not have one.NZ connectivity.	12/09/23	Paul [REDACTED] CIO	19/09/23	Reputational - direct impact on VS staff across the region.	Working with the provider to resolve this.	Ongoing

Voting Services Print Progress report:

Dated: 28.09.23

Field incidents:

Security Incident Report Summary 28/9/23

Type	Reported	Resolved
Total Reports Received	22	22
Access to HQs or EC Sites	10	10
Building System Issue	3	3
Staff Abuse (Inc Racial)	5	5
Damage to Vehicle/Building	1	1
Recruitment	1	1
Other	1	1

Election Integrity Project – This group is wanting to set up scrutineers to observe and check integrity of the vote count. For preliminary counts at HQs guards are on site Latest intel is that they will be more focused on the official count than preliminary. This is a shift from wanting to be present at all voting places.

6(c)

Heightened awareness of security around parliament with protesters expected Thursday 28 Sep.

Incidents of attempted access to HQs have been intercepted before access was obtained. Staff are vigilant and following procedures. Access to keys and swipe cards have been tightened.

Landlords have updated security and access systems where required

Reported incidents of abuse have mainly been at EC events where staff were easily identified.

Executive Summary:

- As of 8.30 this morning there were 2200 Overseas Uploads, at this stage we do not know how many unique votes this equates to
- All E2's and E2-G's specials (ballot papers) have been despatched. The remaining E2-M will all be sent out today
- Only 11 Ordinary ballot papers left to send out
- Easy Vote- 100% of Priority one and two Electorates have had their letters printed
- We are expecting conformation from Mainfreight today that all school deliveries are complete.

Printing details: Of ballot papers, and Easy Vote packs

Due 2/10/2023 (ready for Election Day)					
	<i>Not Started</i>	<i>Printed</i>	<i>Despatched</i>	<i>Delivered</i>	<i>total</i>
Ordinary	0	29	32	4	65
E2 – Māori Ballot Pads	0	65	0	0	65

E2-General	0	65	0	0	65
E2-Māori	0	0	7	0	7

EasyVote Production Update

Auckland Site						
Electoral # and name		Actual Mailset Volume	<u>Printing complete</u>	<u>Mail processing</u>	<u>Mail processing complete</u>	<u>Signed off by EC for release</u>
17	Kaikoura A & B	48,060	16-Sep	18-Sep	18-Sep	19-Sep
5	Christchurch Central A	22,919	16-Sep	18-Sep	18-Sep	19-Sep
5	Christchurch Central B	45,618	16-Sep	19-Sep	19-Sep	20-Sep
6	Christchurch East	47,149	16-Sep	19-Sep	19-Sep	20-Sep
1	Auckland Central	39,170	17-Sep	19-Sep	19-Sep	20-Sep
9	East Coast	49,439	17-Sep	20-Sep	20-Sep	21-Sep
7	Coromandel	53,313	17-Sep	20-Sep	20-Sep	21-Sep
32	Northland	52,824	17-Sep	20-Sep	20-Sep	21-Sep
41	Rangitikei	46,967	17-Sep	21-Sep	21-Sep	22-Sep
50	Taranaki-King Country	46,165	17-Sep	21-Sep	21-Sep	22-Sep
48	Takanini	49,896	17-Sep	21-Sep	21-Sep	22-Sep
21	Mangere	44,019	17-Sep	22-Sep	22-Sep	25-Sep
22	Manurewa	42,703	18-Sep	22-Sep	22-Sep	25-Sep
37	Panmure-Otahuhu	45,012	18-Sep	22-Sep	22-Sep	25-Sep
10	East Coast Bays	46,832	18-Sep	22-Sep	22-Sep	25-Sep
64	Whangarei	50,843	18-Sep	23-Sep	25-Sep	25-Sep
3	Bay of Plenty	51,373	19-Sep	23-Sep	25-Sep	25-Sep
19	Kelston	44,250	19-Sep	24-Sep	25-Sep	25-Sep
23	Maungakiekie	42,709	19-Sep	24-Sep	25-Sep	26-Sep
31	Northcote	46,646	19-Sep	24-Sep	25-Sep	26-Sep
4	Botany	48,856	19-Sep	25-Sep	25-Sep	26-Sep
25	Mt Roskill	47,817	19-Sep	25-Sep	25-Sep	26-Sep
28	New Lynn	49,164	19-Sep	25-Sep	25-Sep	26-Sep
30	North Shore	47,764	20-Sep	26-Sep	26-Sep	27-Sep
35	Pakuranga	44,382	20-Sep	26-Sep	26-Sep	27-Sep
55	Upper Harbour	50,988	20-Sep	26-Sep	26-Sep	27-Sep
20	Mana	49,017	20-Sep	26-Sep	26-Sep	27-Sep

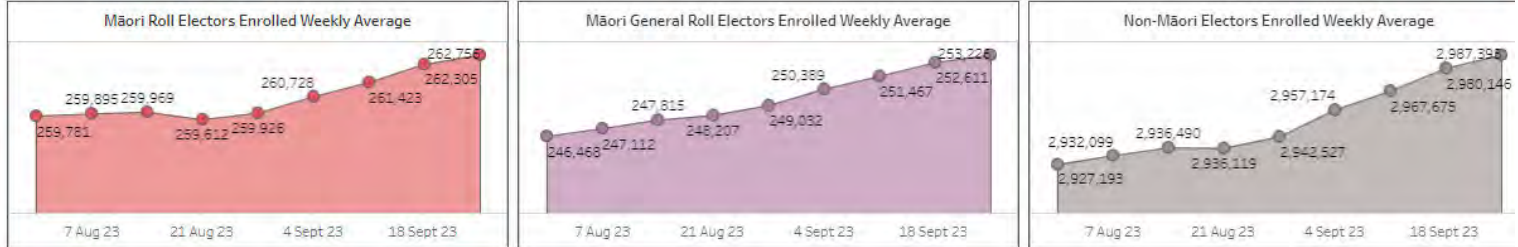
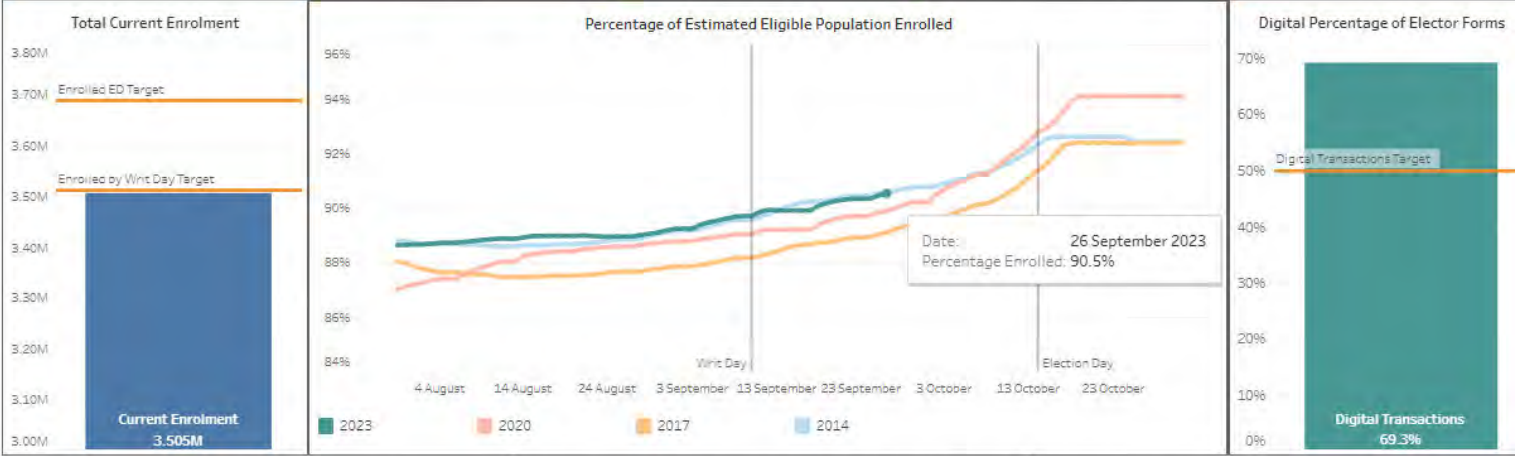
Christchurch Site						
Electoral # and name		Actual Mailset Volume	<u>Printing complete</u>	<u>Mail processing</u>	<u>Mail processing complete</u>	<u>Signed off by EC for release</u>
60	Wellington Central	47,729	16-Sep	Quarantined		

51	Taupo	50,591	16-Sep	18-Sep	18-Sep	19-Sep
8	Dunedin	49,296	16-Sep	18-Sep	18-Sep	19-Sep
59	Waitaki	49,413	17-Sep	19-Sep	19-Sep	20-Sep
46	Southland	44,840	17-Sep	20-Sep	20-Sep	21-Sep
61	West Coast-Tasman	48,767	17-Sep	19-Sep	19-Sep	20-Sep
40	Rangitata	47,784	17-Sep	20-Sep	20-Sep	21-Sep
	Unpublished	25,372	17-Sep	20-Sep	20-Sep	21-Sep
66	Hauraki-Waikato	33,994	18-Sep	20-Sep	20-Sep	21-Sep
67	Ikaroa-Rawhiti	36,006	18-Sep			
68	Tamaki Makaurau	38,308	18-Sep	21-Sep	21-Sep	22-Sep
69	Te Tai Hauauru	35,008	19-Sep	22-Sep	22-Sep	24-Sep
70	Te Tai Tokerau	37,445	19-Sep	21-Sep	21-Sep	22-Sep
71	Te Tai Tonga	36,963	20-Sep	21-Sep	21-Sep	22-Sep
72	Waiariki	37,387	21-Sep	24-Sep	24-Sep	24-Sep
13	Hamilton West	47,353	21-Sep	21-Sep	21-Sep	22-Sep
53	Te Atatu	47,120	21-Sep	23-Sep	23-Sep	24-Sep
54	Tukituki	48,189	21-Sep	23-Sep	23-Sep	24-Sep
56	Waikato	48,537	21-Sep	23-Sep	23-Sep	24-Sep
62	Whanganui	47,487	22-Sep	24-Sep	24-Sep	25-Sep
26	Napier	47,172	22-Sep	24-Sep	24-Sep	25-Sep
58	Wairapa	51,338	22-Sep	23-Sep	24-Sep	24-Sep
16	Invercargill	46,107	22-Sep	24-Sep	24-Sep	25-Sep
65	Wigram	45,316	23-Sep	25-Sep	25-Sep	25-Sep
44	Rotorua	44,103	23-Sep	25-Sep	25-Sep	25-Sep
36	Palmerston North	43,434	23-Sep	25-Sep	25-Sep	26-Sep
34	Otaki	50,632	23-Sep	25-Sep	25-Sep	26-Sep
42	Remutaka	48,971	23-Sep	26-Sep	26-Sep	27-Sep
43	Rongotai	47,819	23-Sep	26-Sep	26-Sep	27-Sep
33	Ohariu	46,908	23-Sep	26-Sep	26-Sep	27-Sep
47	Taieri	49,611	24-Sep			
27	Nelson	49,585	24-Sep			
45	Selwyn	51,531	24-Sep	26-Sep	26-Sep	27-Sep
2	Banks Peninsula	54,605	24-Sep			
57	Waimakariri	53,385	25-Sep			
15	Ilam	48,375	25-Sep			

Enrolment Dashboard

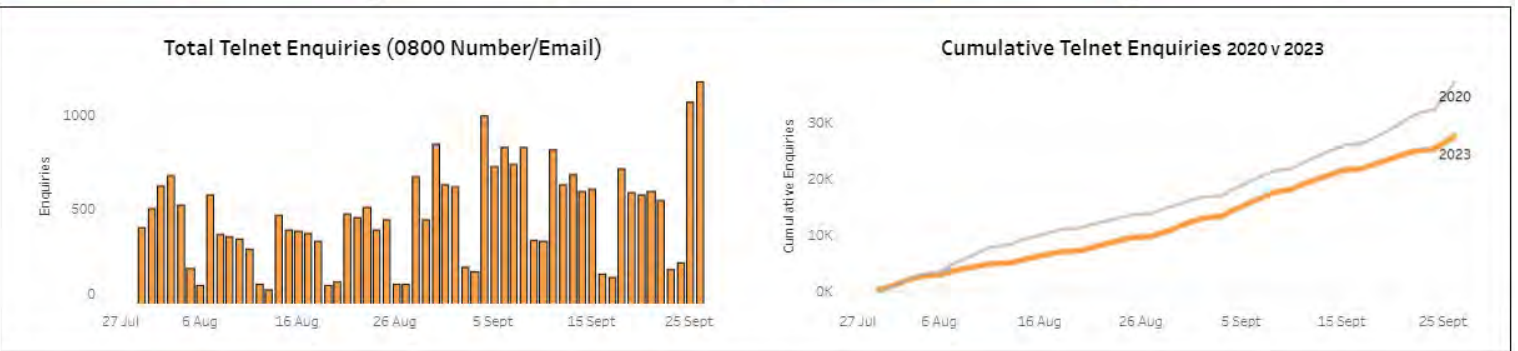
General Election 2023 Enrolment Campaign

Total Enrolled 3,504,882	Enrolment Change From July 31 73,431	Total Enrolled 18-29 Year Olds 74.6%	Transactions Processed 562,829	Elector Initiated Forms Processed 423,514
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Customer Enquiries and Complaints Dashboard

Level 1: Telnet / 0800 Number 0800 Number Calls answered since 31 Jul 2023: 23,749 Emails received since 31 Jul 2023: 3,441	Level 2: Customer Services Team Tickets Closed Since 31 Jul 2023: 9,451 Current Open Tickets: 171	Level 3: Unpublished Team Only Tickets Closed Since 31 Jul 23: 3,289 Current Open Tickets: 217	Level 3: Subject Matter Experts Tickets Closed Since 31 Jul 23: 977 Current Open Tickets: 37
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Enquiries over Time

Grouped by Week

	31 Jul	7 Aug	14 Aug	21 Aug	28 Aug	4 Sept	11 Sept	18 Sept	25 Sept
Enquiries Team	808	823	827	925	1,237	1,835	1,373	1,222	572
Enrolment	523	526	763	475	394	564	349	369	174
Legal & Policy	13	24	10	15	15	23	23	30	3
Communications	7	8	5	18	17	16	16	15	3
Overseas	5	7	7	11	7	19	14	22	7
Voting Services	1	2		1	2	4	5	7	4
CE's Office	1								

View Enquiries/Complaints Handled by National Office Staff

Enquiries

Top Enquiry Types Last 7 days

Wed 20 Sept 2023 - Tue 26 Sept 2023

		Enquiries	% of Enquiries Last Week
1	Enrolling to Vote or updating my details	1,143	69%
2	General enquiries	328	20%
3	Voting in an Election	112	7%
4	Voting from overseas	38	2%
5	Information for parties and candidates	17	1%

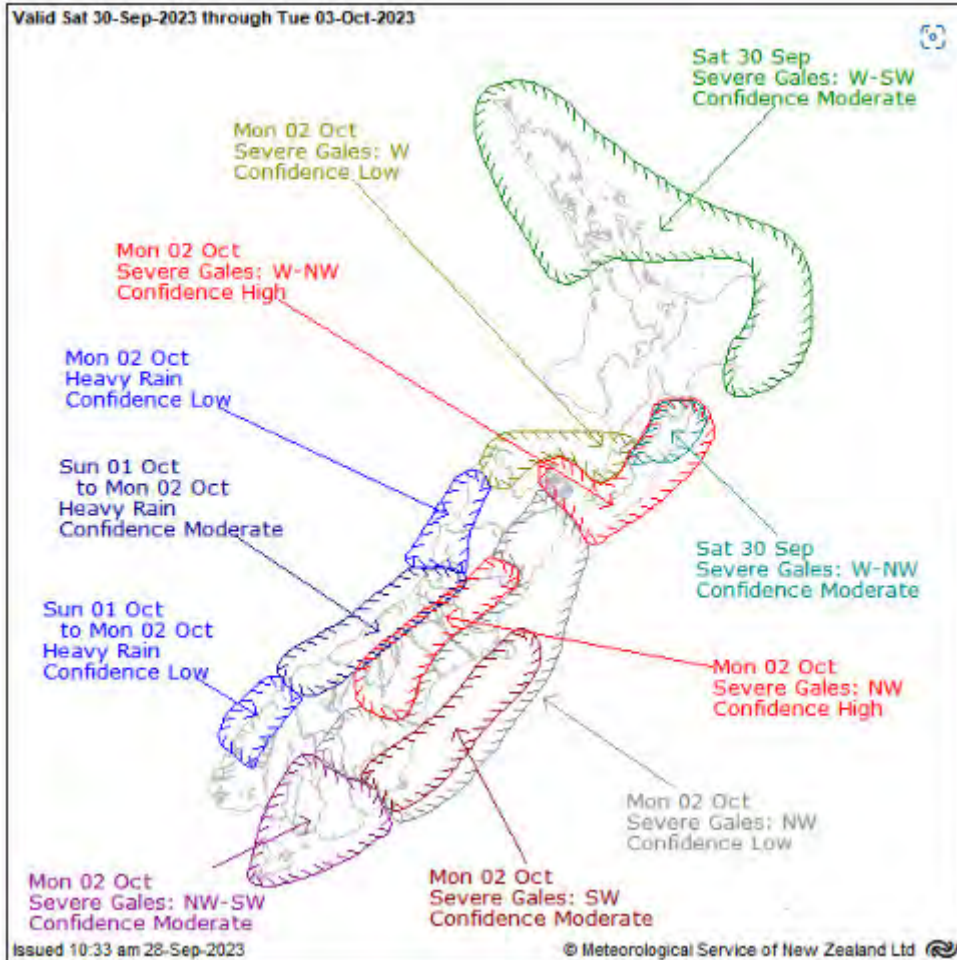
28/09/2023– ELT Situation Report Week 3

As at 2.30pm on 28/09/2023 prepared by Crispian [REDACTED] Approved by Anusha Guler

Distributed to	ELT members
Key Contacts	Anusha Guler and Crispian [REDACTED] Martin chaired the meeting.
Previous ELT SITREP	3 ELT Standup SITREPS 3 27092023 FINAL.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> Queenstown and Southland state of emergency lifted (23/09) Severe weather in Gisborne and Bay of Plenty. Gisborne is currently (0907) unaffected by the weather. There has been some slipping at Otoko southeast of Matawai on SH2. This is a main connection between Whakatane and Gisborne. The road is not shut presently. We will maintain a watch on this road as it is the main supply run from Gisborne. No flooding in Bay of Plenty though heavy rain in Tauranga. Rain is falling heavily in Coromandel but there is no flooding and no road closures. Rain in Hawkes Bay is moderate, but not approaching any critical or warning levels. It is forecast to lighten this afternoon. Overseas voting and dictation have started. Protests around Parliament take place on Thursday 28 September. The Incident Management team (IMT) was stood up on the 26th September, and the daily IMT Sitrep will be shared with the Taskforce members.
Key Dates	<p>Days to advance voting 4 days</p> <p>Days to election day 16 days</p>
Voting Services	<p>General Update:</p> <p>Overseas Operations</p> <ul style="list-style-type: none"> Four Overseas Voting Places are currently affected by the delivery delays, down from the 9 that were affected yesterday, and the approved actions are in place for those four. For the Overseas Voting Places which have now received their shipments, their Ballot Paper download option via Tupu has been removed. Received several requests for data relating to Overseas voting trends, numbers eligible, how many of those voted etc, request support to assist with these as we are not resourced for these types of questions. <p>ACTION</p> <ul style="list-style-type: none"> Martin, Grace and Beth to discuss a plan for the request for overseas voting data. <p>Voting Places</p> <ul style="list-style-type: none"> Weather disruption is a major concern. There are plans in place to manage expectations and resources for Electorate Managers to handle on the day.
Enrolment	<p>Issue: Keying Error:</p> <ul style="list-style-type: none"> Conducted audit to check for systemic keying errors, follow up from previous Māori elector issue on wrong roll. No systemic keying issue identified – <i>however</i>, we did pick up another example of a Māori elector being put onto the wrong roll type. <p>ACTION:</p> <ul style="list-style-type: none"> Extending the audit to focus on a narrower category of only Māori Electors, who have enrolled for the first time since 13 July. <p>Issue: Confirmation email error (online enrolment)</p> <p>[REDACTED]</p> <p>[REDACTED]</p>

	<ul style="list-style-type: none"> ■ [REDACTED] ■ [REDACTED] • Mike is correct. The issue is an incorrect confirmation email, not a fault in MIKE. • IT is currently investigating, and customer services team has been briefed. <p>General Update</p> <ul style="list-style-type: none"> • Processing around 1,000m paper forms a day and 4,800 online forms a day.
Print Delivery	<p>General Update:</p> <ul style="list-style-type: none"> • Notified 6(a) regarding Mana hasn't received Te Hai Hauauru rolls. • Whanganui received a large quantity of Te Hai Hauauru rolls. The electorate is working with the Te Hai Hauauru team.
IT	<p>NEW ISSUE</p> <ul style="list-style-type: none"> • Cert NZ (Computer Emergency Response Team) critical vulnerability - we have identified a new global critical vulnerability called "Webp" that highlights potential security risks to some of our systems. We are conducting an impact assessment with our service deliver partners. <p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • Connectivity Issue 25/9 - No further service issues, Incident report suggests issues were triggered by Daylight savings changes at the weekend, but still to be 100% confirmed. Meeting supplier to discuss next steps 28/9. • Field Users Mobile Connectivity – All additional Spark SIM cards received and in the process of being delivered to sites. Bulk activation process agreed and in place with Spark. • Interactive Voice Recognition Call Quality Issues – Acceptance testing scheduled for Thursday 1:30pm. • Enrolment Centralised Processing Wi-Fi issues in Upper Hutt – Continuing to monitor call quality and call transfer issues. Higher spec Contact Centre headsets being arranged to mitigate the noise pollution concerns at site in Upper Hutt
Customer Services	<p>General Update:</p> <ul style="list-style-type: none"> • Since yesterday, the team had 512 tickets created, received 52 phone calls and made 8 outbound calls. 89% of tickets were resolved. Telnet received 1,466 calls and 158 emails, 19% higher volume than last week. • The top enquiry remains to be enrolment related, followed by general voting and Where & When can I vote questions. • There are 9 complaints on hand across the business units.
Communications and Education	<p>General Update:</p> <p>Media</p> <ul style="list-style-type: none"> • Great story on Kids Voting published on RNZ • Provided lots of explainers on voting at the moment • Received a wide range of queries – voting, donation limits, candidate security, whether umbrella parties will show on ballot paper. • Received a number of requests for filming at voting places. <p>Social Media</p> <ul style="list-style-type: none"> • Themes - EasyVote, voting from overseas E.g. who can be the witness to an overseas vote? • Shared content from a number of overseas voting locations who posted on social media about issuing their first votes <p>Daily metrics</p> <ul style="list-style-type: none"> • 7 media enquiries • 158 enquiries and comments on social media • 57,005 visitors to vote.nz - a significant increase in visits to the website

Strategic Engagement and Partnership	<p>General Update:</p> <ul style="list-style-type: none"> Receiving regular (daily) enquiries about establishing new voting places following on from the Facebook post, including from Tauranga, Rotorua and Tāmaki. Staff are using the talking points provided by Comms to respond. Some groups have been accepting of the response while others have expressed unhappiness. Comms suggested to point people to the Commission’s website under Contact Us – FAQs for answers
Security & Integrity	<p>General Update:</p> <ul style="list-style-type: none"> Monitoring the protests in Wellington today and receiving regular updates from Police. Any issues and key information will be fed into the Incident Management Team (IMT) to manage. Aware of a group calling themselves ‘The Election Integrity Project’ who are looking to be appointed as scrutineers for the preliminary and official count. Working with Voting Services, Legal & Policy and Comms to determine the best approach to managing this.
People and Culture	<p>General Update:</p> <p>Recruitment:</p> <ul style="list-style-type: none"> Pre employment checks 603 Offers Made 1533 Onboarding 1328 Hires 16708 Total hires 19569
FOR YOUR INFORMATION	
Severe Weather Outlook	<p>Unsettled weather is forecast over Aotearoa/New Zealand for much of the outlook period, with a strong west to southwest flow bringing showers. An active trough embedded in this flow is expected to affect central and northern New Zealand on Saturday. The flow turns northwest on Sunday ahead of another active trough which should move quickly over the country from the southwest on Monday, followed by strong south to southwesterlies, then a ridge on Tuesday.</p> <p>On Saturday, there is moderate confidence of severe west to southwest gales for Northland, Great Barrier Island, Auckland and Coromandel Peninsula, and also moderate confidence of severe southwest gales for Mahia Peninsula and near the coast of Tairāwhiti/Gisborne. For Hawke's Bay south of Hastings and the Tararua District, there is also moderate confidence of severe west to northwest gales early Saturday morning.</p> <p>On Sunday and Monday, there is moderate confidence of rainfall accumulations reaching warning criteria in Westland, especially about the ranges, and low confidence for central and northern Fiordland. There is also low confidence on heavy rain for Buller on Monday.</p> <p>On Monday, there is high confidence of severe northwest gales for Hawke's Bay south of Hastings, the Tararua District, Wairarapa, Wellington, the Marlborough Sounds and also the Canterbury High Country. There is moderate confidence of severe northwest gales followed by severe southwest gales for Southland, Stewart Island and Clutha, and also for severe southwest gales for Dunedin, North Otago and about Banks Peninsula. Lastly, there is low confidence of severe westerly gales for southern Manawatu, Horowhenua, Kapiti Coast and northwest Tasman, and also low confidence of severe northwest gales for Marlborough (excluding the Sounds), Canterbury Plains, Christchurch, Banks Peninsula, North and Central Otago and Dunedin.</p>



**MetService
Extended
Forecast 29-1
October**

Friday

North Island: Showers clearing in the south and east, but becoming frequent in the west from Waitomo southwards. South Island: Isolated showers in the east. Periods of rain elsewhere, but widespread and possibly heavy in the west.

Saturday

North Island: Rain or showers for most, some heavy, easing late. South Island: Showers for most, but clearing in Westland.

Sunday

North Island: Becoming fine in the east and south. Cloudy periods and the odd shower elsewhere. South Island: Rain or showers in the west, mainly fine elsewhere.

Chatham Islands

Showers and westerlies. Showers becoming isolated later on Saturday.

ACTION REGISTER LOG

OPEN

Unit	Issue Severity	ACTION	DATE RAISED	WHO	DUE DATE	IMPACT	UPDATE/OUTCOME	DATE CLOSED
IT	MEDIUM	IT working with One.NZ and VS to identify and deliver contingent solutions for sites that do not have one.NZ connectivity.	12/09/23	Paul [REDACTED] CIO	19/09/23	Reputational - direct impact on VS staff across the region.	Working with the provider to resolve this.	Ongoing

29/09/2023– Situation Report Week 3

As at 12.29pm on 29/09/2023 prepared by Crispian [REDACTED]

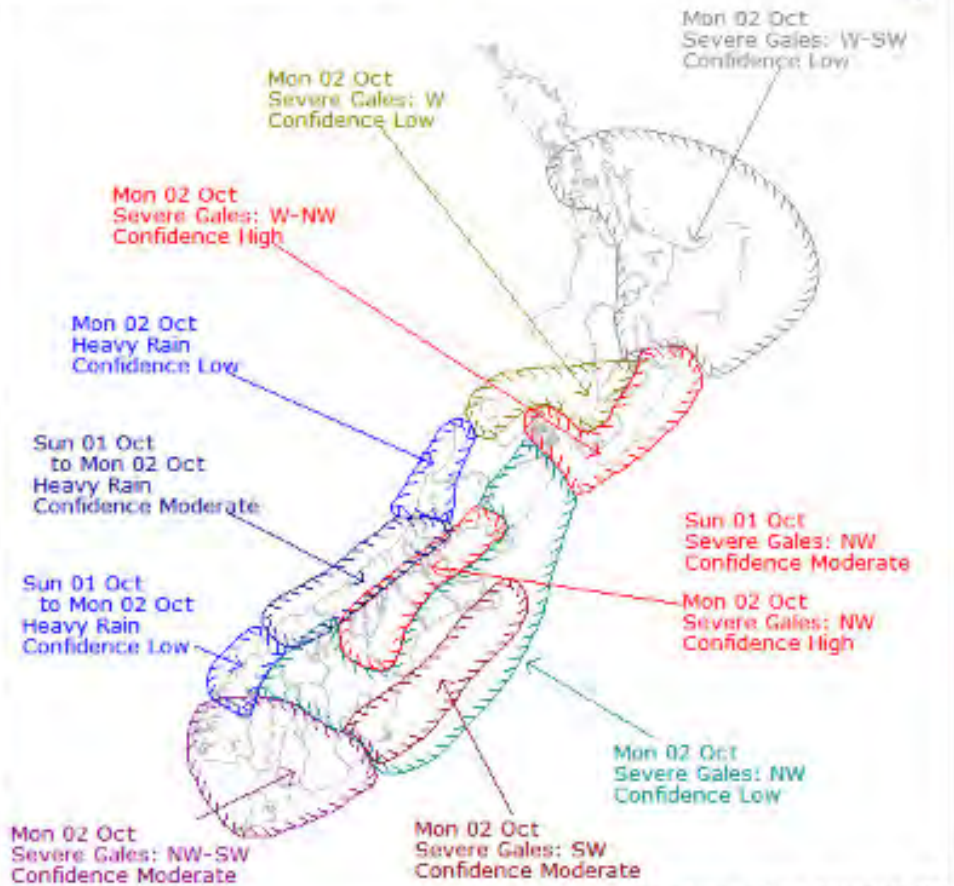
Distributed to	All GEDT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	2 ELT Standup SITREPS 3 28092023 FINAL.docx
Overview	<p>Summary of the weekly event</p> <ul style="list-style-type: none"> • Queenstown and Southland state of emergency lifted (23/09) • Overseas voting and dictation have started. • Protests around Parliament take place on Thursday 28 September. The Incident Management team (IMT) was stood up on the 26th September, and the daily IMT Sitrep will be shared with the Taskforce members.
Key Dates	<p>Days to advance voting 3 days</p> <p>Days to election day 15 days</p>
Voting Services	<p>GENERAL UPDATE/ISSUES:</p> <p>Overseas Operations</p> <ul style="list-style-type: none"> • The Overseas Voting Place delayed delivery situation is the same as yesterday, but now only one Overseas Voting Place has access to the Voting Papers via download from Tupu. Ankara, Turkey is the only Overseas Voting Place with the comms still displayed on the website. • Over 12000 downloads of Voting Papers with 3210 uploaded to 28/09. • 70 dictation votes received to 28/09 • More information here: - Overseas, Dictation, and Remote Voting: Overseas, Dictation, Remote, eLearn - Tableau Cloud <p>Voting Place – SI</p> <ul style="list-style-type: none"> • Verbal Update • All going to plan. Supplies going to the regional hubs. • Secure storage facilities QT, container, couldn't get open...bummer! • Take supplies through to Alex to repair door. • All fine. • Setting shops today or tmrw, commercial premises, setups complete by Sunday night • No issues here • Last minute back filling – ppl dropped out. All good • <p>Voting Place – Central NI</p> <ul style="list-style-type: none"> • All Electorate Managers have been spoken to and voting is ready to commence on Monday. Rural and regional electorates in the region have begun deliveries to secure storage facilities. • The focus for electorate teams now is to ensure they are ready to respond to issues as they arise and to ensure their staffing levels are adequate for the second week of advance voting and election day. • No roads of significance are shut in the region and the weather events earlier in the week provided no material damage. The weather in Coromandel, Bay of Plenty, Tauranga and Taupo is being watched this weekend. • Setting up VPs in the weekend. • HAvents lost any significant staff number – looking good for staff • Weather nothing significant • Trucks to secured storage. All good.

	<p>Voting Place – Auckland North</p> <ul style="list-style-type: none"> • Nothing to report on. <p>Voting Place – Auckland South</p> <ul style="list-style-type: none"> • Visited all 12 Headquarters (HQs) over the past 3 days. Spoke with Electorate Managers (EMs), Logistics and Supplies Managers (LSMs) and Recruitment & Rostering Managers (RRMs). All ready and prepared for distributing and setting up Advance Voting Places (AVPs) over the weekend or Monday • Advance Voting Places Managers (AVPMs) picking up voting materials • RRM's struggling with people pulling out and changing times. Bench thinning out. All have a good pool of people in Snaphire to draw on. Not an issue at this stage. • Setting up malls over the weekend <p>Voting Place – Wellington (Larissa running late to GEDT)</p> <ul style="list-style-type: none"> • No issues for readiness for Monday opening VPs in the region <p>EasyVote – Issue One</p> <ul style="list-style-type: none"> • While processing Mt Albert, NZPost staff have found Epsom voting place inserts within the boxes of Mt Albert's inserts. This impacts 18,000 packs which will be needed to be re-printed and produced. • DECISION REQUIRED: Reprint Epsom, hold it up, delay, + impact delivery 2nd week AV?. – Risk + nd comms. Stopped all production for Mt A + EP until investigate more. • Mt Albert 18k enveloped completed but stopped. Redo. <p>EasyVote – Issue Two</p> <ul style="list-style-type: none"> • Some Te Tai Hauāuru candidate sheets have been found in the Ikaroa-Rāwhiti electorate EasyVote packs. The Commission was made aware via social media. Based on preliminary information, we believe this is an isolated incident. Investigation is ongoing. <p>EasyVote – Issue Three</p> <ul style="list-style-type: none"> • We have been informed that two trays of Te Atatū EasyVote packs (~700) have been identified by NZPost as being 'unsalvageable' after getting wet in transit. Further information is yet to be provided by NZPost. <p>ACTION: Principal Advisor Voting Services is liaising with NZPost</p>
Enrolment	<p>MANAGEMENT OF ISSUES</p> <p>Error Audit</p> <ul style="list-style-type: none"> • The audit of enrolment records, following the identification of two errors relating to roll choice has been completed. • The full high-risk population of 1st time Māori electors enrolled since the end of MEO has been checked. • 19 records have been fixed to align to elector intent. This is 2.7% of the high-risk records. • All but two electors have been contacted. (those two didn't include contact details). • All electors whose records have been fixed and will be sent an updated Easyvote letter (we have checked, and all were included in last night's extract). <p>Easyvote Supplementary letter data extract</p> <ul style="list-style-type: none"> • The extract and Quality Assurance (QA) was successfully completed last night, and approval to send to printers obtained this morning. • 66,137 records were extracted. 62,986 General Roll and 3,151 Māori Roll. <p>Potential issue with Online enrolment confirmation email</p> <ul style="list-style-type: none"> • Issue being investigated by IT. <p>General Update</p> <ul style="list-style-type: none"> • Small teams of enrolment staff will be working tomorrow (Saturday) in each of the three enrolment

	processing centres.
IT	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • Cert NZ (Computer Emergency Response Team) critical ‘Webp’ vulnerability – Our Initial impact assessment coupled with advice from NCSC (National Cyber Security Centre) has provided some comfort that our systems patching regime has provided a good level of mitigation. Work will continue to validate risk and deliver further mitigation as required. • Connectivity Issue 25/9 - No further service issues. IT have worked with our service delivery partner Cello to implement proactive monitoring and associated assurance to minimise risk of reoccurrence. • Field Users Mobile Connectivity – All now in hand, completing final deliveries/activations today 29/9. • Interactive Voice Recognition Call Quality Issues – Testing on 28/9 confirmed business acceptance. • Enrolment Centralised Processing Wi-Fi issues in Upper Hutt – Continuing to monitor call quality issues. Hard wired Network connections being deployed and tested today. Higher spec Contact Centre headsets ordered and due Monday.
Customer Services	<p>General Update:</p> <ul style="list-style-type: none"> • Since yesterday, the team had 466 tickets created, received 78 phone calls and made 10 outbound calls. 89% of tickets were resolved. • Telnet received 1,323 calls and 154 emails; the call volume was doubled than last week. • There has been an increasing volume of voting questions since Wednesday. The majority of enquiries remain to be about updating enrolment details. • There are 9 complaints on hand across the business units. No major issue or risk to raise. • Over the last 48 hours, 41 new knowledge base articles were added to Zendesk – this is an indication of a high level of preparation efforts going on.
Communications and Education	<p>General Update:</p> <p>Media</p> <ul style="list-style-type: none"> • Requests for information on advance voting and Māori enrolment figures. • ABC wants to do an interview around overseas voting; a request from NewsRoom on our headcount and hires. • Lots of requests for filming at a voting places. <p>Any risks or issues</p> <ul style="list-style-type: none"> • This morning, an EasyVote error was posted, in that the Te Tai Hauāuru candidates have been included in the Ikaroa-Rāwhiti EasyVote pack. We have prepared a holding statement for media and social media. • A lot of people (50 – 60 of the first 600 uploads) using the upload download service have typed the signature, making their vote invalid. <p>ACTION: Strongly emphasised the info on vote.nz telling voters that they need to sign their ballot papers manually.</p> <ul style="list-style-type: none"> • An issue has been raised that on WeChat people are sharing information about voting online and potentially using the upload and download service from within New Zealand. <p>ACTION: Referred to overseas team and IT team for advice; preparing FAQs for community engagement team and will look for opportunities in media partnership activity to reinforce correct information about voting in NZ.</p> <p>ACTION: Reactive FAQs prepared to respond to enrolment issues around Māori and general roll, if needed.</p> <p>Daily metrics</p> <ul style="list-style-type: none"> • 5 media enquiries • 155 enquiries and comments on social media • 52783 visitors to vote.nz
Strategic	Issue:

Engagement and Partnership	<ul style="list-style-type: none"> Overnight we learned of messages circulating within the Auckland Chinese community on WeChat encouraging people to vote using the overseas voting forms (potentially confusing this with Advanced Voting). Catalyst scan for NZ URLs and if the vote is done in NZ it will mean their vote is invalid and will be removed. <p>ACTIONS:</p> <ul style="list-style-type: none"> Referred to overseas team and IT team; Comms team preparing FAQs for community engagement team and will look for opportunities in Chinese media partnership activity to reinforce correct information about voting in NZ. FAQ will be provided to engagement and enquiries staff. <p>Update:</p> <ul style="list-style-type: none"> Staff continue to receive enquiries from tangata whenua groups wanting more voting places. At an event in Napier yesterday evening, community members indicated they will start approaching other Voting Places (VPs - particularly Kaupapa Māori) to see if they can help them establish their own.
Security & Integrity	<p>General Update:</p> <ul style="list-style-type: none"> IMT met – all under control and therefore IMT deactivated. Comms went out for those working tomorrow around security precautions. Scrutineer issue – further info on scrutineer guidelines has gone out to field staff via Panui plus L&P have assisted with drafting a response to the person from the EM to the Election Integrity Project From Monday onwards, security team will be facilitating two daily stand-ups – one with key government agencies, and one with Regional Security & Resilience Advisors. Information from both these check-ins will be included into the daily GEDT sitreps as appropriate.
People and Culture	<p>General Update:</p> <p>Recruitment update:</p> <ul style="list-style-type: none"> Pre employment checks 604 Offers Made 1237 Onboarding 1319 Hires 17578 Total hires 20919
FOR YOUR INFORMATION	
Severe Weather Outlook	<p>Unsettled weather is forecast over Aotearoa/New Zealand during Sunday and Monday. A northwest flow strengthens on Sunday ahead of an active trough which should move quickly over the country from the southwest on Monday, followed by strong southwesterlies, then a ridge on Tuesday and Wednesday. On Sunday and Monday, there is moderate confidence of rainfall accumulations reaching warning criteria in Westland, especially about the ranges, and low confidence for central and northern Fiordland. There is also low confidence on heavy rain for Buller on Monday. There is also moderate confidence of severe northwest gales for Canterbury High Country on Sunday.</p> <p>On Monday, there is high confidence of severe northwest gales for Hawke's Bay south of Hastings, the Tairāpapa District, Wairarapa, Wellington, the Marlborough Sounds and also the Canterbury High Country. There is moderate confidence of severe northwest gales followed by severe southwest gales for southern Fiordland, Southland, Stewart Island and Clutha, and also for severe southwest gales for Dunedin, North Otago and about Banks Peninsula. There is low confidence of severe west to southwest gales for Auckland, Coromandel Peninsula, eastern Waikato, Bay of Plenty, Gisborne, Taupo, eastern Taihupo, Hawke's Bay about and north of Hastings, and also for southern Whanganui, Manawatu, Horowhenua, Kapiti Coast and northwest Tasman. Lastly, there is low confidence of severe northwest gales for Marlborough (excluding the Sounds), Canterbury Plains, Christchurch, Banks Peninsula and Otago excluding Clutha.</p>

Valid Sun 01-Oct-2023 through Wed 04-Oct-2023



Issued 11.00 am 29-Sep-2023

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Severe Weather by Region

NORTH ISLAND

- Upper 2 Warnings/Watches >
- West 0 Warnings/Watches >
- Central 1 Warning/Watch >
- East 1 Warning/Watch >
- Lower 1 Warning/Watch >

SOUTH ISLAND

- Upper 1 Warning/Watch >
- Central 2 Warnings/Watches >
- Lower 2 Warnings/Watches >

OTHER ISLANDS

- Chatham Islands 0 Warnings/Watches >



**MetService
Extended
Forecast 29-1
October**

Friday

North Island: Showers clearing in the south and east, but becoming frequent in the west from Waitomo southwards. South Island: Isolated showers in the east. Periods of rain elsewhere, but widespread and possibly heavy in the west.

Saturday

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Showers and westerlies. Showers becoming isolated later on Saturday.

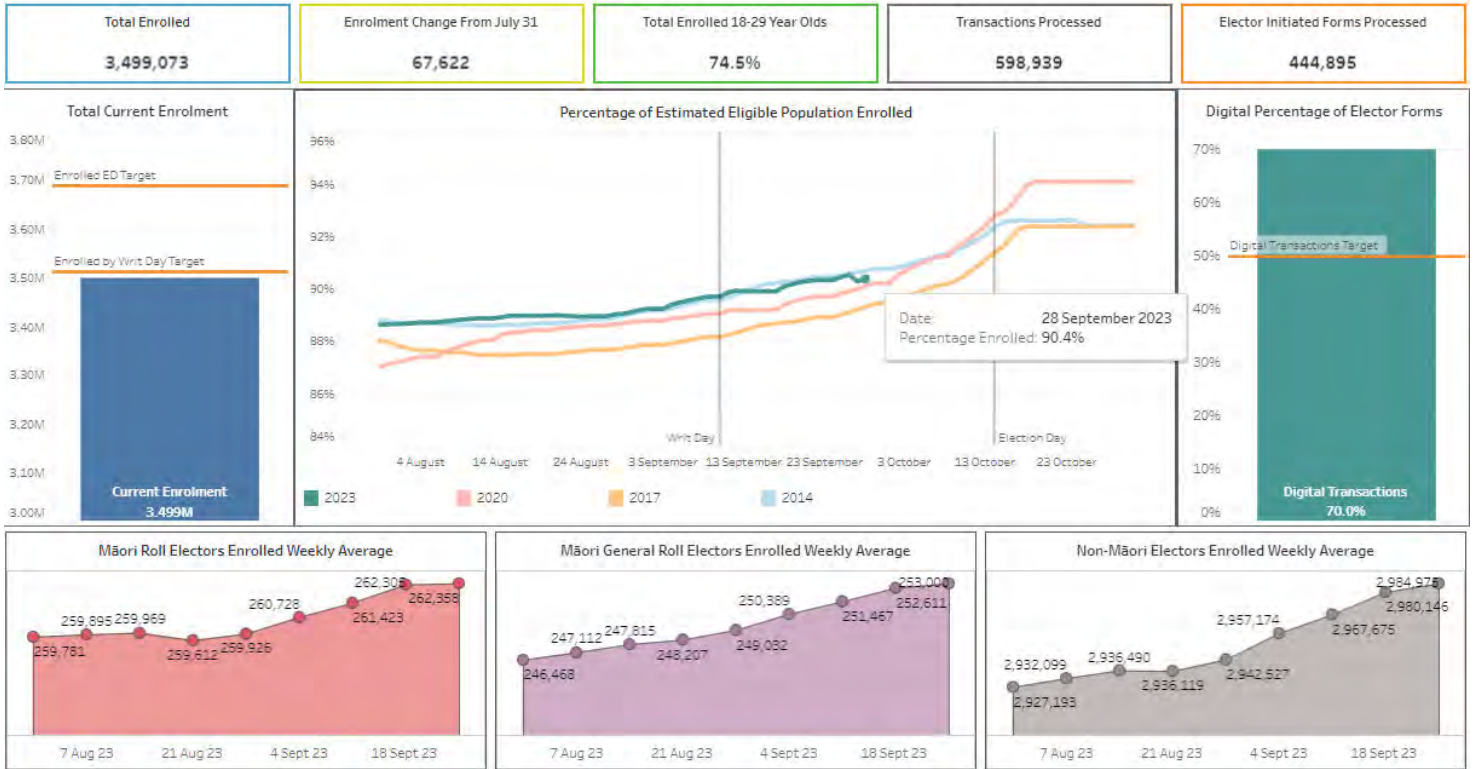
ACTION REGISTER LOG

OPEN

Unit	Issue Severity	ACTION	DATE RAISED	WHO	DUE DATE	IMPACT	UPDATE/OUTCOME	DATE CLOSED
IT	MEDIUM	IT working with One.NZ and VS to identify and deliver contingent solutions for sites that do not have one.NZ connectivity.	12/09/23	Paul [REDACTED] IO	19/09/23	Reputational - direct impact on VS staff across the region.	Working with the provider to resolve this.	Ongoing

Enrolment Dashboard

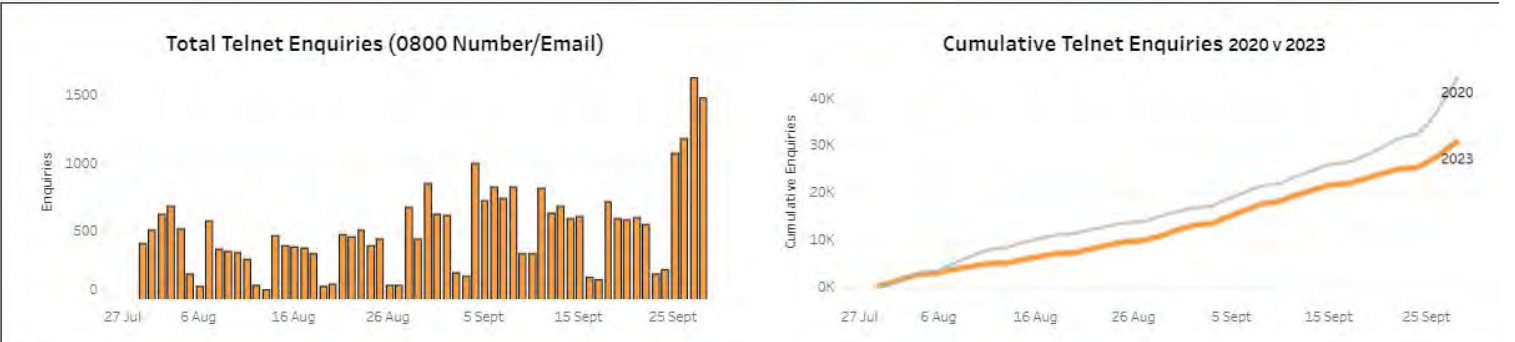
General Election 2023 Enrolment Campaign



Customer Enquiries and Complaints Dashboard

Enquiries and Complaints Summary | [Enquiries Overview](#) | [Level 1](#) | [Level 2](#) | [Level 3](#) | [Unpublished Only](#) | [All Complaints](#)

Level 1: Telnet / 0800 Number		Level 2: Customer Services Team		Level 3: Unpublished Team Only		Level 3: Subject Matter Experts	
0800 Number Calls answered since 31 Jul 2023 26,430	Emails received since 31 Jul 2023 3,753	Tickets Closed Since 31 Jul 2023 10,209	Current Open Tickets 202	Tickets Closed Since 31 Jul 23 3,417	Current Open Tickets 222	Tickets Closed Since 31 Jul 23 1,030	Current Open Tickets 46



Enquiries over Time
Grouped by Week

View Enquiries/Complaints Handled by National Office Staff

Enquiries

	31 Jul	7 Aug	14 Aug	21 Aug	28 Aug	4 Sept	11 Sept	18 Sept	25 Sept
Enquiries Team	808	823	827	925	1,237	1,835	1,373	1,221	1,362
Enrolment	523	526	763	475	394	563	349	369	336
Legal & Policy	13	24	10	13	13	23	23	30	15
Overseas	5	7	7	11	7	19	14	22	27
Communications	7	8	5	18	17	16	16	15	4
Voting Services	1	2		1	2	4	5	7	5
CE's Office	1								

Top Enquiry Types Last 7 days
Fri 22 Sept 2023 - Thu 28 Sept 2023

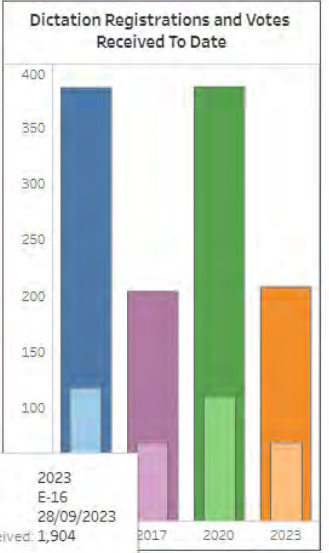
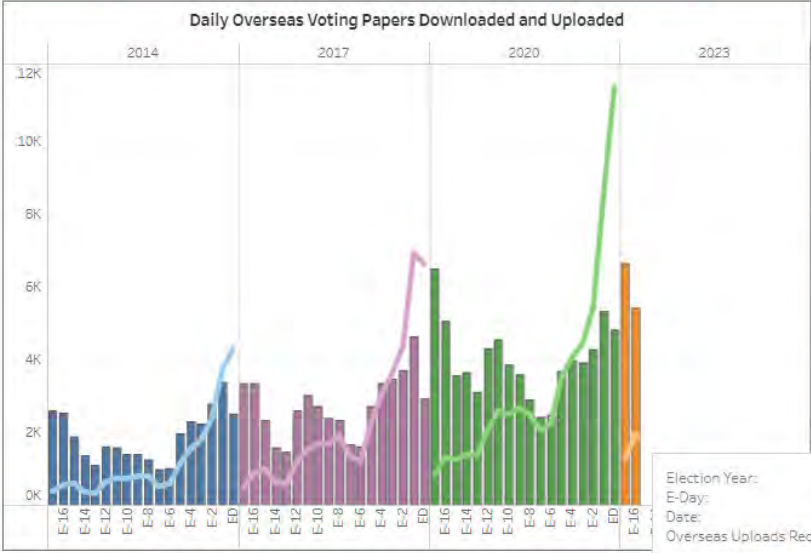
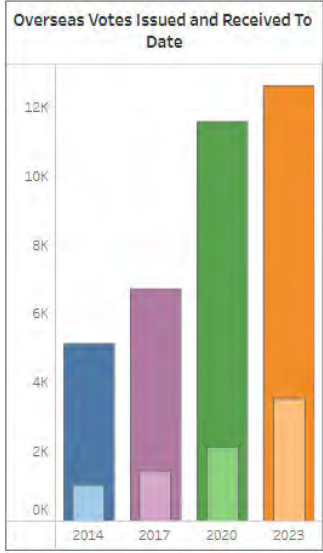
	Enquiries	% of Enquiries Last Week
1	Enrolling to Vote or updating my details	1,467 (69%)
2	General enquiries	406 (19%)
3	Voting in an Election	155 (7%)
4	Voting from overseas	74 (3%)
5	Information for parties and candidates	18 (1%)

Overseas and Dictation

Overseas, Dictation, and Remote Voting and e-Learning Support

[Dashboard Help](#)

Voting Papers Downloaded 12,085	Change in Downloads from 2020 4.2%	Voting Papers Uploaded 3,210	Change in Uploads from 2020 48.3%	Dictation Registrations 208	Dictation Votes Received 70	eLearning Support Calls 3,436	Remote Applications 4	Remote Votes Received 0	Overseas Enquiries 788
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Election Year: 2023
 E-Day: E-16
 Date: 28/09/2023
 Overseas Uploads Received: 1,904

- 2014, Issued
- 2017, Issued
- 2020, Issued
- 2023, Issued
- 2014, Received
- 2017, Received
- 2020, Received
- 2023, Received

29/09/2023– ELT Situation Report Week 3

As at 2.12pm on 29/09/2023 prepared by Crispian [REDACTED], approved by Anusha Guler

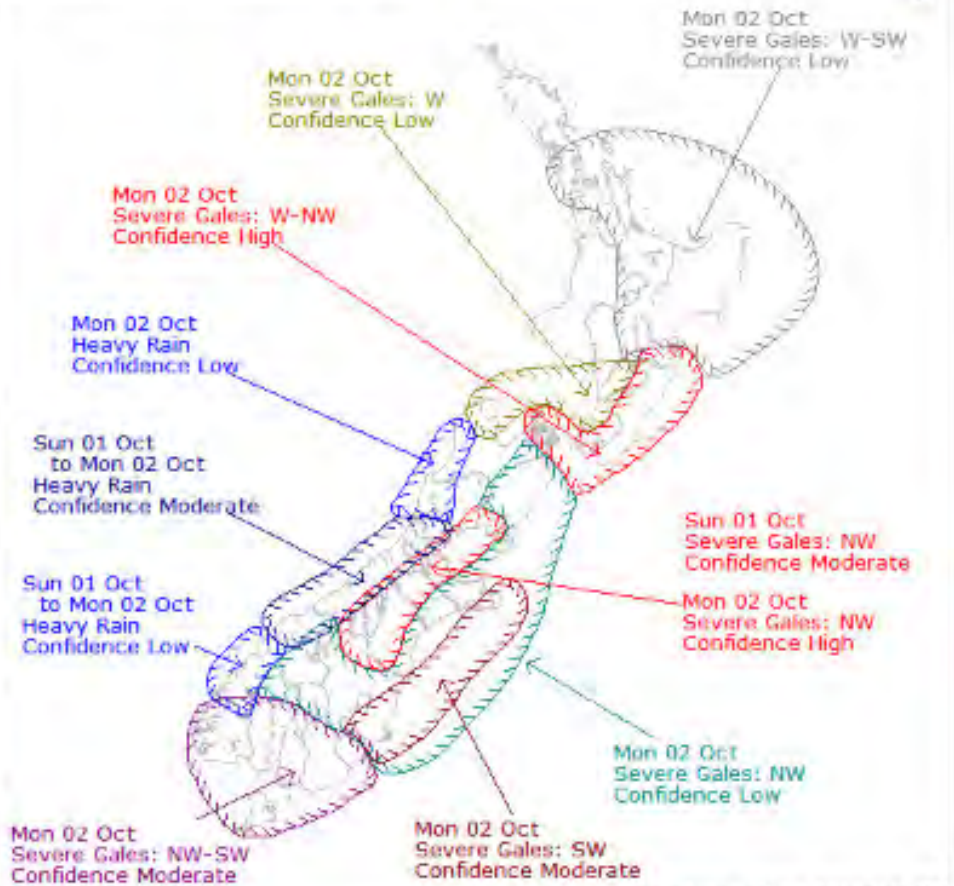
Distributed to	All GEDT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	2 ELT Standup SITREPS 3 28092023 FINAL.docx
Overview	<p>Summary of the weekly event</p> <ul style="list-style-type: none"> • Queenstown and Southland state of emergency lifted (23/09) • Overseas voting and dictation have started. • Protests around Parliament take place on Thursday 28 September. The Incident Management team (IMT) was stood up on the 26th September, and the daily IMT Sitrep will be shared with the Taskforce members. • IMT deactivated. • Final preparation for Advance Voting.
Key Dates	<p>Days to advance voting 3 days</p> <p>Days to election day 15 days</p>
Voting Services	<p>GENERAL UPDATE/ISSUES:</p> <p>Overseas Operations</p> <ul style="list-style-type: none"> • Ankara, Turkey is the only Overseas Voting Place which has access to the Voting Papers via download from Tupu. Communication is displayed on the website. • Over 12000 downloads of Voting Papers with 3210 uploaded to 28/09. • 70 dictation votes received to 28/09 <p>Voting Place – South Island</p> <ul style="list-style-type: none"> • All going to plan. • Supplies are being delivered to the regional hubs. • Encountered an issue with the secure storage facilities in Queenstown as staff were unable to open the container doors. Door is to be repaired. • Setting up Voting Places at shops today and tomorrow, will be completed by Sunday night. • Last minute back filling of staff as people become unavailable. <p>Voting Place – Central North Island</p> <ul style="list-style-type: none"> • All Electorate Managers have been spoken to and voting is ready to commence on Monday. Rural and regional electorates in the region have begun deliveries to secure storage facilities. • The focus for electorate teams now is to ensure they are ready to respond to issues as they arise and to ensure staffing levels are adequate for the second week of advance voting and election day. • No roads of significance are shut in the region and the weather events earlier in the week provided no material damage. The weather in Coromandel, Bay of Plenty, Tauranga and Taupo is being watched this weekend. • Setting up Voting Places in malls over in the weekend. • Staff situation all under control. <p>Voting Place – Auckland North</p> <ul style="list-style-type: none"> • No report provided. Peter was not in attendance at Taskforce. <p>Voting Place – Auckland South</p> <ul style="list-style-type: none"> • Visited all 12 Headquarters (HQs) over the past 3 days. All ready and prepared for distribution and setting up of Advance Voting Places (AVPs) over the weekend or early Monday • Advance Voting Places Managers (AVPMs) picking up voting materials.

	<ul style="list-style-type: none"> • Setting up malls over the weekend. • Recruitment and Rostering Managers (RRMs) struggling with people pulling out and changing times but not an issue at this stage. <p>Voting Place – Wellington</p> <ul style="list-style-type: none"> • No report provided. No issues expected. Larissa not in attendance at Taskforce. <p>EasyVote – Issue One</p> <ul style="list-style-type: none"> • While processing Mt Albert Easyvote packs, NZPost staff have found Epsom voting place inserts within the boxes of Mt Albert’s inserts. This impacts 18,000 packs which will be needed to be re-printed and produced. • Stopped all production for Mt Albert and Epsom until a decision is made. This will have an impact on the delivery tovoters. <p>EasyVote – Issue Two</p> <ul style="list-style-type: none"> • Some Te Tai Hauāuru candidate sheets have been found in the Ikaroa-Rāwhiti electorate EasyVote packs. The Commission was made aware via social media. Based on preliminary information, we believe this is an isolated incident. Investigation is ongoing. <p>EasyVote – Issue Three</p> <ul style="list-style-type: none"> • We have been informed that two trays of Te Atatū EasyVote packs (~700) have been identified by NZPost as being ‘unsalvageable’ after getting wet in transit. Further information is yet to be provided by NZPost. <p>ACTION:</p> <ul style="list-style-type: none"> • More information is required before any decisions are made on the impacted Easyvote packs • Voting Services is investigating the issue with 6(a) and NZ Post.
Enrolment	<p>MANAGEMENT OF ISSUES</p> <p>Error Audit</p> <ul style="list-style-type: none"> • The audit of enrolment records, following the identification of two errors relating to roll choice has been completed. • The full high-risk population of 1st time Māori electors enrolled since the end of MEO has been checked. • 19 records have been fixed to align to elector intent. This is 2.7% of the high-risk records. • All but two electors have been contacted. (those two didn’t include contact details). • All electors whose records have been fixed and will be sent an updated Easyvote letter <p>Easyvote Supplementary letter data extract</p> <ul style="list-style-type: none"> • The extract and Quality Assurance (QA) was successfully completed last night, and approval to send to printers obtained this morning. • 66,137 records were extracted. 62,986 General Roll and 3,151 Māori Roll. <p>Potential issue with Online enrolment confirmation email</p> <ul style="list-style-type: none"> • Issue being investigated by IT. <p>General Update</p> <ul style="list-style-type: none"> • Small teams of enrolment staff will be working tomorrow (Saturday) in each of the three enrolment processing centres.
IT	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • Cert NZ (Computer Emergency Response Team) critical ‘Webp’ vulnerability – Our Initial impact assessment coupled with advice from NCSC (National Cyber Security Centre) has provided some comfort that our systems patching regime has provided a good level of mitigation. Work will continue to validate risk and deliver further mitigation as required. • Connectivity Issue 25/9 - No further service issues. IT have worked with our service delivery partner Cello to implement proactive monitoring and associated assurance to minimise risk of reoccurrence.

	<ul style="list-style-type: none"> • Field Users Mobile Connectivity – All now in hand, completing final deliveries/activations today 29/9. • Interactive Voice Recognition Call Quality Issues – Testing on 28/9 confirmed business acceptance. • Enrolment Centralised Processing Wi-Fi issues in Upper Hutt – Continuing to monitor call quality issues. Hard wired Network connections being deployed and tested today. Higher spec Contact Centre headsets ordered and due Monday.
Customer Services	<p>General Update:</p> <ul style="list-style-type: none"> • Since yesterday, the team had 466 tickets created, received 78 phone calls and made 10 outbound calls. 89% of tickets were resolved. • Telnet received 1,323 calls and 154 emails; the call volume was doubled than last week. • There has been an increasing volume of voting questions since Wednesday. The majority of enquiries remain to be about updating enrolment details. • There are 9 complaints on hand across the business units. No major issue or risk to raise. • Over the last 48 hours, 41 new knowledge base articles were added to Zendesk
Communications and Education	<p>General Update:</p> <p>Media</p> <ul style="list-style-type: none"> • Requests for information on advance voting and Māori enrolment figures. • ABC wants to do an interview around overseas voting; a request from NewsRoom on our headcount and hires. • Lots of requests for filming at a voting places. • An issue has been raised that on WeChat people are sharing information about voting online and potentially using the upload and download service from within New Zealand. <p>ACTION:</p> <ul style="list-style-type: none"> • Referred to overseas team and IT team for advice; preparing FAQs for community engagement team and will look for opportunities in media partnership activity to reinforce correct information about voting in NZ. • Reactive FAQs prepared to respond to enrolment issues around Māori and general roll, if needed. • Strongly emphasised the info on vote.nz telling voters that they need to sign their ballot papers manually. <p>Daily metrics</p> <ul style="list-style-type: none"> • 5 media enquiries • 155 enquiries and comments on social media • 52783 visitors to vote.nz
Strategic Engagement and Partnership	<p>Issue:</p> <ul style="list-style-type: none"> • Overnight we learned of messages circulating within the Auckland Chinese community on WeChat encouraging people to vote using the overseas voting forms (potentially confusing this with Advanced Voting). Catalyst scan for NZ URLs and if the vote is done in NZ it will mean their vote is invalid and will be removed. <p>ACTIONS:</p> <ul style="list-style-type: none"> • Referred to overseas team and IT team; Comms team preparing FAQs for community engagement team and will look for opportunities in Chinese media partnership activity to reinforce correct information about voting in NZ. • FAQ will be provided to engagement and enquiries staff. <p>Update:</p> <ul style="list-style-type: none"> • Received enquiries from tangata whenua groups wanting more voting places. At an event in Napier yesterday evening, community members indicated they will start approaching other Voting Places (VPs - particularly Kaupapa Māori) to see if they can help them establish their own.
Security & Integrity	<p>General Update:</p> <ul style="list-style-type: none"> • All under control with protesters and therefore Incident Management Team (IMT) deactivated. Communication has been sent to staff for those working tomorrow, around security precautions.

	<ul style="list-style-type: none"> • Scrutineer issue – further info on scrutineer guidelines has gone out to field staff via Panui (newsletter for Voting Services) plus Legal & Policy have assisted with drafting a response to the person from the Electorate Manager (EM) to the Election Integrity Project • From Monday onwards, security team will be facilitating two daily stand-ups – one with key government agencies, and one with Regional Security & Resilience Advisors. Information from both these check-ins will be included into the daily Taskforce sitreps as appropriate.
People and Culture	<p>General Update:</p> <p>Recruitment update:</p> <ul style="list-style-type: none"> • Pre employment checks 604 • Offers Made 1237 • Onboarding 1319 • Hires 17578 • Total hires 20919
FOR YOUR INFORMATION	
Severe Weather Outlook	<p>Unsettled weather is forecast over Aotearoa/New Zealand during Sunday and Monday. A northwest flow strengthens on Sunday ahead of an active trough which should move quickly over the country from the southwest on Monday, followed by strong southwesterlies, then a ridge on Tuesday and Wednesday.</p> <p>On Sunday and Monday, there is moderate confidence of rainfall accumulations reaching warning criteria in Westland, especially about the ranges, and low confidence for central and northern Fiordland. There is also low confidence on heavy rain for Buller on Monday. There is also moderate confidence of severe northwest gales for Canterbury High Country on Sunday.</p> <p>On Monday, there is high confidence of severe northwest gales for Hawke's Bay south of Hastings, the Tararua District, Wairarapa, Wellington, the Marlborough Sounds and also the Canterbury High Country. There is moderate confidence of severe northwest gales followed by severe southwest gales for southern Fiordland, Southland, Stewart Island and Clutha, and also for severe southwest gales for Dunedin, North Otago and about Banks Peninsula. There is low confidence of severe west to southwest gales for Auckland, Coromandel Peninsula, eastern Waikato, Bay of Plenty, Gisborne, Taupo, eastern Taihape, Hawke's Bay about and north of Hastings, and also for southern Whanganui, Manawatu, Horowhenua, Kapiti Coast and northwest Tasman. Lastly, there is low confidence of severe northwest gales for Marlborough (excluding the Sounds), Canterbury Plains, Christchurch, Banks Peninsula and Otago excluding Clutha.</p>

Valid Sun 01-Oct-2023 through Wed 04-Oct-2023



Issued 11.00 am 29-Sep-2023

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Severe Weather by Region

NORTH ISLAND

- Upper 2 Warnings/Watches >
- West 0 Warnings/Watches >
- Central 1 Warning/Watch >
- East 1 Warning/Watch >
- Lower 1 Warning/Watch >

SOUTH ISLAND

- Upper 1 Warning/Watch >
- Central 2 Warnings/Watches >
- Lower 2 Warnings/Watches >

OTHER ISLANDS

- Chatham Islands 0 Warnings/Watches >



**MetService
Extended
Forecast 29-1
October**

Friday

North Island: Showers clearing in the south and east, but becoming frequent in the west from Waitomo southwards. South Island: Isolated showers in the east. Periods of rain elsewhere, but widespread and possibly heavy in the west.

Saturday

North Island: Rain or showers for most, some heavy, easing late. South Island: Showers for most, but clearing in Westland.

Sunday

North Island: Becoming fine in the east and south. Cloudy periods and the odd shower elsewhere. South Island: Rain or showers in the west, mainly fine elsewhere.

Chatham Islands

Showers and westerlies. Showers becoming isolated later on Saturday.

ACTION REGISTER LOG

OPEN

Unit	Issue Severity	ACTION	DATE RAISED	WHO	DUE DATE	IMPACT	UPDATE/OUTCOME	DATE CLOSED
IT	MEDIUM	IT working with One.NZ and VS to identify and deliver contingent solutions for sites that do not have one.NZ connectivity.	12/09/23	Paul [REDACTED] CIO	19/09/23	Reputational - direct impact on VS staff across the region.	Working with the provider to resolve this.	Ongoing



Issued: 1030hrs 2 October 2023	Authorised by: ██████████ - Watch Leader	Next update: 1030hrs 3 October 2023
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Executive Summary

- There are orange strong wind warnings in force for the lower North Island and most of the South Island today.
- Orange heavy rain warnings are in force for Westland today.

NEMA Operational Status

Operational Activity

- NCC is at Mode 1 (MAR Centre monitoring).

On-Call Roster

Director	██████████
National Controller	██████████

Response Manager	██████████
Activation Coordinator	██████████

PIM	██████████
REMA North	██████████
REMA South	██████████

Response Activity

Nothing to report.

Weather and Climate



MetService warnings and watches accurate at 1000hrs today.

Current Weather

A heavy rain warning is in place for Westland until 1400hrs today, with a further 30 to 40 mm of rain forecast in the ranges, with possible thunderstorms. Expect rain to ease this afternoon.

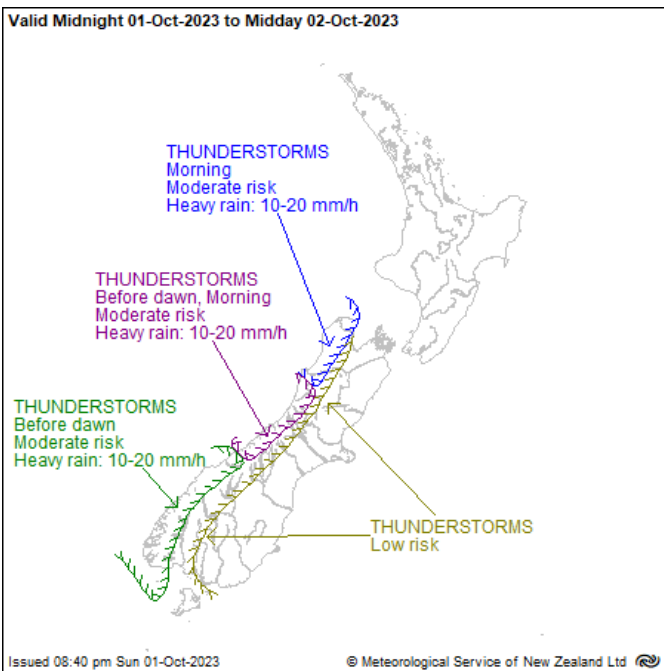
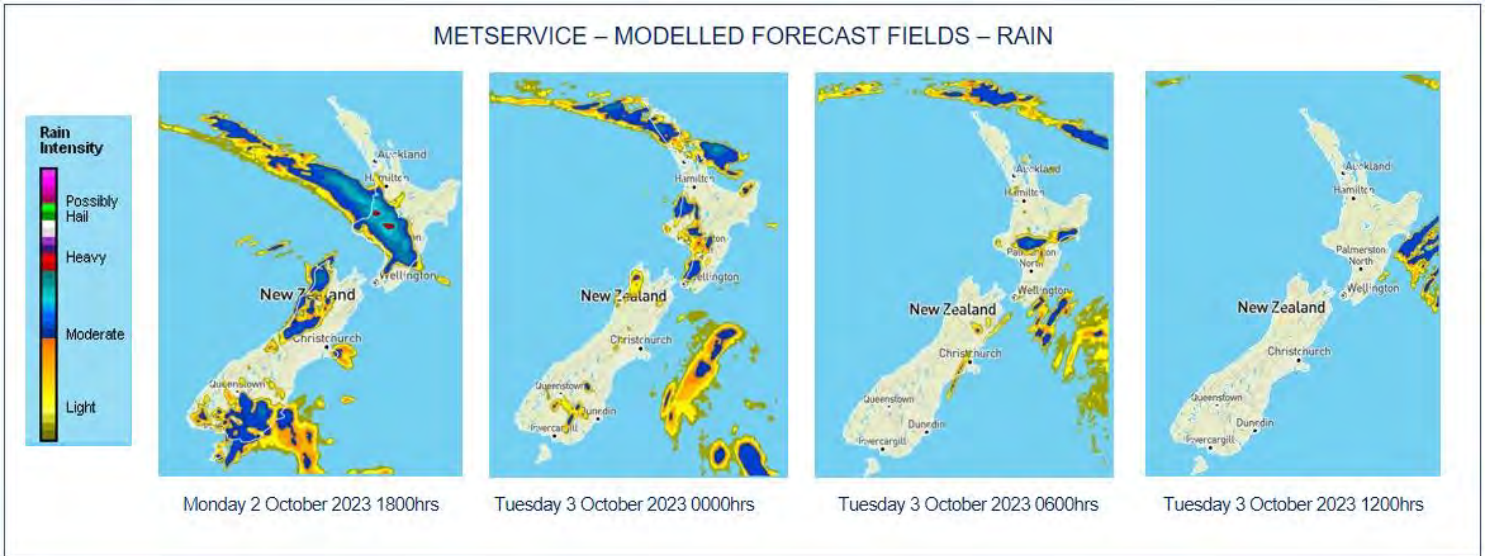
There are orange strong wind warnings in force for the majority of the South Island and lower North Island. They are in place for the Marlborough Sounds, Wellington, Wairarapa and Tararua District from until 1600hrs today and for Canterbury High Country and the ranges of Marlborough until 2000hrs tonight. There are also strong wind warnings in force for Canterbury Plains, Banks Peninsula, and coastal Marlborough (south of Ward) until 2300hrs tonight.

Strong wind warnings are also in place for Otago (excluding Clutha) until 2000hrs tonight, and for Fiordland, Southland, Stewart Island, and Clutha until 1700hrs this afternoon.

A strong wind watch for Hawke's Bay (south of Hastings) is valid for nine hours until 1800hrs tonight.

Heavy rain watches are in force for Buller and the Headwaters of the Canterbury lakes and rivers until 1400hrs today.

METSERVICE – MODELLED FORECAST FIELDS – RAIN

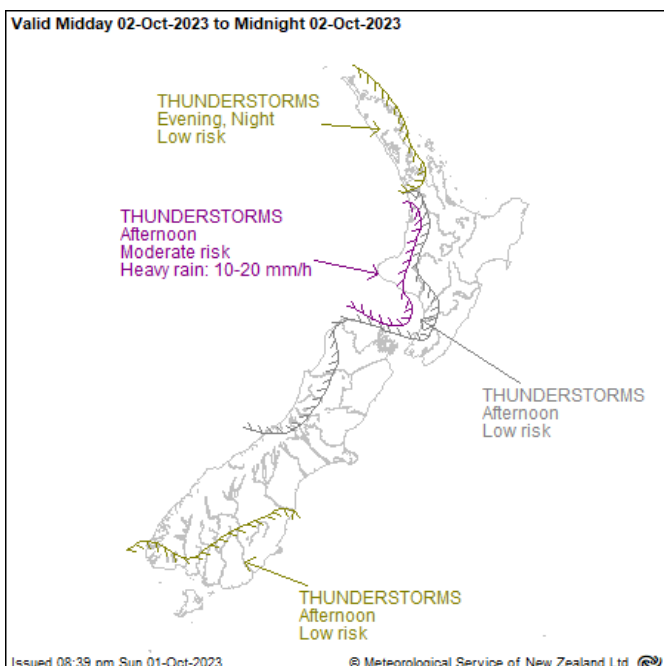


Thunderstorm Outlook

A front moves quickly north over the South Island this morning.

There is a moderate risk of elevated thunderstorms embedded in the rainband as it moves north, affecting the west of the Tasman District and Buller in the morning, and Westland and Fiordland before dawn. These thunderstorms are likely to be accompanied by heavy rain with peak intensities of 10 to 20 mm/h.

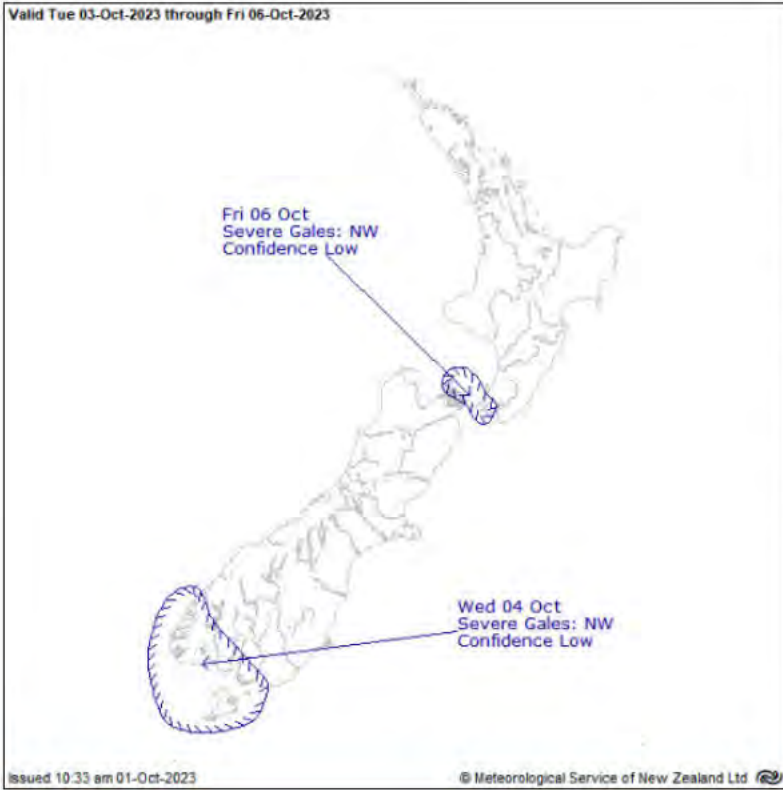
A lower risk of thunderstorms extends east to the Main Divide and to Stewart Island.



The front continues heading north over the North Island this afternoon and evening.

There is a moderate risk of elevated thunderstorms embedded in the rainband later today from Taranaki to Waikato, with a lower risk extending to inland western areas, and to Kapiti in the south. A low risk of thunderstorms also extends to Auckland and Northland in the evening. These thunderstorms are likely to be accompanied by heavy rain with peak intensities of 10 to 20 mm/h.

Over the South Island, there is a low risk of thunderstorms in the west to southwest flow behind the front over Buller and northern Westland this afternoon. There is further low risk of thunderstorms with showers in a south to southwest flow affecting eastern Otago, Southland, southern Fiordland, and Stewart Island.



Severe Weather Outlook

A ridge of high pressure affects New Zealand tomorrow before a strong northwesterly flow develops over the far south on Wednesday. An area of high pressure is expected to bring settled weather to the motu on Thursday before a moist northwesterly flow moves onto the country on Friday.

There is low confidence in severe northwesterly gales over Fiordland and the south of Southland on Wednesday.

There is low confidence in severe northwest gales about the Cook Strait on Friday affecting Wellington and the Marlborough Sounds.

Geological

Volcanic Activity (Level 1 and above)

Volcano	Level	Volcanic Activity	Aviation Code
Whakaari/ White Island	2	Moderate to heightened volcanic unrest	Yellow
Ruapehu	1	Minor volcanic unrest	Green

GNS Alert Levels guide visit: <https://www.geonet.org.nz/about/volcano/val>

GNS Aviation Colour Codes visit: <https://www.geonet.org.nz/volcano/acc>

Other Events

Nothing to report.

Media

Country in for 'last hurrah' of intense showers and wind

It's the storm before the calm this week for the country as strong gales and intense showers make their way up Aotearoa.

Stuff

02/10/2023– Situation Report Week 3

As at 11.54am 02/10/2023 prepared by Crispian [REDACTED]

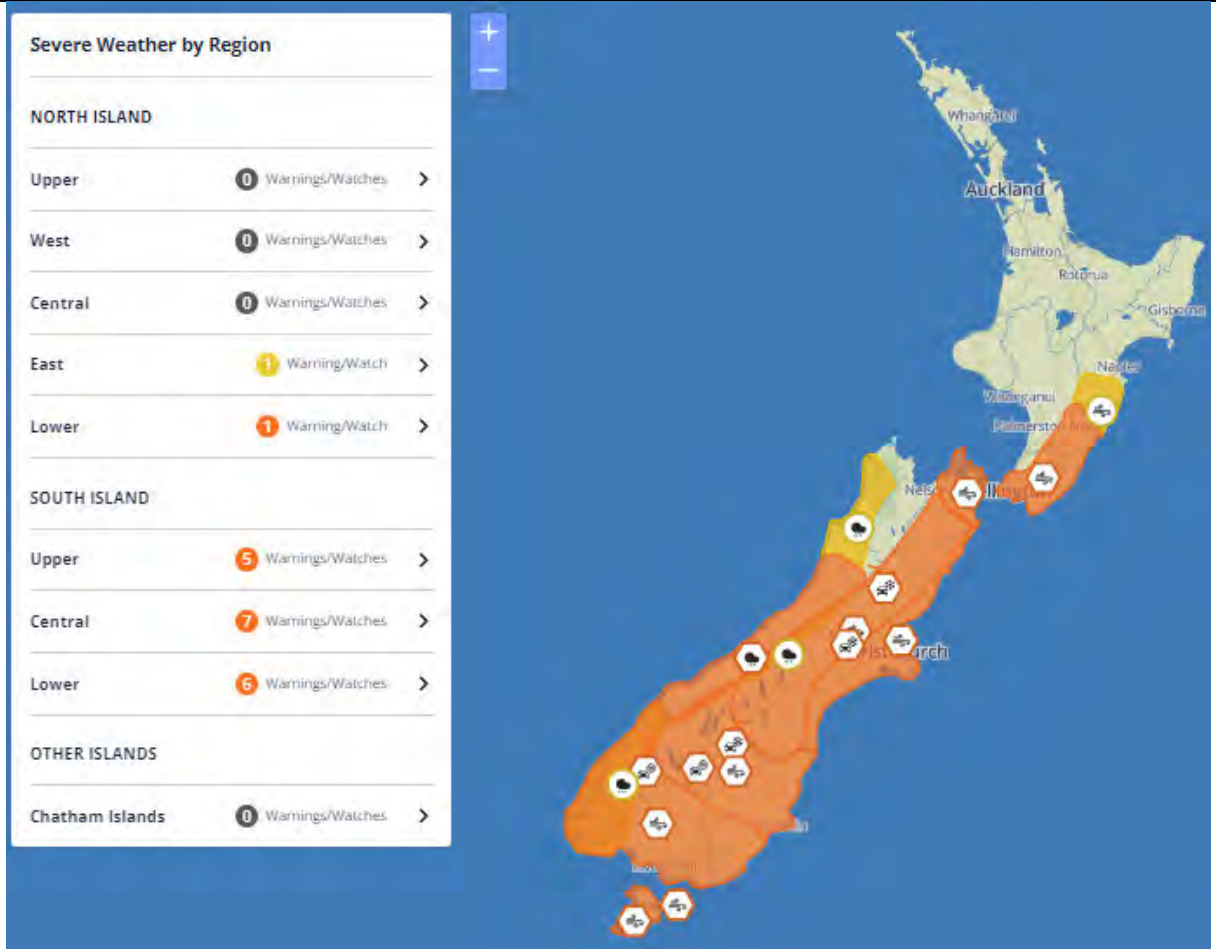
Distributed to	All GEDT members
Key Contacts	Anusha Guler and Crispian [REDACTED] Martin Rodgers to chair this meeting.
Previous ELT SITREP	3 ELT Standup SITREPS 3 29092023 FINAL.docx
Overview	Summary of the weekly event <ul style="list-style-type: none"> Advance Voting starts today (02/10)
Key Dates	Days to advance voting TODAY Days to election day 12 days
After hours emergency contact number	ELT ON CALL - LUCY HICKMAN In case of any emergency or any decision that you require from ELT after hours, please ring this number. Number to ring – [REDACTED] After hours - 5pm until 8.30am
Voting Services	GENERAL UPDATE/ISSUES: Overseas Operations. <ul style="list-style-type: none"> iPhone and Instagram - We have had 2 reported instances via social media that the voter hasn't been able to download their voting papers due to the tooltip / pop up being over the link. They have been advised to use another browser and this has allowed them to download. We have spoken with IT and confirmed that there is not a full system bug (about 21,000 downloads so far) and this is likely due to human error but noting that Downloaded Voting Paper (DVP) was built back in 2005 while it has seen some upgrades to make it more mobile friendly, in some instance operating systems and browsers force unusual actions. Testing was done in IT using the browser stack software and one of the team had the same phone and it was checked on the device. Initial issue noted also that the team gave the wrong general response to the voter, this has now been addressed and the response reviewed and amended to ensure it captures these issues as well. Chinese community – Strategic Engagement & Partnerships Team have noted that there is a WeChat conversation within the Chinese community encouraging domestic voters to vote using download and upload. IT have advised that there is the ability to check IP addresses for those who use the download service as the move through Cloudflare. However, we generally look at downloads on an individual basis if there is a need, as there is no simple way for us to view just overseas downloads as DVP sits within the MIKE environment. This makes it difficult to filter those on mass just for DVP vs all enrolment queries. However, the new upload system which also sits behind Cloudflare, can more easily check IP addresses specifically for overseas. This in addition to upload voting papers transactional logging provides us with more specific information on just "overseas voters". IT have checked and there have been a couple of New Zealand based IP addresses, which have been forwarded to the overseas to review. These are being looked for now and once we have the declarations, we will be able to do the individual download checks. We will advise more once we have found them. These may also be valid overseas voters as they can use a virtual private network which has a New Zealand ip addresses. So will need to check them against the Download Voting Papers information. National party – Possible incorrect name - We have had a report that one voter called to vote using the dictation voting service and one candidate was read as Craig XXX not Greg XXX. This was reported via the Electorate Manager (EM) Maungakiekie as well as via legal and policy from national party. We have called and responded to the National Party and will also advise the EM if needed. Some Stats - Approx 21,000 Voting Papers downloaded, 7347 Voting Papers uploaded, dictation Registrations 239, Dictation votes received 103. ELearning support calls 3687, Overseas Enquiries 2657. Voting Place – Auckland North <ul style="list-style-type: none"> An incident at St Lukes Mall in Auckland. It relates to the Labour Party advertising above the centre court voting place. People have become aggressive and are filming the situation. Peter [REDACTED] as Regional

	<p>Manager (RM) was in the process to close the VP until the advertising is taken down (10.37am).</p> <ul style="list-style-type: none"> • The Labour Party is aware of the situation as the Electorate Manager has been in contact with the Campaign Manager. The advertising has now been taken down. The Voting Place to continue with the voting (10.57am). • A secondary voting place in the Albany mall is temporarily closed as advertising has been found on a smaller digital board within 10 metres of the Voting Place. Voters are able to vote at the centre court Voting Place (12.01pm). <p>Voting Place - Central North Island</p> <ul style="list-style-type: none"> • One voting place opened late as it did not have rolls (~25 mins). No voters were waiting during the delay. <p>Voting Place – Auckland South</p> <ul style="list-style-type: none"> • Onehunga Community Centre voting place opened one hour later than advertised due to staff illnesses. <p>Voting Place – Lower North Island</p> <ul style="list-style-type: none"> • Reviewed staff roster to backfill staff in Voting Places. <p>Voting Place – South Island</p> <ul style="list-style-type: none"> • Opened all 104 voting places • No major issues other than lack of Easyvote cards for electors. • Added additional staff to Voting Places where it was busier than expected. • Due to severe high winds, some signs were taken down for H&S reasons in some Voting Places. <p>ISSUES</p> <ul style="list-style-type: none"> • A complaint has been received that party advertising was included in the EasyVote pack. Communications is working on a response. NZPost have been informed and are awaiting further information on how to proceed. • A number of electorates are experiencing issues in their voting places with the mobile phones’ data connection dropping out. These are the phones being used to look up the eRoll. IT are investigating. • There has been a delay in completing EasyVote pack production for three electorates (Epsom, Mt Albert, Papakura) due to the potential for incorrect inserts to be included in the packs. The late delivery of these packs may have an impact on queuing at voting places and enquiries from the public.
<p>Enrolment</p>	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • Enrolment staff are providing additional hours support for Quality Assurance (QA) at NZ Post for the Easy Vote packs. • 15,700 forms to key as at 8am this morning. Enrolment demand continues to be dominated by online applications. • Receiving e-roll updates as many as 70 from advanced voting places.
<p>IT</p>	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • Enrolment Centralised Processing Wi-Fi issues in Upper Hutt – Continuing to monitor call quality across different agents. 6 agents were networked on Friday and IT are conducting comparative testing between networked and Wi-Fi calls and will take appropriate action as required in collaboration with the business. • Issue with Online enrolment confirmation email – Investigations by IT estimates that there would be a limited impact from this issue although determining the true/exact extent is likely to take many days due to the complex nature of the rules around correspondence resulting from system changes necessitated by the MEO. We are comfortable MIKE is correct, but the email in this case was incorrect. Due to the estimated effort and critical resource constraints this close to the General Election, the Chief Information Officer (CIO) and Director Enrolment are of the view that this issue should be investigated further post-election. • IT Service Desk Monitoring – There have been 94 calls into the desk this morning to 1300hrs. 87 related to user access/password reset issues and 7 related to mobile phone connectivity, which are currently being resolved.
<p>Customer Services</p>	<p>GENERAL UPDATE:</p>

	<ul style="list-style-type: none"> • Since Friday, the team had 640 tickets created, received 29 phone calls and made 10 outbound calls. 92% of tickets were resolved in one-touch. The amount of work on hand is well within expectations. • During the same time, Telnet received 2629 calls, and 332 emails. • There are 30 complaints on hand across the business units. No major issue or risk to raise. • To support better customer experience during the advanced voting period, the auto-reply email has been updated today to include links to the frequently asked questions on the website. • By 11am this morning, Telnet received over 1500 calls and the majority of these were asking about where is my EasyVote card. <p>ACTION</p> <ul style="list-style-type: none"> • The Telnet Interactive Voice Response (IVR) is now updated to include <i>'If you are calling as you have not received your EasyVote pack, they are still on the way. Don't worry if it doesn't arrive in time as you can still vote without it.'</i>
<p>Communications and Education</p>	<p>GENERAL UPDATE:</p> <p>Media</p> <ul style="list-style-type: none"> • Lots of media interest on the start of advance voting and requests for filming at voting places now coming through. Starting to get media queries about EasyVote packs. • Chief Electoral Officer had 2 interviews this morning – AM Show, RNZ <p>Social Media</p> <ul style="list-style-type: none"> • Key theme and question being asked - Where is my EasyVote pack? • Facebook Live Q&A with Anusha and Parliamentary Services • NZ Loyal had a billboard defaced and we are getting tagged in a lot of comments about it. We have directed people to complaints. <p>ISSUES</p> <ul style="list-style-type: none"> • Further posts from [REDACTED] on Saturday night regarding requesting a voting place at your location. She has posted a series of posts, tagging us in. She was highly critical of the Commission and suggests we are providing conflicting information to people who call us. We have not responded on social media. • Te Pāti Māori Instagram story on the weekend about the misspelling of Waikato in the Hauraki-Waikato EasyVote pack. • Kaikōura electorate raised an issue with a Facebook post questioning providing voting services to people with dementia. Post contains a lot of misinformation. We don't think this is likely to get much further interest outside of the group it was shared in. <p>ACTION TAKEN:</p> <ul style="list-style-type: none"> • Advertising – pushed out 'Didn't get your EasyVote pack? You need to enrol.' advertising phase until next week given the issues around EasyVote and the need to reprint some electorate packs. <p>Daily metrics</p> <ul style="list-style-type: none"> • 5 media enquiries Friday, 3 media enquiries over weekend • 261 enquiries and comments on social media over the weekend • 44,059 on Friday, 42,184 on Saturday, 57,324 on Sunday – about 143,567 total visitors to vote.nz
<p>Strategic Engagement and Partnership</p>	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Nothing of note from the weekend.
<p>Security & Integrity</p>	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Minor security guard issue at a few Open Space Voting Places which have existing 'in-house' security who have been unable to provide services and given Voting Services only a few days notice. Allied are trying to find guards but are yet to confirm. Should Allied not have capacity, other companies will be approached. As at 1100 2nd October, two sites have not confirmed services. One is for 6-10 pm in the evenings. Both are in the Napier region.
<p>People and</p>	<p>GENERAL UPDATE:</p>

<p>Culture</p>	<p>Recruitment update:</p> <ul style="list-style-type: none"> • Pre employment checks 495 • Offers Made 1231 • Onboarding 1379 • Hires 17775 <p>Total hires 20362</p> <p>Still concerned about having the right numbers in specific places. Working through options to manage this.</p> <p>Last week the P&C Advisory Team fielded a total of 1813 enquiries from the Field of these 548 were SnapHire Related.</p>
<p>FOR YOUR INFORMATION</p>	
<p>Any emerging events across the country</p>	<p>Weather: 6500 lightning strikes, severe gales and heavy rain on the way in South Island Weather: 6500 lightning strikes, severe gales and heavy rain on the way Stuff.co.nz</p> <p>Interislander Cook Strait travel information:</p> <p>Kaiarahi:</p> <p>The 1:00pm Kaiarahi sailing from Wellington today 2 October is cancelled The 6:30pm Kaiarahi sailing from Picton today 2 October is cancelled The 2:30am Kaiarahi freight sailing from Wellington on 3 October is cancelled The 7:30am Kaiarahi sailing from Picton on 3 October is cancelled</p> <p>Kaitaki:</p> <p>The 8:45am Kaitaki sailing from Wellington on 3 October is cancelled The 2:15pm Kaitaki sailing from Picton on 3 October is cancelled</p>

Severe Weather Outlook



MetService Extended Forecast 1 -5 October

Monday

A **heavy rain warning is in place for Westland** until 1400hrs today, with a further 30 to 40 mm of rain forecast in the ranges, with possible thunderstorms. Expect rain to ease this afternoon.

There are **orange strong wind warnings in force for the majority of the South Island and lower North Island**. They are in place for the Marlborough Sounds, Wellington, Wairarapa and Tararua District from until 1600hrs today and for Canterbury High Country and the ranges of Marlborough until 2000hrs tonight. There are also **strong wind warnings in force for Canterbury Plains, Banks Peninsula, and coastal Marlborough (south of Ward)** until 2300hrs tonight.

Strong wind warnings are also in place for Otago (excluding Clutha) until 2000hrs tonight, and for Fiordland, Southland, Stewart Island, and Clutha until 1700hrs this afternoon.

A **strong wind watch for Hawke's Bay** (south of Hastings) is valid for nine hours until 1800hrs tonight.

Heavy rain watches are in force for Buller and the Headwaters of the Canterbury lakes and rivers until 1400hrs today.

Tuesday

North Island: A few showers clearing to fine, but isolated showers linger about Gisborne. South Island: Remaining showers in the east clearing and becoming fine. Cloud increasing in the south later.

Wednesday

North Island: Mainly fine for most, but some cloudy periods in the west. South Island: Cloud increasing in the west and south with scattered showers there. Mainly fine elsewhere. There is moderate confidence in severe northwesterly gales over Fiordland and the south of Southland on Wednesday.

Thursday

North Island: Partly cloudy in the west, with isolated showers. Fine elsewhere. South Island: Cloudy in the west, with scattered showers. Mainly fine elsewhere.

Friday

North Island: Fine in the east, but cloud increasing elsewhere with isolated showers. South Island: Rain developing in the west with possibly heavy falls. Scattered falls elsewhere.

Chatham Islands

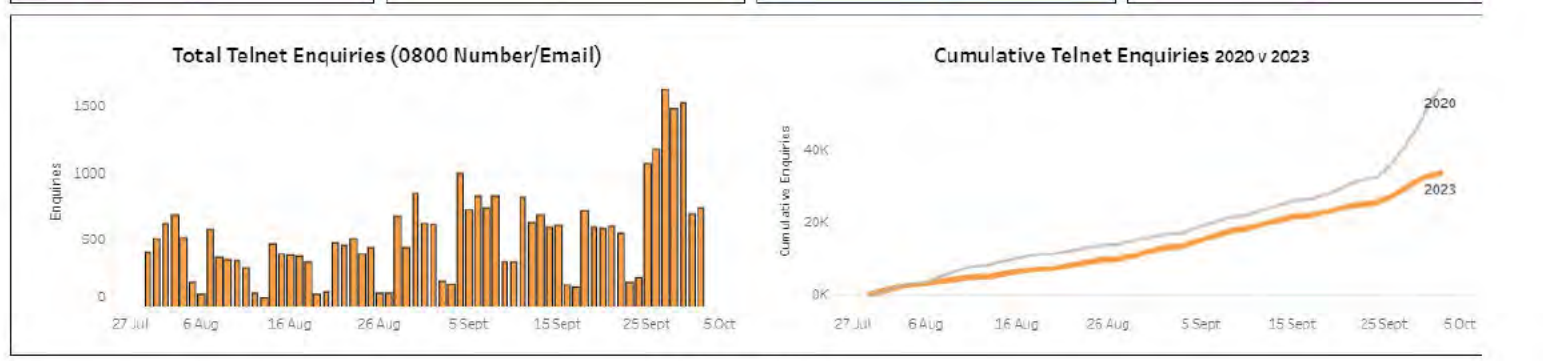
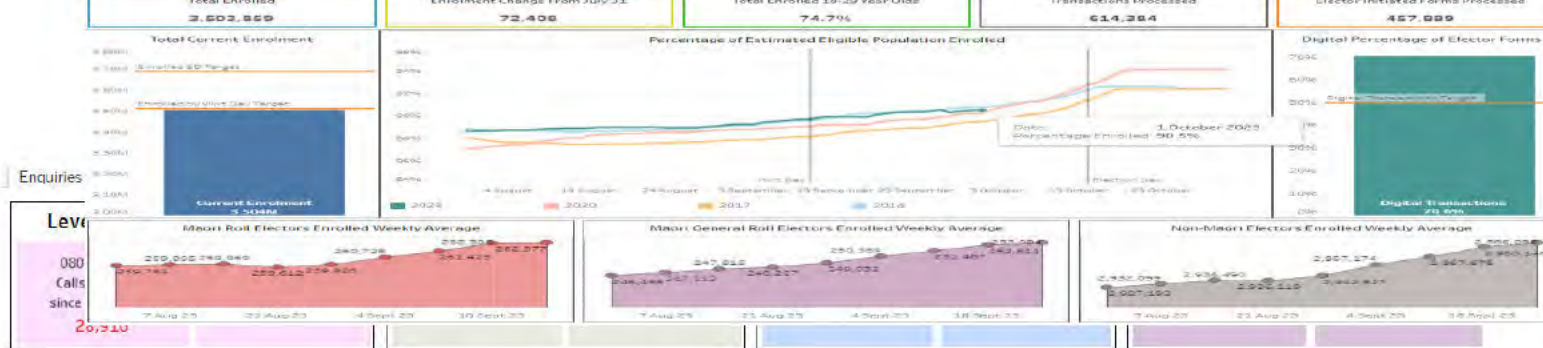
Showers, with westerlies changing gale southerly Tuesday, clearing on Wednesday with winds easing. Cloudy periods on Thursday and Friday with light winds.

ACTION REGISTER LOG

OPEN

Unit	Issue Severity	ACTION	DATE RAISED	WHO	DUE DAT	IMPACT	UPDATE/OUTCOME	DATE CLOSED
VS	HIGH	Issues with EASYVOTE for: 1. Mt Albert- and Epsom voting place 2. Te Tai Hauāuru candidate sheet found in Ikaroa-Rāwhiti electorate packs 3. Unsalvageable Te Atatū packs approx 700	29/09/23	Adele [REDACTED] PA VS		Reputational - high impact on all these 3 electorates as it will delay EAsyVotes cards to electors.		

General Election 2023 Enrolment Campaign



Enquiries over Time

View Enquiries/Complaints Handled by National Office Staff

Enquiries

	31 Jul	7 Aug	14 Aug	21 Aug	28 Aug	4 Sept	11 Sept	18 Sept	25 Sept
Enquiries Team	808	823	827	925	1,237	1,805	1,372	1,221	2,105
Enrolment	323	326	763	475	394	363	349	369	415
Legal & Policy	13	24	10	13	13	23	25	30	26
Overseas	5	7	7	11	7	19	14	22	45
Communications	7	8	5	18	17	16	16	15	7
Voting Services	1	2		1	2	4	5	7	5
CE's Office	1								

Top Enquiry Types

Last 7 days
Mon 25 Sept 2023 - Sun 1 Oct 2023

	Enquiries	% of Enquiries Last Week	
1	Enrolling to Vote or updating my details	1,698	67%
2	General enquiries	531	21%
3	Voting in an Election	187	7%
4	Voting from overseas	91	4%
5	Information for parties and candidates	14	1%

Enrolment

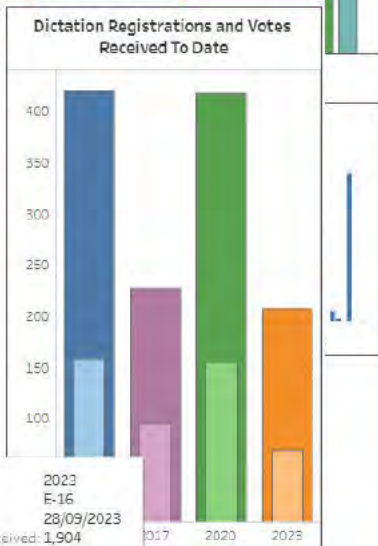
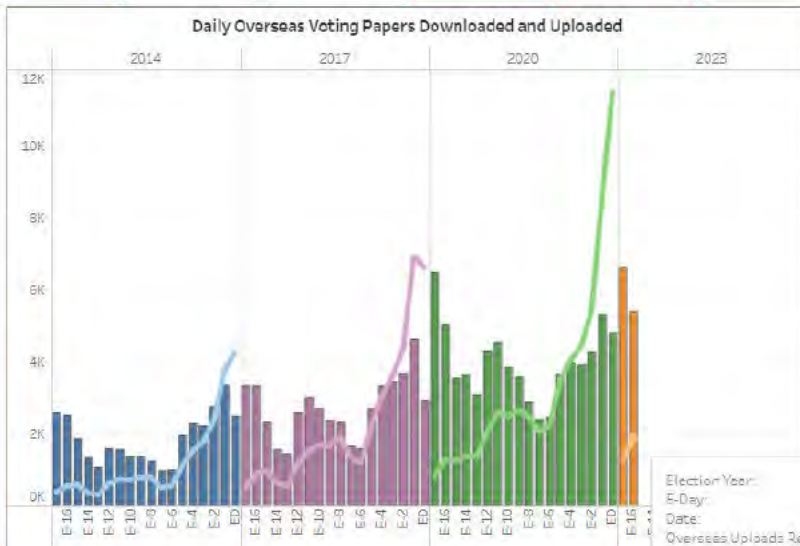
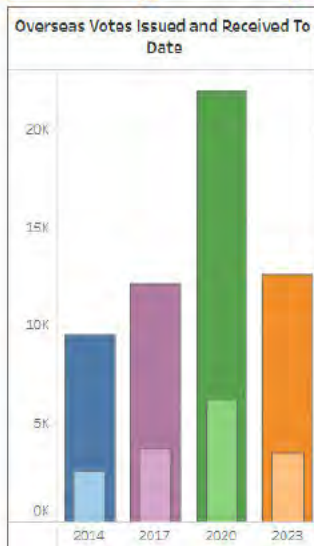
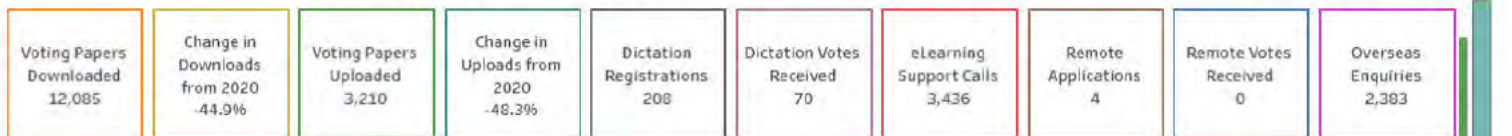
Customer Enquiries



Total (Ordinary & Special) Votes



Overseas, Dictation, and Remote Voting and e-Learning Support



Election Year: 2023
 E-Day: E-16
 Date: 28/09/2023
 Overseas Uploads Received: 1,904

■ 2014, Issued ■ 2017, Issued ■ 2020, Issued ■ 2023, Issued
■ 2014, Received ■ 2017, Received ■ 2020, Received ■ 2023, Received

Overseas, Dictation

General Election 2023 Voting

02/10/2023– ELT Situation Report Week 4

As at 2.52pm 02/10/2023 prepared by Crispian [REDACTED], approved by Anusha Guler

Distributed to	ELT members
Key Contacts	Anusha Guler and Crispian [REDACTED] Martin Rodgers chaired the meeting.
Previous ELT SITREP	3 ELT Standup SITREPS 3 29092023 FINAL.docx
Overview	Summary of the weekly event <ul style="list-style-type: none"> Advance Voting starts today (02/10)
Key Dates	Days to advance voting TODAY Days to election day 12 days
After hours emergency contact number	ELT ON CALL FOR TODAY - LUCY HICKMAN In case of any emergency or any decision that you require from ELT after hours, please ring this number. Number to ring – [REDACTED] After hours - 5pm until 8.30am
Voting Services	GENERAL UPDATE/ISSUES: Overseas Operations. <ul style="list-style-type: none"> iPhone and Instagram - We have had 2 reported instances via social media that the voter hasn't been able to download their voting papers due to the tooltip/pop up (text displayed when a user positions the cursor over a control) being over the link. They have been advised to use another browser and this has allowed them to download. IT has confirmed that this is not a full system bug (about 21,000 downloads so far) and is likely due to human error. Testing was done in IT using the browser stack software and one of the team had the same phone and it was checked on the device. Chinese community – Strategic Engagement & Partnerships Team have noted that there is a WeChat conversation within the Chinese community encouraging domestic voters to vote using download and upload. IT have checked and there have been a couple of New Zealand based IP addresses, which have been forwarded to the overseas team to review. Once we have the declarations, we will be able to do the individual download checks. These may also be valid overseas voters as they can use a virtual private network which has a New Zealand IP addresses. National party – Possible incorrect name -An individual contacted the National Candidate for Maungakiekie on 1 October regarding the dictation voting service, the name provided (read out) as Craig XXX and not Greg XXX. The local campaign person for Maungakiekie as well as the National Party Campaign Manager contacted the Electorate Manager (EM) Maungakiekie about the issue. We have called and responded to the National Party and will also advise the EM if needed. Approx 21,000 Voting Papers downloaded, 7347 Voting Papers uploaded, dictation Registrations 239, Dictation votes received 103. ELearning support calls 3687, Overseas Enquiries 2657. Voting Place – Auckland North <ul style="list-style-type: none"> An incident at St Lukes Mall in Auckland relates to the Labour Party advertising above the centre court voting place. People have become aggressive and were filming the situation. Peter [REDACTED] as Regional Manager (RM) closed the voting place until the advertising was taken down (10.37am). A second voting place in the Albany mall is temporarily closed as advertising has been found on a smaller digital board within 5 metres of the voting place. Voters are able to continue to vote at the centre court Voting Place in Albany mall. Voting Place - Central North Island <ul style="list-style-type: none"> One voting place opened late as it did not have rolls (~25 mins). No voters were waiting during the delay. Voting Place – Auckland South <ul style="list-style-type: none"> Onehunga Community Centre voting place opened one hour later than advertised due to staff illnesses

	<p>and rostering of staff.</p> <p>Voting Place – Lower North Island</p> <ul style="list-style-type: none"> Regional Manager reviewed staff roster to backfill staff in some voting places. <p>Voting Place – South Island</p> <ul style="list-style-type: none"> All 104 voting places opened on time. No major issues other than lack of Easyvote cards for electors. Added additional staff to some voting places where it was busier than expected. Replaced the Electorate Manager at Banks Peninsula. Due to severe high winds, some signs were removed for H&S reasons in some voting places. <p>ISSUES</p> <ul style="list-style-type: none"> A complaint has been received that political party advertising allegedly was included in the EasyVote pack. Communications is working on a response. NZPost have been informed and are awaiting further information on how to proceed. A number of electorates are experiencing issues in their voting places with the mobile phones' data connection dropping out. These are the phones being used to look up the eRoll. IT are investigating. There has been a delay in completing EasyVote pack production for three electorates (Epsom, Mt Albert, Papakura) due to the potential for incorrect inserts to be included in the packs. The late delivery of these packs may have an impact on queues at voting places and enquiries from the public. <p>ACTION</p> <ul style="list-style-type: none"> As of 3.11pm all advertising signage have been removed from billboards nationwide.
<p>Enrolment</p>	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> Enrolment staff are providing additional hours support for Quality Assurance (QA) at NZ Post for the Easy Vote packs. 15,700 forms to key as at 8am this morning. Enrolment demand continues to be dominated by online applications. Receiving eRoll updates as many as 70 from advanced voting places. eRoll updates are minor changes to the elector's details completed electronically e.g moving address WITHIN the same electorate without the need to complete a full paper enrolment form.
<p>IT</p>	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> Enrolment Centralised Processing Wi-Fi issues in Upper Hutt – Continuing to monitor call quality across different agents. 6 agents were networked on Friday and IT are conducting comparative testing between networked and Wi-Fi calls and will take appropriate action as required in collaboration with the business. Issue with Online enrolment confirmation email – Investigations by IT estimates that there would be a limited impact from this issue although determining the true/exact extent is likely to take many days due to the complex nature of the rules around correspondence resulting from system changes necessitated by the MEO. We are comfortable MIKE is correct, but the email in this case was incorrect. Due to the estimated effort and critical resource constraints this close to the General Election, the Chief Information Officer (CIO) and Director Enrolment are of the view that this issue should be investigated post-election. IT Service Desk Monitoring – There have been 94 calls into the desk this morning to 1300hrs. 87 related to user access/password reset issues and 7 related to mobile phone connectivity, which are currently being resolved.
<p>Customer Services</p>	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Since Friday, the team had 640 tickets created, received 29 phone calls and made 10 outbound calls. 92% of tickets were resolved in one-touch. The amount of work on hand is well within expectations. Telnet received 2629 calls, and 332 emails. There are 30 complaints on hand across the business units. During the advanced voting period, the auto-reply email has been updated to include links to the frequently asked questions on the website. By 11am this morning, Telnet received over 1500 calls and the majority of these were asking about where

	<p>is my EasyVote card.</p> <p>ACTION</p> <ul style="list-style-type: none"> The Telnet Interactive Voice Response (IVR) is now updated to include <i>'If you are calling as you have not received your EasyVote pack, they are still on the way. Don't worry if it doesn't arrive in time as you can still vote without it.'</i>
Communications and Education	<p>GENERAL UPDATE:</p> <p>Media</p> <ul style="list-style-type: none"> Lots of media interest on the start of advance voting and requests for filming at voting places now coming through. Starting to get media queries about EasyVote packs. Chief Electoral Officer had 2 interviews this morning – AM Show, RNZ <p>Social Media</p> <ul style="list-style-type: none"> Key theme and question being asked - Where is my EasyVote pack? Facebook Live Q&A with Anusha and Parliamentary Services NZ Loyal had a billboard defaced and we are getting tagged in a lot of comments about it. We have directed people to complaints. <p>ISSUES</p> <ul style="list-style-type: none"> Further posts from ██████████ on Saturday night regarding requesting a voting place at your location. She has posted a series of posts, tagging us in. She was highly critical of the Commission and suggests we are providing conflicting information to people who call us. We have not responded on social media. Te Pāti Māori Instagram story on the weekend about the misspelling of Waikato in the Hauraki-Waikato EasyVote pack. Kaikōura electorate raised an issue with a Facebook post questioning providing voting services to people with dementia. Post contains a lot of misinformation. We don't think this is likely to get much further interest outside of the group it was shared in. <p>ACTION TAKEN:</p> <ul style="list-style-type: none"> Advertising – pushed out 'Didn't get your EasyVote pack? You need to enrol.' advertising phase until next week given the issues around EasyVote and the need to reprint some electorate packs. <p>Daily metrics</p> <ul style="list-style-type: none"> 5 media enquiries Friday, 3 media enquiries over weekend 261 enquiries and comments on social media over the weekend 44,059 on Friday, 42,184 on Saturday, 57,324 on Sunday – about 143,567 total visitors to vote.nz
Strategic Engagement and Partnership	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Nothing to report. Shane was not in attendance.
Security & Integrity	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Minor security guard issue at a few Open Space Voting Places. These building premises have existing 'in-house' security who are unable to provide services and have given Voting Services only a few days notice of security guard shortages. Allied are trying to find guards but are yet to confirm. Should Allied not have capacity, other companies will be approached. As at 11.00am, 2nd October, two sites have not confirmed services. One is for 6-10 pm in the evenings. Both are in the Napier region.
People and Culture	<p>GENERAL UPDATE:</p> <p>Recruitment update:</p> <ul style="list-style-type: none"> Pre employment checks 495 Offers Made 1231 Onboarding 1379 Hires 17775 Total hires 20362 Working through options to manage short of staff across some voting places.

- Last week the People & Culture Advisory Team fielded a **total of 1813** enquiries from the Field of these **548** were SnapHire Related.

FOR YOUR INFORMATION

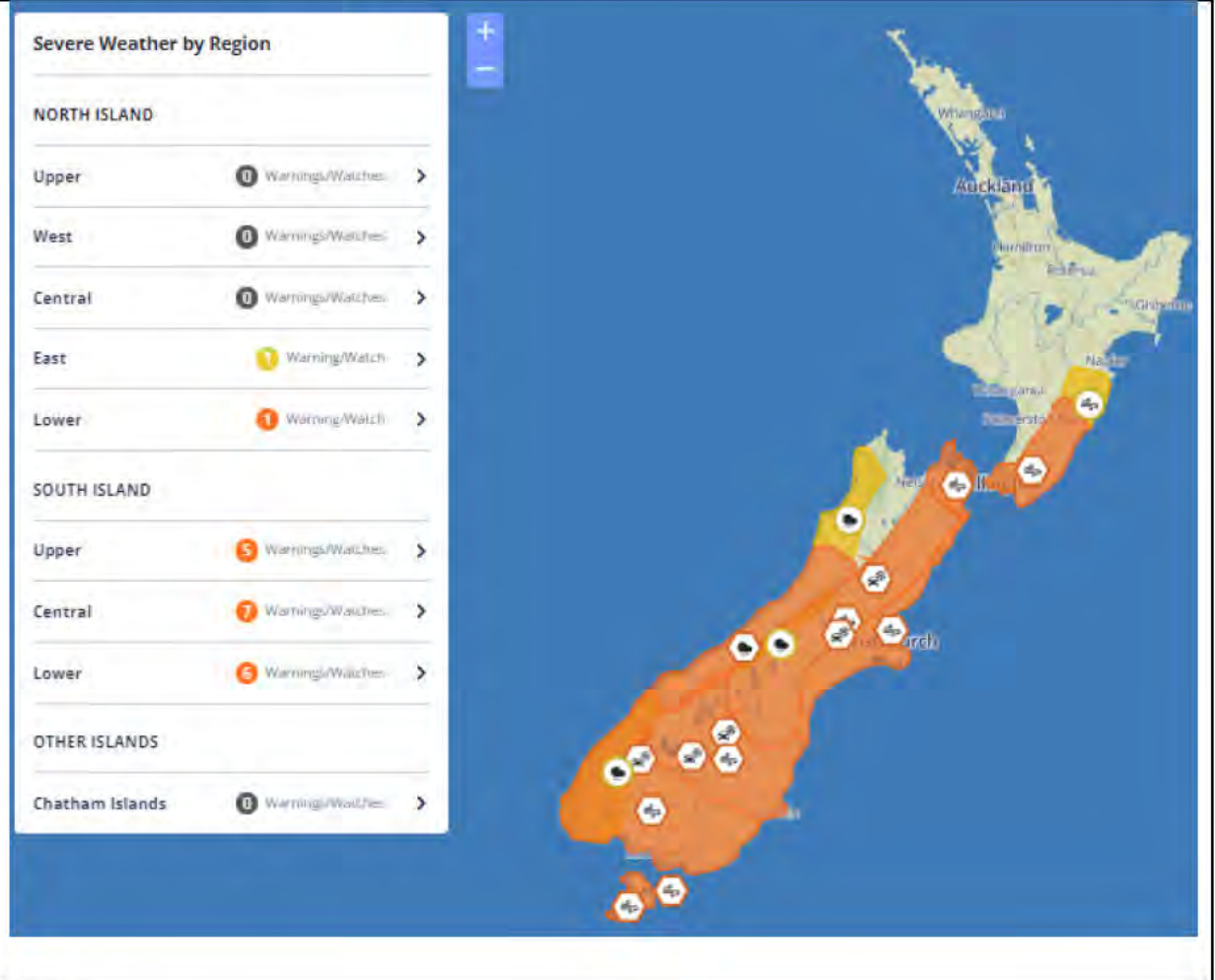
Any emerging events across the country

Weather: 6500 lightning strikes, severe gales and heavy rain on the way in South Island
[Weather: 6500 lightning strikes, severe gales and heavy rain on the way | Stuff.co.nz](#)

Interislander Cook Strait travel information:
 Kaiarahi sailing cancelled 2 -3 October (1pm, 2.30pm Wellington and 6.30pm, 7.30am Picton).
 Kaitaki sailing cancelled 3 October (8.45am Wellington, 2.15pm Picton).

Air New Zealand cancelled 80 flights.

Severe Weather Outlook



MetService Extended Forecast 1 -5 October

Monday

A **heavy rain warning** is in place for **Westland** until 1400hrs today, with a further 30 to 40 mm of rain forecast in the ranges, with possible thunderstorms. Expect rain to ease this afternoon.

There are **orange strong wind warnings** in force for the majority of the **South Island and lower North Island**. They are in place for the Marlborough Sounds, Wellington, Wairarapa and Tararua District from until 1600hrs today and for Canterbury High Country and the ranges of Marlborough until 2000hrs tonight. There are also **strong wind warnings** in force for **Canterbury Plains, Banks Peninsula, and coastal Marlborough (south of Ward)** until 2300hrs tonight.

Strong wind warnings are also in place for **Otago (excluding Clutha) until 2000hrs tonight, and for Fiordland, Southland, Stewart Island, and Clutha** until 1700hrs this afternoon.

A **strong wind watch for Hawke's Bay** (south of Hastings) is valid for nine hours until 1800hrs tonight. **Heavy rain watches are in force for Buller and the Headwaters of the Canterbury lakes** and rivers until 1400hrs today.

Tuesday

North Island: A few showers clearing to fine, but isolated showers linger about Gisborne. South Island: Remaining showers in the east clearing and becoming fine. Cloud increasing in the south later.

Wednesday

North Island: Mainly fine for most, but some cloudy periods in the west. South Island: Cloud increasing in the west and south with scattered showers there. Mainly fine elsewhere. There is moderate confidence in severe northwesterly gales over Fiordland and the south of Southland on Wednesday.

Thursday

North Island: Partly cloudy in the west, with isolated showers. Fine elsewhere. South Island: Cloudy in the west, with scattered showers. Mainly fine elsewhere.

Friday

North Island: Fine in the east, but cloud increasing elsewhere with isolated showers. South Island: Rain developing in the west with possibly heavy falls. Scattered falls elsewhere.

Chatham Islands

Showers, with westerlies changing gale southerly Tuesday, clearing on Wednesday with winds easing. Cloudy periods on Thursday and Friday with light winds.

ACTION REGISTER LOG

OPEN								
Unit	Issue Severity	ACTION	DATE RAISED	WHO	DUE DAT	IMPACT	UPDATE/OUTCOME	DATE CLOSED
VS	HIGH	Issues with EASYVOTE for: 1. Mt Albert- and Epsom voting place 2. Te Tai Hauāuru candidate sheet found in Ikaroa-Rāwhiti electorate packs 3. Unsalvageable Te Atatū packs approx 700	29/09/23	Adele [REDACTED] PA VS		Reputational - high impact on all these 3 electorates as it will delay EAsyVotes cards to electors.	Ongoing progress to identify issues across all three electorates	



Issued: 1030hrs 3 October 2023

Authorised by: [REDACTED] – Watch Leader

Next update: 1030hrs 4 October 2023

Executive Summary

- Strong winds across most of Aotearoa New Zealand have eased and there are now no severe weather watches or warnings in force for today.

NEMA Operational Status

Operational Activity

- NCC is at Mode 1 (MAR Centre monitoring).

On-Call Roster

Director	[REDACTED]
National Controller	[REDACTED]

Response Manager	[REDACTED]
Activation Coordinator	[REDACTED]

PIM	[REDACTED]
REMA North	[REDACTED]
REMA South	[REDACTED]

Response Activity

Nothing to report.

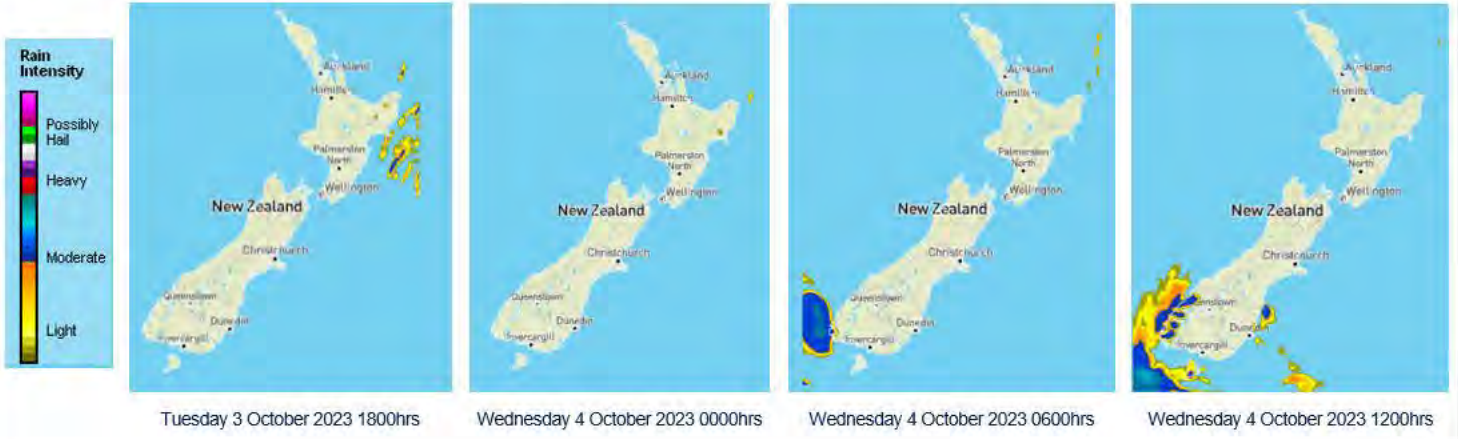
Weather and Climate

Current Weather

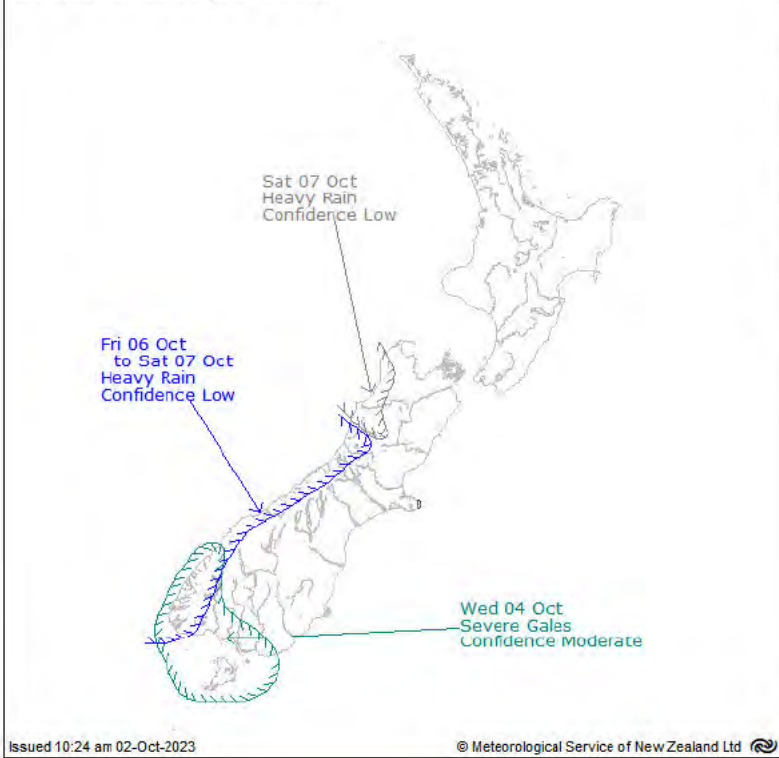
There are no severe weather watches or warnings in force for Aotearoa New Zealand today.



METSERVICE – MODELLED FORECAST FIELDS – RAIN



Valid Wed 04-Oct-2023 through Sat 07-Oct-2023



Severe Weather Outlook

A strong north-westerly flow develops over the far south tomorrow, while a ridge of high pressure covers the North Island and the upper South Island. An area of high pressure is expected to bring settled weather to the nation on Thursday, but a moist north-westerly flow moves onto the country on Friday. Moist north-westerlies persist on Saturday.

There is moderate confidence in severe north-westerly gales over Fiordland, and the south of Southland, on Wednesday.

Geological

Volcanic Activity (Level 1 and above)

Volcano	Level	Volcanic Activity	Aviation Code
Whakaari/ White Island	2	Moderate to heightened volcanic unrest	Yellow
Ruapehu	1	Minor volcanic unrest	Green

GNS Alert Levels guide visit: <https://www.geonet.org.nz/about/volcano/val>

GNS Aviation Colour Codes visit: <https://www.geonet.org.nz/volcano/acc>

Other Events

Nothing to report.

Media

NZ Weather: Strong wind lashes Canterbury leaving trees down, roofs damaged, thousands without power, ferries cancelled in Wellington

Ferries have been cancelled and large parts of Canterbury are without power, as high winds continue to batter the country. About 2500 thousand homes were plunged into darkness in Canterbury overnight, with electricity providers not expecting it to be restored for many until later on Tuesday morning.

[Newshub](#)

Cryptosporidium: 60 confirmed cases in Queenstown outbreak

There are now 60 cases of cryptosporidium as part of Queenstown's outbreak which began last month, Te Whatu Ora confirms.

[RNZ](#)

New tsunami maps revealed to help people evacuate holiday hotspot

Revised evacuation maps for the Bay of Plenty area have revealed 100,000 people in the holiday and retiree hotspot would need to evacuate quickly with no official warning in the event of a tsunami.

[Stuff](#)

03/10/2023– Situation Report Week 4

As at 3.31pm 03/10/2023 prepared by Paula-Ann [REDACTED]

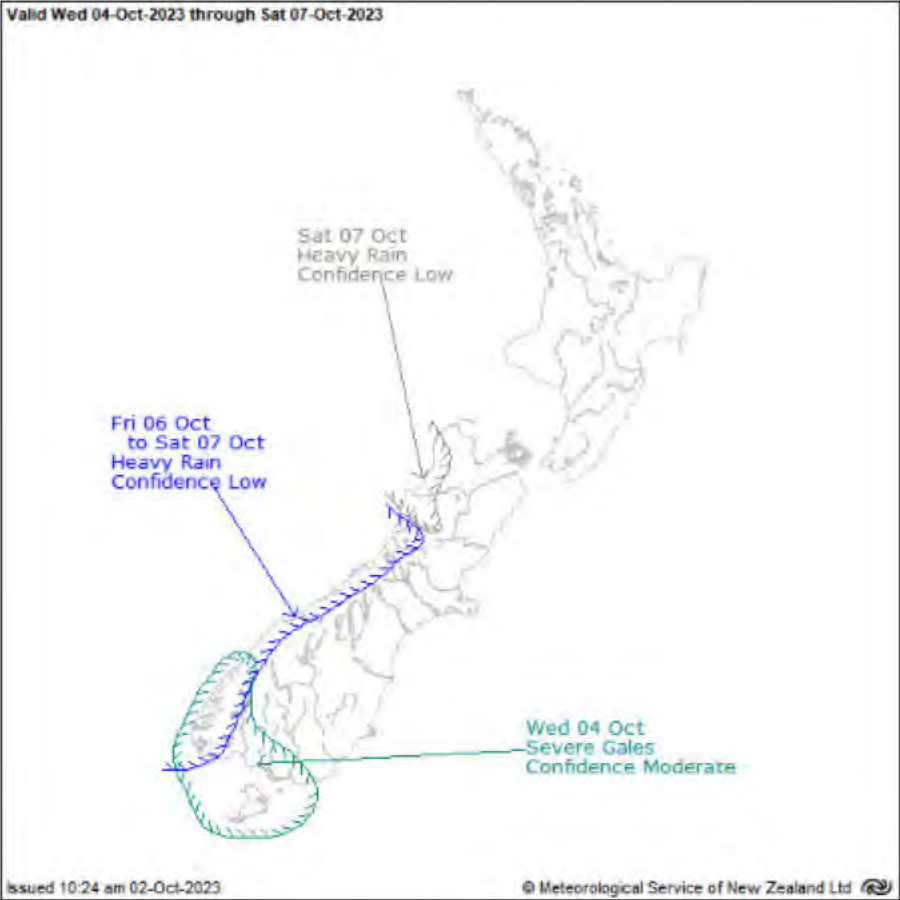
Distributed to	All GEDT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	3 ELT Standup SITREPS 4 02102023 FINAL.docx
Overview	<p>Summary of the weekly event</p> <ul style="list-style-type: none"> • Advance Voting starts today (02/10) • IMT stood up for MOJ criminal checks automation issue and immediately stood down.
Key Dates	Days to election day 11 days
After hours emergency contact number	<p>ELT ON CALL FOR TODAY – Kristina Temel</p> <p>In case of any emergency or any decision that you require from ELT after hours, please ring this number.</p> <p>Number to ring – [REDACTED]</p> <p>After hours - 5pm until 8.30am</p>
Voting Services	<p>GENERAL UPDATE/ISSUES:</p> <p>Overseas Operations</p> <ul style="list-style-type: none"> • National party – Possible incorrect name stated - Spoken with the National Party staff concerned and assured them that there is not an error in the ballot paper. Preparing a short report for review by Legal & Policy and Comms to be sent to Holly Cotter, Campaign Manager, National Party • Chinese community – IP addresses being reviewed • The Overseas Voting Place (OVP) in Ankara, is the only one still affected by the delayed shipments and the comms are still on vote.nz. • Some voters are printing their declarations and not realising the bottom of the witness section is not printing. They photograph their declaration and upload it to us. A small number of voters are affected, and we are looking into this issue currently. May require information on vote.nz to alert voters to this. • Stats at end of report or here: - Overseas, Dictation, and Remote Voting: Overseas, Dictation, Remote, eLearn - Tableau Cloud <p>Voting Place – Auckland North</p> <ul style="list-style-type: none"> • Experienced steady voting, however, numbers are down on 2020 General Election • Covid cases in 3 rest homes, no mobile voting, focus is on takeaway votes • 2 voting mobile voting campervans had a turnout of 100 voters. <p>Voting Place – Auckland South</p> <ul style="list-style-type: none"> • An Allied security guard did not turn up at the HQ at the expected time last night. Raised with Allied local contact, guard turned up at 10pm • Pakuranga mall – incident with a vacuum cleaner which started blowing smoke which triggered the fire alarms. Fire department turned up. <p>Voting Place - Central North Island</p> <ul style="list-style-type: none"> • Minor incident at the Thames Civic Centre. [REDACTED] <p>[REDACTED] 6(c) [REDACTED]</p>

	<ul style="list-style-type: none"> Several Electorate Managers (EMs) reported issues using the reconciliation app last night. <p>Voting Place – Lower North Island</p> <ul style="list-style-type: none"> Minor incident at a Wairarapa VP on Monday around lunchtime - An individual stood at the exit of the Voting Place (VP), filming with his camera, shouting at voters inside to support Te Pati Māori. The Voting Place Manager (VPM) intervened and asked him to stop and move away. Eventually he was persuaded to leave the area. A large media contingency (understood to be TV One news) arrived at Victoria University with the Greens Party and the Wellington Mayor. They had not sought permission to film. The media team did not follow protocols when asked. They were asked not to film/photograph behind the voting screen and the ballot box areas but took footage. 24000 votes estimated across region for yesterday. <p>Voting Place – South Island</p> <ul style="list-style-type: none"> Mobile Support were driving during the wild weather and reported seeing overturned trucks/vans. Accessing eRoll on phones was problematic, connectivity was poor due to the weather. Reconciliation app issues. Some Voting Place Managers found the processes hard to complete. <p>ISSUES</p> <ul style="list-style-type: none"> Ongoing management of EasyVote issues The impact of delays in getting the EasyVote cards out to voters, means vote issuing is slower.
Enrolment	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> 7,000+ online forms received overnight The Electorate manager (EM) for Wellington central has advised that a “stack” of enrolment application forms had been dropped off at one of their advanced voting places. The EM has reason to believe that these forms are from people who participated in the demonstrations at Parliament last week Enrolment will process these forms in the same way we would deal with any other enrolment form (reach out to the elector to try and facilitate corrections/correct completion of the form) There have been 2,500 enrolment forms received at advanced voting places.
IT	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> MOJ Criminal records check processing has been impacted by technical issues within the Universal Service Bus. Resulting in a backlog of records to be processed, which introduces risk to the recruitment process. An Incident Management Team (IMT) meeting has been held to ensure cross business awareness and coordinated response. IT is now working with partners and Ministry of Justice (MOJ) to ensure files are processed correctly, root cause is identified and addressed Enrolment Centralised Processing Wi-Fi issues in Upper Hutt – Further work is planned for this afternoon to extend wired connections to all agents, with the intent of further enhancing call quality. Call centre grade headsets will also be deployed this afternoon, enhancing user and public call experience IT Service Desk Monitoring – There were 250 calls into the desk yesterday, an increase of 65% on last Monday, but within expectations and no major issues to report. Tuesday has already been busier than yesterday, but all manageable.
Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> There has been an increased volume of enquiries received since the Advanced Voting Period started. Since yesterday, the team had 1,238 tickets resolved, received 91 phone calls and made 18 outbound calls. 91% of tickets were resolved in one-touch. Telnet received 4,423 calls, and 325 emails The top enquiry was about EasyVote (22%), followed by Where to Vote (19%) and Update details (15%). 29% of calls were triggered by website information There are 33 complaints on hand across the business units.
Communications and Education	<p>GENERAL UPDATE:</p> <p>Preparing to publish advance voting number on vote.nz at about 2pm once numbers have been checked.</p>

	<p>Numbers will also be published on social media.</p> <p>Media</p> <ul style="list-style-type: none"> • DCE, Operations interview on The Breeze this morning • Facilitating a lot of requests from media for filming at voting places • Themes – first day of voting, overseas voting, EasyVote packs, no ‘I voted’ stickers this year, Te Pati Māori complaint regarding Act’s plane use, political signage near voting places in malls • Communication to go out regarding “ you don’t need an EasyVote pack to vote”. <p>Social Media</p> <p>Themes - stickers, Greens advertising in a mall, EasyVote delivery.</p> <p>Daily metrics</p> <p>Heavy volume of enquiries across all our channels for the first day of voting:</p> <ul style="list-style-type: none"> • 26 media enquiries • 670 enquiries and comments on social media in the last 24 hours (an increase of 180% compared to the past 24 hours) • 251, 546 visitors to vote.nz (an increase of 350% on the previous day). <p>Action</p> <ul style="list-style-type: none"> • Prepare a message for the website on when to expect your EasyVote packs and you don’t need an EasyVote pack to vote • Prepare some reactive FAQs on EasyVote packs for Enquiries, Telnet and Voting Services Engagement staff. 												
<p>Legal & Policy</p>	<p>GENERAL UPDATE/ISSUES</p> <ul style="list-style-type: none"> • NZ Loyal served the Commission with a letter of demand on 2 October and a draft statement of claim. Their lawyers have indicated they are instructed to commence proceedings in the High Court by 11am on 3 October if the Commission does not accept their candidates on the party’s list. Crown Law has been instructed by the Legal team on this matter. They have alleged issues with access to the Party Portal and Election Management System (EMS). We are working with the IT team on a chronology timeline • We are following up on alleged buffer zone advertising breaches brought to our attention yesterday. <p>Action</p> <ul style="list-style-type: none"> • Reminder to Electoral Managers of what the buffer zone is. 												
<p>Strategic Engagement and Partnership</p>	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Multiple enquiries regarding EasyVote packs not arriving in time – providing reassurance that people can still participate even if they have not received them. • Engagement staff across the country are moving into Voting Services work and so likely to have less opportunity for insight gathering. 												
<p>Security & Integrity</p>	<p>GENERAL UPDATE:</p> <p>Four Security Incidents reported from the field yesterday:</p> <table border="1" data-bbox="355 1675 1054 1848"> <thead> <tr> <th>Type</th> <th>Reported</th> <th>Resolved</th> </tr> </thead> <tbody> <tr> <td>Filming and disruption</td> <td>2</td> <td>2</td> </tr> <tr> <td>Suspicious behaviour</td> <td>1</td> <td>1</td> </tr> <tr> <td>Guard quality</td> <td>1</td> <td>1</td> </tr> </tbody> </table> <ul style="list-style-type: none"> • Two incidents of filming at Voting Places (VPs). Both handled by Voting Place Manager. ■ 6(C) Assessed that this was likely general suspicious behaviour, not targeted at the Election. • Guard with insufficient training sent home and alarms set. New guard organised. 	Type	Reported	Resolved	Filming and disruption	2	2	Suspicious behaviour	1	1	Guard quality	1	1
Type	Reported	Resolved											
Filming and disruption	2	2											
Suspicious behaviour	1	1											
Guard quality	1	1											

People and Culture	<p>GENERAL UPDATE:</p> <p>Recruitment:</p> <ul style="list-style-type: none"> • Pre-employment checks 481 • Offers 1182 • Onboarding 1197 • Hires 18670 <p>Total hire at 21049</p>
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FOR YOUR INFORMATION

Severe Weather Outlook	<p>Valid Wed 04-Oct-2023 through Sat 07-Oct-2023</p>  <p>© Meteorological Service of New Zealand Ltd</p>
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MetService Extended Forecast 2 -5 October	<p>Tuesday</p> <p>North Island: A few showers clearing to fine, but isolated showers linger about Gisborne. South Island: Remaining showers in the east clearing and becoming fine. Cloud increasing in the south later.</p> <p>Wednesday</p> <p>North Island: Mainly fine for most, but some cloudy periods in the west. South Island: Cloud increasing in the west and south with scattered showers there. Mainly fine elsewhere. There is moderate confidence in severe northwesterly gales over Fiordland and the south of Southland on Wednesday.</p> <p>A strong northwesterly flow develops over the far south for a time on Wednesday while a ridge of high pressure covers the North Island and the upper South Island. An area of high pressure is expected to bring settled weather to the nation on Thursday, but a moist northwesterly flow moves onto the country on Friday. Moist northwesterlies persist on Saturday.</p> <p>There is moderate confidence in severe northwesterly gales over Fiordland and the south of Southland on Wednesday.</p> <p>Thursday</p>
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Friday

North Island: Fine in the east, but cloud increasing elsewhere with isolated showers. South Island: Rain developing in the west with possibly heavy falls. Scattered falls elsewhere.

Chatham Islands

Showers, with westerlies changing gale southerly Tuesday, clearing on Wednesday with winds easing. Cloudy periods on Thursday and Friday with light winds.

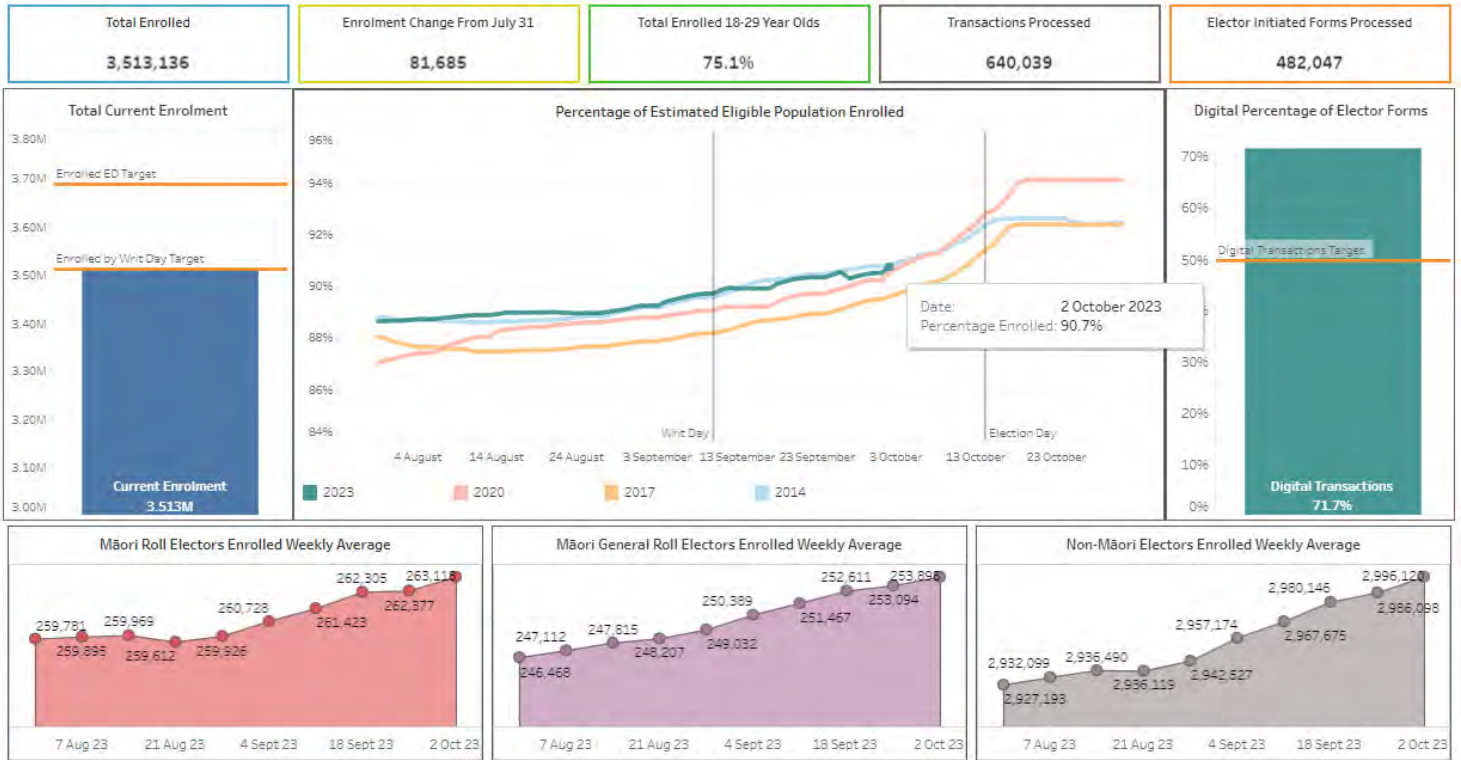
ACTION REGISTER LOG

OPEN

Unit	Issue Severity	ACTION	DATE RAISED	WHO	DUE DAT	IMPACT	UPDATE/OUTCOME	DATE CLOSED
VS	HIGH	Issues with EASYVOTE for: 1. Mt Albert- and Epsom voting place 2. Te Tai Hauāuru candidate sheet found in Ikaroa-Rāwhiti electorate packs 3. Unsalvageable Te Atatū packs approx 700	29/09/23	Adele [REDACTED] PA VS		Reputational - high impact on all these 3 electorates as it will delay EAsyVotes cards to electors.		

Enrolment

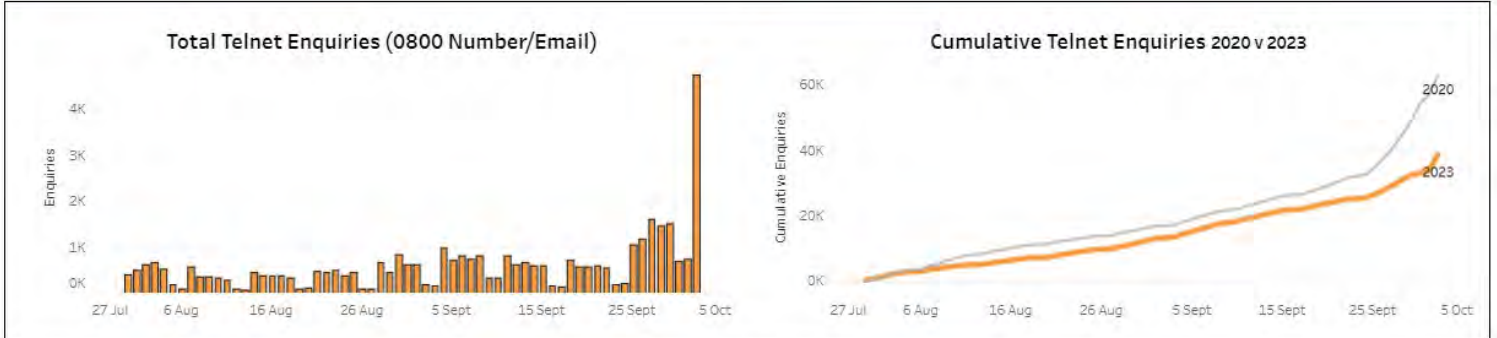
General Election 2023 Enrolment Campaign



Customer Enquiries

Enquiries and Complaints Summary | Enquiries Overview | Level 1 | Level 2 | Level 3 | Unpublished Only | All Complaints

Level 1: Telnet / 0800 Number		Level 2: Customer Services Team		Level 3: Unpublished Team Only		Level 3: Subject Matter Experts	
0800 Number Calls answered since 31 Jul 2023	Emails received since 31 Jul 2023	Tickets Closed Since 31 Jul 2023	Current Open Tickets	Tickets Closed Since 31 Jul 23	Current Open Tickets	Tickets Closed Since 31 Jul 23	Current Open Tickets
31,782	4,410	11,611	274	3,548	259	1,103	83



Enquiries over Time

Grouped by Week

	31 Jul	7 Aug	14 Aug	21 Aug	28 Aug	4 Sept	11 Sept	18 Sept	25 Sept	2 Oct
Enquiries Team	808	823	827	925	1,237	1,835	1,972	1,221	2,067	770
Enrolment	523	526	763	475	394	563	349	369	427	107
Legal & Policy	13	24	10	13	13	23	23	30	29	9
Overseas	8	7	7	11	7	19	14	22	45	10
Communications	7	6	5	18	17	16	16	15	10	5
Voting Services	1	2		1	2	4	5	7	8	15
CE's Office	1									

View Enquiries/Complaints Handled by National Office Staff

Enquiries

Top Enquiry Types

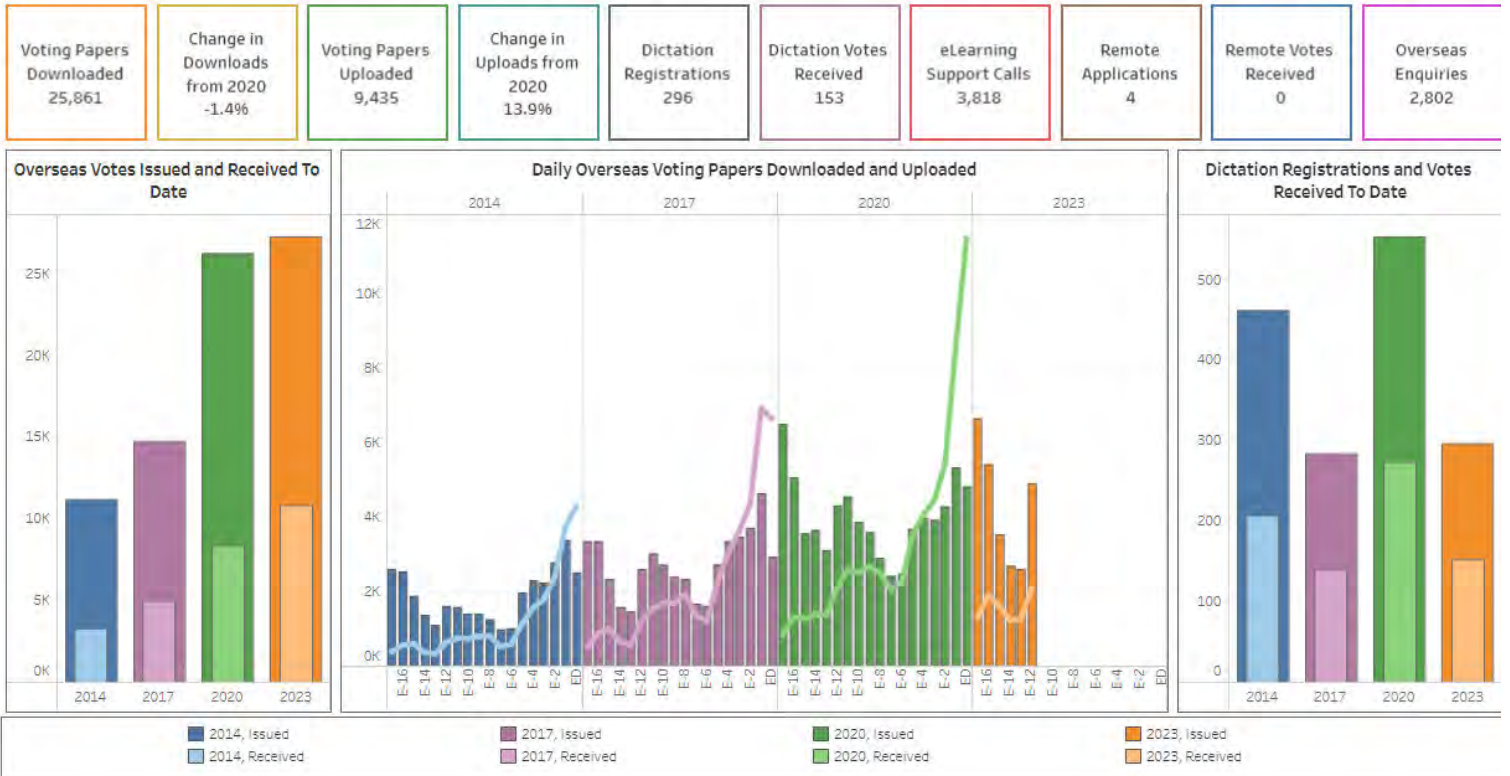
Last 7 days
Tue 26 Sept 2023 - Mon 2 Oct 2023

	Enquiries	% of Enquiries Last Week
1	Enrolling to Vote or updating my details	1,963 (61%)
2	General enquiries	659 (20%)
3	Voting in an Election	465 (14%)
4	Voting from overseas	122 (4%)
5	Information for parties and candidates	21 (1%)

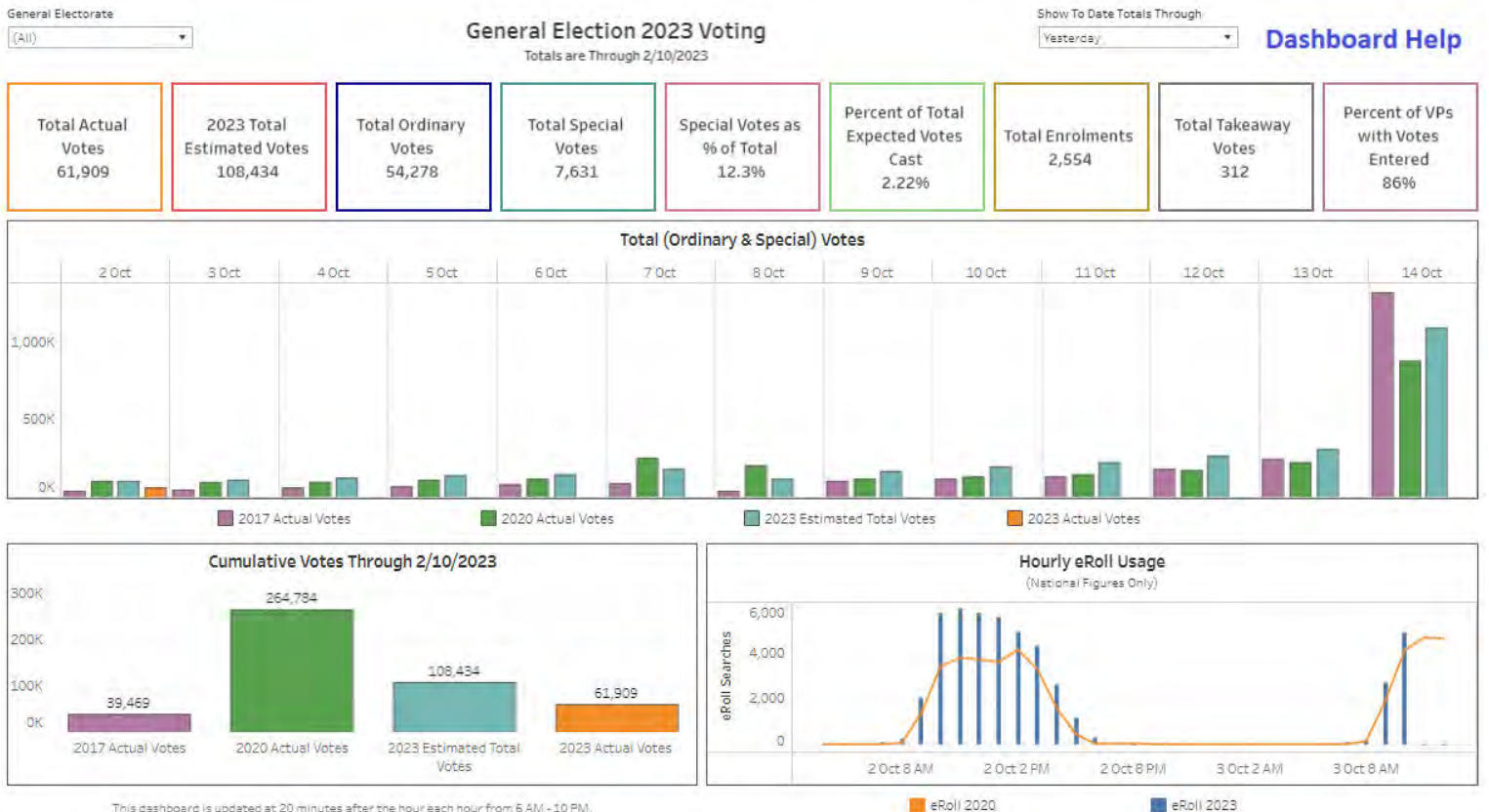
Overseas, Dictation

Overseas, Dictation, and Remote Voting and e-Learning Support

[Dashboard Help](#)



General Election 2023 Voting



03/10/2023– ELT Situation Report Week 4

As at 3.31pm 03/10/2023 prepared by Paula-Ann [REDACTED]

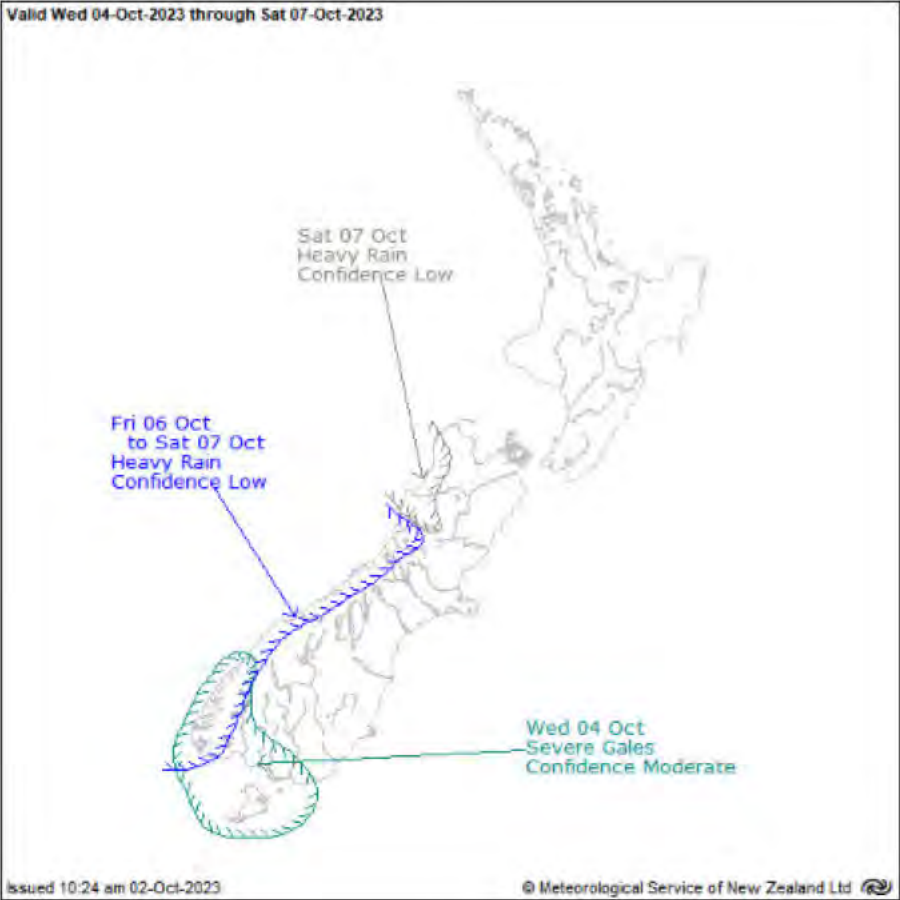
Distributed to	All ELT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	3 ELT Standup SITREPS 4 02102023 FINAL.docx
Overview	<p>Summary of the weekly event</p> <ul style="list-style-type: none"> • Advance Voting starts today (02/10) • IMT stood up for MOJ criminal checks automation issue and immediately stood down.
Key Dates	Days to election day 11 days
After hours emergency contact number	<p>ELT ON CALL FOR TODAY – Kristina Temel</p> <p>In case of any emergency or any decision that you require from ELT after hours, please ring this number.</p> <p>Number to ring – [REDACTED]</p> <p>After hours - 5pm until 8.30am</p>
Voting Services	<p>GENERAL UPDATE/ISSUES:</p> <p>Overseas Operations</p> <ul style="list-style-type: none"> • National party – Possible incorrect name stated - Spoken with the National Party staff concerned and assured them that there is not an error in the ballot paper. Preparing a short report for review by Legal & Policy and Comms to be sent to Holly Cotter, Campaign Manager, National Party. • Chinese community – IP addresses being reviewed • The Overseas Voting Place (OVP) in Ankara, is the only one still affected by the delayed shipments and the comms are still on vote.nz. • Some voters are printing their declarations and not realising the bottom of the witness section is not printing. They photograph their declaration and upload it to us. A small number of voters are affected, and we are looking into this issue currently. May require information on vote.nz to alert voters to this • Stats at end of report or here: - Overseas, Dictation, and Remote Voting: Overseas, Dictation, Remote, eLearn - Tableau Cloud. <p>Voting Place – Auckland North</p> <ul style="list-style-type: none"> • Experienced steady voting, however, numbers are down on 2020 General Election • Covid cases in 3 rest homes, no mobile voting, focus is on takeaway votes • 2 voting mobile voting campervans had a turnout of 100 voters. <p>Voting Place – Auckland South</p> <ul style="list-style-type: none"> • An Allied security guard did not turn up at the HQ at the expected time last night. Raised with Allied local contact, guard turned up at 10pm • Pakuranga mall – incident with a vacuum cleaner which started blowing smoke which triggered the fire alarms. Fire department turned up. <p>Voting Place - Central North Island</p> <ul style="list-style-type: none"> • [REDACTED] <p style="text-align: center;">6(c)</p> <ul style="list-style-type: none"> • A number of Electorate Managers (EMs) reported issues using the reconciliation app last night.

	<p>Voting Place – Lower North Island</p> <ul style="list-style-type: none"> • Minor incident at a Wairarapa Voting Place on Monday. An individual stood at the exit of the Voting Place (VP), filming with his camera, shouting at voters inside to support Te Pati Māori. The Voting Place Manager (VPM) intervened and asked him to stop and move away. Eventually he was persuaded to leave the area. • A large media contingency (understood to be TV One news) arrived at Victoria University with the Greens Party and the Wellington Mayor. They had not sought permission to film. The media team did not follow protocols when asked. They were asked not to film/photograph behind the voting screen and the ballot box areas but took footage. • 24000 votes estimated across region for yesterday. <p>Voting Place – South Island</p> <ul style="list-style-type: none"> • Mobile Support were driving during the wild weather and provided reports of overturned trucks/vans. • Accessing eRoll app on phones was problematic, connectivity was poor due to the weather. • Reconciliation app issues. Some Voting Place Managers found the processes hard to complete. <p>ISSUES</p> <ul style="list-style-type: none"> • Ongoing management of lack of EasyVote packs • Impact of delays in getting the EasyVote cards out to voters, result in slower vote issuing.
<p>Enrolment</p>	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • 7,000+ online forms received overnight. • The Electorate manager (EM) for Wellington central has advised that a “stack” of enrolment application forms had been dropped off at one of their advanced voting places. The EM has reason to believe that these forms are from people who participated in the demonstrations at Parliament last week. • Enrolment will process these forms in the same way we would deal with any other enrolment form (reach out to the elector to try and facilitate corrections/correct completion of the form). • There have been 2,500 paper enrolment forms taken at advanced voting places as of last night.
<p>IT</p>	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • MOJ Criminal records check processing has been impacted by technical issues within the Universal Service Bus. Resulting in a backlog of records to be processed, which introduces risk to the recruitment process. An Incident Management Team (IMT) has been held to ensure cross business awareness and coordinated response. IT is now working with partners and Ministry of Justice (MOJ) to ensure files are processed correctly, root cause is identified and addressed. • Enrolment Centralised Processing Wi-Fi issues in Upper Hutt – Further work is planned for this afternoon to extend wired connections to all agents, with the intent of further enhancing call quality. Call centre grade headsets will also be deployed this afternoon, enhancing user and public call experience • IT Service Desk Monitoring – There were 250 calls into the desk yesterday, an increase of 65% on last Monday, but within expectations and no major issues to report. Tuesday has already been busier than yesterday, but all manageable.
<p>Customer Services</p>	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • There has been an increased volume of enquiries received since the Advanced Voting Period started. Since yesterday, the team had 1,238 tickets resolved, received 91 phone calls and made 18 outbound calls. 91% of tickets were resolved in one-touch. Telnet received 4,423 calls, and 325 emails. • The top enquiry was about EasyVote (22%), followed by Where to Vote (19%) and Update details (15%). 29% of calls were triggered by website information. • There are 33 complaints on hand across the business units.
<p>Communications and Education</p>	<p>GENERAL UPDATE:</p> <p>Preparing to publish advance voting numbers on vote.nz at about 2pm once numbers have been</p>

	<p>checked. Numbers will also be published on social media.</p> <p>Media</p> <ul style="list-style-type: none"> • DCE, Operations interview on The Breeze this morning • Facilitating a lot of requests from media for filming at voting places • Themes – first day of voting, overseas voting, EasyVote packs, no ‘I voted’ stickers this year, Te Pati Māori complaint regarding Act’s plane use, political signage near voting places in malls • Communication to go out regarding “ you don’t need an EasyVote pack to vote”. <p>Social Media</p> <p>Themes - stickers, Greens advertising in a mall, EasyVote delivery.</p> <p>Daily metrics</p> <p>Heavy volume of enquiries across all our channels for the first day of voting:</p> <ul style="list-style-type: none"> • 26 media enquiries • 670 enquiries and comments on social media in the last 24 hours (an increase of 180% compared to the past 24 hours) • 251, 546 visitors to vote.nz (an increase of 350% on the previous day) <p>Action</p> <ul style="list-style-type: none"> • Prepare a message for the website on when to expect your EasyVote packs and you don’t need an EasyVote pack to vote. • Prepare some reactive FAQs on EasyVote packs for Enquiries, Telnet and Voting Services Engagement staff. 												
<p>Legal & Policy</p>	<p>GENERAL UPDATE/ISSUES</p> <ul style="list-style-type: none"> • NZ Loyal served the Commission with a letter of demand on 2 October and a draft statement of claim. Their lawyers have indicated they are instructed to commence proceedings in the High Court by 11am on 3 October if the Commission does not accept their candidates on the party’s list. Crown Law has been instructed by the Legal team on this matter. They have alleged issues with access to the Party Portal and Election Management System (EMS). We are working with the IT team on a chronology timeline. • Following up on alleged buffer zone advertising breaches brought to our attention yesterday. <p>Action</p> <ul style="list-style-type: none"> • Reminder to Electoral Managers of what the buffer zone is 												
<p>Strategic Engagement and Partnership</p>	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Multiple enquiries regarding EasyVote packs not arriving in time – providing reassurance that people can still participate even if they have not received them. • Engagement staff across the country are moving into Voting Services work and so likely to have less opportunity for insight gathering. 												
<p>Security & Integrity</p>	<p>GENERAL UPDATE:</p> <p>Four Security Incidents reported from the field yesterday:</p> <table border="1" data-bbox="355 1675 1054 1848"> <thead> <tr> <th>Type</th> <th>Reported</th> <th>Resolved</th> </tr> </thead> <tbody> <tr> <td>Filming and disruption</td> <td>2</td> <td>2</td> </tr> <tr> <td>Suspicious behaviour</td> <td>1</td> <td>1</td> </tr> <tr> <td>Guard quality</td> <td>1</td> <td>1</td> </tr> </tbody> </table> <ul style="list-style-type: none"> • Two incidents of filming at Voting Places (VPs). Both handled by Voting Place Manager • 6(c) Assessed that this was likely general suspicious behaviour, not targeted at the Election • Guard with insufficient training sent home and alarms set. New guard organised. 	Type	Reported	Resolved	Filming and disruption	2	2	Suspicious behaviour	1	1	Guard quality	1	1
Type	Reported	Resolved											
Filming and disruption	2	2											
Suspicious behaviour	1	1											
Guard quality	1	1											

People and Culture	<p>GENERAL UPDATE:</p> <p>Recruitment:</p> <ul style="list-style-type: none"> • Pre-employment checks 481 • Offers 1182 • Onboarding 1197 • Hires 18670 <p>Total hire at 21049</p>
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FOR YOUR INFORMATION

Severe Weather Outlook	<p>Valid Wed 04-Oct-2023 through Sat 07-Oct-2023</p>  <p>© Meteorological Service of New Zealand Ltd</p>
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MetService Extended Forecast 2 -5 October	<p>Tuesday</p> <p>North Island: A few showers clearing to fine, but isolated showers linger about Gisborne. South Island: Remaining showers in the east clearing and becoming fine. Cloud increasing in the south later.</p> <p>Wednesday</p> <p>North Island: Mainly fine for most, but some cloudy periods in the west. South Island: Cloud increasing in the west and south with scattered showers there. Mainly fine elsewhere. There is moderate confidence in severe northwesterly gales over Fiordland and the south of Southland on Wednesday.</p> <p>A strong northwesterly flow develops over the far south for a time on Wednesday while a ridge of high pressure covers the North Island and the upper South Island. An area of high pressure is expected to bring settled weather to the nation on Thursday, but a moist northwesterly flow moves onto the country on Friday. Moist northwesterlies persist on Saturday.</p> <p>There is moderate confidence in severe northwesterly gales over Fiordland and the south of Southland on Wednesday.</p> <p>Thursday</p>
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	<p>North Island: Partly cloudy in the west, with isolated showers. Fine elsewhere. South Island: Cloudy in the west, with scattered showers. Mainly fine elsewhere.</p>
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Friday

North Island: Fine in the east, but cloud increasing elsewhere with isolated showers. South Island: Rain developing in the west with possibly heavy falls. Scattered falls elsewhere.

Chatham Islands

Showers, with westerlies changing gale southerly Tuesday, clearing on Wednesday with winds easing. Cloudy periods on Thursday and Friday with light winds.

ACTION REGISTER LOG

OPEN

Unit	Issue Severity	ACTION	DATE RAISED	WHO	DUE DAT	IMPACT	UPDATE/OUTCOME	DATE CLOSED
VS	HIGH	Issues with EASYVOTE for: 1. Mt Albert- and Epsom voting place 2. Te Tai Hauāuru candidate sheet found in Ikaroa-Rāwhiti electorate packs 3. Unsalvageable Te Atatū packs approx 700	29/09/23	Adele [REDACTED] PA VS		Reputational - high impact on all these 3 electorates as it will delay EAsyVotes cards to electors.		



Daily Intelligence Briefing

Issued: 1030hrs 4 October 2023

Authorised by: [REDACTED] – Watch Leader

Next update: 1030hrs 5 October 2023

Executive Summary

- Strong winds across most of Aotearoa New Zealand have eased and there are now no severe weather watches or warnings in force for today.

NEMA Operational Status

Operational Activity

- NCC is at Mode 1 (MAR Centre Monitoring).

On-Call Roster

Director	[REDACTED]
National Controller	[REDACTED]

Response Manager	[REDACTED]
Activation Coordinator	[REDACTED]

PIM	[REDACTED]
REMA North	[REDACTED]
REMA South	[REDACTED]

Response Activity

Nothing to report.

Weather and Climate

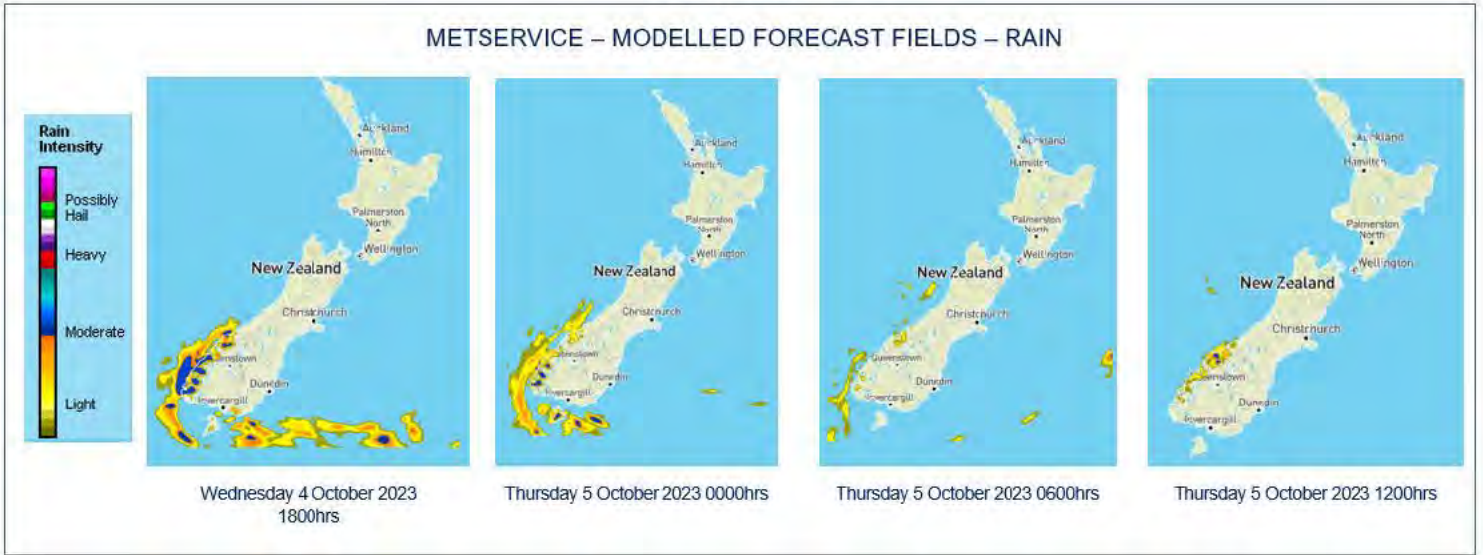


Current Weather

There are no severe weather watches or warnings in force for Aotearoa New Zealand today.

Accurate from MetService as at 1000hrs today.

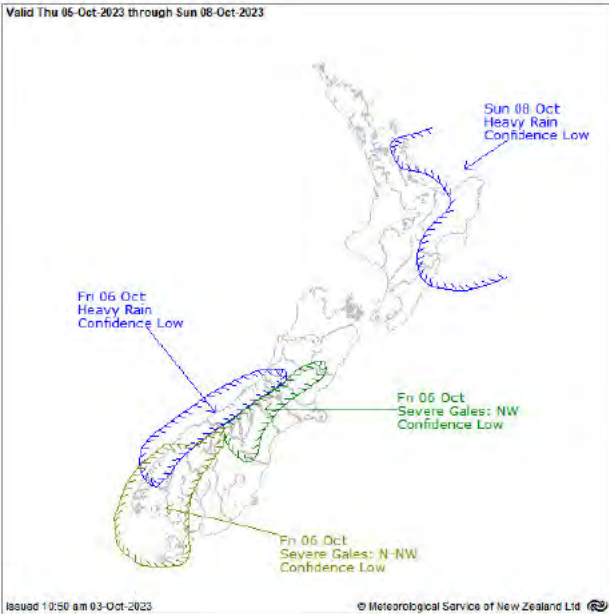
METSERVICE – MODELLED FORECAST FIELDS – RAIN



Severe Weather Outlook

An area of high pressure is expected to bring settled weather to the nation tomorrow.

A moist north-westerly flow moves onto the country on Friday, with a series of embedded fronts crossing New Zealand. The flow turns southwest behind the fronts and eases on Saturday. A low is expected to develop on a front west of the North Island late Saturday, then crosses the North Island on Sunday, bringing a burst of heavy rain, especially to eastern parts.



Geological

Volcanic Activity (Level 1 and above)

Volcano	Level	Volcanic Activity	Aviation Code
Whakaari/ White Island	2	Moderate to heightened volcanic unrest	Yellow
Ruapehu	1	Minor volcanic unrest	Green

GNS Alert Levels guide visit: <https://www.geonet.org.nz/about/volcano/val>

GNS Aviation Colour Codes visit: <https://www.geonet.org.nz/volcano/acc>

Other Events

Nothing to report.

Media

Watch: Major slip in Gisborne takes out massive portion of road.

The exact location of the slip is 20km from the SH2 roundabout, the Gisborne District Council reported.

NZ Herald

Queenstown cryptosporidium outbreak source may never be known - health authorities.

Queenstown's cryptosporidiosis outbreak may never be known despite extensive testing, Te Whatu Ora Health NZ says.

RNZ News

The science lab at the end of the world.

A new lab has opened to allow scientists to study climate change and endangered species at one of the world's most remote and untouched places.

Stuff

04/10/2023– Situation Report Week 4

As at 11.52am 04/10/2023 prepared by Crispian [REDACTED]

Distributed to	All GEDT members
Key Contacts	Anusha Guler and Crispian [REDACTED] Martin is Chair.
Previous ELT SITREP	3 ELT Standup SITREPS 4 03102023 FINAL.docx
Overview	<p>Summary of the weekly event</p> <ul style="list-style-type: none"> • Advance Voting starts today (02/10) • IMT stood up for MOJ criminal checks automation issue and immediately stood down. • At least 4 electorates actual ordinary votes results better than estimates (annexes)
Key Dates	Days to election day 10 days
After hours emergency contact number	<p>ELT ON CALL FOR TODAY – Emily Redmond</p> <p>In case of any emergency or any decision that you require from ELT after hours, please ring this number.</p> <p>Number to ring – [REDACTED]</p> <p>After hours - 5pm until 8.30am</p>
Voting Services	<p>GENERAL UPDATE/ISSUES:</p> <p>Overseas Operations</p> <ul style="list-style-type: none"> • National party – Possible incorrect name stated, reply being prepared. • The Overseas Voting Place (OVP) in Ankara should have their delivery by Thursday. • Downloaded Voting papers = 30608. Uploaded Voting Papers = 12031. • Dictation Registrations = 336. Dictation Votes received = 336. • Elearning Support Calls = 3893. Overseas Enquiries = 2942. • Overseas, Dictation, and Remote Voting: Overseas, Dictation, Remote, eLearn - Tableau Cloud <p>Voting Place – Auckland North</p> <ul style="list-style-type: none"> • Voting is slower than expected, likely due to the timing of EasyVote pack deliveries. • Photos are being taken outside voting place – VPMs have been using the Incident Management Handbook to engage with members of the public. <p>Voting Place – Auckland South</p> <ul style="list-style-type: none"> • ‘Election Integrity Project’ email received by Electorate Managers – awaiting National Office response. • ‘Its in the Ballot’ email also received by Electorate Managers. • Noted free food being offered by a marae – the issue has been referred to L&P. <p>Voting Place - Central North Island</p> <ul style="list-style-type: none"> • Nothing significant to report. • Voting numbers much lower than estimates, though pockets of heavy voting in the electorate. • Small issues to manage around voting places. i.e – staff not following process. Managed by the Voting Place Manager (VPM)/Electorate Manager (EM) on the spot. <p>Voting Place – Lower North Island</p> <ul style="list-style-type: none"> • [REDACTED] 6(c) [REDACTED] [REDACTED] Feedback was that it was well-handled by the Voter Assistance Voting Place Manager. A Safety Plan is being put in place if the person returns and a

	<p>security guard is being put in place.</p> <ul style="list-style-type: none"> • Voting is also lower than expected. <p>Voting Place – South Island</p> <ul style="list-style-type: none"> • While some electorates are experiencing high turnout, others are quieter than expected. • COVID-19 in two electorate co-located HQs impacting five staff. The electorates have put measures in place for their staff (masks, distancing, etc.). <p>■ 6(c)</p> <ul style="list-style-type: none"> • Member of the public collapsed in Kaiapoi. The person is okay. • Late photo opportunity requested at Lincoln, voting place manager referred this to the Electorate Manager for approval (as pre set process). • A voting place in Selwyn is being closed for 15 minutes this afternoon for a routine fire drill. Votes will be put in secure storage, posters will be hung in the voting places; <p>VOTING SERVICES ISSUES</p> <ul style="list-style-type: none"> • Election Integrity Project: Noted all Electorate Managers have received emails outlining the information they will asking their scrutineers to collect. • VS, L&P, Comms and Security Teams have met to discuss. Will forward on actions to the Regional Managers.
Enrolment	<p>ISSUES:</p> <p>ISSUE 1</p> <ul style="list-style-type: none"> • Started receiving scanned paper forms from Advance Voting Places (AVPs) (via electorate Headquarters (HQs). • Several forms are invalid due to missing information or quality of the form (40+) Some of these we cannot repair, and the electors vote won't count. examples include: <ul style="list-style-type: none"> ○ Handwriting is unreadable ○ Not signed ○ No address ○ Incomplete Address (e.g. 28 Wallson (not legible) Ave – nothing else) ○ Signed on behalf of elector (must state clearly why signed on behalf e.g. Enduring Power of Attorney (EPOA), or Signed by their direction, or attach ROE1A ○ Incorrect date of birth (e.g. DOB 29/08/2023) ○ Roll choice panel not completed – cannot determine which roll to put elector on <p>ISSUE 2</p> <ul style="list-style-type: none"> • Issue with receipt of eRoll updates – a number of single eRoll entries are being repeated multiple times (i.e. a single eRoll was updated 7 times) • This creates significant processing issues – all “instances” go into our processing queues and are difficult to identify. We have to undertake a rather complex process, in a specific order, to ensure the first one is keyed, and the others are all discarded. • Investigating to determine if it is a system error, or user error. Have raised a Priority 1 ticket with IT for urgent investigation of system functionality. <p>ACTION:</p> <ul style="list-style-type: none"> • Alerted all Voting Services field staff to the issue, and ensure they are not inadvertently sending the same update multiple times (e.g. there may be a delay due to WiFi connection, operator doesn't think form has been sent, so sends it again etc).
IT	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • MOJ Criminal records check processing – Processing backlog has been cleared and a workaround is in place to ensure processing continues. IT will continue to work with MOJ and our suppliers to address the root cause. • Enrolment Centralised Processing Wi-Fi issues in Upper Hutt – Changes made to the Network connections and Zendesk tuning for agents appear to have improved call quality to 80-90% for 20-30% will now monitor over the next day or so to assess performance against a baseline.

	<ul style="list-style-type: none"> • IT Service Desk Monitoring – There were 220 calls into the desk yesterday, lower than Monday but still an increase on last week. Volumes remain within expectations and no major issues to report.
Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Since yesterday, the team had 764 tickets resolved, received 116 phone calls and made 26 outbound calls. 87% of tickets were resolved in one-touch. Telnet received 2,435 calls and 227 emails. • The top enquiries were about EasyVote (18%), followed by Where to Vote questions (17%) and Update details (16%). • There are 36 complaints on hand across the business units. No significant risk to raise so far. • The volume of EasyVote questions remains to be high and we started receiving more enquiries on 'I think my EasyVote pack has been stolen'. The 'Your EasyVote card' webpage published at mid-day today will allow us to provide responses with confidence and drive down unnecessary contacts.
Communications and Education	<p>GENERAL UPDATE:</p> <p>Steady volume of enquires after high volume on the first day of voting</p> <p>EasyVote</p> <p>Proactive media release sent just after midday to address criticism and queries about delivery of EasyVote packs. We have also created a new page on vote.nz with this information and added a banner to the website homepage to let people know they can vote with or without an EasyVote card.</p> <p>We are preparing a new targeted advertising message to Epsom, Mt Albert and Papakura electorates letting them know they can vote without an EasyVote card.</p> <p>Media</p> <ul style="list-style-type: none"> • Themes – I voted stickers, lots of regional requests around voting services in smaller regions, stats from first day of voting, lots of filming requests from media • Whakaata Māori interviewing Chief Advisor, Māori at Hoani Waititi marae today • TVNZ – Filming the Kaupapa Māori voting place in Kaikohe and interviewing our local Community Engagement Advisor <p>Social Media</p> <ul style="list-style-type: none"> • Themes – EasyVote delays, stickers, advertising in malls (queries around consequences) • A lot of criticism and negative sentiment of the Commission around EasyVote delivery; tone of commentary around 'I voted' stickers is much lighter and tongue in cheek <p>Daily metrics</p> <ul style="list-style-type: none"> • 22 media enquiries • 472 enquiries and comments on social media in the last 24 hours • 103,684 visitors to vote.nz (down on Monday)
Legal & Policy	<p>GENERAL UPDATE/ISSUES</p> <p>NZ Loyal applied to the High Court on 3 October to judicially review the Commission for:</p> <ul style="list-style-type: none"> • failing to meet our statutory obligations, with regard to training and access to the nominations system • unlawfully refusing to allow the party to amend their party list by midday on 15 September <p>ACTION</p> <ul style="list-style-type: none"> • The Legal team will prepare a statement of defence and continue to work with Voting Services staff on a number of apparent breaches in buffer zones.
Strategic Engagement and Partnership	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Receiving ongoing queries around when you can change between the Māori and general rolls • Hearing instances of racist incidents towards Commission's work
Security & Integrity	<p>GENERAL UPDATE:</p> <p>Field security incident reports received 3 October 2023</p>

	Type	Reported	Resolved
	Voting Place Disruption	3	3
	Staff	1	1
	<ul style="list-style-type: none"> • Three voting place disruptions. <ul style="list-style-type: none"> ○ 2 Oct Westfield Malls - Party advertising close to Voting Places was highlighted by member of public. One VP was closed while advertising was removed. ○ 3 Oct Thames – Local person loudly disrupting Voting Place. Was moved on. ○ 3 Oct Auckland malls – Increased amount of filming outside 10m cordon. Not disruptive. • <div style="background-color: black; color: white; text-align: center; padding: 5px;">6(c)</div> 		
People and Culture (P&C)	<p>GENERAL UPDATE:</p> <p>Recruitment:</p> <ul style="list-style-type: none"> • Offers 1131 • Onboarding 1079 • Hires 18690 <p>Total hire 20900</p> <ul style="list-style-type: none"> • 13 National office staff have been trained this week to act as Issuing Officers • We have a list of 64 Community Liaison Casuals - 33 have roles in Voting places. We are asking the others if they are willing to train and be on standby as a contingent workforce in hard to fill areas. • We had a good response from Department of Conservation (DOC) and Ministry of Social Development (MSD) in Greymouth who have found us upward of 15 people who can work in Greymouth on Election Day. • We have MSD on standby to help us find people on short notice in hard to fill areas. • 25 Casual Employees in the Wairarapa are not available for further engagements and there is a suspicion that this is related to social media messaging potentially with an aim to disrupt voting by getting trained and then to withdraw. We are in the process of getting further information. 		
FOR YOUR INFORMATION			
Emerging events across the country	<p>Watch: Major slip in Gisborne takes out massive portion of road.</p> <p>The exact location of the slip is 20km from the SH2 roundabout, the Gisborne District Council reported. Watch: Major slip in Gisborne takes out massive portion of road - NZ Herald</p>		
Severe Weather Outlook	No severe weather.		
MetService Extended Forecast 2 -5 October	<p>Thursday</p> <p>North Island: Partly cloudy in the west. Fine elsewhere. South Island: Mainly fine. Scattered rain about Fiordland.</p> <p>Friday</p> <p>North Island: Fine in the east, but cloud increasing elsewhere, with late rain in the south. South Island: Rain developing in the west with possibly heavy falls. Cloud increasing elsewhere, with scattered rain developing in the south.</p> <p>Saturday</p> <p>North Island: Occasional rain developing. South Island: Occasional rain or showers for most.</p> <p>Chatham Islands</p> <p>A few showers on Thursday with westerlies, then cloudy periods on Friday and Saturday with winds turning northerly.</p>		

ACTION REGISTER LOG

OPEN

Unit	Issue Severity	ACTION	DATE RAISED	WHO	DUE DAT	IMPACT	UPDATE/OUTCOME	DATE CLOSED
VS	HIGH	Issues with EASYVOTE for: 1. Mt Albert- and Epsom voting place 2. Te Tai Hauāuru candidate sheet found in Ikaroa-Rāwhiti electorate packs 3. Unsalvageable Te Atatū packs approx 700	29/09/23	Adele [REDACTED] PA VS		Reputational - high impact on all these 3 electorates as it will delay EAsyVotes cards to electors.	Ongoing progress to identify issues across all three electorates	

General Election 2023 Voting

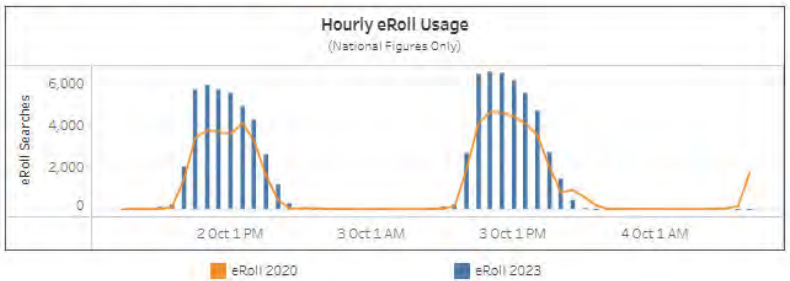
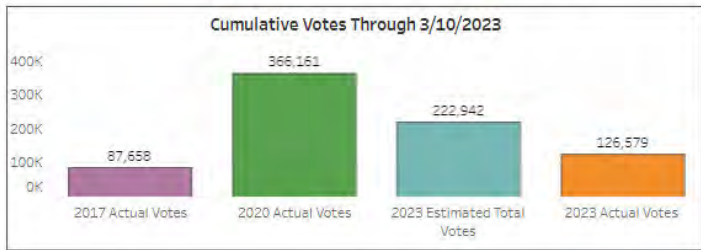
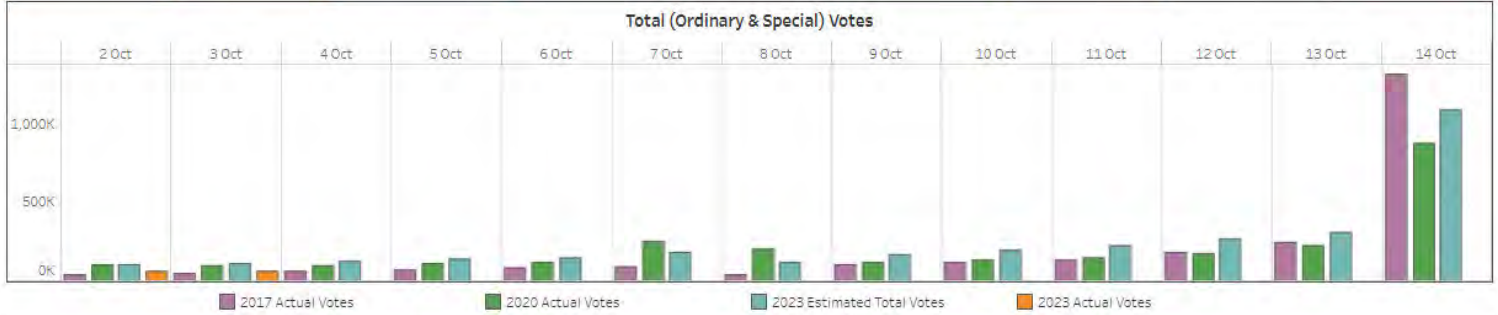
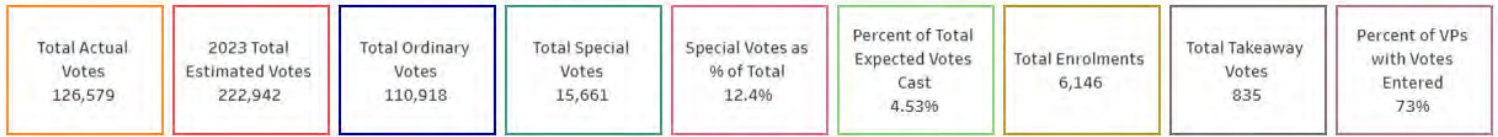
General Electorate

General Election 2023 Voting

Totals are Through 3/10/2023

Show To Date Totals Through

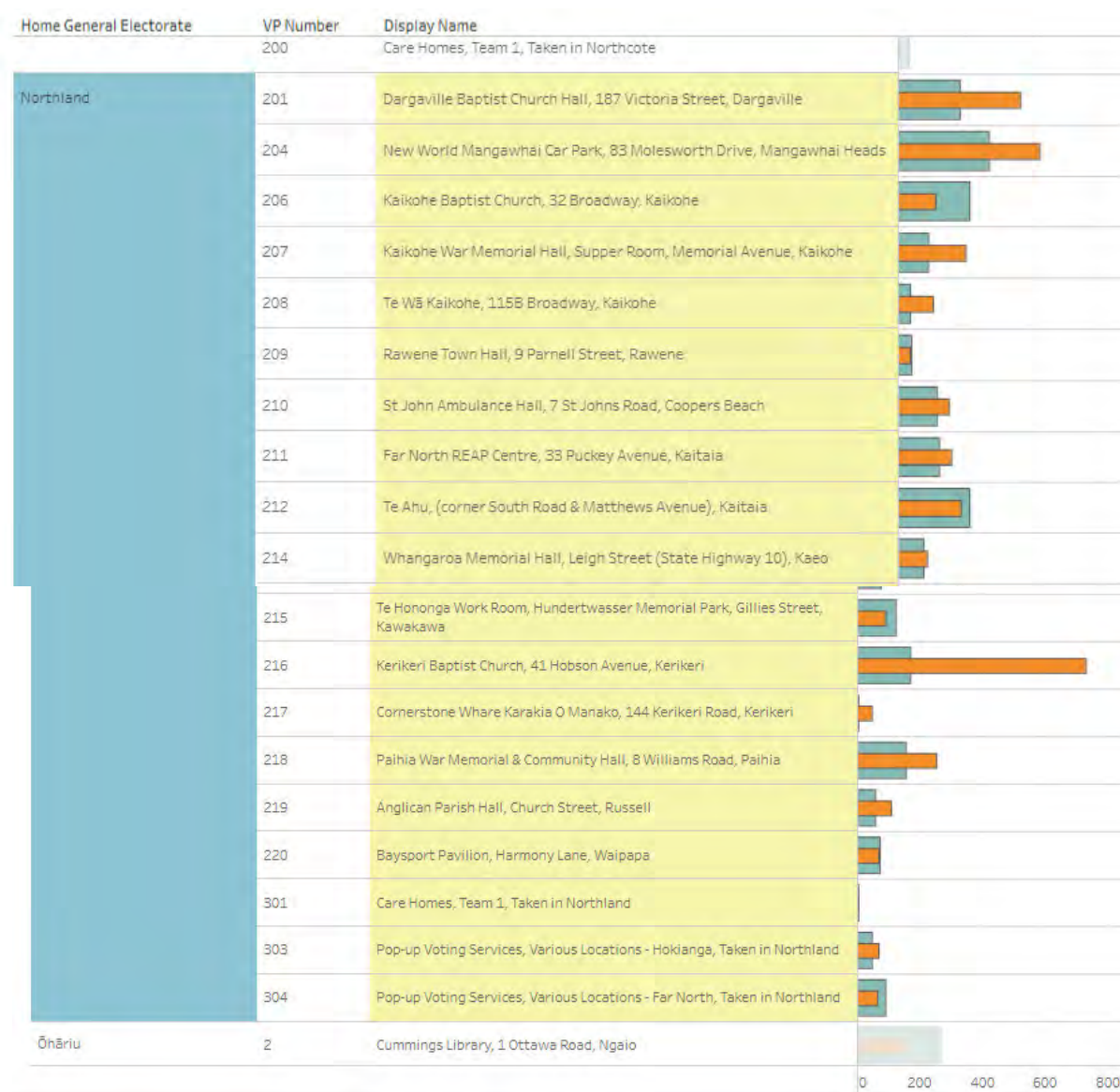
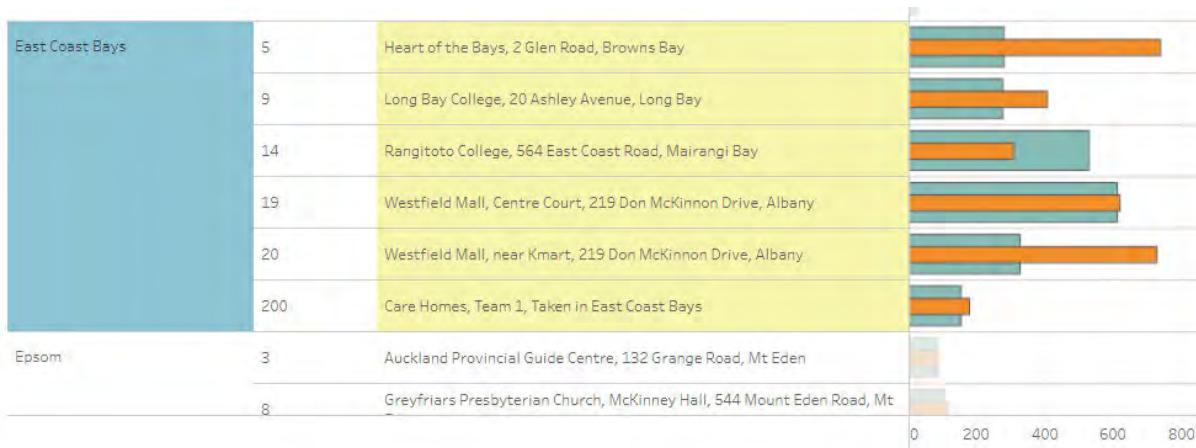
[Dashboard Help](#)



This dashboard is updated at 20 minutes after the hour each hour from 6 AM - 10 PM.

Electoraltes with current majority results more than estimates

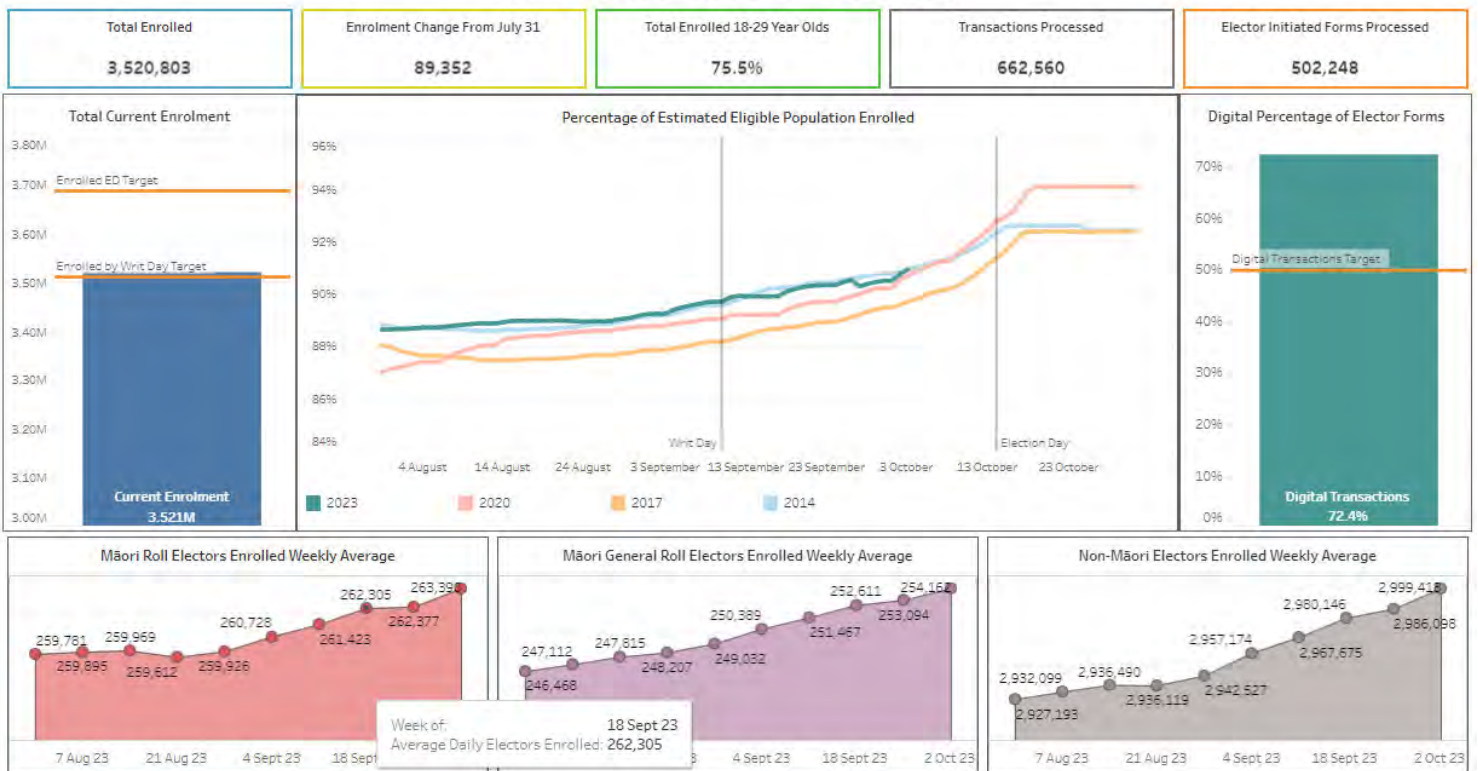






Enrolment

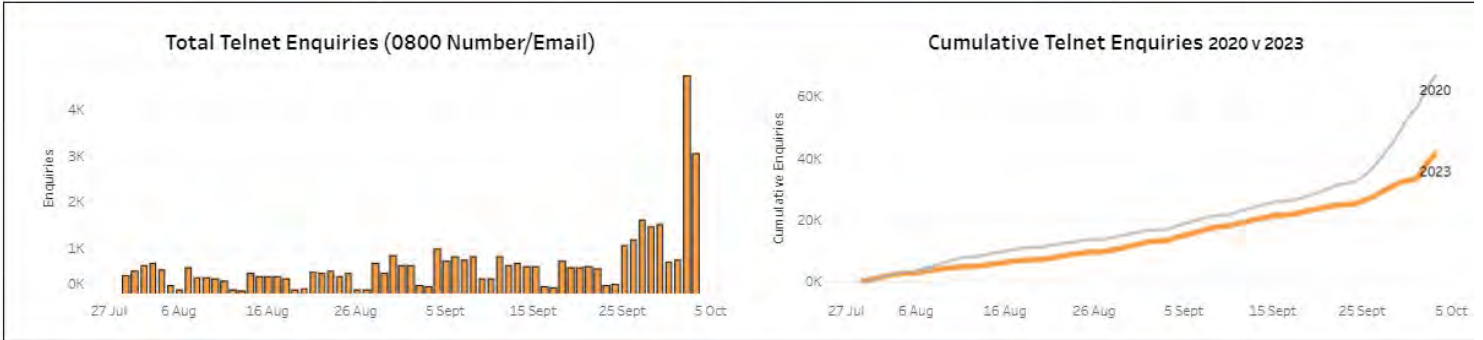
General Election 2023 Enrolment Campaign



Customer Enquiries

Enquiries and Complaints Sum... | Enquiries Overview | Level 1 | Level 2 | Level 3 | Unpublished Only | All Complaints

Level 1: Telnet / 0800 Number 0800 Number Calls answered since 31 Jul 2023: 34,217 Emails received since 31 Jul 2023: 4,637		Level 2: Customer Services Team Tickets Closed Since 31 Jul 2023: 12,201 Current Open Tickets: 254		Level 3: Unpublished Team Only Tickets Closed Since 31 Jul 23: 3,646 Current Open Tickets: 255		Level 3: Subject Matter Experts Tickets Closed Since 31 Jul 23: 1,150 Current Open Tickets: 94	
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Enquiries over Time
Grouped by Week

	31 Jul	7 Aug	14 Aug	21 Aug	28 Aug	4 Sept	11 Sept	18 Sept	25 Sept	2 Oct
Enquiries Team	808	823	827	925	1,237	1,835	1,371	1,220	2,064	1,345
Enrolment	523	526	763	475	394	564	349	370	428	217
Legal & Policy	13	24	10	13	13	23	23	30	29	17
Overseas	5	7	7	11	7	19	14	22	47	18
Communications	7	8	5	18	17	16	16	15	10	10
Voting Services	1	2		1	2	4	5	7	8	31
CE's Office	1									

View Enquiries/Complaints Handled by National Office Staff

Enquiries

Top Enquiry Types Last 7 days
Wed 27 Sept 2023 - Tue 3 Oct 2023

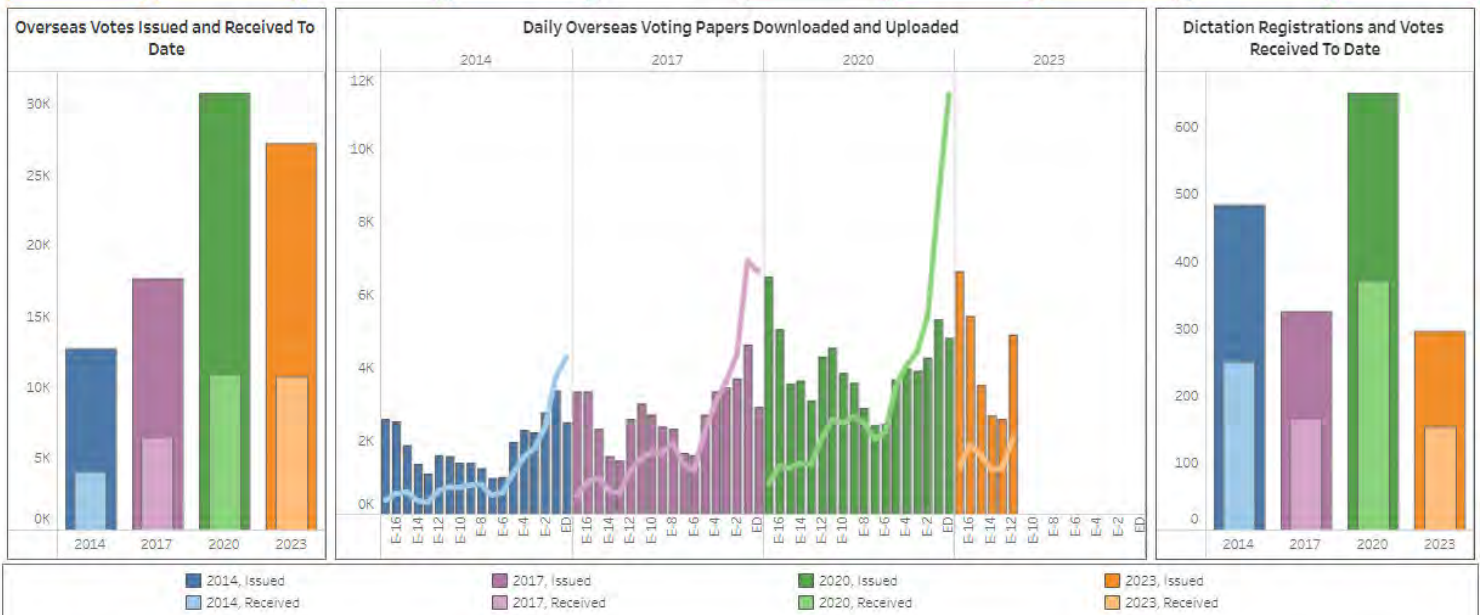
	Enquiries	% of Enquiries Last Week
1	Enrolling to Vote or updating my details	2,108 (56%)
2	Voting in an Election	945 (25%)
3	General enquiries	559 (15%)
4	Voting from overseas	139 (4%)
5	Information for parties and candidates	20 (1%)

Overseas, Dictation

Overseas, Dictation, and Remote Voting and e-Learning Support

Dashboard Help

Voting Papers Downloaded: 25,861	Change in Downloads from 2020: -16.0%	Voting Papers Uploaded: 9,435	Change in Uploads from 2020: -13.3%	Dictation Registrations: 296	Dictation Votes Received: 153	eLearning Support Calls: 3,818	Remote Applications: 4	Remote Votes Received: 0	Overseas Enquiries: 2,802
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Legend: 2014, Issued (dark blue); 2014, Received (light blue); 2017, Issued (purple); 2017, Received (pink); 2020, Issued (green); 2020, Received (light green); 2023, Issued (orange); 2023, Received (light orange).

04/10/2023– ELT Situation Report Week 4

As at 2.28pm 04/10/2023 prepared by Crispian [REDACTED], approved by Anusha Guler

Distributed to	ELT members
Key Contacts	Anusha Guler and Crispian [REDACTED] Martin was Chair.
Previous ELT SITREP	3 ELT Standup SITREPS 4 03102023 FINAL.docx
Overview	<p>Summary of the weekly event</p> <ul style="list-style-type: none"> • Advance Voting starts today (02/10) • IMT stood up for MOJ criminal checks automation issue and immediately stood down. • At least 4 electorates actual ordinary votes results better than estimates (Epsom, Tāmaki, East Coast Bays and Northland)
Key Dates	Days to election day 10 days
After hours emergency contact number	<p>ELT ON CALL FOR TODAY – Emily Redmond</p> <p>In case of any emergency or any decision that you require from ELT after hours, please ring this number.</p> <p>Number to ring – [REDACTED]</p> <p>After hours - 5pm until 8.30am</p>
Voting Services	<p>GENERAL UPDATE/ISSUES:</p> <p>Overseas Operations</p> <ul style="list-style-type: none"> • National party overseas dictation vote – Possible incorrect name stated, reply being prepared. • The Overseas Voting Place (OVP) in Ankara should have their delivery by Thursday. <p>Voting Place – Auckland North</p> <ul style="list-style-type: none"> • Incident - photos are being taken outside voting place – Voting Place Managers (VPMs) have been using the Incident Management Handbook to engage with members of the public. <p>Voting Place – Auckland South</p> <ul style="list-style-type: none"> • ‘It’s in the Ballot’ email request to share candidates contact details also received by Electorate Managers. Legal & Policy updated that EMs are allowed to provide candidates contact details. • Noted free food (hangi) for first 300 electors offered by a marae – the issue has been referred to Legal & Policy. <p>Voting Place - Central North Island</p> <ul style="list-style-type: none"> • Small issues to manage around voting places. i.e – staff not following process. Managed by the Voting Place Manager (VPM) and Electorate Manager (EM) on the spot. <p>Voting Place – Lower North Island</p> <ul style="list-style-type: none"> • [REDACTED] 6(c) [REDACTED] Feedback was that it was well-handled by the Voter Assistant and Voting Place Manager. A Safety Plan is being put in place if the person returns and a security guard is being put in place. <p>Voting Place – South Island</p> <ul style="list-style-type: none"> • COVID-19 in two electorates co-located Headquarters (HQs) impacting five staff. The electorates have put measures in place for their staff (masks, distancing, etc.). • [REDACTED] 6(c) [REDACTED] • Member of the public collapsed in Kaiapoi. The person is okay. • Late photo opportunity requested by the Deputy Prime Minister at Lincoln University, Voting Place Manager referred this to the Electorate Manager for approval (as pre set process). • A voting place in Selwyn is being closed for 15 minutes this afternoon for a routine fire drill. Votes will be put in secure storage, posters will be hung in the voting places.

	<p>VOTING SERVICES ISSUES</p> <ul style="list-style-type: none"> • Election Integrity Project: Noted all Electorate Managers have received emails outlining the information they will asking their scrutineers to collect. • Voting Services (VS), Legal & Policy (L&P), Comms and Security Teams have met to discuss an action plan regarding scrutineers. Will forward on actions to the Regional Managers.
Enrolment	<p>ISSUES:</p> <p>ISSUE 1</p> <ul style="list-style-type: none"> • Receiving scanned paper forms from Advance Voting Places (AVPs). • Several forms are invalid due to missing information or quality of the form (40+), cannot be repaired, and the electors vote won't count. Examples include: <ul style="list-style-type: none"> ○ Handwriting ineligible ○ Not signed ○ No address ○ Incomplete Address (e.g. 28 Wallson (not legible) Ave – nothing else) ○ Signed on behalf of elector (must state clearly why signed on behalf e.g. Enduring Power of Attorney (EPOA), or Signed by their direction, or attach ROE1A) ○ Incorrect date of birth (e.g. DOB 29/08/2023) ○ Roll choice panel not completed – cannot determine which roll to put elector on <p>ISSUE 2</p> <ul style="list-style-type: none"> • Issue with receipt of eRoll updates – a number of single eRoll entries are being repeated multiple times (i.e. a single eRoll was updated 7 times) • Creating significant processing issues – all “instances” go into our processing queues • Investigating to determine if it is a system error, or user error. Priority 1 ticket with IT for urgent investigation. <p>ACTIONS:</p> <ul style="list-style-type: none"> • Alerted all Voting Services field staff to the issue, and ensure they are not inadvertently sending the same update multiple times (e.g. there may be a delay due to WiFi connection, operator doesn't think form has been sent, so sends it again etc). • Voting Services to expedite message on Pānui to ensure Electorate Managers speak to Voting Place staff to take special care when checking and completing enrolment forms and eRoll updates.
IT	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • MOJ Criminal records check processing – Processing backlog has been cleared and a workaround is in place to ensure processing continues. IT will continue to work with MOJ and our suppliers to address the root cause. • Enrolment Centralised Processing Wi-Fi issues in Upper Hutt – Changes made to the Network connections and Zendesk tuning for agents appear to have improved call quality to 80-90% for 20-30% will now monitor over the next day or so to assess performance against a baseline. • IT Service Desk Monitoring – There were 220 calls into the desk yesterday, lower than Monday but still an increase on last week. Volumes remain within expectations and no major issues to report.
Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Since yesterday, the team had 764 tickets resolved, received 116 phone calls and made 26 outbound calls. 87% of tickets were resolved in one-touch. Telnet received 2,435 calls and 227 emails. • The top enquiries were about EasyVote (18%), followed by Where to Vote questions (17%) and Update details (16%). • There are 36 complaints on hand across the business units. • The volume of EasyVote questions remains to be high and we started receiving more enquiries on 'I think my EasyVote pack has been stolen'. The 'Your EasyVote card' webpage published at mid-day today will allow us to provide responses with confidence and drive down unnecessary contacts.
Communications and Education	<p>GENERAL UPDATE:</p> <p>Steady volume of enquires after high volume on the first day of voting</p>

	<p>EasyVote</p> <p>Proactive media release sent just after midday to address criticism and queries about delivery of EasyVote packs. Created a new page on vote.nz with this information and added a banner to the website homepage to let people know they can vote with or without an EasyVote card.</p> <p>Preparing a new targeted advertising message to Epsom, Mt Albert and Papakura electorates letting them know they can vote without an EasyVote card.</p> <p>Media</p> <ul style="list-style-type: none"> • Themes – I voted stickers, lots of regional requests around voting services in smaller regions, stats from first day of voting, lots of filming requests from media • Whakaata Māori interviewing Chief Advisor, Māori at Hoani Waititi marae today • TVNZ – Filming the Kaupapa Māori voting place in Kaikohe and interviewing our local Community Engagement Advisor <p>Social Media</p> <ul style="list-style-type: none"> • Themes – EasyVote delays, stickers, advertising in malls (queries around consequences) • A lot of criticism and negative sentiment of the Commission around EasyVote delivery; tone of commentary around ‘I voted’ stickers is much lighter and tongue in cheek <p>Daily metrics</p> <ul style="list-style-type: none"> • 22 media enquiries • 472 enquiries and comments on social media in the last 24 hours • 103,684 visitors to vote.nz (down on Monday) 									
<p>Legal & Policy</p>	<p>GENERAL UPDATE/ISSUES</p> <p>NZ Loyal applied to the High Court on 3 October to judicially review the Commission for:</p> <ul style="list-style-type: none"> • failing to meet our statutory obligations, with regard to training and access to the nominations system • unlawfully refusing to allow the party to amend their party list by midday on 15 September <p>ACTION</p> <ul style="list-style-type: none"> • The Legal team will prepare a statement of defence and continue to work with Voting Services staff on a number of apparent breaches in buffer zones at Voting Places. 									
<p>Strategic Engagement and Partnership</p>	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Receiving ongoing queries around when you can change between the Māori and General rolls • Hearing instances of racist incidents towards Commission’s work 									
<p>Security & Integrity</p>	<p>GENERAL UPDATE:</p> <p>Field security incident reports received 3 October 2023</p> <table border="1" data-bbox="357 1473 1054 1603"> <thead> <tr> <th>Type</th> <th>Reported</th> <th>Resolved</th> </tr> </thead> <tbody> <tr> <td>Voting Place Disruption</td> <td>3</td> <td>3</td> </tr> <tr> <td>Staff</td> <td>1</td> <td>1</td> </tr> </tbody> </table> <ul style="list-style-type: none"> • Three voting place disruptions. <ul style="list-style-type: none"> ○ 2 Oct Westfield Malls - Party advertising close to Voting Places was highlighted by member of public. One VP was closed while advertising was removed. ○ 3 Oct Thames – Local person loudly disrupting Voting Place. Was moved on. ○ 3 Oct Auckland malls – Increased amount of filming outside 10m cordon. Not disruptive. • [REDACTED] 	Type	Reported	Resolved	Voting Place Disruption	3	3	Staff	1	1
Type	Reported	Resolved								
Voting Place Disruption	3	3								
Staff	1	1								
<p>People and Culture (P&C)</p>	<p>GENERAL UPDATE:</p> <p>Recruitment:</p> <ul style="list-style-type: none"> • Offers 1131 									

	<ul style="list-style-type: none"> • Onboarding 1079 • Hires 18690 <p>Total hire 20900</p> <ul style="list-style-type: none"> • 13 National office staff have been trained this week to act as Issuing Officers • We have a list of 64e Community Liaison Casuals - 33 have roles in Voting places. Checking with others if they are willing to train and be on standby as a contingent workforce in hard to fill areas. • Received a good response from Department of Conservation (DOC) and Ministry of Social Development (MSD) in Greymouth who have found us upward of 15 people who can work in Greymouth on Election Day. • We have MSD on standby to help us find people on short notice in hard to fill areas. • 25 Casual Employees in the Wairarapa are not available for further engagements and there is a suspicion that this is related to social media messaging potentially with an aim to disrupt voting by getting trained and then to withdraw.
FOR YOUR INFORMATION	
Emerging events across the country	<p>Watch: Major slip in Gisborne takes out massive portion of road.</p> <p>The exact location of the slip is 20km from the SH2 roundabout, the Gisborne District Council reported. Watch: Major slip in Gisborne takes out massive portion of road - NZ Herald</p>
Severe Weather Outlook	No severe weather.
MetService Extended Forecast 2 -5 October	<p>Thursday</p> <p>North Island: Partly cloudy in the west. Fine elsewhere. South Island: Mainly fine. Scattered rain about Fiordland.</p> <p>Friday</p> <p>North Island: Fine in the east, but cloud increasing elsewhere, with late rain in the south. South Island: Rain developing in the west with possibly heavy falls. Cloud increasing elsewhere, with scattered rain developing in the south.</p> <p>Saturday</p> <p>North Island: Occasional rain developing. South Island: Occasional rain or showers for most.</p> <p>Chatham Islands</p> <p>A few showers on Thursday with westerlies, then cloudy periods on Friday and Saturday with winds turning northerly.</p>

ACTION REGISTER LOG

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VS	HIGH	Issues with EASYVOTE for: 1. Mt Albert- and Epsom voting place 2. Te Tai Hauāuru candidate sheet found in Ikaroa-Rāwhiti electorate packs 3. Unsalvageable Te Atatū packs approx 700	29/09/23	Adele [REDACTED] PA VS		Reputational - high impact on all these 3 electorates as it will delay EASYvotes cards to electors.	Ongoing progress to identify issues across all three electorates 04/10 - Progressing well. Database for Te Atātū is 280 rather than 700 as earlier expected. An apology letter will be sent to electors to provide relevant information. A media release has been drafted and details on Elections NZ.	



Daily Intelligence Briefing

Issued: 1030hrs 05 Oct 2023	Authorised by: [REDACTED] – Watch Leader	Next update: 1030hrs 06 Oct 2023
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Executive Summary

- A strong wind watch is in force for Fiordland and Southland beginning tomorrow morning.

NEMA Operational Status

Operational activity

- NCC is at Mode 1 (MAR Centre Monitoring).

On-call roster

Director	[REDACTED]
National Controller	[REDACTED]

Response Manager	[REDACTED]
Activation Coordinator	[REDACTED]

PIM	[REDACTED]
REMA North	[REDACTED]
REMA South	[REDACTED]

Response Activity

Nothing to report.

Weather and Climate



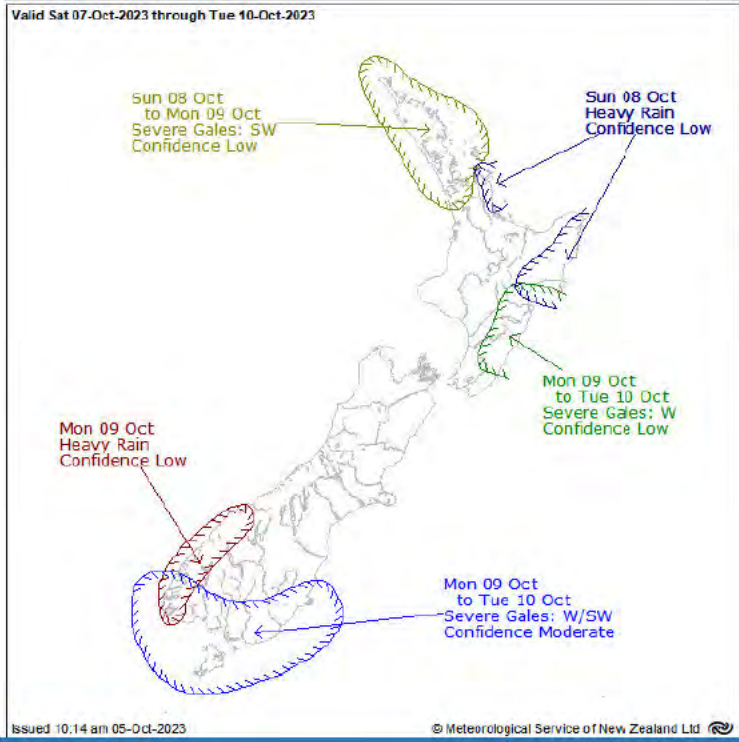
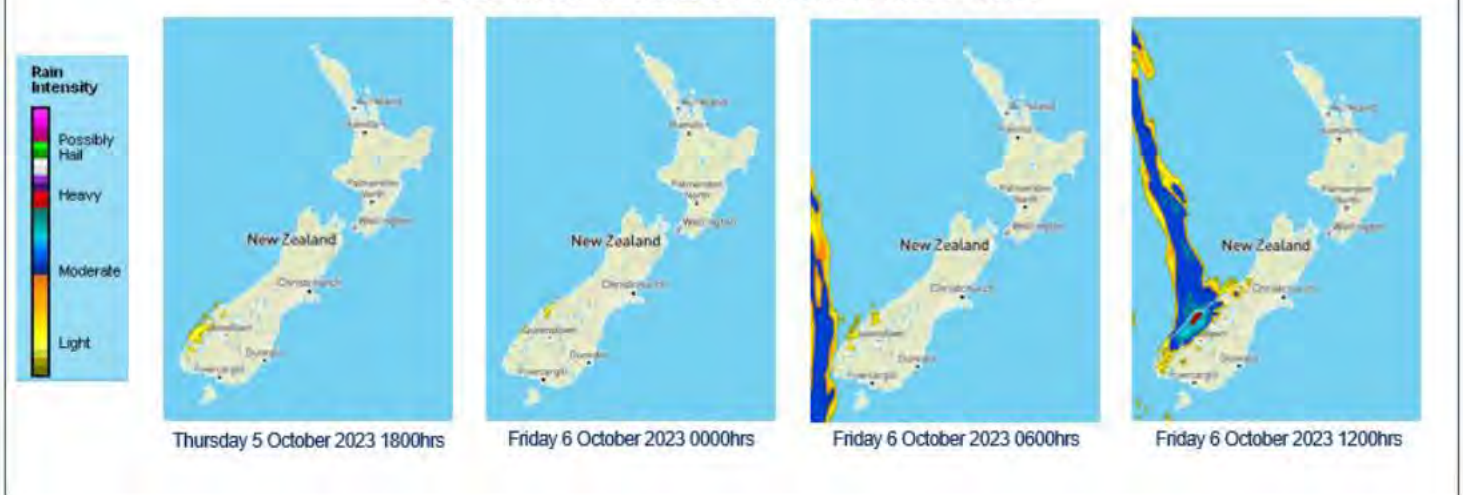
Current Weather

Northwesterlies may rise to gale in the South Island overnight and winds are expected to ease late tomorrow afternoon.

A strong wind watch is in place for Fiordland and Southland on early Friday morning from 0300hrs until 1700hrs. This watch is in place due to the possibility of severe gales briefing affecting exposed parts of Fiordland and Southland.

Accurate from MetService as at 1000hrs today

METSERVICE - MODELLED FORECAST FIELDS – RAIN



Severe Weather Outlook

A couple of fronts are expected to move across the North Island during the weekend, with a low developing over or near the northern North Island late Saturday or Sunday. At this stage there is quite a lot of uncertainty regarding the development of this low, but it may bring some heavy rain and/or strong winds to parts of the North Island.

Geological

Volcanic Activity (Level 1 and above)

Volcano	Level	Volcanic Activity	Aviation Code
Whakaari/ White Island	2	Moderate to heightened volcanic unrest	Yellow
Ruapehu	1	Minor volcanic unrest	Green
Taupō	1	Minor volcanic unrest	Green

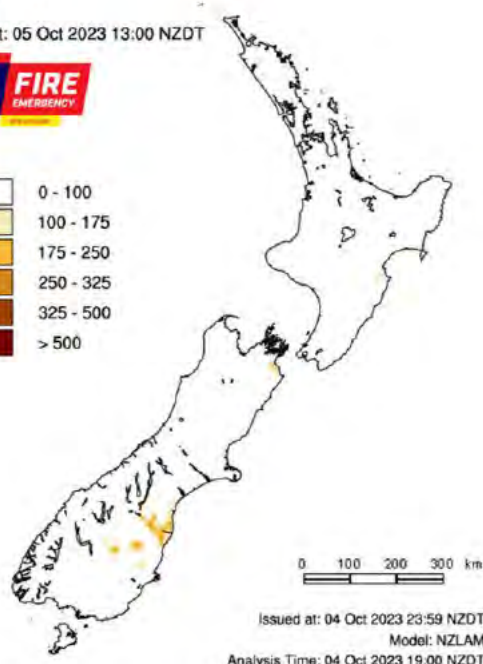
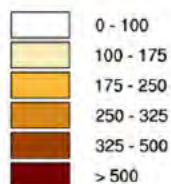
GNS Alert Levels guide visit: <https://www.geonet.org.nz/about/volcano/val>

GNS Aviation Colour Codes visit: <https://www.geonet.org.nz/volcano/acc>

Fire and Drought Risk

Drought Code

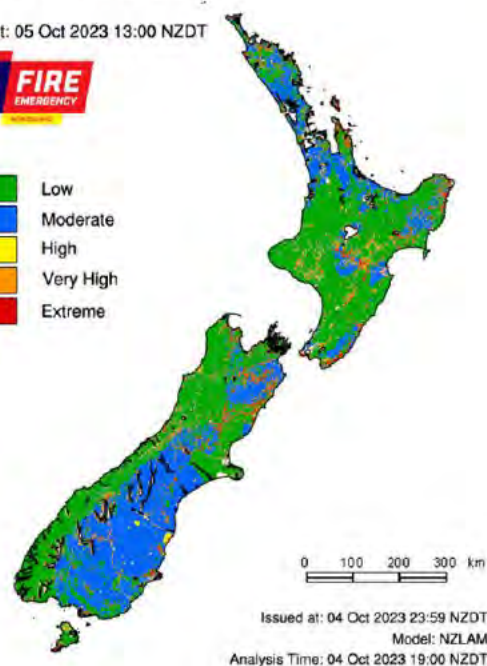
Valid at: 05 Oct 2023 13:00 NZDT



2023-10-05 13:00

Composite Fire Danger Class

Valid at: 05 Oct 2023 13:00 NZDT



2023-10-05 13:00

FWFireweather - FENZ

Other Events

Nothing to report.

Other Events

What's in a Magnitude?

You might have noticed in the minutes following an earthquake, the magnitude and its precise location may change. Usually these changes are slight, but for larger, more complex events like the 2016 Kaikoura earthquake, they could be more significant.

GeoNet

New Zealand experiences warmest September on record

New Zealand has seen its warmest September on record, data from the National Institute of Water and Atmospheric Research (NIWA) shows.

RNZ News

Victoria flood news: 'Move to higher ground': Flash flooding hits Victoria's east

Residents living near a rising river in Victoria's east have been told to evacuate immediately as widespread rain continues to hit the state. More than 150mm of rain has fallen in parts of Victoria's alpine areas, prompting a string of flood watch alerts for the Gippsland region.

9news

05/10/2023– Situation Report Week 4

As at 12.32pm 05/10/2023 prepared by Crispian [REDACTED]

Distributed to	All GEDT members
Key Contacts	Anusha Guler and Crispian [REDACTED] Martin is acting Chair.
Previous ELT SITREP	3 ELT Standup SITREPS 4 04102023 FINAL.docx
Overview	<p>Summary of the weekly event</p> <ul style="list-style-type: none"> • Advance Voting starts today (02/10) • IMT stood up for MOJ criminal checks automation issue and immediately stood down. • At least 4 electorates actual ordinary votes results better than estimates (annexes)
Key Dates	Days to election day 9 days
After hours emergency contact number	<p>ELT ON CALL FOR TODAY – Anusha Guler</p> <p>In case of any emergency or any decision that you require from ELT after hours, please ring this number.</p> <p>Number to ring – [REDACTED]</p> <p>After hours - 5pm until 8.30am</p>
Voting Services	<p>GENERAL UPDATE/ISSUES:</p> <p>Overseas Operations</p> <ul style="list-style-type: none"> • The Overseas Voting Place in Ankara has received their delivery now according to DHL, we await confirmation from the site. • Votes issued to date = 37672 • Votes received to date = 17302 • Overseas, Dictation, and Remote Voting: Overseas, Dictation, Remote, eLearn - Tableau Cloud <p>Voting Place – Auckland North</p> <ul style="list-style-type: none"> • No particular issues. An incident regarding a voter wanting to speak te reo – he was directed to the Kaupapa Māori voting place. • Will have a full ballot box returning to electorate HQ, even with lower voting than estimated. <p>Voting Place – Auckland South</p> <ul style="list-style-type: none"> • Sylvia Park shopping mall has taken a large number of votes – school holidays likely contributing to this. • [REDACTED] 6(c) [REDACTED] <p>Voting Place - Central North Island</p> <ul style="list-style-type: none"> • No significant events to report. • Isolated disruption events, handled at a local level and managed swiftly by security or the VPM. • Reconciliation app (eRoll) still causing challenges for some staff. We are sending mobile support and trainers out to retrain those who are persistently unable to use the app. The number of issues are dropping. <p>Voting Place – Lower North Island</p> <ul style="list-style-type: none"> • No significant issues to report. • Incident in Rongotai Electorate yesterday resolved and both staff members are back at work today. A security guard is now onsite. • Actual votes taken still down about 40% on estimated votes • Similar issues with reconciliation app (eRoll) – some additional support and training being looked at by some electorates to support those who will be working with it on EDay for the first time. <p>Voting Place – South Island</p>

	<ul style="list-style-type: none"> No significant issues. [REDACTED] 6(c) [REDACTED] <p>VOTING SERVICES ISSUES</p> <ul style="list-style-type: none"> Work is underway to bolster training around the reconciliation application, particularly for Election Day voting place staff.
Enrolment	<p>MANAGEMENT OF ISSUES:</p> <p>Dumped mail</p> <ul style="list-style-type: none"> The Customer Services team has had two reports from members of the public (one yesterday and one this morning) in relation to dumped Electoral Commission mail. <p>Report 1</p> <ul style="list-style-type: none"> [REDACTED] 6(a) [REDACTED] <p>Report 2</p> <ul style="list-style-type: none"> [REDACTED] 6(a) [REDACTED] <p>ACTIONS</p> <ul style="list-style-type: none"> It is too late to reissue the Enrolment Update packs dumped in 6(a) but depending on the number of packs recovered we may look at contacting the impacted electors. NZ Post investigating the second report. <p>UPDATE ON PREVIOUS ISSUES</p> <p>Enrolment Forms from Advance Voting Places (AVPs)</p> <ul style="list-style-type: none"> A new quality issue – we have had instances where the Advance Voting Place (AVP) Stamp has been affixed over the top of mandatory information on the enrolment form, making some of that mandatory information unreadable. <p>eRoll Updates (MDA2)</p> <ul style="list-style-type: none"> The issue of multiple forms being sent is the result of users “clicking on confirm” more than once. This will be most likely due to connectivity issues or drop-outs and the user not being confident that the form has been sent. Comms have been sent out to staff on how to mitigate the issue and IT will look at usability post-election. <p>ACTIONS:</p> <ul style="list-style-type: none"> Actions from yesterday are still applicable.
IT	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> Enrolment Centralised Processing Wi-Fi issues in Upper Hutt – Changes made to the Network connections and Zendesk tuning for agents has had a significant positive impact. Monitoring over the next few days will validate the changes made. IT Service Desk Monitoring – There were 200 calls yesterday – a steady stream which is being managed well by the team. Volumes remain within expectations and no major issues to report.
Customer	<p>GENERAL UPDATE:</p>

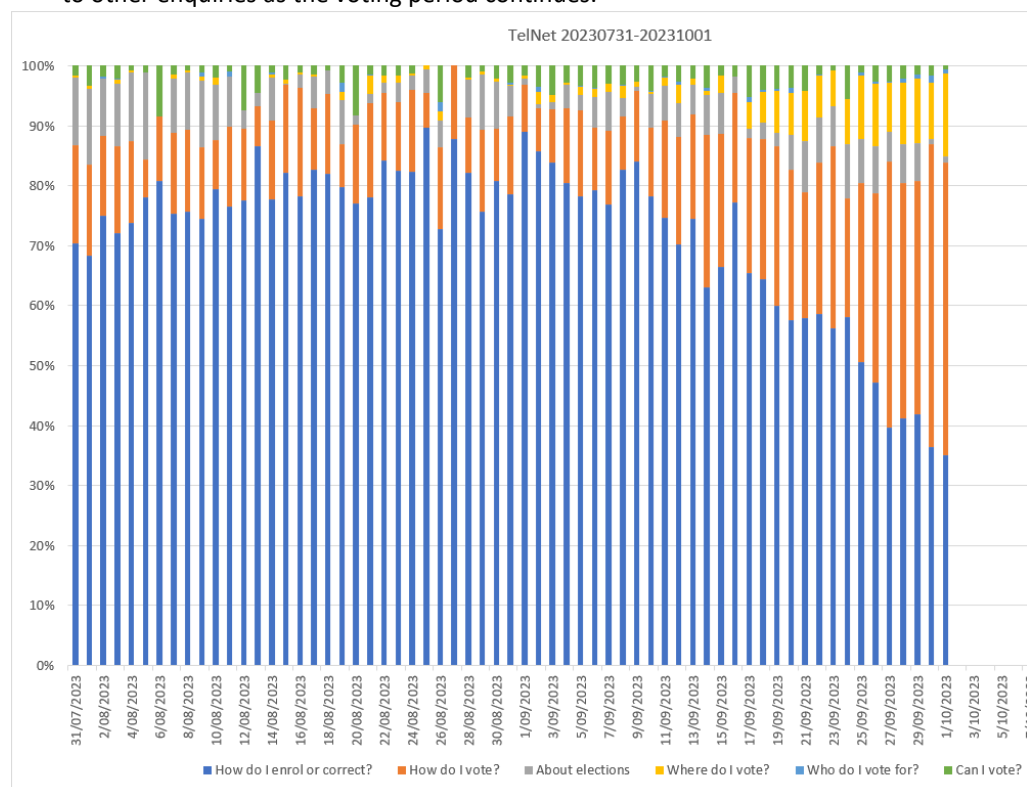
Services

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- The top enquiries were about EasyVote (18%), followed by Where to Vote questions (17%) and Update details (16%). 27% of the contacts were triggered by our website.
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INSIGHTS (ANNEX):

Some analyses have been completed to understand the nature of call contacts received thus far, and a trend diagram is included in the Customers Enquiries section below. In summary,

- Since the end of August, there has been a significant increase in the percentage of “How do I vote?” contacts. This may be increased by people looking for information on EasyVote cards.
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- Based on the forecast, it is expected each of these enquiries will continue to increase in proportion to other enquiries as the voting period continues.



Communications and Education

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- We declined all requests for interviews and instead went out with a short statement reiterating the process involved in producing the EasyVote pack.
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- A lot of other media requests including filming, focus on early voting numbers and kaupapa Māori voting places.
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- Someone has created some parody fan art based on the ‘I voted stickers’ for the Wellington Zine Fest. This was picked up in a story on stuff and has been circulating on social media.

Daily metrics

- 27 media enquiries

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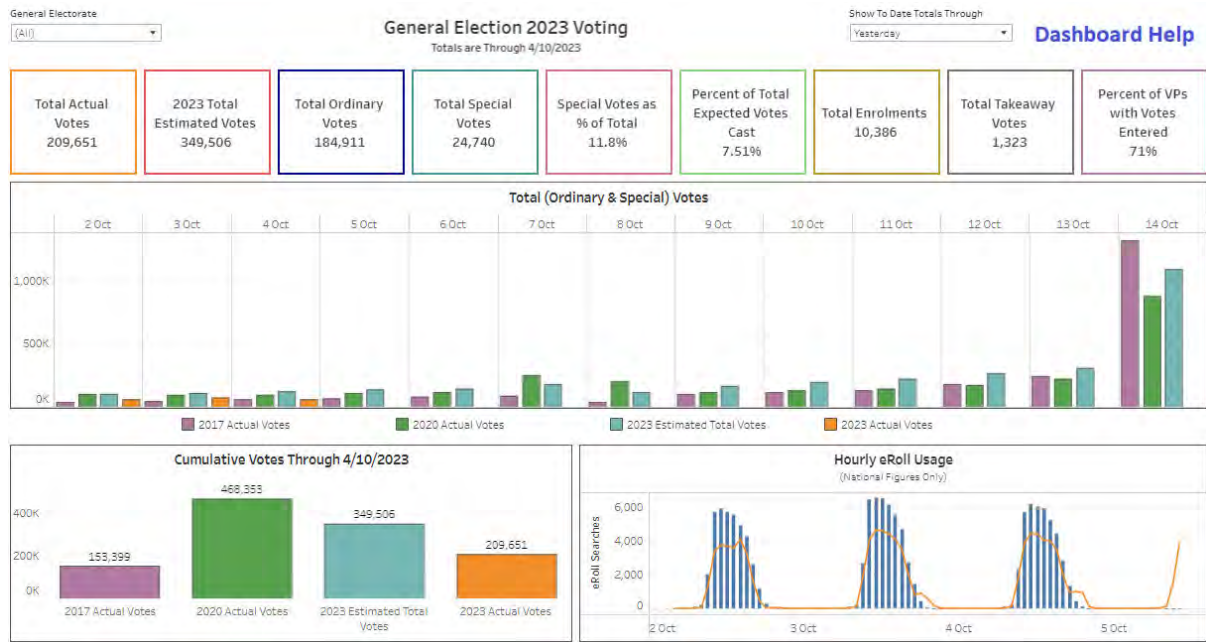
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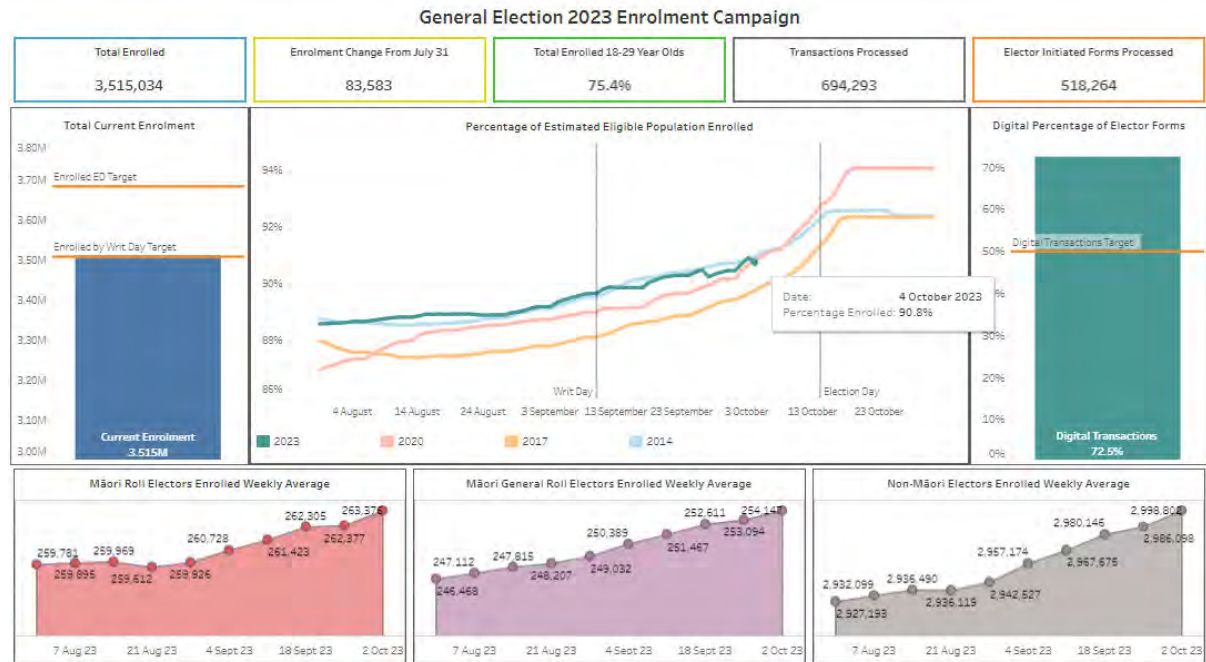
OPEN

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General Election 2023 Voting

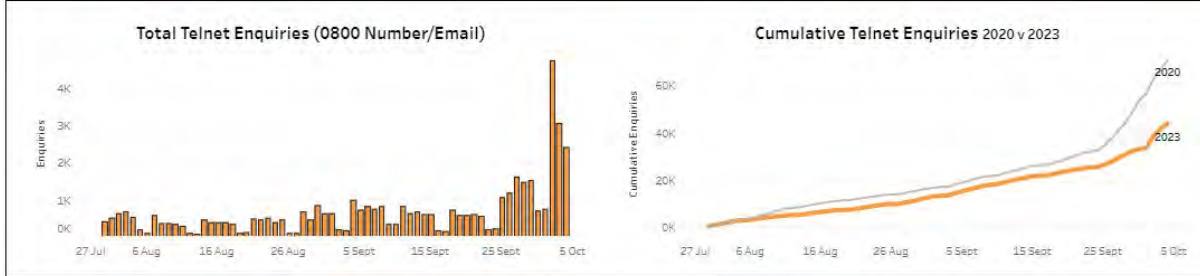


Enrolment



Customer Enquiries

Level 1: Telnet / 0800 Number		Level 2: Customer Services Team		Level 3: Unpublished Team Only		Level 3: Subject Matter Experts	
0800 Number Calls answered since 31 Jul 2023 36,378	Emails received since 31 Jul 2023 4,834	Tickets Closed Since 31 Jul 2023 12,668	Current Open Tickets 296	Tickets Closed Since 31 Jul 23 3,718	Current Open Tickets 258	Tickets Closed Since 31 Jul 23 1,209	Current Open Tickets 81



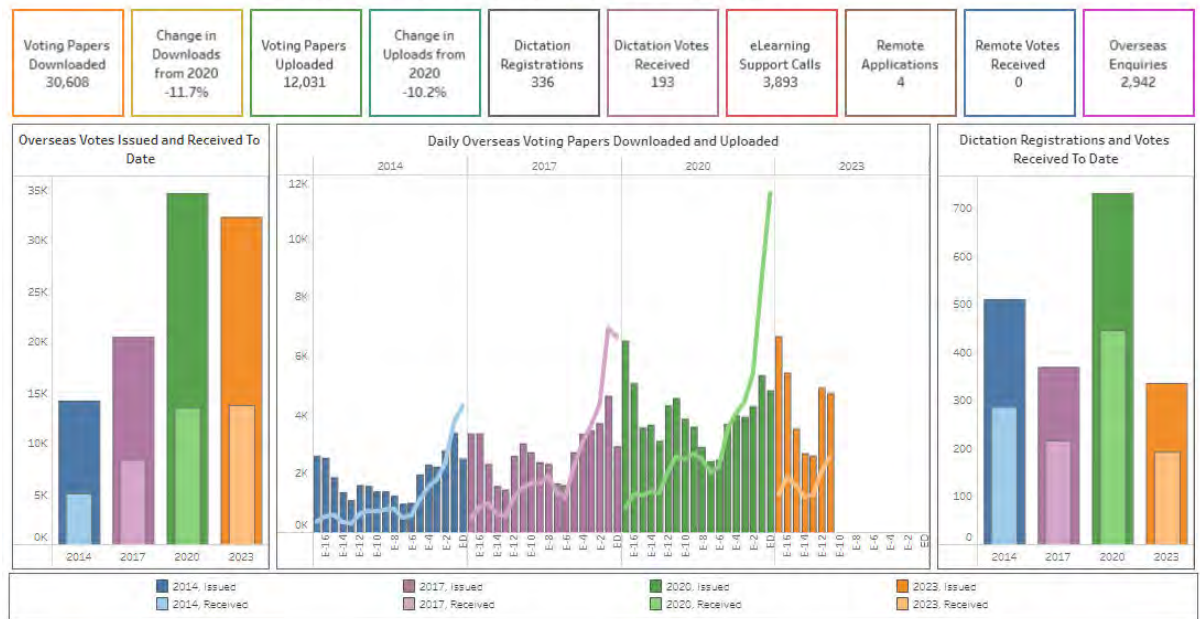
Enquiries over Time											View Enquiries/Complaints		Top Enquiry Types Last 7 days	
Grouped by Week											Handled by National Office Staff		Thu 28 Sept 2023 - Wed 4 Oct 2023	
	31 Jul	7 Aug	14 Aug	21 Aug	28 Aug	4 Sept	11 Sept	18 Sept	25 Sept	2 Oct				
Enquiries Team	908	923	927	925	1,237	1,839	1,371	1,219	2,063	1,856				
Enrolment	523	526	763	476	394	568	350	371	428	301				
Legal & Policy	13	24	10	13	13	23	23	30	29	26				
Overseas	5	7	7	11	7	15	14	22	49	24				
Communications	7	8	5	18	17	16	16	15	10	15				
Voting Services	1	2		1	2	4	5	7	8	41				
CE's Office	1													

	Enquiries	% of Enquiries Last Week	
1	Enrolling to Vote or updating my details	2,141	55%
2	Voting in an Election	1,016	26%
3	General enquiries	576	15%
4	Voting from overseas	110	3%
5	Information for parties and candidates	22	1%

Overseas, Dictation

Overseas, Dictation, and Remote Voting and e-Learning Support

[Dashboard Help](#)



05/10/2023– ELT Situation Report Week 4

As at 3.00pm 05/10/2023 prepared by Crispian [REDACTED] approved by Martin Rodgers

Distributed to	ELT members
Key Contacts	Martin and Crispian [REDACTED]
Previous ELT SITREP	3 ELT Standup SITREPS 4 04102023 FINAL.docx
Overview	<p>Summary of the weekly event</p> <ul style="list-style-type: none"> Concerns around delayed EasyVote packs Issues around eRoll updates causing challenges for enrolment and field staff
Key Dates	Days to election day 9 days
After hours emergency contact number	<p>ELT ON CALL FOR TODAY – Anusha Guler</p> <p>In case of any emergency or any decision that you require from ELT after hours, please ring this number.</p> <p>Number to ring – [REDACTED]</p> <p>After hours - 5pm until 8.30am</p>
Voting Services	<p>GENERAL UPDATE/ISSUES:</p> <p>Overseas Operations</p> <ul style="list-style-type: none"> The Overseas Voting Place in Ankara has received their delivery now according to DHL, we await confirmation from the site. <p>Voting Place – Auckland North</p> <ul style="list-style-type: none"> An incident regarding a voter wanting to speak te reo – he was directed to the Kaupapa Māori voting place. Will have the first occasion of a full ballot box returning to electorate Headquarter (HQ) - even with rates of voting generally being lower than estimated. <p>Voting Place – Auckland South</p> <ul style="list-style-type: none"> Sylvia Park shopping mall has taken a large number of <i>special</i> votes – school holidays likely contributing to this. [REDACTED] <p style="text-align: center;">6(c)</p> <p>Voting Place - Central North Island</p> <ul style="list-style-type: none"> Isolated disruption events, handled at a local level and managed swiftly by security or the Voting Place Manager (VPM). Reconciliation app (eRoll) still causing challenges for some staff. Support is being provided as needed. The number of instances is reducing. <p>Voting Place – Lower North Island</p> <ul style="list-style-type: none"> Incident in Rongotai Electorate yesterday resolved and both staff members are back at work today. A security guard is now onsite. Actual votes taken still down about 40% on estimated votes. Similar issues with reconciliation app (eRoll). <p>Voting Place – South Island</p> <ul style="list-style-type: none"> [REDACTED] <p style="text-align: center;">6(c)</p> <p>VOTING SERVICES ISSUES</p> <ul style="list-style-type: none"> Work is underway to bolster training around the reconciliation application, particularly for Election

	<p>Day voting place staff.</p> <p>Election Integrity Project Update</p> <ul style="list-style-type: none"> The team is meeting with Karl to go through the action points: <ul style="list-style-type: none"> Provide communication back to the organisers that can also be used by field staff Provide field staff with clarity on the provisions in the Scrutineer’s Handbook e.g qualifications of scrutineers, their role, permitted and non-permitted activities Joining the regular meetings tomorrow that are taking place with Electorate Managers to talk through the provisions and any questions The key challenge is around these groups believing other sources of information and not being willing to accept what they are told by Commission staff.
Chief Executive	<ul style="list-style-type: none"> The Chief Executive conveyed the words of appreciation and thanks from the Chair and Board to staff on their work delivering the General Election that is going smoothly as expected. The Chief Electoral Officer is working closely with interested stakeholders regarding the concerns around EasyVotes packs Big focus after the election is to report back to Parliament on this issue and the process undertaken.
Enrolment	<p>MANAGEMENT OF ISSUES:</p> <p>Dumped mail</p> <ul style="list-style-type: none"> The Customer Services team has had two reports from members of the public (one yesterday and one this morning) in relation to dumped Electoral Commission mail. <p>Report 1</p> <ul style="list-style-type: none"> █ [REDACTED] 6(a) █ [REDACTED] █ [REDACTED] █ [REDACTED] 6(a) █ [REDACTED] █ [REDACTED] <p>Report 2</p> <ul style="list-style-type: none"> █ [REDACTED] 6(a) █ [REDACTED] █ [REDACTED] NZ Post has been notified and will recover the mail and investigate as a matter of priority. <p>ACTIONS</p> <ul style="list-style-type: none"> It is too late to reissue the Enrolment Update packs dumped in █ 6(a) █ we may look at contacting the impacted electors depending on quantity. General Update – we’re getting EasyVote GNAs (Gone No Address) returned mails where electors no longer are living at the address. This is a normal process. <p>UPDATE ON PREVIOUS ISSUES</p> <p>Enrolment Forms from Advance Voting Places (AVPs)</p> <ul style="list-style-type: none"> A new quality issue – we have had instances where the Advance Voting Place (AVP) Stamp has been affixed over the top of mandatory information on the enrolment form, making some of that mandatory information unreadable. <p>eRoll Updates (MDA2)</p> <ul style="list-style-type: none"> The issue of multiple forms being sent is the result of users “clicking on confirm” more than once. This will be most likely due to connectivity issues or drop-outs and the user not being confident that the form has been sent. Comms have been sent out to staff on how to mitigate the issue and IT will look at usability post-election.
IT	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> Enrolment Centralised Processing Wi-Fi issues in Upper Hutt – Changes made to the Network

connections and Zendesk tuning for agents has had a significant positive impact. Monitoring over the next few days will validate the changes made.

- **IT Service Desk Monitoring** – There were 200 calls yesterday – a steady stream which is being managed well by the team. Volumes remain within expectations and no major issues to report.

Customer Services

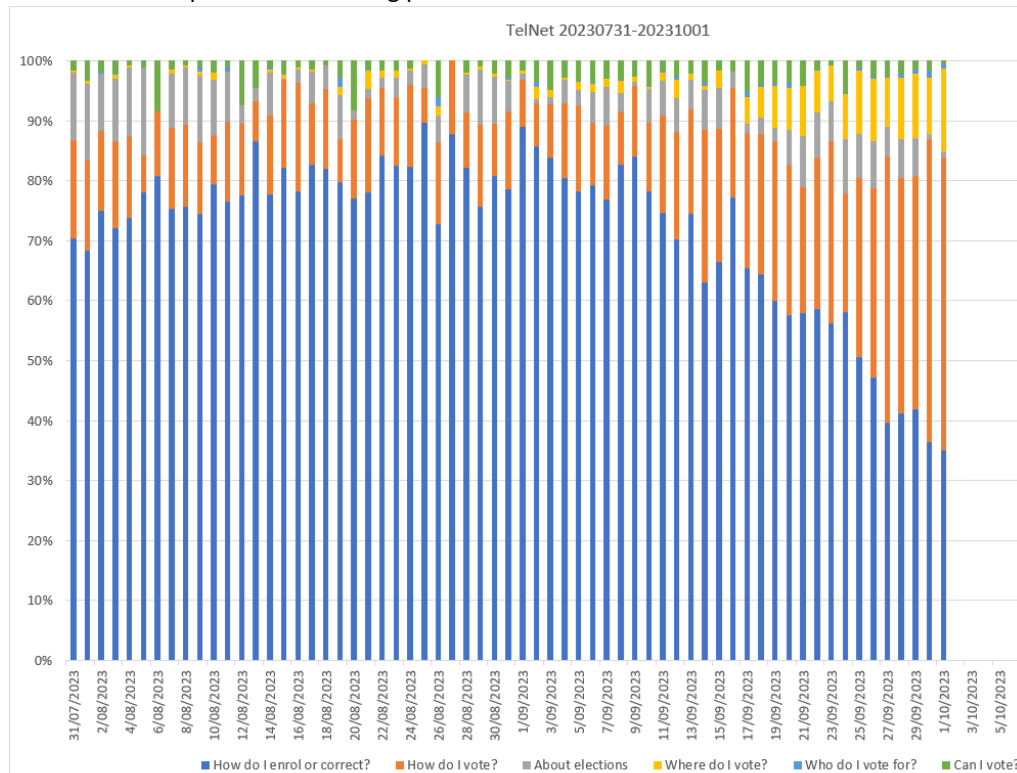
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Some analyses have been completed to understand the nature of call contacts received thus far, and a trend diagram is included in the Customers Enquiries section below. In summary,

- Since the end of August, there has been a significant increase in the percentage of “How do I vote?” contacts. This may be increased by people looking for information on EasyVote cards.
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DAILY INTERAGENCY REPORT TO GEDT

Submitted daily not later than 11am.

Date: 5 October 2023

DPMC:

NSTR

NZ Police:

[REDACTED]
[REDACTED] 6(c)
[REDACTED]
[REDACTED]

[REDACTED] 6(c)

[REDACTED]
[REDACTED] 6(c)
[REDACTED]
[REDACTED]

NEMA (Daily Intelligence Briefing attached):

NSTR

GCSB:

NSTR

NZSIS:

Reporting via the JIG

IN-CONFIDENCE

MoH:

NSTR

Waka Kotahi:

<https://www.journeys.nzta.govt.nz/highway-conditions/traffic-and-travel-list-view/>

NSTR

MFAT:

NSTR

Moj:

Moj Secretary for Justice contacted by the Public Service Commission seeking assurances regarding the easy vote delays and plans to mitigate, particularly with respect to the three electorates.

FENZ:

NSTR

MPI:

NSTR

MBIE:

On the afternoon of 3 Oct, a package of envelopes was delivered to MBIE's Chief Executive's office at Stout Street. Inside the package were individual envelopes addressed to all of MBIE's Deputy Secretaries and General Managers, with their office locations listed on the envelope. The envelopes were marked Private and Confidential. The envelopes contain a pamphlet with political propaganda (anti co-governance).

IN-CONFIDENCE

IN-CONFIDENCE

The Executive Assistant and the Chief Advisor to the Chief Executive asked for the advice of our Chief Legal Officer.

At this point, the envelopes have not been distributed and are still held by the Chief Executive's office.

On 4 Oct, a query was received from TVNZ asking "Can we please request a comment from MBIE around staff receiving letters with anti co-governance information?"

MBIE are currently considering a response to the query.

Response from EC (to MBIE): The Commission doesn't have any jurisdiction regarding political debate. Hence wouldn't appropriate to comment or provide media/comms messaging support.

Comment from MBIE this morning:

As per yesterday afternoon's update provided, we will be responding to a query that was received from TVNZ asking "Can we please request a comment from MBIE around staff receiving letters with anti co-governance information?"

Prepared by: David ██████████

IN-CONFIDENCE



Issued: 1030hrs 06 Oct 2023

Authorised by: [REDACTED] – Watch Leader

Next update: 1030hrs 07 Oct 2023

Executive Summary

- A strong wind watch is in force for Fiordland and Southland today.
- The NZ DART Buoy network is experiencing degradation in NZA, NZC, NZE and NZH.

NEMA Operational Status

Operational activity

- NCC is at Mode 1 (MAR Centre Monitoring).

On-call roster

Director	[REDACTED]
National Controller	[REDACTED]

Response Manager	[REDACTED]
Activation Coordinator	[REDACTED]

PIM	[REDACTED]
REMA North	[REDACTED]
REMA South	[REDACTED]

Response Activity

Nothing to report.

Weather and Climate

Current Weather

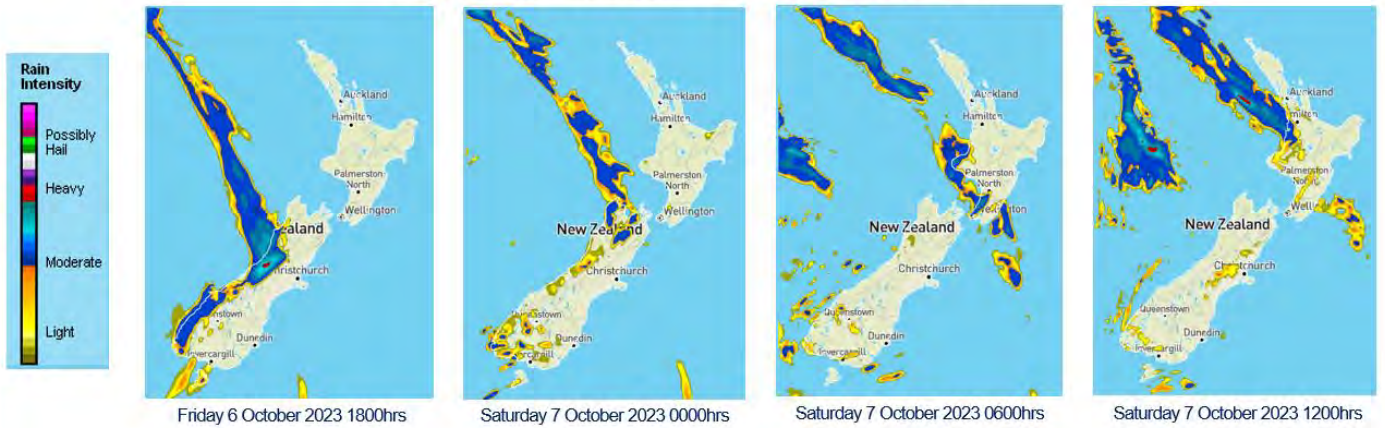
Northwest gales are expected in the lower South Island this morning and afternoon. There is a watch in place for the possibility of severe gales briefly affecting exposed parts of Fiordland, Southland, and Stewart Island from 0800hrs to 1700hrs today.

There is a road snowfall warning in force for Milford Road (SH94) from 1500hrs until 1800hrs Saturday, 7 October.



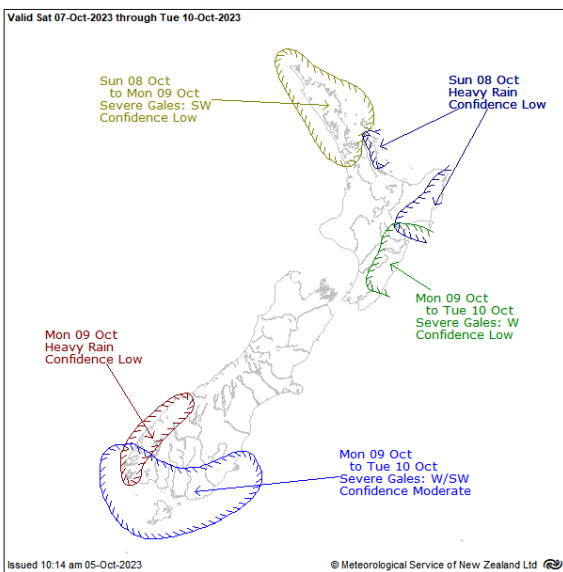
Accurate from MetService as at 1000hrs today

METSERVICE – MODELLED FORECAST FIELDS – RAIN



Severe Weather Outlook

A couple of fronts are expected to move across the North Island during the weekend, with a low developing over or near the northern North Island late Saturday or Sunday. At this stage there is quite a lot of uncertainty regarding the development of this low, but it may bring some heavy rain and/or strong winds to parts of the North Island.



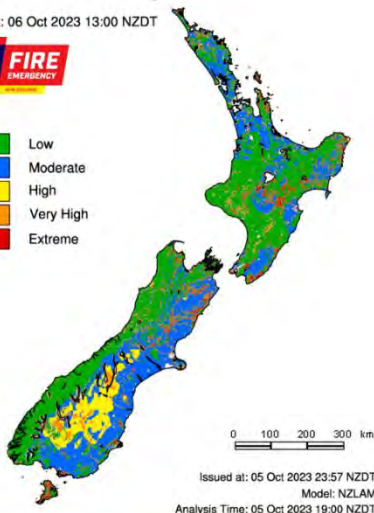
Fire and Drought Risk

Composite Fire Danger Class

Valid at: 06 Oct 2023 13:00 NZDT



- Low
- Moderate
- High
- Very High
- Extreme



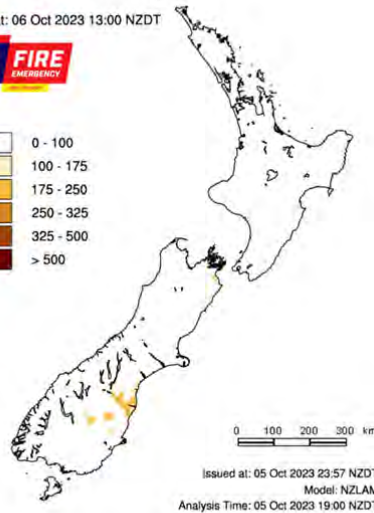
2023-10-06 13:00

Drought Code

Valid at: 06 Oct 2023 13:00 NZDT



- 0 - 100
- 100 - 175
- 175 - 250
- 250 - 325
- 325 - 500
- > 500



2023-10-06 13:00

Geological

Volcanic Activity (Level 1 and above)

Volcano	Level	Volcanic Activity	Aviation Code
Whakaari/ White Island	2	Moderate to heightened volcanic unrest	Yellow
Ruapehu	1	Minor volcanic unrest	Green
Taupō	1	Minor volcanic unrest	Green

GNS Alert Levels guide visit: <https://www.geonet.org.nz/about/volcano/val>

GNS Aviation Colour Codes visit: <https://www.geonet.org.nz/volcano/acc>

Other Events

NZ DART Network Degradation

A recent update from GNS Science advised that DART Buoy NZC is no longer operational while NZA, NZE and NZH are operating in degraded states.

Despite this degradation in the network, coverage in all regions is still considered good. NZA, NZC and NZE are set to be serviced this December, while NZH is slated to be serviced in July 2024.

Other Events

Himalayan glacial lake flooding kills 14 in India

A further 102 people are also missing after heavy rains caused a Himalayan glacial lake in northeast India to burst its banks.

[Newshub](#)

Warmest September on record as 'gobsmacking' data shocks scientists

The world's September temperatures were the warmest on record, breaking the previous high by a huge margin, according to the EU climate service.

[BBC News](#)

06/10/2023– Situation Report Week 4

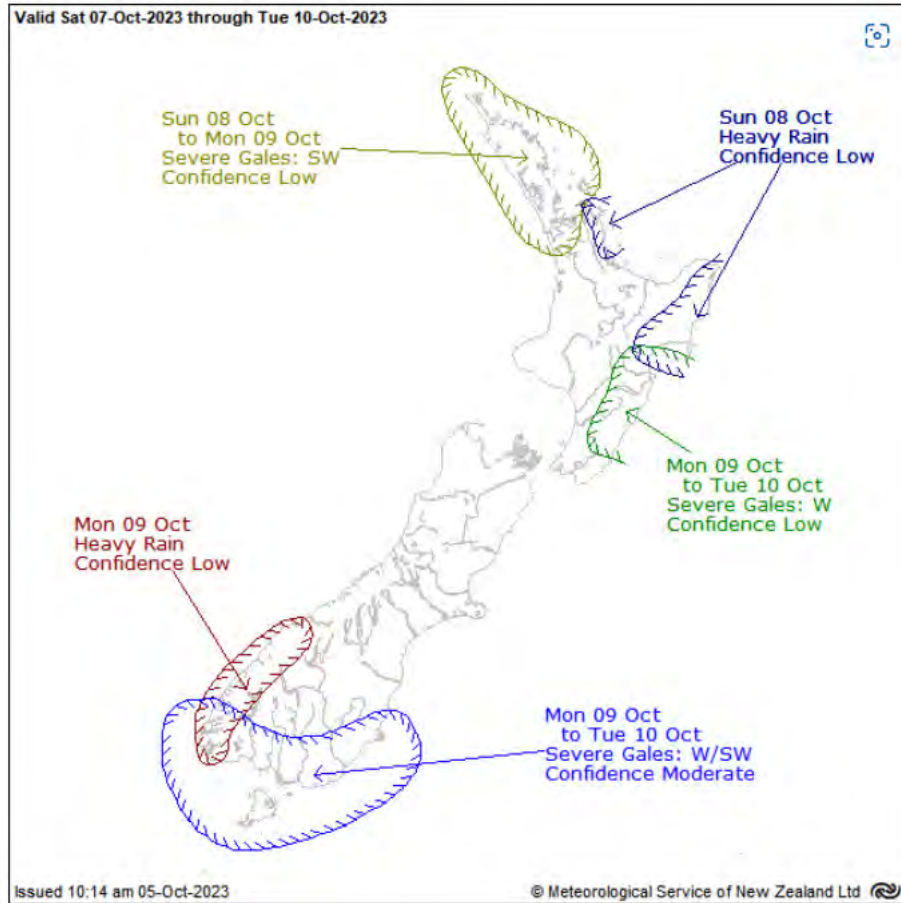
As at 11.56am 06/10/2023 prepared by Crispian [REDACTED]

Distributed to	All GEDT members
Key Contacts	Martin and Crispian [REDACTED]
Previous ELT SITREP	3 ELT Standup SITREPS 4 05102023 FINAL.docx
Overview	<p>Summary of the weekly event</p> <ul style="list-style-type: none"> • There will be Taskforce hui in the weekend (7 and 8 October) • Suggestions from SEP regarding en masse voting by gang members at Voting Places • Update from NZ Post regarding delayed EasyVote pack for three electorates
Key Dates	Days to election day 8 days
After hours emergency contact number	<p>ELT ON CALL FOR TODAY – Karl Le Quesne</p> <p>In case of any emergency or any decision that you require from ELT after hours, please ring this number.</p> <p>Number to ring – [REDACTED]</p> <p>After hours - 5pm until 8.30am</p>
Voting Services	<p>GENERAL UPDATE/ISSUES:</p> <p>Overseas Operations</p> <ul style="list-style-type: none"> • The Overseas Voting Place in Ankara has confirmed receipt of materials, so will now open for business. • Downloaded voting papers = 4118, total now 39223. • Uploaded voting papers = 2649 total now 17303. • Dictation registrations = 416 Dictation votes = 283 <p>Voting Place – Auckland and North</p> <ul style="list-style-type: none"> • Voting is steady – more EasyVote cards coming through. • Expecting Saturday to be busier. • Two incidents – Auckland Hospital voting place staff “begging” patients to vote. Care home with five dual votes created by staff error. <p>Voting Place – Auckland South</p> <ul style="list-style-type: none"> • Pōwhiri for Green Party at a marae, at the same time as the voting place was open. EM escalated the issue and the situation was managed with RM and National Office support. <p>Voting Place - Central North Island</p> <ul style="list-style-type: none"> • No Significant issues. • Volumes of voters very low. • Less issues with the reconciliation app today, but some confusion around phase changes in certain areas. Mobile support and trainers in the field to rectify. <p>Voting Place – Lower North Island (absent from meeting today)</p> <ul style="list-style-type: none"> • No significant issues to report. • Some Voting Place Managers (VPMs) still having reconciliation issues although we believe most of this is user error and not an issue with the app itself. • Voting numbers similar to yesterday and still under what was estimated across electorates. • The region has 112 voting places open tomorrow, and 71 open on Sunday so hoping to see some increase in numbers. <p>Voting Place – South Island</p> <ul style="list-style-type: none"> • No significant issues. • Queenstown Airport closed due to a bomb threat, did not impact the nearby voting place. • Incidents of attempted dual votes as they have now received their EasyVote card. Fortunately they

	<p>returned to the same voting place so the Voter Assistant was able to clarify the situation.</p> <p>VOTING SERVICES UPDATE</p> <p>NZ Post status report below:</p> <ul style="list-style-type: none"> • The machine team at Auckland Mail Centre have worked extremely hard and pushed through the vast majority of the final 3 electorates that were late – Epsom, Mt Albert and Papakura. Most of the delivery crews in these areas should have received most of their EasyVote packs to deliver. If not today, then tomorrow. • Expect the last mail to be in branch by Monday for all electorates, with small pockets of mail still working its way through the network via returns that have been made to the Electoral Commission for damage repairs, normal redirections after delivery and other small pockets of mail that will come back through the mail centres to be resent out. • Initial expectation of 35k to still be delivered on Tuesday 10th will be much lower than that, as the team have just processed all available mail until they had to stop to meet transport dispatches.
Enrolment	<p>UPDATE ON PREVIOUS ISSUES</p> <p>Dumped mail:</p> <ul style="list-style-type: none"> • [REDACTED] • [REDACTED] 6(a) [REDACTED] • [REDACTED]
IT	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • IT Service Desk Monitoring – There were less than 100 calls yesterday which is lower than expected (good news) and the vast majority were related to Onboarding/Offboarding users as part of the recruitment for Voting Services, so as expected. There were a small number of User Access requests and Mobile Connectivity issues, which demonstrates the effectiveness of the self-service Password reset processes and field communications (even better news).
Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Since yesterday, the team had 658 tickets resolved, received 112 phone calls and made 11 outbound calls. 88% of tickets were resolved in one-touch. Telnet received 1,929 calls and 147 emails yesterday. • The top enquiry was about ‘Where to Vote’ (17%), followed by Updating details (15%) and EasyVote questions (11%). The main reason for triggering the contact with us was by Word of mouth (27%) and our website (21%). • There are 38 complaints on hand across the business units. No significant risk or issue to raise. • 10 new approved responses have been added in the last 24 hours for emerging questions, covering EasyVote pack, ‘I voted’ stickers, receiving mail from the Commission and enrolment-related knowledge. • The Customer Service Team will continue supporting the public enquiries between 8.30am and 6.30pm on Saturday and Sunday.
Communications and Education	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • EasyVote enquiries have subsided across media and social media • Media themes – responding to a wide range of enquiries including questions about rules for advertising. • RNZ story about locations and opening hours of rural voting places <p>Social media</p> <ul style="list-style-type: none"> • A recurring theme of voter fraud amongst a small number of online users who question the fact that ID is not required to vote in NZ. • Social posts planned for this weekend – voting places open this weekend; permanent resident eligibility explainer; reminder on overseas voting. <p>Daily metrics</p> <ul style="list-style-type: none"> • 17 media enquiries • 245 enquiries and comments on social media in the last 24 hours • 101,407 visitors to vote.nz

Legal & Policy	<p>GENERAL UPDATE/ISSUES</p> <ul style="list-style-type: none"> NZ Loyal High Court case is being heard at 2.15pm this afternoon in Wellington 						
Strategic Engagement and Partnership	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Noted posts circulating online regarding photos in voting places and an uptick in queries regarding what is permissible. Have reached out to contacts regarding en masse voting by gang members in various locations (Papakura Marae and Ōpōtiki identified, also potential for Rotorua). Likely that each area will be arranging their own process (if any), was not aware of the specifics of the Papakura situation. Have provided an Auckland contact for us to reach out to. <p>Suggest the following practice generally:</p> <ul style="list-style-type: none"> Suggest having more than one staff member available to support Māori roll voters to speed up the process. Consider offering a set time for them to attend, noting the likely delay if there are longer queues, and have a space they can wait in if needed. Prep for any media coverage of these larger events. Consider whether party scrutineers should be present due to other instances of intimidation. Note that to date all interactions with Commission staff have been respectful of protocols and courteous, however leaders have openly expressed their political views in public and may wish to do so in the context of a voting place and surrounds. 						
Interagency Update	<ul style="list-style-type: none"> Nothing to report. 						
Security & Integrity	<p>GENERAL UPDATE:</p> <p>Field security incident reports received 5 October 2023</p> <table border="1" data-bbox="347 1055 1497 1137"> <thead> <tr> <th>Type</th> <th>Reported</th> <th>Resolved</th> </tr> </thead> <tbody> <tr> <td>Voting Place Disruption</td> <td>3</td> <td>3</td> </tr> </tbody> </table> <ul style="list-style-type: none"> Three voting place disruptions. <ul style="list-style-type: none"> Te Atatu – Person left due to no Te Reo speaker at VP. Referred to kaupapa Maori VP. Westfield Albany – Non enrolled person was upset they could not vote and started filming Timaru – Voter issued wrong papers and they were very upset. Police called to assist and situation was resolved. <p>Election Integrity Project scrutineers</p> <ul style="list-style-type: none"> Working with Voting Services and Legal to provide resources to field staff to help manage scrutineers who may not understand the process and/or attempt to disrupt the process 	Type	Reported	Resolved	Voting Place Disruption	3	3
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FOR YOUR INFORMATION							
Emerging events across the country	<p>School students asked to isolate as new measles case confirmed, individual flew from Wellington to Auckland Stuff.co.nz</p> <p>Police respond to bomb alert at Queenstown Airport Stuff.co.nz</p>						
Severe Weather Outlook	<p>A couple of fronts are expected to move across the North Island during the weekend, with a low developing over or near the northern North Island late Saturday or Sunday. At this stage there is quite a lot of uncertainty regarding the development of this low, but it may bring some heavy rain and/or strong winds to parts of the North Island. There is low confidence that rainfall amounts may reach warning criteria about Gisborne/Tairāwhiti and northern Hawke's Bay, and possibly also Coromandel Peninsula and western Bay of Plenty, on Sunday. There is also low confidence that southwesterly winds could reach severe gale about parts of Northland, Auckland and the Hauraki Gulf for a time on Sunday and/or Monday.</p> <p>Another front moves over the southern South Island on Monday, and the North Island on Tuesday,</p>						

embedded in a strong west to southwest flow. There is moderate confidence that west or southwest winds could reach severe gale about parts of southern Otago, Southland and southern Fiordland (especially near the coast) for a time on Monday and early Tuesday, and also low confidence that westerly winds could reach severe gale about parts of Hawke's Bay and Wairarapa (including the Tararua District) later Monday and Tuesday.



**MetService
Extended
Forecast 5 -6
October**

Friday

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Chatham Islands

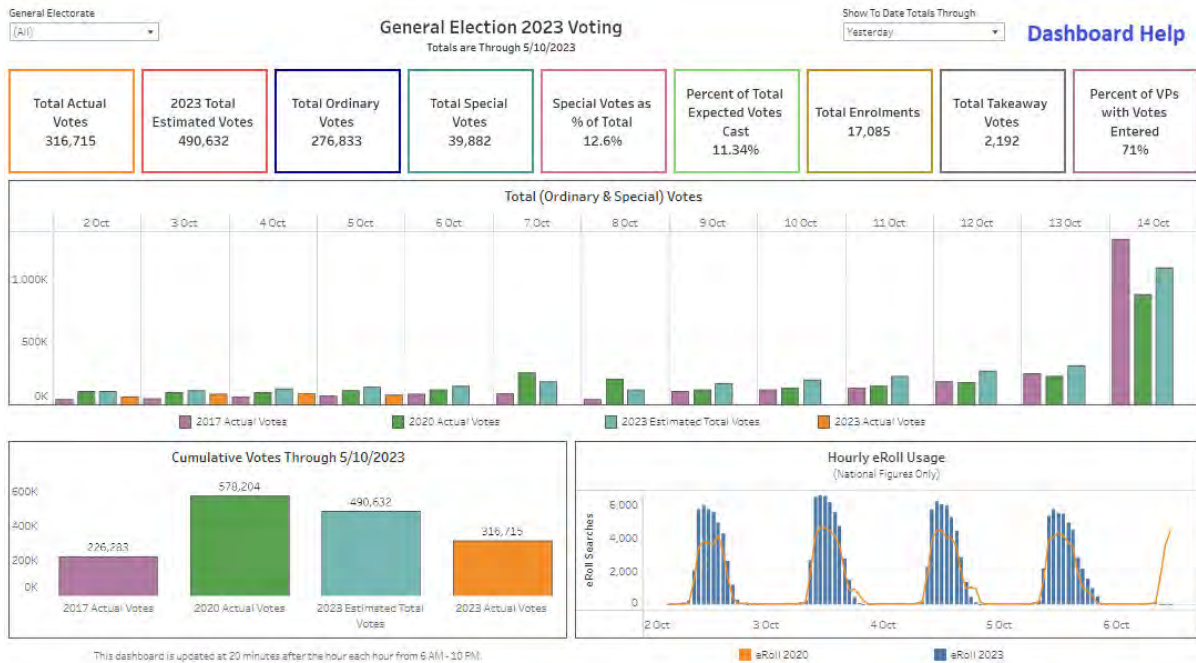
A few showers on Thursday with westerlies, then cloudy periods on Friday and Saturday with winds turning northerly.

ACTION REGISTER LOG

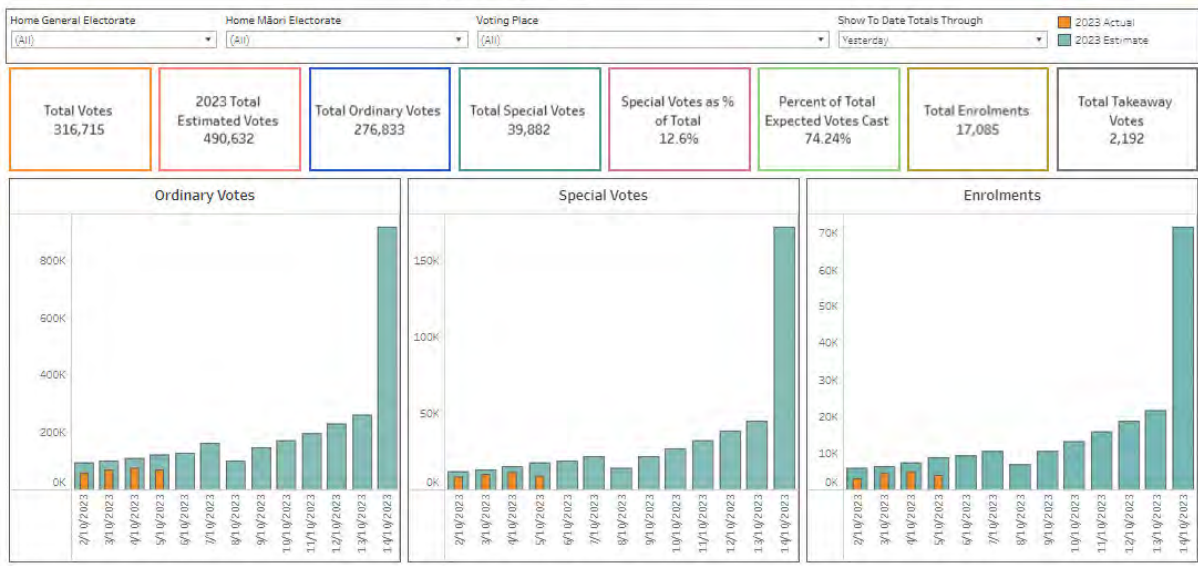
OPEN

Unit	Issue Severity	ACTION	DATE RAISED	WHO	DUE DAT	IMPACT	UPDATE/OUTCOME	DATE CLOSED
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General Election 2023 Voting



Estimates and Actuals by Voting Place and Day



Selecting an electorate, general or M&Bori, will show all ordinary/special votes (General or M&Bori Roll) from Voting Places that list that electorate as its home General or home M&Bori. Selecting a M&Bori electorate will not show only votes on the M&Bori Roll. Selecting both a M&Bori and General electorate will show estimates and actuals from voting places where the home M&Bori is the chosen ME AND the home general is the GE chosen.

Enrolment

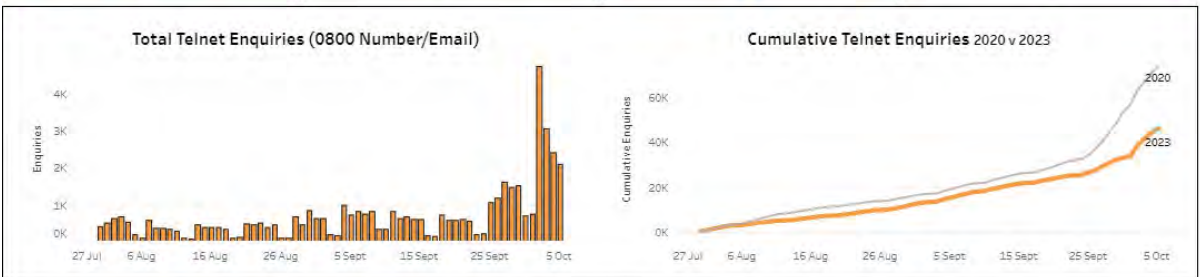
General Election 2023 Enrolment Campaign



Customer Enquiries

Enquiries and Complaints Summary | Enquiries Overview | Level 1 | Level 2 | Level 3 | Unpublished Only | All Complaints

<p>Level 1: Telnet / 0800 Number</p> <p>0800 Number Calls answered since 31 Jul 2023 38,307</p> <p>Emails received since 31 Jul 2023 4,981</p>	<p>Level 2: Customer Services Team</p> <p>Tickets Closed Since 31 Jul 2023 13,147</p> <p>Current Open Tickets 261</p>	<p>Level 3: Unpublished Team Only</p> <p>Tickets Closed Since 31 Jul 23 3,795</p> <p>Current Open Tickets 245</p>	<p>Level 3: Subject Matter Experts</p> <p>Tickets Closed Since 31 Jul 23 1,181</p> <p>Current Open Tickets 115</p>
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Enquiries over Time
Grouped by Week

	31 Jul	7 Aug	14 Aug	21 Aug	28 Aug	4 Sept	11 Sept	18 Sept	25 Sept	2 Oct
Enquiries Team	808	823	827	925	1,237	1,835	1,371	1,219	2,064	2,299
Enrolment	526	528	768	473	394	569	354	373	432	382
Legal & Policy	18	24	10	13	13	23	23	30	29	30
Communications	7	8	5	18	17	16	16	15	10	23
Voting Services	1	2	1	2	4	5	7	7	7	64
Administration	7	8	7	8	9	5	7	8	12	19
Strategy and Governan..	1						2			1

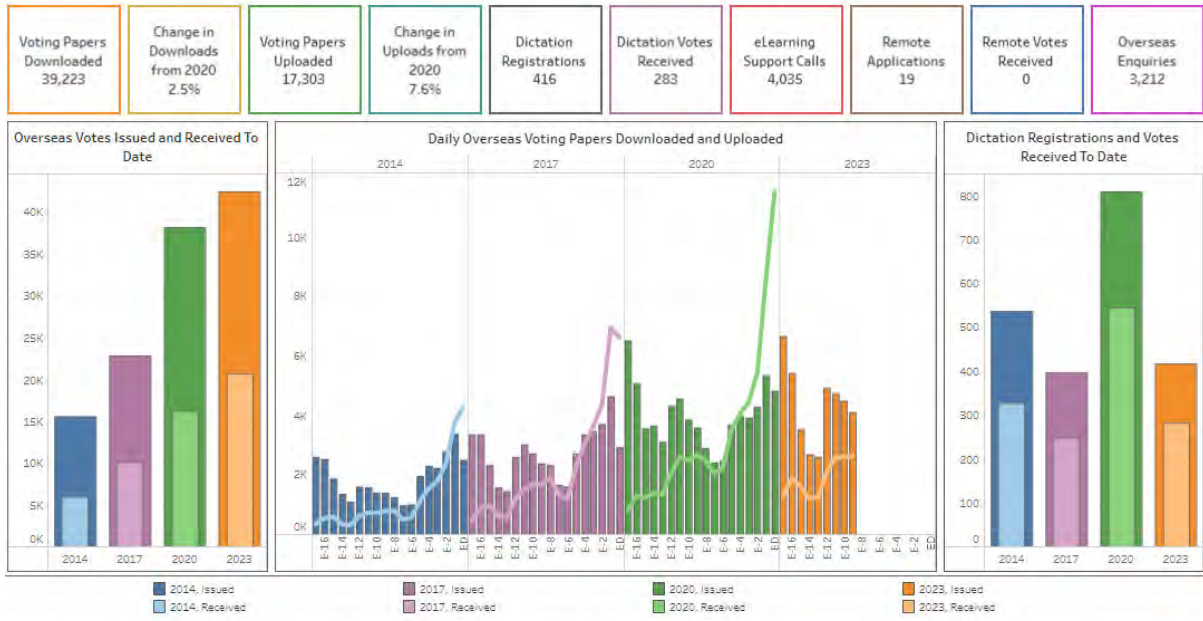
Top Enquiry Types Last 7 days
Fri 29 Sept 2023 - Thu 5 Oct 2023

	Enquiries	% of Enquiries Last Week
1	Enrolling to Vote or updating my details	2,103 54%
2	Voting in an Election	1,081 28%
3	General enquiries	589 15%
4	Voting from overseas	92 2%
5	Information for parties and candidates	23 1%

Overseas, Dictation

Overseas, Dictation, and Remote Voting and e-Learning Support

[Dashboard Help](#)



06/10/2023– ELT Situation Report Week 4

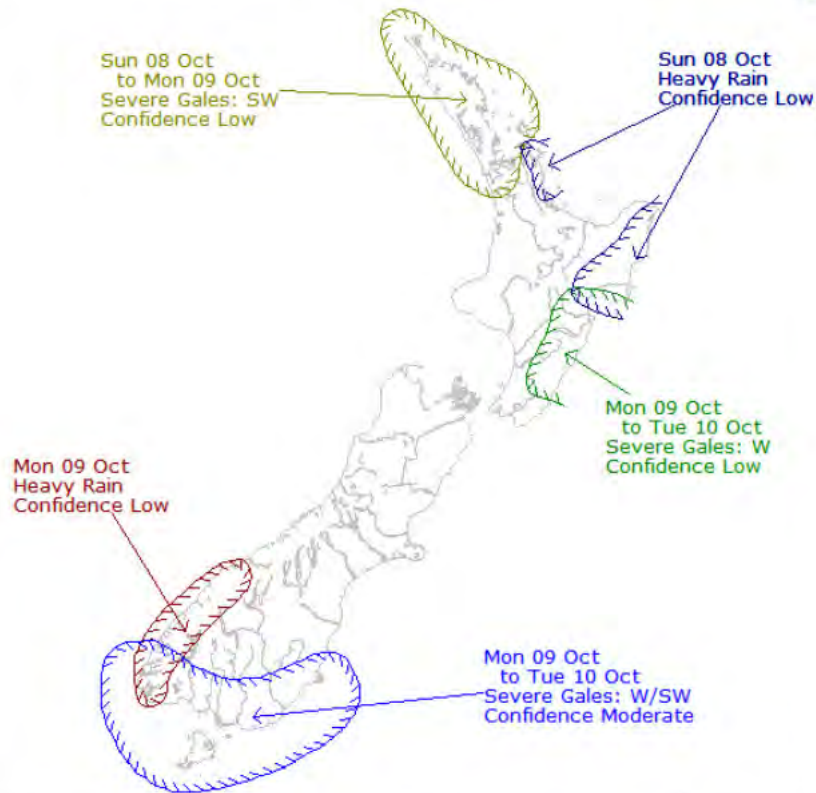
As at 2.06pm 06/10/2023 prepared by Crispian [REDACTED] approved by Martin Rodgers

Distributed to	ELT members
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Valid Sat 07-Oct-2023 through Tue 10-Oct-2023



Issued 10:14 am 05-Oct-2023

© Meteorological Service of New Zealand Ltd

**MetService
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DAILY INTERAGENCY REPORT TO GEDT

Submitted daily not later than 11am.

Date: 6 October 2023

DPMC:

NSTR

NZ Police:

Awaiting report

NEMA (Daily Intelligence Briefing attached):

NSTR

GCSB:

NSTR

NZSIS:

Reporting via the JIG

MoH:

NSTR

IN-CONFIDENCE

Waka Kotahi:

<https://www.journeys.nzta.govt.nz/highway-conditions/traffic-and-travel-list-view/>

NSTR

MFAT:

NSTR

Moj:

NSTR

FENZ:

NSTR

MPI:

NSTR

MBIE:

NSTR

Prepared by: David [REDACTED]

07/10/2023– ELT Situation Report Week 4

As at 1.24pm 07/10/2023 prepared by Crispian [REDACTED]

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Key Dates	Days to election day 7 days
After hours emergency contact number	<p>ELT ON CALL FOR TODAY – Leigh Deuchars</p> <p>In case of any emergency or any decision that you require from ELT after hours, please ring this number.</p> <p>Number to ring – [REDACTED]</p> <p>After hours - 5pm until 8.30am</p>
Voting Services	<p>GENERAL UPDATE/ISSUES:</p> <p>Overseas Operations</p> <ul style="list-style-type: none"> A robbery incident at Gibson Sheat on Level 1, it was a smash and grab raid in the afternoon at the jeweller business. No impact and interruption to overseas site and work. Added extra security. <p>Voting Place – Auckland North</p> <ul style="list-style-type: none"> Busy at malls and will get busier by the day. Investigating a complaint on [REDACTED] electioneering within buffer zone. <p>Voting Place – Auckland South</p> <ul style="list-style-type: none"> An incident at Tekapo, Port of Waikato. A voter posted on Facebook regarding a pre-populated ballot paper by Election Commission Electorate Manager investigated the issue: <ul style="list-style-type: none"> First voter issued with the wrong ballot paper – Waikato – Hauraki. The voter completed the vote and ticked National Party on the ballot paper and realised was issued with the wrong electorate. Issued with new ballot paper within the voter’s electorate. Second voter was issued with the earlier invalid marked ballot paper and posted this on Facebook. Rectified the issue and raised an incident report. <p>Voting Place - Central North Island</p> <ul style="list-style-type: none"> An incident at the Waihe Beach community centre Voting Place. It opened an hour late at 11am as the Voting Place Manager (VPM) locked the key centre in the building. Property manager was called to open. Two voters were waiting. The VPM apologised profusely. Collating information for rural Voting Places. <p>Voting Place – Lower North Island</p> <ul style="list-style-type: none"> An incident at Ōhāriu Electorate with an aggravated voter who is a frequent visitor to the community centre. Added security guard. [REDACTED] 6(c) Complaint received about difficulty to find Voting Place inside of the Queensgate Mall. Arranged for more visible posters and signage. Regional Manager visited a marae as was informed that Māori TV will be visiting the Voting Place. They arrived 3 hours later. Filmed there but also wanted to film at another Voting Place, which was closed. They were fine about it.

	<p>Voting Place – South Island</p> <ul style="list-style-type: none"> • Incidents at Dunedin South and Nelson Warehouse as voters could not find the Voting Places. • Collating information from Electorate Managers regarding closure of rural Voting Places. • The Edgar Centre, Dunedin South was advertised as accessible. Currently there is lift maintenance and is no longer accessible. Updating the information on the website regarding this.
Update from Chief Electoral Officer/ Chief Executive	<ul style="list-style-type: none"> • Noted that RadioNZ ran a story regarding access to rural voting without talking to the Commission for information. The leader of NZ First put out a Facebook and Twitter posts regarding closures. • The Commission has put out a press release to inform about rural Voting Places. • There is a media stand up at 4.00pm this afternoon to cover the following: <ul style="list-style-type: none"> • Information on EasyVotes • Voting without any identification • Rural Voting Places • Positive stories • Lower North Island Regional Manager and Taranaki King Country (TKC) Electorate Manager will attend the Executive Leadership Team meeting this afternoon at 4.30pm to look at a response to changes in the ED offering in TKC.
Enrolment	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Spike in enrolment numbers from Advance Voting Places.
IT	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • Nothing significant to report.
Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Volume and type of enquiries within expectation. • The themes are: <ul style="list-style-type: none"> • Voting places • Voting without identification • Voters requesting to be removed from a roll • Number of Voting Places open during Election Day
Communications and Education	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Media release put out for today and preparing for media stand up at 4pm. • Working with Enquiries regarding the knowledge on rural Voting Places
Legal & Policy	<p>GENERAL UPDATE/ISSUES</p> <ul style="list-style-type: none"> • Managing a number of enquiries. • Investigating on NZ Loyal campaigning at Palmerston whether it was within the allocated buffer zone
Strategic Engagement and Partnership	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • The engagement team transitioning into assisting at Voting Places.
Security & Integrity	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Nothing significant to report. • Just a reminder that Regional Security and Resilience Advisors are available from 8am – 6pm and use the after hours contact number if required.
People and Culture (P&C)	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Nothing significant to report.
FOR YOUR INFORMATION	
Severe Weather	No severe weather.
MetService Extended Forecast 5 -6 October	<p>Saturday: North Island: Occasional rain developing. South Island: Occasional rain or showers for most.</p> <p>Chatham Islands</p> <p>A few showers on Thursday with westerlies, then cloudy periods on Friday and Saturday with winds turning northerly.</p>

08/10/2023– ELT Situation Report Week 4

As at 1.47pm 08/10/2023 prepared by Crispian [REDACTED]

Distributed to	ELT members
Key Contacts	Martin and Crispian [REDACTED]
Previous ELT SITREP	
Overview	Summary of the weekly event •
Key Dates	Days to election day 6 days
After hours emergency contact number	ELT ON CALL FOR TODAY – Leigh Deuchars In case of any emergency or any decision that you require from ELT after hours, please ring this number. Number to ring – [REDACTED] After hours - 5pm until 8.30am
Voting Services	<p>GENERAL UPDATE/ISSUES:</p> <p>Overseas Operations</p> <ul style="list-style-type: none"> Nothing to report. <p>Voting Place – Auckland North</p> <ul style="list-style-type: none"> Increased signage at Auckland University and checking that voters can get there from various entrances. <p>Voting Place – Auckland South</p> <ul style="list-style-type: none"> [REDACTED] 6(c) Ongoing reconciliation app issue. Voting Services to provide video training and guidance on this. Issue with security guards not turning up when they should. Regional Security and Resilience Advisor is following up on this. The Voting Place at Mt Roskill Grammar school had to close as the school had arranged renovation without notifying the Voting Place Manager. Looking at other options e.g class rooms. Regional Manager is supporting the Voting Place Manager. <p>Voting Place - Central North Island</p> <ul style="list-style-type: none"> An incident occurred at Te Awa Voting Place, Hamilton when the Voter Assistant (VA) could not find a voter who is of Māori descent on the roll. The voter provided four names, (first name, middle name, double barrelled surname), the VA then requested for her driver’s licence. On her driver’s licence, she only had two names (first name and surname). She was found on the roll and was given an ordinary vote. As she left the Voting Place she told the VA how bad the process was and that she was a broadcaster and we hadn't heard the last of this. The Electorate Manager will send an incident report. Ongoing issues with conciliation app but getting less errors. Assisted at the close of voting. <p>Voting Place – Lower North Island</p> <ul style="list-style-type: none"> On-going issues with reconciliation app and security guards. <p>Voting Place – South Island</p> <ul style="list-style-type: none"> Added additional staff at busy malls. On-going reconciliation app with different user issues. An incident at the South Library Voting Place in Christchurch. There was confusion around voting hours. The Electorate Manager thought it was 10am; the EasyVote insert had the opening hour at 9.30am and the Labour Party website had it at 9am. A Labour Party person came at 9am and

	<p>complaint to the librarian.</p> <ul style="list-style-type: none"> • [REDACTED] <p>VOTING SERVICES</p> <ul style="list-style-type: none"> • The Chair thanked everyone who provided the information on rural Voting Places. The Commission had to provide a report to the Minister. • The media briefing provided assurance to the Board, Minister and NZ public that we took the right steps.
Enrolment	<p>MANAGEMENT OF ISSUES:</p> <ul style="list-style-type: none"> • One minor issue regarding lack of clarity on rescanning process.
IT	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • Dealt with 3 minor issues.
Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Nothing to report.
Communications and Education	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • The Sustainability Trust Instagram post encouraging to vote on specific topics was escalated to Voting Services and to Legal and Policy immediately. The Electorate Manager contacted the Trust to edit their original post. Their comments led to further questions to the Commission around the selection and suitability of Voting Places. • Voting Services have contacted the venue to request they remove or edit their social media post. • There was huge commentary through Social Media channels in respond to Chris Bishop's tweet and perception around the location of Voting Places not being neutral. 2 media enquiries. • Worked on the media statement and media briefing yesterday. Generated 6pm stories across a number of major TV channels. This provided assurance to all NZ voters around Voting Places that are available to them .
Legal & Policy	<p>GENERAL UPDATE/ISSUES</p> <ul style="list-style-type: none"> • Managing the issue by Sustainability Trust posts. 2 media enquiries. Working with Voting Services on the selection process of Voting Places and the view of the Commission on how we choose a location. • It is a perception issue on our selection criteria and concerns around places that are deemed political as a Voting Place.
Strategic Engagement and Partnership	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Nothing to report.
People and Culture (P&C)	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Nothing to report.
FOR YOUR INFORMATION	
Severe Weather Outlook	<p>A disturbed west to southwest flow covers the country from Tuesday through to Thursday, with a few embedded fronts moving across southern and central New Zealand. There is moderate confidence of westerly gales becoming severe over the south of Fiordland, Southland and Clutha on Wednesday and early Thursday, with low confidence of severe westerly gales extending further north through the rest of Southland and Otago, and the South Canterbury High Country.</p> <p>A front should move onto the far south of the South Island on Friday, bringing northwest rain to Fiordland and Westland. Periods of rain are likely in Fiordland during Thursday and Friday, and there is low confidence of rainfall reaching warning amounts there.</p>

Valid Tue 10-Oct-2023 through Fri 13-Oct-2023

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to Fri 13 Oct
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Confidence Low

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to Thu 12 Oct
Severe Gales: Westerly
Confidence Low

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to Thu 12 Oct
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Confidence Moderate

Issued 10:14 am 08-Oct-2023

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**MetService
Extended
Forecast 10 -13
October**

Tuesday

North Island: A few showers in the west. Scattered rain developing in the east and south. South Island: Showers in the west and south becoming isolated, but showers developing in Canterbury and Marlborough later. Mainly fine elsewhere.

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North Island: Scattered rain in the east and south clearing. Isolated showers elsewhere. South Island: Becoming fine for the north and east. A few showers for the west and far south, turning to rain in Fiordland later.

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Chatham Islands

Showers and southwesterlies, turning to rain for a time on Tuesday. Winds turning northwest on Friday, and showers clearing.

ACTION REGISTER LOG

OPEN

Unit	Issue Severity	ACTION	DATE RAISED	WHO	DUE DAT	IMPACT	UPDATE/OUTCOME	DATE CLOSED
VS	HIGH	Issues with EASYVOTE for: 1. Mt Albert- and Epsom voting place 2. Te Tai Hauāuru candidate sheet found in Ikaroa-Rāwhiti electorate packs 3. Unsalvageable Te Atatū packs approx 700	29/09/23	Adele [REDACTED] PA VS		Reputational - high impact on all these 3 electorates as it will delay EAsyVotes cards to electors.	Ongoing progress to identify issues across all three electorates	

08/10/2023– ELT Situation Report Week 4

As at 3.09pm 08/10/2023 prepared by Crispian [REDACTED] approved by Martin Rodgers

Distributed to	ELT members
Key Contacts	Martin and Crispian [REDACTED]
Overview	<p>Summary of the weekly event</p> <ul style="list-style-type: none"> On-going reconciliation app issues. Voting Services to provide video training and guidance on this. Voter numbers are steadily increasing
Key Dates	Days to election day 6 days
After hours emergency contact number	<p>ELT ON CALL FOR TODAY – Leigh Deuchars</p> <p>In case of any emergency or any decision that you require from ELT after hours, please ring this number.</p> <p>Number to ring – [REDACTED]</p> <p>After hours - 5pm until 8.30am</p>
Voting Services	<p>GENERAL UPDATE/ISSUES:</p> <p>Overseas Operations</p> <ul style="list-style-type: none"> Nothing to report. <p>Voting Place – Auckland North</p> <ul style="list-style-type: none"> Increased signage at Auckland University and checking that voters can get there from various entrances. <p>Voting Place – Auckland South</p> <ul style="list-style-type: none"> [REDACTED] 6(c) Issue with security guards not turning up when they should. Regional Security and Resilience Advisor is following up on this. The Voting Place at Mt Roskill Grammar school hall had to close as the school had arranged renovation without notifying the Voting Place Manager. Looking at another option e.g class rooms. Regional Manager is supporting the Voting Place Manager. <p>Voting Place - Central North Island</p> <ul style="list-style-type: none"> An incident occurred at Te Awa Voting Place, Hamilton when the Voter Assistant (VA) could not find a voter who is of Māori descent on the roll. The voter provided four names, (first name, middle name, double barrelled surname), the VA then requested for her driver’s licence. On her driver’s licence, she only had two names (first name and surname). She was found on the roll and was given an ordinary vote. As she left the Voting Place she told the VA how bad the process was and that she was a broadcaster and we hadn’t heard the last of this. The Electorate Manager will send an incident report. <p>Voting Place – Lower North Island</p> <ul style="list-style-type: none"> Issues with the quality of security guards. National office liaison to follow up. <p>Voting Place – South Island</p> <ul style="list-style-type: none"> Added staff at busy malls. An incident at the South Library Voting Place in Christchurch. There was confusion around voting hours. The Electorate Manager thought it was 10am; the EasyVote insert had the opening hour at 9.30am and the Labour Party website had it at 9am. A Labour Party person came at 9am and complaint to the librarian. [REDACTED]

	<p>VOTING SERVICES</p> <ul style="list-style-type: none"> The Chair thanked everyone who provided the information on rural Voting Places. The Commission had to provide a report to the Minister.
Enrolment	<p>MANAGEMENT OF ISSUES:</p> <ul style="list-style-type: none"> No new risks or issues.
IT	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> Dealt with 3 minor issues.
Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Nothing to report.
Communications and Education	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Worked on the media statement and media briefing yesterday. Generated 6pm stories across a number of major TV channels. This provided assurance to all NZ voters around Voting Places that are available to them . The Sustainability Trust Instagram post that both promoted the opening hours of the voting place at their premises, and encouraged people to vote on specific topics, was escalated to Voting Services and to Legal and Policy immediately. The Electorate Manager contacted the Trust to edit their original post and this was done. There was commentary through Social Media channels in response to Chris Bishop’s tweet and perception around the location of Voting Places not being neutral. 2 media enquiries.
Legal & Policy	<p>GENERAL UPDATE/ISSUES</p> <ul style="list-style-type: none"> Managing the issue of the Sustainability Trust posts. It is a perception issue on our selection criteria and concerns around places that are deemed political as a Voting Place.
Strategic Engagement and Partnership	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Nothing to report.
People and Culture (P&C)	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Nothing to report.
FOR YOUR INFORMATION	
Severe Weather Outlook	<p>A disturbed west to southwest flow covers the country from Tuesday through to Thursday, with a few embedded fronts moving across southern and central New Zealand. There is moderate confidence of westerly gales becoming severe over the south of Fiordland, Southland and Clutha on Wednesday and early Thursday, with low confidence of severe westerly gales extending further north through the rest of Southland and Otago, and the South Canterbury High Country.</p> <p>A front should move onto the far south of the South Island on Friday, bringing northwest rain to Fiordland and Westland. Periods of rain are likely in Fiordland during Thursday and Friday, and there is low confidence of rainfall reaching warning amounts there.</p>

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Issued 10:14 am 08-Oct-2023

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**MetService
Extended
Forecast 10 -13
October**

Tuesday

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Chatham Islands

Showers and southwesterlies, turning to rain for a time on Tuesday. Winds turning northwest on Friday, and showers clearing.

09/10/2023– ELT Situation Report ELECTION Week 5

As at 3.56pm on 09/10/2023 prepared by Crispian [REDACTED] approved by Martin Rodgers

Distributed to	ELT members
Key Contacts	Anusha Guler and Crispian [REDACTED] Martin chaired the meeting
Previous ELT SITREP	3 ELT Standup SITREPS 4 08102023 COMPLETED.docx
Overview	Summary of the current event <ul style="list-style-type: none"> Final week of election
Key Dates	Days to election day – 5 days
After hours emergency contact number	ELT ON CALL FOR TODAY – Karl Le Quesne In case of any emergency or any decision that you require from ELT after hours, please ring this number. Number to ring – [REDACTED] After hours - 5pm until 8.30am
Voting Services	<p>GENERAL UPDATE</p> <p>Overseas Operations</p> <ul style="list-style-type: none"> Steady over the weekend and trending very much like 2020. Nearly 50k Voting Papers downloaded to date. Over 24k Voting Papers uploaded to date. Dictation registrations at 480 with Dictation votes received at 363 Overseas Voting Places (OVPs) have taken approximately 5600 votes. <p>Voting Place – Auckland North</p> <ul style="list-style-type: none"> A lot of activity in Northland – NZ Loyal focused. An incident with their vehicle trailer that had their political advertisement on it within the 10mtr buffer zone. Asked to remove the ad and to remain outside of the buffer zone. Under control. Malls are taking a lot of votes, significantly busier than other voting places. <p>Voting Place – Auckland South</p> <ul style="list-style-type: none"> Mt Roskill Grammar School are no longer able to be an Election Day voting place. The Mt Roskill Primary School are on the same grounds, at same address, to determine if they can provide the Voting Place instead. <p>Voting Place – Central North Island</p> <ul style="list-style-type: none"> Minor issues and complaints over the weekend. Incident reports submitted for one of these and follow up action taken regarding security. Numbers well down on expectation, but certain locations much higher (e.g. the malls). In the next two days the Electorate Managers' will be reviewing their early count plans as the numbers become more apparent. <p>Voting Place – Lower North Island</p> <ul style="list-style-type: none"> Sustainability Trust issue flowed through into the weekend. Noting that it is a venue for hire and was used in 2020. The Trust manager was not aware of the additional information about climate change being added to the post about the Voting Place hours. The additional information was removed from posts and the manager has apologised. Voting Places in malls have also been busy. <p>Voting Place – South Island</p> <ul style="list-style-type: none"> The [REDACTED] Voting Place is currently closed as someone has had a heart attack. Ambulance has been called, ballot papers have been put away. Staff will need support for when they can open again. No alternative Voting Place, next one is a 2-hour drive.

	<ul style="list-style-type: none"> Update on the staff member who had a heart attack in [REDACTED] on Saturday. The Voting Place Manager performed CPR, person was flown to Christchurch for urgent surgery. The person is now doing well. 												
Enrolment	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> Nothing to report. 												
IT	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Nothing to report. 												
Comms & Education	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Chief Electoral Officer is scheduled to give two interviews today, Newstalk ZB and Checkpoint on RNZ Media – enquiries focused on rural voting places, cost of the election and donation rules. Social media – high volume of traffic over the weekend in response to the rural voting story, responses to the Sustainability Trust post and campaigning near Voting Places. Proactive social post on accessibility planned for today. Voter ID and the possibility of voter fraud remains an area of interest for a vocal but small group of social media users. <p>Daily key metrics</p> <ul style="list-style-type: none"> 900 enquiries and comments on social media over the weekend Web visits Friday: 83,644 Web visits Saturday: 100,269 Web visits Sunday: 93,530 Total weekend: 193,799 												
Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Since Friday, the team resolved 1,113 tickets, received 176 phone calls and made 20 outbound calls. 90% of tickets were resolved in one-touch. Telnet received 1,673 calls and 206 emails over the weekend. The top enquiries were about Where to Vote (28%), followed by Update details (10%) and New Enrolment (10%). 44% of the contacts were triggered by our website, followed by receiving a letter / EasyVote, from the Electoral Commission (EC) (19%). 9 new responses were added to support emerging public enquiries, including billboards with an orange sticker, ID for voting, accessibility, change my vote and change details at Voting Places. There are 56 complaints on hand across the business units (349 complaints have been resolved since the 31 July). An email threat was received last night, and a 105 report and Security Incident Report have been raised. 												
Legal & Policy	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> Nothing to report 												
Strategic Engagement and Partnership	<p>INSIGHTS</p> <ul style="list-style-type: none"> Nothing to report. 												
Interagency Report	<p>DPMC:</p> <ul style="list-style-type: none"> Monitoring the events in Israel. The ODESC system has NOT been activated and MFAT is leading NZ response. MFAT doesn't have any staff posted in Israel and there are no New Zealand voting facilities there. 												
Security	<p>GENERAL UPDATE</p> <p>10 Security incidents reported from the field from 6-8 October 2023</p> <table border="1"> <thead> <tr> <th>Type</th> <th>Reported</th> <th>Resolved</th> </tr> </thead> <tbody> <tr> <td>Voting Place Disruption</td> <td>1</td> <td>1</td> </tr> <tr> <td>Physical security</td> <td>5</td> <td>5</td> </tr> <tr> <td>Staffing</td> <td>3</td> <td>3</td> </tr> </tbody> </table>	Type	Reported	Resolved	Voting Place Disruption	1	1	Physical security	5	5	Staffing	3	3
Type	Reported	Resolved											
Voting Place Disruption	1	1											
Physical security	5	5											
Staffing	3	3											

	Operational	1	1
	<p>One voting place disruption.</p> <ul style="list-style-type: none"> Person tried to vote after Voting Place (VP) closed. The person was aggressive. <p>Five physical security issues</p> <ul style="list-style-type: none"> Waipukurau, Central Hawkes Bay storage unit was not locked at night. Audit and CCTV showed no issues Auckland VP was not locked at the end of day. Noticed before last staff member left carpark Non-attendance of guard at Remutaka Headquarters (HQ) Saturday night Non-attendance of guard at Manners St, Wellington VP Robbery at Jeweller in Lower Hutt Gibson Sheet building. Overseas close <p>Three staffing issues</p> <ul style="list-style-type: none"> ██████████ Unsuccessful applicant repeatedly contacting HQ ██████████ - Inappropriate actions from staff member who will no longer be working for the Electoral Commission (EC). ██████████ Staff member became abusive to manager when asked to follow procedures. Staff member will no longer be working for the EC. <p>One operational issue with security implications</p> <ul style="list-style-type: none"> Special Vote Ballot box opened in Mosgiel. More than 5 EC persons witnessing and only number of ballots counted. Completed to check audit of ballot numbers. Regional Manager (RM) and EM (Electorate Manager) notified. Training provided. 		
People & Culture	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Shortages starting to come up here and there. Managing the gaps. ██████████ Trainers are not available due to Covid 19. 		
FOR YOUR INFORMATION			
Severe Weather Outlook	<p>A disturbed west to southwest flow covers the country from Tuesday through to Thursday, with a few embedded fronts moving across southern and central New Zealand. There is moderate confidence of westerly gales becoming severe over the south of Fiordland, Southland and Clutha on Wednesday and early Thursday, with low confidence of severe westerly gales extending further north through the rest of Southland and Otago, and the South Canterbury High Country.</p> <p>A front should move onto the far south of the South Island on Friday, bringing northwest rain to Fiordland and Westland. Periods of rain are likely in Fiordland during Thursday and Friday, and there is low confidence of rainfall reaching warning amounts there.</p>		

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Confidence Moderate

Issued 10:14 am 08-Oct-2023

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**MetService
Extended
Forecast 9 –
14 Oct**

Tuesday

North Island: A few showers in the west. Scattered rain developing in the east and south. South Island: Showers in the west and south becoming isolated, but showers developing in Canterbury and Marlborough later. Mainly fine elsewhere.

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Chatham Islands

Showers and southwesterlies, turning to rain for a time on Tuesday. Winds turning northwest on Friday, and showers clearing.



DAILY INTERAGENCY REPORT TO GEDT

Submitted daily not later than 11am.

Date: 9 October 2023

DPMC:

Monitoring events in Israel. The ODESC system has not activated and MFAT is leading NZ response.

NZ Police:

NSTR

NEMA (Daily Intelligence Briefing attached):

NSTR

GCSB:

NSTR

NZSIS:

Reporting via the JIG

MoH:

NSTR

IN-CONFIDENCE

Waka Kotahi:

<https://www.journeys.nzta.govt.nz/highway-conditions/traffic-and-travel-list-view/>

NSTR

MFAT:

Nothing to note on elections front. Note that we don't have a post in Israel.

Moj:

NSTR

FENZ:

NSTR

MPI:

NSTR

MBIE:

NSTR

Prepared by: David [REDACTED]

IN-CONFIDENCE

09/10/2023– Situation Report ELECTION Week 5

As at 12.14pm on 09/10/2023 prepared by Crispian [REDACTED]

Distributed to	All GEDT members
Key Contacts	Anusha Guler and Crispian [REDACTED] Martin is chairing the meeting
Previous ELT SITREP	3 ELT Standup SITREPS 4 08102023 COMPLETED.docx
Overview	Summary of the current event <ul style="list-style-type: none"> Final week of election
Key Dates	Days to election day – 5 days
After hours emergency contact number	ELT ON CALL FOR TODAY – Karl Le Quesne In case of any emergency or any decision that you require from ELT after hours, please ring this number. Number to ring – [REDACTED] After hours - 5pm until 8.30am
Voting Services	<p>GENERAL UPDATE</p> <p>Overseas Operations</p> <ul style="list-style-type: none"> Steady over the weekend and trending very much like 2020. Expect the rush from tomorrow as the trend is following the 2020 pattern quite closely. Nearly 50k Voting Papers downloaded to date. Over 24k Voting Papers uploaded to date. Dictation registrations at 480 with Dictation votes received at 363 Overseas Voting Places (OVPs) have taken approx 5600 votes. No significant issues to report. More data here:- Overseas, Dictation, and Remote Voting: Overseas, Dictation, Remote, eLearn - Tableau Cloud <p>Voting Place – Auckland North</p> <ul style="list-style-type: none"> A lot of activity in Northland – NZ Loyal focused. Vehicle trailer with political advertisement within the 10mtr buffer zone. Ask to remove the ad and remain outside of the buffer zone. Under control. Guidance from P&C Advisor regarding staffing in Voting Places (VP) and Headquarters (HQ). Malls are taking a lot of votes, significantly busier than other voting places. <p>Voting Place – Auckland South</p> <ul style="list-style-type: none"> Mt Roskill Grammar School are no longer able to be an Election Day voting place. The Mt Roskill Primary School are on the same grounds, at same address, to determine if they can provide the Voting Place instead. <p>Voting Place – Central North Island</p> <ul style="list-style-type: none"> Minor issues and complaints over the weekend. Incident reports submitted for one of these and follow up action taken regarding security. Numbers well down on expectation, but certain locations much higher (e.g. the malls). In the next two days the Electorate Managers’ will be reviewing their early count plans as the numbers become more apparent. <p>Voting Place – Lower North Island</p> <ul style="list-style-type: none"> Sustainability Trust issue flowed through into the weekend. Made contact with the Voting Place noting it is a venue for hire and it was used in 2020. The Trust manager was not aware of the additional information posted, had only put forward the hours. <p>Voting Place – South Island</p>

	<ul style="list-style-type: none"> The [REDACTED] Voting Place is currently closed as someone has had a heart attack. Ambulance has been called, ballot papers have been put away. Staff will need support for when they can open again. Update on the staff member who had a heart attack in [REDACTED] on Saturday. The Voting Place Manager performed CPR, person was flown to Christchurch for urgent surgery. The person is now doing well. 						
Enrolment	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> Nothing to report. 						
IT	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Nothing to report. 						
Comms & Education	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Chief Electoral Officer is scheduled to give two interviews today, Newstalk ZB and Checkpoint on RNZ Media – enquiries focused on rural voting places, cost of the election and donation rules. Social media – high volume of traffic over the weekend in response to the rural voting story, responses to the Sustainability Trust post and campaigning near Voting Places. Proactive social post on accessibility planned for today. Voter ID and the possibility of voter fraud remains an area of interest for a vocal but small group of social media users. <p>Daily key metrics</p> <ul style="list-style-type: none"> 900 enquiries and comments on social media over the weekend Web visits Friday: 83,644 Web visits Saturday: 100,269 Web visits Sunday: 93,530 Total weekend: 193,799 						
Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Since Friday, the team resolved 1,113 tickets, received 176 phone calls and made 20 outbound calls. 90% of tickets were resolved in one-touch. Telnet received 1,673 calls and 206 emails over the weekend. The top enquiries were about Where to Vote (28%), followed by Update details (10%) and New Enrolment (10%). 44% of the contacts were triggered by our website, followed by receiving a letter / EasyVote, from the EC (19%). 9 new responses were added to support emerging public enquiries, including billboards with an orange sticker, ID for voting, accessibility, change my vote and change details at voting places. There are 56 complaints on hand across the business units (349 complaints have been resolved since the 31 July). No significant risk or issue to raise. An email threat was received last night, and a 105 report and Security Incident Report have been raised. 						
Legal & Policy	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> Nothing to report 						
Strategic Engagement and Partnership	<p>INSIGHTS</p> <ul style="list-style-type: none"> Nothing to report. 						
Interagency Report	<p>DPMC:</p> <ul style="list-style-type: none"> Monitoring the events in Israel. The ODESC system has NOT been activated and MFAT is leading NZ response. MFAT doesn't have any staff posted in Israel and there are no New Zealand voting facilities there. 						
Security	<p>GENERAL UPDATE</p> <p>10 Security incidents reported from the field from 6-8 October 2023</p> <table border="1"> <thead> <tr> <th>Type</th> <th>Reported</th> <th>Resolved</th> </tr> </thead> <tbody> <tr> <td>Voting Place Disruption</td> <td>1</td> <td>1</td> </tr> </tbody> </table>	Type	Reported	Resolved	Voting Place Disruption	1	1
Type	Reported	Resolved					
Voting Place Disruption	1	1					

	Physical security	5	5
	Staffing	3	3
	Operational	1	1
	<p>One voting place disruption.</p> <ul style="list-style-type: none"> Person tried to vote after Voting Place (VP) closed. The person was aggressive. <p>Five physical security issues</p> <ul style="list-style-type: none"> Waipukurau, Central Hawkes Bay storage unit not locked at night. Audit and CCTV showed no issues Auckland VP not locked at end of day. Noticed before last staff member left carpark Non-attendance of guard at Remutaka Headquarters (HQ) Saturday night Non-attendance of guard at Manners St, Wellington VP Robbery at Jeweller in Lower Hutt Gibson Sheet building. Overseas close <p>Three staffing issues</p> <ul style="list-style-type: none"> ██████ Unsuccessful applicant repeatedly contacting HQ ██████ Inappropriate actions from staff member who will no longer be working for the Electoral Commission (EC). ██████ Staff member became abusive to manager when asked to follow procedures. Staff member will no longer be working for the EC. <p>One operational issue with security implications</p> <ul style="list-style-type: none"> Special Vote Ballot box opened in Mosgiel. More than 5 EC persons witnessing and only number of ballots counted. Done to check audit of ballot numbers. Regional Manager (RM) and EM (Electorate Manager) notified. Training given. 		
People & Culture	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Shortages starting to come up here and there. ██████ Trainers are not available also have Covid 19. 		
FOR YOUR INFORMATION			
Severe Weather Outlook	<p>A disturbed west to southwest flow covers the country from Tuesday through to Thursday, with a few embedded fronts moving across southern and central New Zealand. There is moderate confidence of westerly gales becoming severe over the south of Fiordland, Southland and Clutha on Wednesday and early Thursday, with low confidence of severe westerly gales extending further north through the rest of Southland and Otago, and the South Canterbury High Country.</p> <p>A front should move onto the far south of the South Island on Friday, bringing northwest rain to Fiordland and Westland. Periods of rain are likely in Fiordland during Thursday and Friday, and there is low confidence of rainfall reaching warning amounts there.</p>		

Valid Tue 10-Oct-2023 through Fri 13-Oct-2023

Thu 12 Oct
to Fri 13 Oct
Heavy Rain
Confidence Low

Wed 11 Oct
to Thu 12 Oct
Severe Gales: Westerly
Confidence Low

Wed 11 Oct
to Thu 12 Oct
Severe Gales: Westerly
Confidence Moderate

Issued 10:14 am 08-Oct-2023

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**MetService
Extended
Forecast 9 -
14 Oct**

Tuesday

North Island: A few showers in the west. Scattered rain developing in the east and south. South Island: Showers in the west and south becoming isolated, but showers developing in Canterbury and Marlborough later. Mainly fine elsewhere.

Wednesday

North Island: Scattered rain in the east and south clearing. Isolated showers elsewhere. South Island: Becoming fine for the north and east. A few showers for the west and far south, turning to rain in Fiordland later.

Thursday

North Island: Mainly fine in the east. Isolated showers elsewhere. South Island: Mainly fine in the east. Rain in the west and south, easing to a few showers.

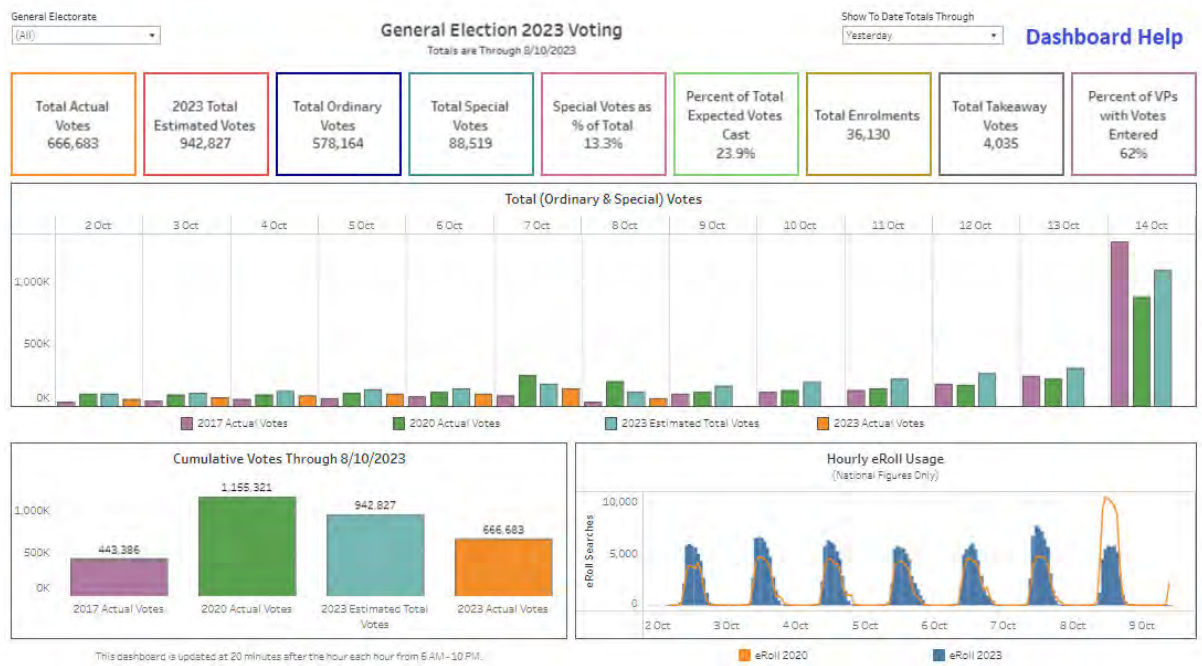
Friday

North Island: Mainly fine in the east. Isolated showers elsewhere. South Island: Showers in the west and south, turning to rain, with heavy falls possible. Scattered showers developing elsewhere.

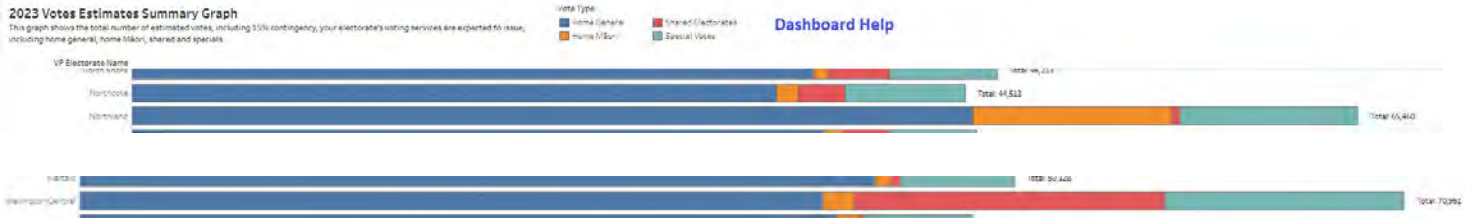
Chatham Islands

Showers and southwesterlies, turning to rain for a time on Tuesday. Winds turning northwest on Friday, and showers clearing.

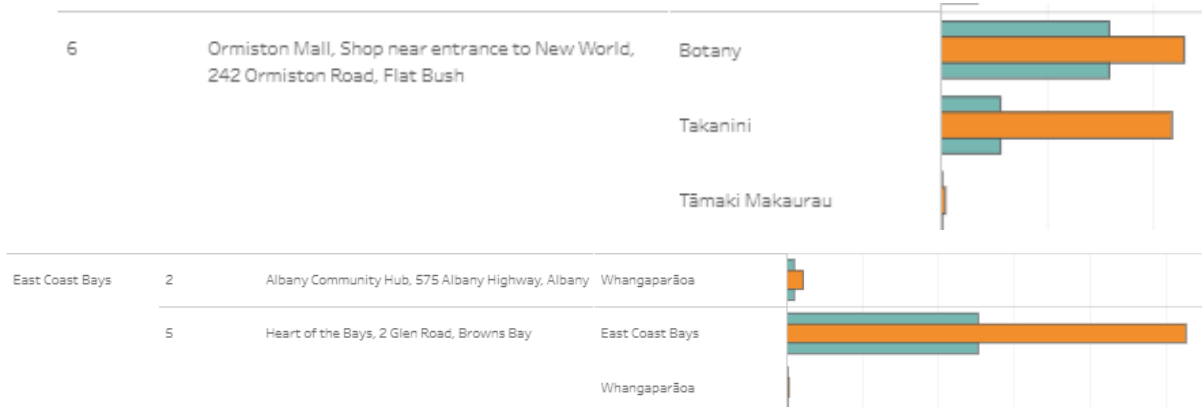
General Election 2023 Voting

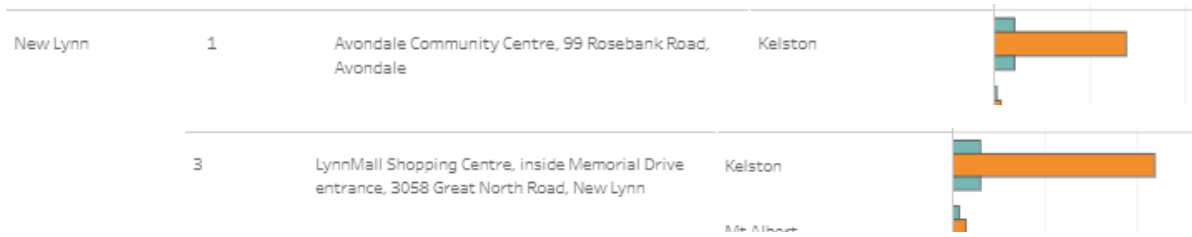
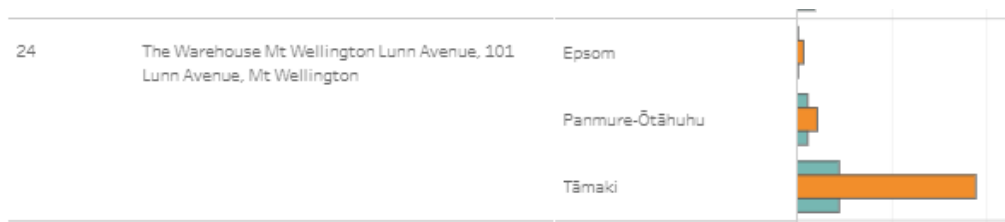
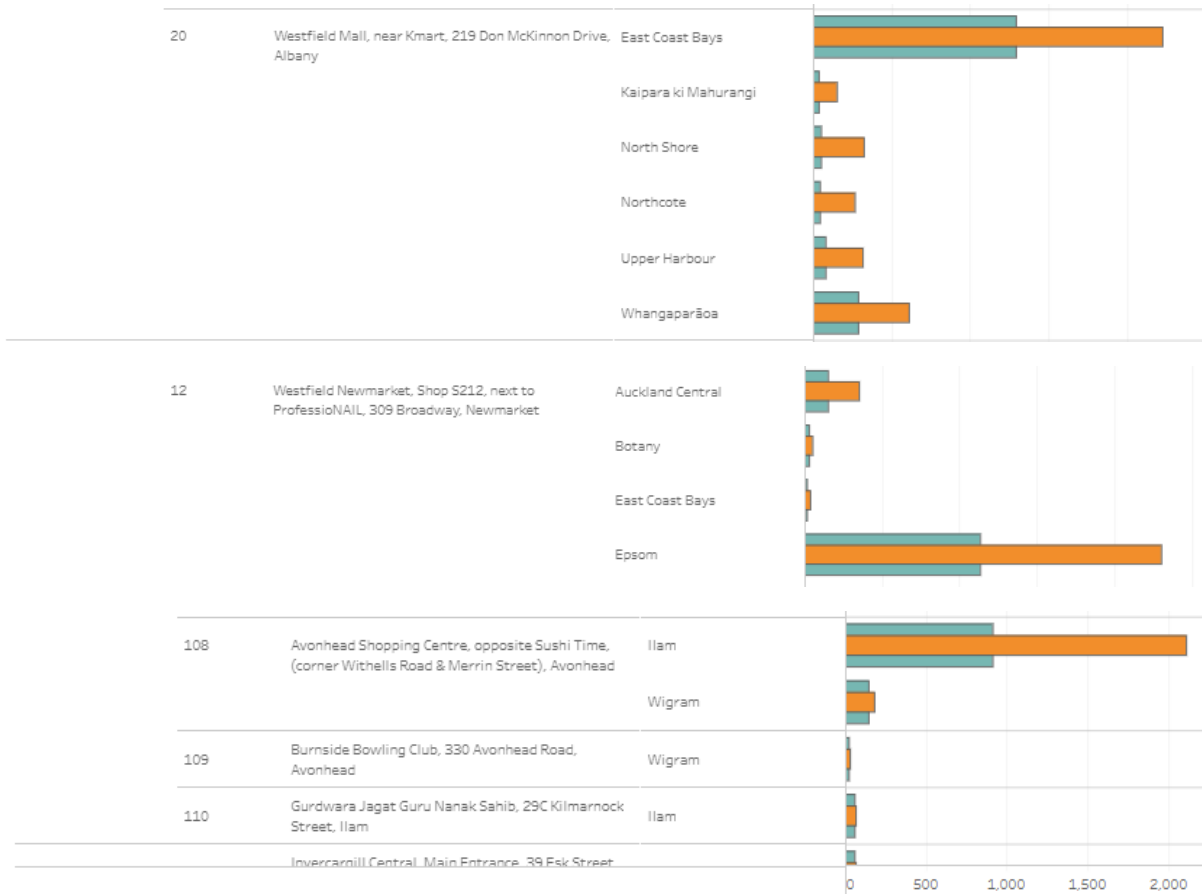


2023 Votes Estimates Summary Graph (Top 2 highest total votes)

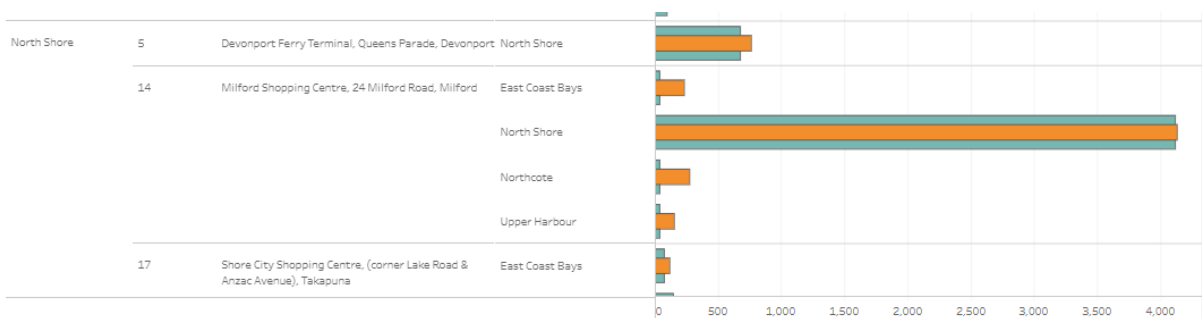


Actual versus Estimates at Voting Places (more than 50% of the estimates)



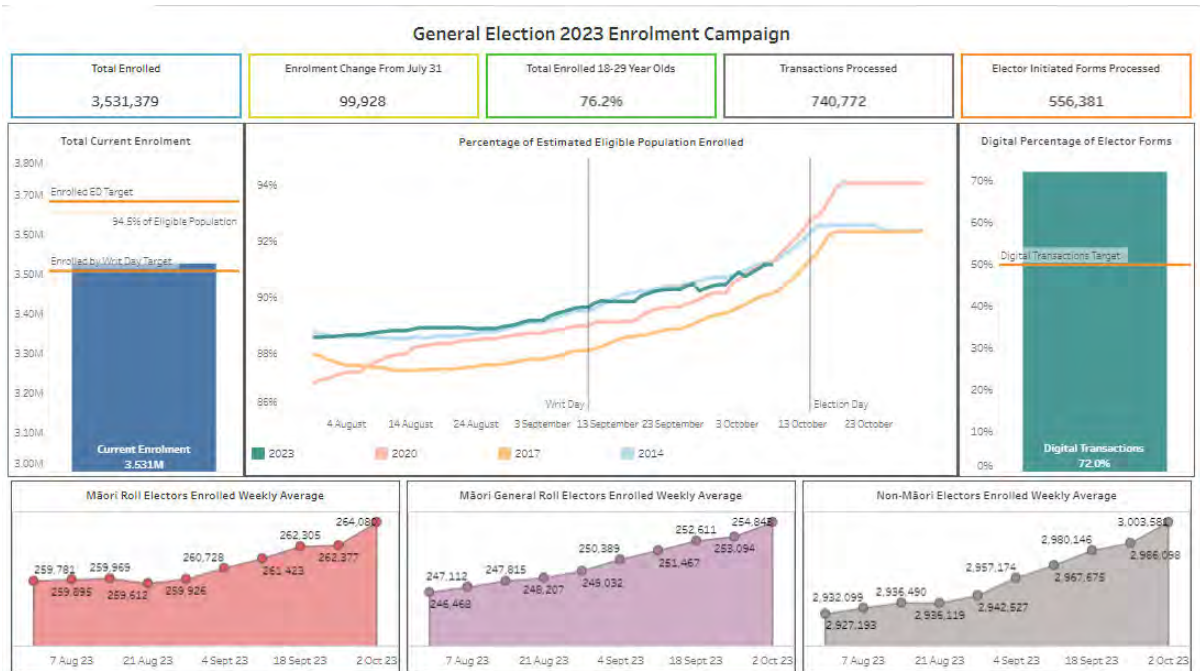


Highest votes – North Shore

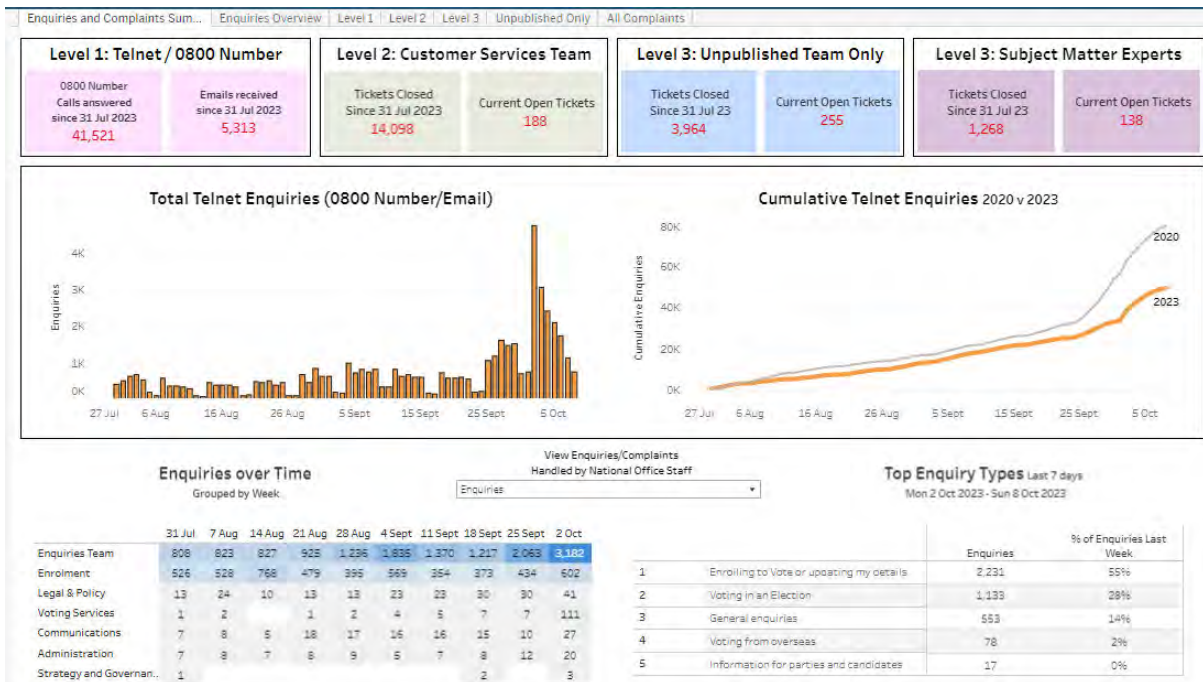


Northcote	9	Glenfield Mall, Level 3, adjacent to Cotton On, (corner Glenfield Road & Downing Street), Glenfield	East Coast Bays North Shore Te Tai Tokerau Upper Harbour	
Highway 101, Nāru	216	Kerikeri Baptist Church, 41 Hobson Avenue, Kerikeri	Northland Te Tai Tokerau	
Pakuranga	11	Highland Park Library, 16 Highland Park Drive, Highland Park	Botany Pakuranga Takanini	
Te	301	Pop-up Voting Services, Various Locations - Retirement Villages, Taken in Whangārei	Te Tai Tokerau Whangārei	

Enrolment Dashboard



Customer Enquiries and Complaints Dashboard



Health & Safety





Issued: 1030hrs 09 Oct 2023

Authorised by: [REDACTED] – Watch Leader

Next update: 1030hrs 10 Oct 2023

Executive Summary

- A strong wind watch is in force for Hawke's Bay, the Tararua District, and Southland today.
- The NZ DART Buoy network is experiencing degradation at NZA, NZC, NZE and NZH.

NEMA Operational Status

Operational activity

- NCC is at Mode 1 (MAR Centre Monitoring).

On-call roster

Director	[REDACTED]
National Controller	[REDACTED]

Response Manager	[REDACTED]
Activation Coordinator	[REDACTED]

PIM	[REDACTED]
REMA North	[REDACTED]
REMA South	[REDACTED]

Response Activity

Nothing to report.

Weather and Climate



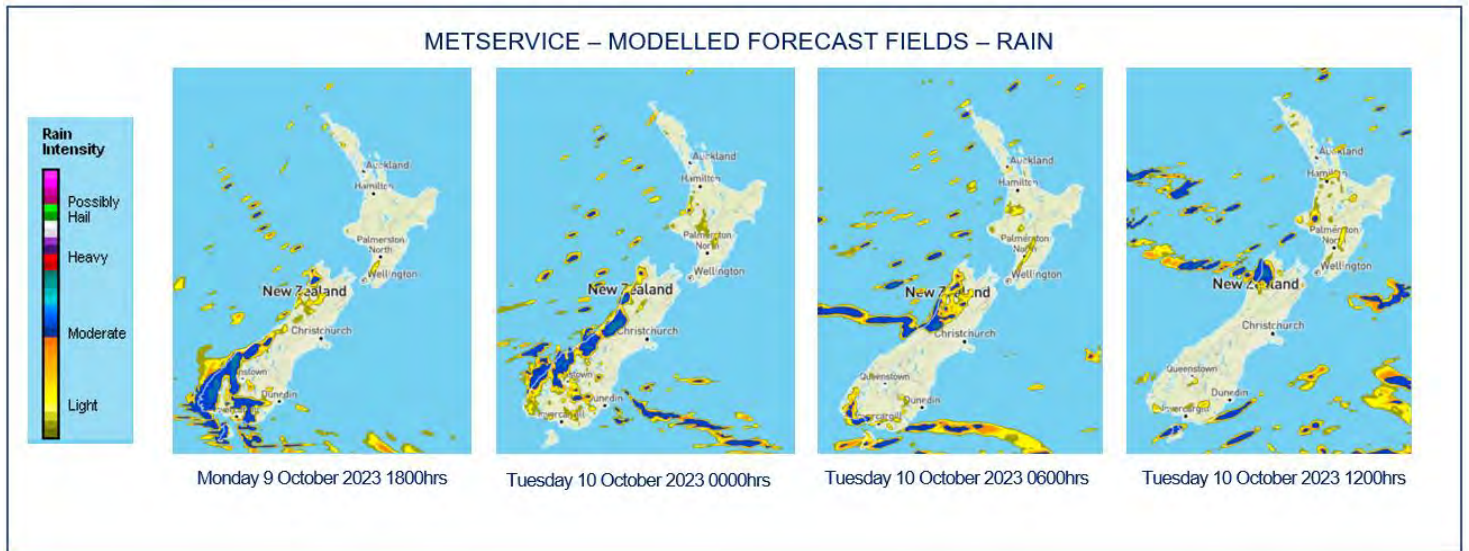
Current Weather

A ridge of high pressure moves away to the east today, as a trough approaches the South Island, forcing a strong, cool westerly flow over southern and central New Zealand.

A strong wind watch is in force for Hawke's Bay south of Hastings, and the Tararua District from 2100hrs tonight to 0400hrs tomorrow morning.

A strong wind watch is also in force for Coastal Southland and Clutha, including Stewart Island and the far south of Fiordland from 1100hrs this morning to 2100hrs tonight.

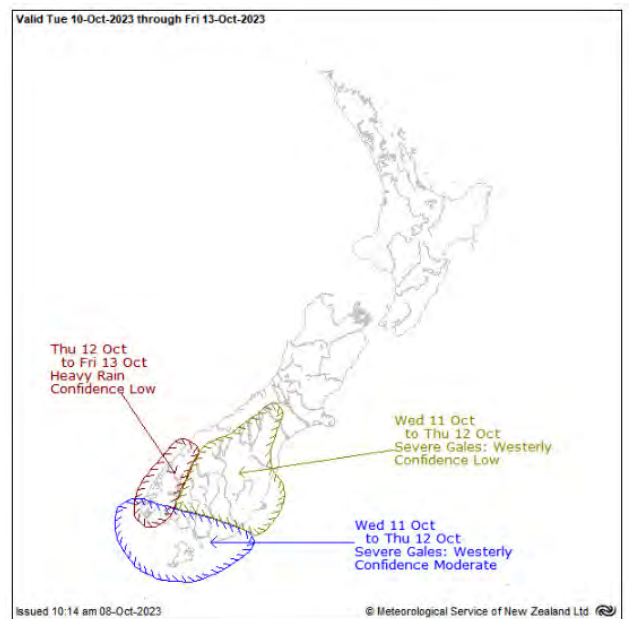
Accurate from MetService as at 0900hrs today



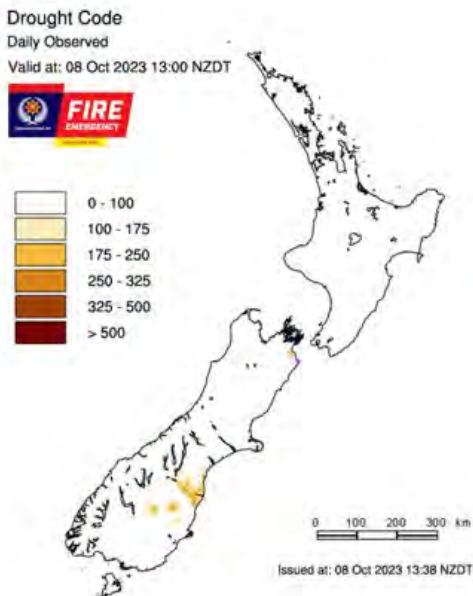
Severe Weather Outlook

A disturbed west to southwest flow covers the country through to Thursday, with a few embedded fronts moving across southern and central New Zealand. There is moderate confidence of westerly gales becoming severe over the south of Fiordland, Southland, and Clutha on Wednesday and Thursday, with low confidence of severe westerly gales extending further north through the rest of Southland, Otago, and the South Canterbury High Country.

A front should move onto the far south of the South Island on Friday, bringing northwest rain to Fiordland and Westland. Periods of rain are likely in Fiordland during Thursday and Friday, and there is low confidence of rainfall reaching warnings amounts there.



Fire and Drought Risk



Source: [NIWA fire](#)

Geological

Volcanic Activity (Level 1 and above)

Volcano	Level	Volcanic Activity	Aviation Code
Whakaari/ White Island	2	Moderate to heightened volcanic unrest	Yellow
Ruapehu	1	Minor volcanic unrest	Green

GNS Alert Levels guide visit: <https://www.geonet.org.nz/about/volcano/val>

GNS Aviation Colour Codes visit: <https://www.geonet.org.nz/volcano/acc>

*Note, briefings from Thursday to Saturday last week, incorrectly stated Taupō alert level as 1. Taupō has remained at Alert Level 0 since 30 May 2023.

Whakaari/ White Island Steam Plume

Unrest continues at Whakaari/ White Island, with a noticeable steam plume present yesterday due to atmospheric conditions, possibly combined with higher steam emissions. GNS checked with MetService, who had not detected any ash in the cloud. There is currently no monitoring equipment on the island.

Image: [GeoNet: Whakatane](#)



Other Events

NZ DART Network Degradation

A recent update from GNS Science advised that DART Buoy NZC is no longer operational while NZA, NZE and NZH are operating in degraded states.

Despite this degradation in the network, coverage in all regions is still considered good. NZA, NZC and NZE are set to be serviced this December, while NZH is scheduled to be serviced in July 2024.

Media

Hail hits parts of North Island amid day of wild weather

Hail, some the size of marbles, has hit a number of places in the North Island this afternoon as parts of the island remain under a severe thunderstorm watch.

[1News](#)

Scientists discover massive undersea reservoir near NZ's biggest fault zone

Scientists have found a massive reservoir lying just a few kilometres beneath the seafloor off the North Island – and it could help explain “silent” earthquakes thought to play an influential role in our largest fault zone.

[NewstalkZB](#)

10/10/2023– ELT Situation Report ELECTION Week 5

As at 2.06pm on 10/10/2023 prepared by Crispian [REDACTED] approved Martin Rodgers

Distributed to	ELT members
Key Contacts	Martin Rodgers and Crispian [REDACTED]
Previous ELT SITREP	2 ELT Standup SITREPS 5 09102023 - FINAL.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> Final week of election Voting for Port Waikato electorate – party votes carry on, electorate votes will not be counted Prime Minister selected Saturday, 25 November as the date for a by-election By-election Writ Day will be Monday, 16 October Candidate nominations to be received by midday Friday, 20 October
Key Dates	Days to election day – 4 days
After hours emergency contact number	<p>ELT ON CALL FOR TODAY – Kristina Temel</p> <p>In case of any emergency or any decision that you require from ELT after hours, please ring this number.</p> <p>Number to ring – [REDACTED]</p> <p>After hours - 5pm until 8.30am</p>
Voting Services	<p>GENERAL UPDATE</p> <p>Overseas Operations</p> <ul style="list-style-type: none"> Definite increase in both downloads and uploads overnight. Nearly 60k votes issued with just over 33k votes received to date. Dictation Registrations 531 with 423 Dictation Votes received. Preparing for Post election activities. <p>Voting Place – Auckland North</p> <ul style="list-style-type: none"> Northland Prison went into lockdown while Voting Services staff were present. Teams are safe. It did not impact delivery, collected 300 special votes. 2 caretakers from Pakatoa Island, Hauraki Gulf Island requested Electoral Commission staff to come out by boat to assist with voting. They were advised to use other service available to do this. <p>Voting Place – Auckland South</p> <ul style="list-style-type: none"> Nothing to report. <p>Voting Place – Central North Island</p> <ul style="list-style-type: none"> Nothing to report. <p>Voting Place – Lower North Island</p> <ul style="list-style-type: none"> On-going issues with security guards. Remutaka Prison voting is very slow, will request opinion from Legal & Policy regarding issuing ordinary votes. 3 teams involved, spent 5 hours and collected only 37 votes. Still have to get through 400 prisoners. <p>Voting Place – South Island</p> <ul style="list-style-type: none"> [REDACTED] voter from yesterday was flown to hospital in Auckland. Voting Place is open today, staff are looked after. Emergency evacuation in the Eastgate Mall yesterday due to smoke alarm. They were not able to secure votes before they left, but the ballot boxes were tethered as required. Ensured they were the last to leave, first to return to the Voting Place. Kept vigilant of the entrance. Constraint with issuing points at malls. Placing in additional Voter Assistants to manage the queues.

Enrolment	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> Teams processed 39,583 enrolment transactions (26,769 forms keyed and 12,814 “second checks” completed). Enrolled 161,152 new electors during this campaign, which is a net gain of 110,773 when one takes into account Gone No Addresses (GNAs).
IT	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Systems testing is underway on Electoral Management System (EMS)/Vote Counts and subsequent reports/feeds in response to the news on Port Waikato. Initial Vote Count calculations look to work as required; further testing will be needed once we have confirmed with the Legal & Policy team the correct representation of candidates.
Comms & Education	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Media release at 4pm yesterday on Port Waikato. Media reports have used this widely and have included our key messages about what this means for the voters of Port Waikato. Chief Electoral Officer interviewed on Newstalk ZB and Checkpoint yesterday and RNZ’s Morning Report today. The focus of all the interviews was the passing of the ACT candidate and the implications for voting in Port Waikato. Some mention of EasyVote. Other media themes – questions about costs of a second election and requests for filming at Voting Places. Social media – good engagement on accessibility post yesterday; post on overseas voting planned for today Looking at updating ‘Can’t get to a voting place?’ information on vote.nz to make it clear what options are available to people who may be affected by illnesses such as measles outbreak. Will support with a social post linking to this information. <p>Daily key metrics</p> <ul style="list-style-type: none"> 27 media enquiries 387 enquiries and comments on social media in 24 hours Web visits Tuesday: 105,511
Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Since yesterday, the team resolved 594 tickets, received 126 phone calls and made 27 outbound calls. 86% of tickets were resolved in one-touch. Telnet received 1,949 calls and 143 emails. The top enquiry was about Where to Vote (16%), followed by Update details (12%) and Unable to get to a voting place (11%). 25% of the contacts were triggered by Word of Mouth, followed by our website (22%) and brochure (18%). 5 new responses were created to support emerging public enquiries, including Voting Place Processes, Updating details in the voting place, Ballot paper problems, and Port Waikato electorate. 61 complaints are on hand across the business units (380 complaints were resolved since the 31 July).
Legal & Policy	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> Nothing to report.
Strategic Engagement and Partnership	<p>INSIGHTS</p> <ul style="list-style-type: none"> An increase of enquiries about Port Waikato.
Interagency Report	<p>NZ Police</p> <ul style="list-style-type: none"> There is a Press leaders debate at Christchurch Town Hall, 1800-2100hrs Tuesday 10/10/23. The debate will include leaders of NZ First, Green Party, Te Pati Māori and ACT Party. It is estimated that 2,000 people will attend, possibly more as the event is open to attendance by the public. Protest intentions have been signalled by Restore Passenger Rail, 350 Christchurch, and Extinction Rebellion Ōtautahi Christchurch.
Security	<p>GENERAL UPDATE</p>

Nine Security Incidents reported from the field yesterday, 9 October 2023

Type	Reported	Resolved
Voting Place Disruption	6	6
Evacuation	1	1
Online threats/abuse	2	2

Six Voting Place disruptions – Level of abuse and yelling in these incidents is high. Most cases were de-escalated by Voting Place Managers

- The Mall Upper Hutt - Voter became angry and grabbed an electoral roll. Person known to Police
- Dunedin – Voter angry at position of signage
- Takanini – Voter tried to vote twice to check process. Did not do a second vote
- Port Waikato – Incorrect ballot issued. Returned but not put in spoilt and reissued. Angry response from voter that party was marked. Went on Facebook and got a lot of notice.
- Albany – Voter angry they could not vote for candidate standing in another electorate
- Papamoa – Voter angry at National scrutineer. Yelled out not to vote for that party. Scrutineer said they would report incident to National Party.

One Mechanical issue

- Fire alarm Shore City Mall – Voting Place evacuated

Two instances of threatening language used to staff in emails/online – the language and vitriol is quite intense.

- One person upset about the suburb listed on their address
- One person abusive about language used in election promotion

People & Culture

GENERAL UPDATE:

- Unable to update the recruitment dashboard due to a fault in SnapHire reporting.
- Will require more National Office employees to be trained for contingency cover.
- Requests for contingency staff in the South Island and the Central North Island. Will require staff to travel and be accommodated away from their home town.

FOR YOUR INFORMATION

Severe Weather Outlook

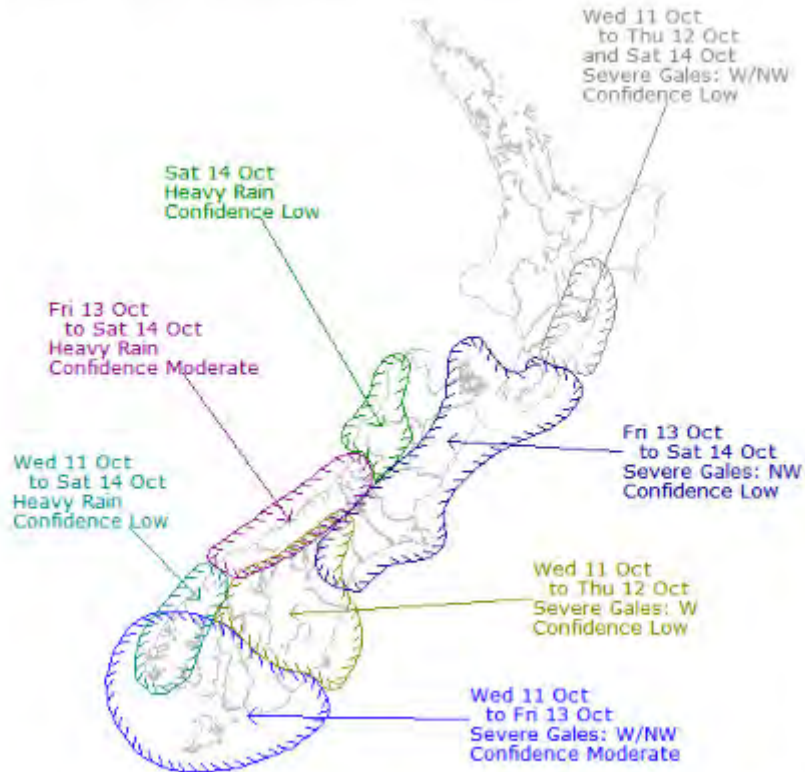
A westerly flow will predominate over New Zealand from Wednesday to Saturday, with embedded fronts moving over the country at times. This results in periods of strong westerly quarter winds about central and southern New Zealand, and periods of heavy rain about the western South Island.

One front moves northwards over the South Island later Wednesday and Thursday morning. There is moderate confidence that westerly winds will reach severe gale about southern parts of Fiordland, Southland and southern Otago (especially near the coast) on Wednesday and early Thursday, and also low confidence that westerly winds may reach severe gale about exposed parts of Hawkes Bay and the Tararua District for a time late Wednesday and early Thursday. There is also low confidence rainfall amounts could reach warning criteria in Fiordland on Wednesday and early Thursday.

Another cold front moves north over the country on Friday and Saturday, preceded by a strong northwest flow. This front brings a period of heavy rain to the western South Island, with moderate confidence of warning rainfall amounts about central and southern Westland and the Canterbury High Country near the man divide on Friday and early Saturday, and low confidence that rainfall could reach warning criteria about Fiordland on Friday and early Saturday, and northern Westland, Buller and far western Tasman on Saturday.

With the strong northwesterlies preceding the front, there is moderate confidence northwest winds could reach severe gale about exposed parts of Southern Fiordland, Southland and Clutha on Friday. There is low confidence of severe northwest gales about Wairarapa, Wellington, Marlborough and Canterbury later Friday and Saturday, and about exposed parts of Hawke's Bay and Tararua District during Saturday.

Valid Wed 11-Oct-2023 through Sat 14-Oct-2023



Issued 10:52 am 09-Oct-2023

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**MetService
Extended
Forecast 11 -
13 Oct**

Wednesday

North Island: Scattered rain in the east and south clearing. Isolated showers elsewhere. South Island: Becoming fine for the north and east. A few showers for the west and far south, turning to rain in Fiordland and southern Westland later.

Thursday

North Island: Mainly fine in the east. Scattered showers elsewhere. South Island: Rain in the west and south, easing to a few showers. Mainly fine elsewhere.

Friday

North Island: Mainly fine in the east. Scattered showers elsewhere. South Island: Showers in the west, turning to rain with heavy falls possible. Scattered showers developing elsewhere.

Chatham Islands

Scattered showers, clearing on Friday. Southwesterlies, turning northwest for a time late Wednesday and early Thursday, easing Friday and turning northerly later.

10/10/2023– Situation Report ELECTION Week 5

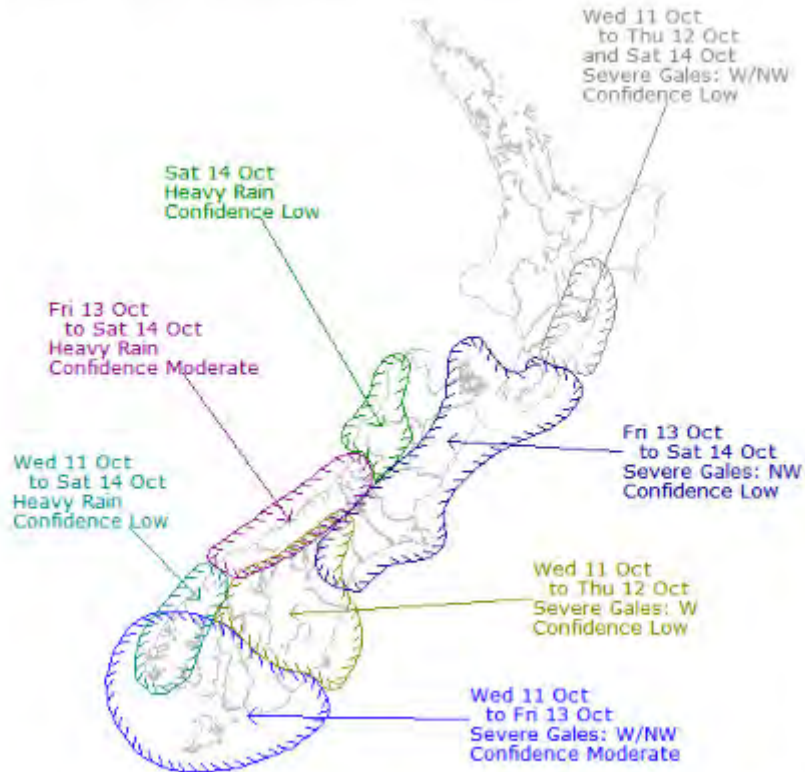
As at 12.05pm on 10/10/2023 prepared by Crispian [REDACTED]

Distributed to	All GEDT members
Key Contacts	Martin Rodgers and Crispian [REDACTED] Martin is chairing this meeting.
Previous ELT SITREP	2 ELT Standup SITREPS 5 09102023 - FINAL.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> Final week of election Voting for Port Waikato electorate – party votes carry on, electorate votes will not be counted
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Voting Services	<p>GENERAL UPDATE</p> <p>Overseas Operations</p> <ul style="list-style-type: none"> Definite increase in both downloads and uploads overnight. Nearly 60k votes issued with just over 33k votes received to date. Dictation Registrations 531 with 423 Dictation Votes received. Preparing for Post election activities. <p>Voting Place – Auckland North</p> <ul style="list-style-type: none"> Northland Prison went into lockdown while Voting Services staff was underway. Teams are safe. It did not impact delivery, collected 300 special votes. 2 caretakers from Pakatoa Island, Hauraki Gulf Island requested Electoral Commission staff to come out by boat to assist with voting. They were advised to use other service available to do this. <p>Voting Place – Auckland South</p> <ul style="list-style-type: none"> Nothing to report. <p>Voting Place – Central North Island</p> <ul style="list-style-type: none"> Nothing to report. <p>Voting Place – Lower North Island</p> <ul style="list-style-type: none"> On-going issues with security guards. Remutaka Prison voting is very slow, will request opinion from Legal & Policy regarding issuing ordinary votes. 3 teams involved, spent 5 hours and collected only 37 votes. Still have to get through 400 prisoners. <p>Voting Place – South Island</p> <ul style="list-style-type: none"> [REDACTED] voter from yesterday was flown to hospital in Auckland. Voting Place is open today, staff are looked after. Emergency evacuation in the Eastgate Mall yesterday due to smoke alarm. They were not able to secure votes before they left, but the ballot boxes were tethered as required. Ensured they were the last to leave, first to return to the Voting Place. Kept vigilant of the entrance. Constraint with issuing points at malls. Placed the maximum amount of Voter Assistants to manage the queues.
Enrolment	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> Enrolment teams are working additional hours every night this week and will work Saturday and probably Sunday.

	<ul style="list-style-type: none"> • Yesterday the teams processed 39,583 enrolment transactions (26,769 forms keyed and 12,814 “second checks” completed). • We have now enrolled 161,152 new electors during this campaign, which is a net gain of 110,773 when one takes into account GNAs. That’s 161,152 electors who can now vote! 						
IT	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Systems testing is underway on EMS/Vote Counts and subsequent reports/feeds in response to the news on Port Waikato. Initial Vote Count calculations look to work as required; further testing will be needed once we have confirmed with the Legal & Policy team the correct representation of candidates. 						
Comms & Education	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Media release at 4pm yesterday on Port Waikato. Media reports have used this widely and have included our key messages about what this means for the voters of Port Waikato. • Chief Electoral Officer interviewed on Newstalk ZB and Checkpoint yesterday RNZ’s Morning Report today. The focus of all the interviews was the passing of the ACT candidate and the implications for voting in Port Waikato. Some mention of EasyVote. • Other media themes – questions about costs of a second election and requests for filming at voting places. • Social media – good engagement on accessibility post yesterday; post on overseas voting planned for today • Looking at updating ‘Can’t get to a voting place?’ information on vote.nz to make it clear what options are available to people who may be affected by illnesses such as measles outbreak. Will support with a social post linking to this information. <p>Daily key metrics</p> <ul style="list-style-type: none"> • 27 media enquiries • 387 enquiries and comments on social media in 24 hours • Web visits Friday: 105,511 						
Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Since yesterday, the team resolved 594 tickets, received 126 phone calls and made 27 outbound calls. 86% of tickets were resolved in one-touch. Telnet received 1,949 calls and 143 emails. • The top enquiry was about Where to Vote (16%), followed by Update details (12%) and Unable to get to a voting place (11%). 25% of the contacts were triggered by Word of Mouth, followed by our website (22%) and brochure (18%). • 5 new responses were created to support emerging public enquiries, including Voting Place Processes, Updating details in the voting place, Ballot paper problems, and Port Waikato electorate. • 61 complaints are on hand across the business units (380 complaints were resolved since the 31 July). 						
Legal & Policy	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • 						
Strategic Engagement and Partnership	<p>INSIGHTS</p> <ul style="list-style-type: none"> • An increase of enquiries about Port Waikato but nothing of significance to report. 						
Interagency Report	<p>NZ Police</p> <ul style="list-style-type: none"> • There is a Press leaders debate at Christchurch Town Hall, 1800-2100hrs Tuesday 10/10/23. The debate will include leaders of NZ First, Green Party, Te Pati Māori and ACT Party. It is estimated that 2,000 people will attend, possibly more as the event is open to attendance by the public. Protest intentions have been signalled by Restore Passenger Rail, 350 Christchurch, and Extinction Rebellion Ōtautahi Christchurch. 						
Security	<p>GENERAL UPDATE</p> <p>Nine Security Incidents reported from the field yesterday, 9 October 2023</p> <table border="1"> <thead> <tr> <th>Type</th> <th>Reported</th> <th>Resolved</th> </tr> </thead> <tbody> <tr> <td>Voting Place Disruption</td> <td>6</td> <td>6</td> </tr> </tbody> </table>	Type	Reported	Resolved	Voting Place Disruption	6	6
Type	Reported	Resolved					
Voting Place Disruption	6	6					

	Evacuation	1	1
	Online threats/abuse	2	2
	<p>Six Voting Place disruptions – Level of abuse and yelling in these incidents is high. Most cases are talked down by Voting Place Managers</p> <ul style="list-style-type: none"> • The Mall Upper Hutt - Voter became angry and grabbed an electoral roll. Person known to Police • Dunedin – Voter angry at position of signage • Takanini – Voter tried to vote twice to check process. Did not do a second vote • Port Waikato – Incorrect ballot issued. Returned but not put in spoilt and reissued. Angry response from voter that party was marked. Went on Facebook and got a lot of notice. • Albany – Voter angry they could not vote for candidate standing in another electorate • Papamoa – Voter angry at National scrutineer. Yelled out not to vote for that party. Scrutineer said they would report incident to National Party. <p>One Mechanical issue</p> <ul style="list-style-type: none"> • Fire alarm Shore City Mall – Voting Place evacuated <p>Two instances of threatening language used to staff in emails/online – the language and vitriol is quite intense.</p> <ul style="list-style-type: none"> • One person upset about the suburb listed on their address • One person abusive about language used in election promotion 		
People & Culture	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Unable to update the recruitment dashboard due to a fault in SnapHire reporting. • Need more National Office employees to be trained for contingency cover. 		
FOR YOUR INFORMATION			
Severe Weather Outlook	<p>A westerly flow will predominate over New Zealand from Wednesday to Saturday, with embedded fronts moving over the country at times. This results in periods of strong westerly quarter winds about central and southern New Zealand, and periods of heavy rain about the western South Island.</p> <p>One front moves northwards over the South Island later Wednesday and Thursday morning. There is moderate confidence that westerly winds will reach severe gale about southern parts of Fiordland, Southland and southern Otago (especially near the coast) on Wednesday and early Thursday, and also low confidence that westerly winds may reach severe gale about exposed parts of Hawkes Bay and the Tararua District for a time late Wednesday and early Thursday. There is also low confidence rainfall amounts could reach warning criteria in Fiordland on Wednesday and early Thursday.</p> <p>Another cold front moves north over the country on Friday and Saturday, preceded by a strong northwest flow. This front brings a period of heavy rain to the western South Island, with moderate confidence of warning rainfall amounts about central and southern Westland and the Canterbury High Country near the man divide on Friday and early Saturday, and low confidence that rainfall could reach warning criteria about Fiordland on Friday and early Saturday, and northern Westland, Buller and far western Tasman on Saturday.</p> <p>With the strong northwesterlies preceding the front, there is moderate confidence northwest winds could reach severe gale about exposed parts of Southern Fiordland, Southland and Clutha on Friday. There is low confidence of severe northwest gales about Wairarapa, Wellington, Marlborough and Canterbury later Friday and Saturday, and about exposed parts of Hawke's Bay and Tararua District during Saturday.</p>		

Valid Wed 11-Oct-2023 through Sat 14-Oct-2023



Issued 10:52 am 09-Oct-2023

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**MetService
Extended
Forecast 11 -
13 Oct**

Wednesday

North Island: Scattered rain in the east and south clearing. Isolated showers elsewhere. South Island: Becoming fine for the north and east. A few showers for the west and far south, turning to rain in Fiordland and southern Westland later.

Thursday

North Island: Mainly fine in the east. Scattered showers elsewhere. South Island: Rain in the west and south, easing to a few showers. Mainly fine elsewhere.

Friday

North Island: Mainly fine in the east. Scattered showers elsewhere. South Island: Showers in the west, turning to rain with heavy falls possible. Scattered showers developing elsewhere.

Chatham Islands

Scattered showers, clearing on Friday. Southwesterlies, turning northwest for a time late Wednesday and early Thursday, easing Friday and turning northerly later.

General Election 2023

General Electorate

(All)

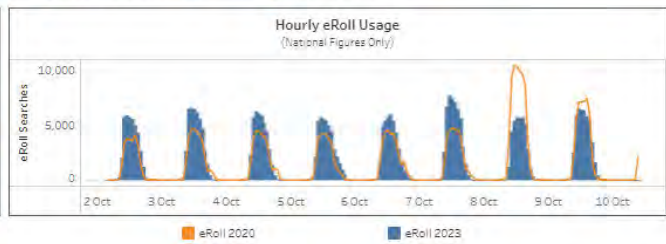
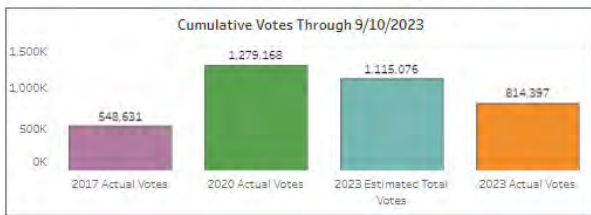
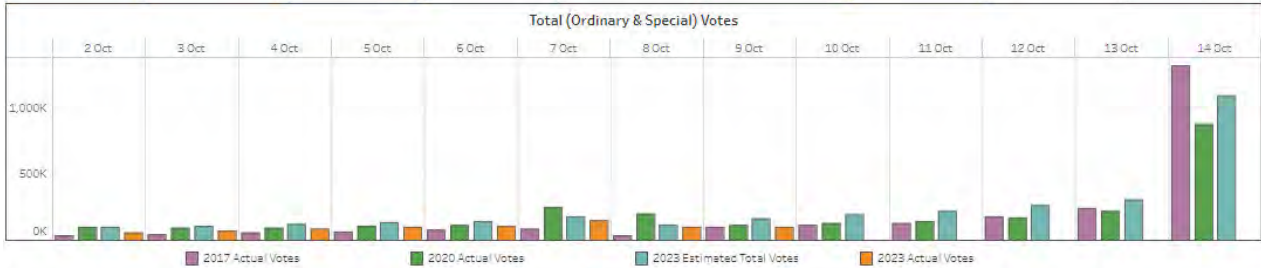
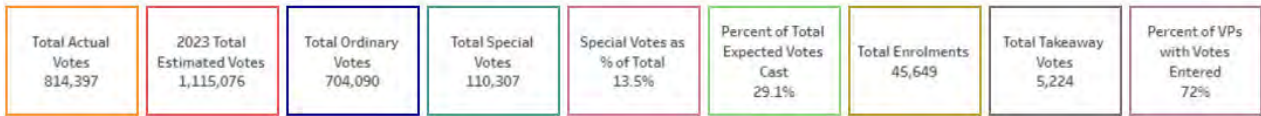
General Election 2023 Voting

Totals are Through 9/10/2023

Show To Date Totals Through

Yesterday

[Dashboard Help](#)



This dashboard is updated at 20 minutes after the hour each hour from 6 AM - 10 PM.

Ordinary Votes - Daily & Cumulative

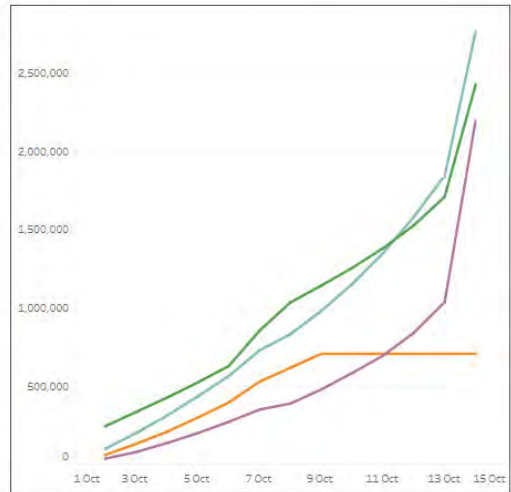
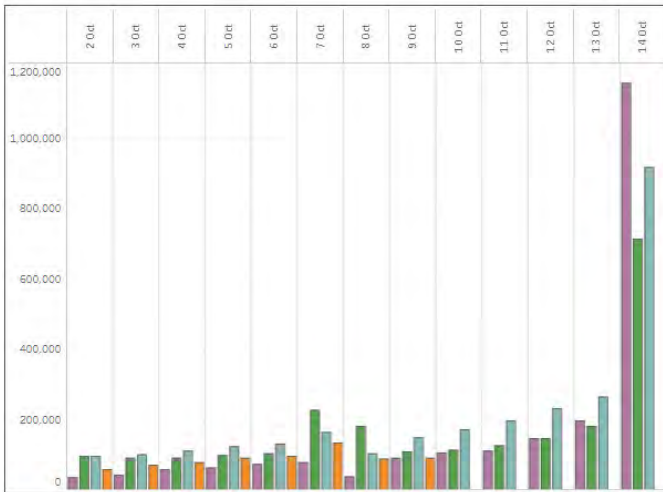
[Dashboard Help](#)

Vote Type

Ordinary Votes

Home General Electorate

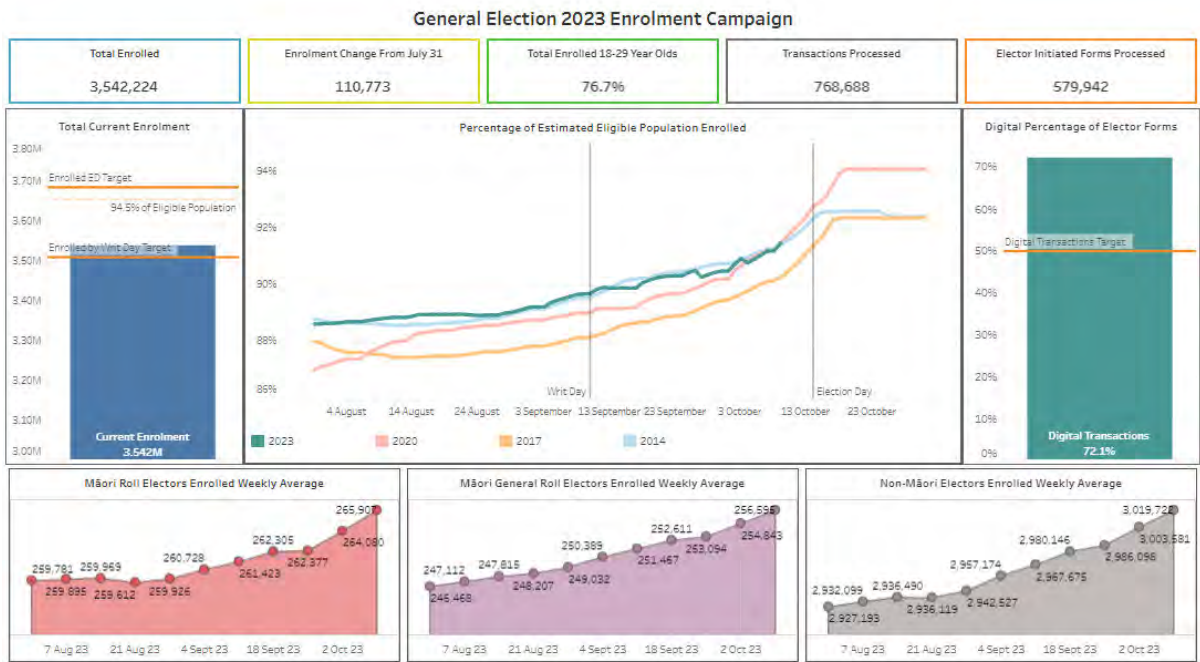
(All)



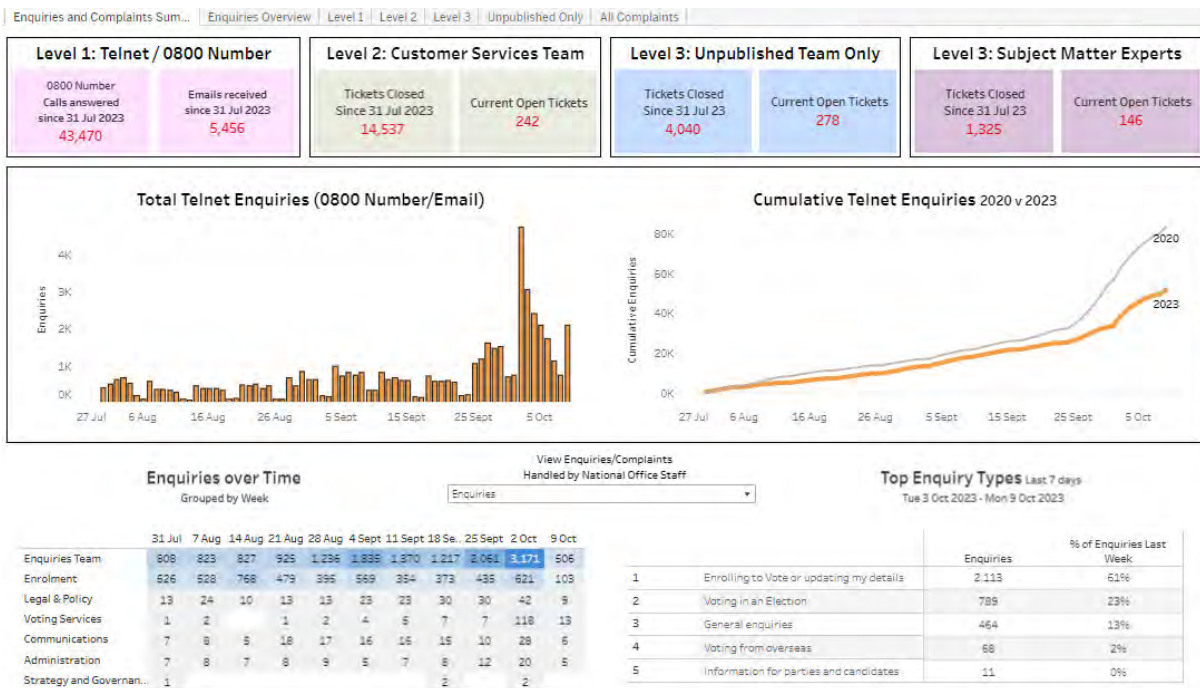
■ 2017 Actual OV
 ■ 2020 Actual OV
 ■ 2023 Estimated OV
 ■ 2023 Actual OV

* Please note, 2017 may not have data for all Electorate selections or data may not be directly comparable, as boundaries were changed in 2020

Enrolment Dashboard



Customer Enquiries and Complaints Dashboard



Start Date: 10/07/2023
End Date: 10/10/2023

Health & Safety Incidents

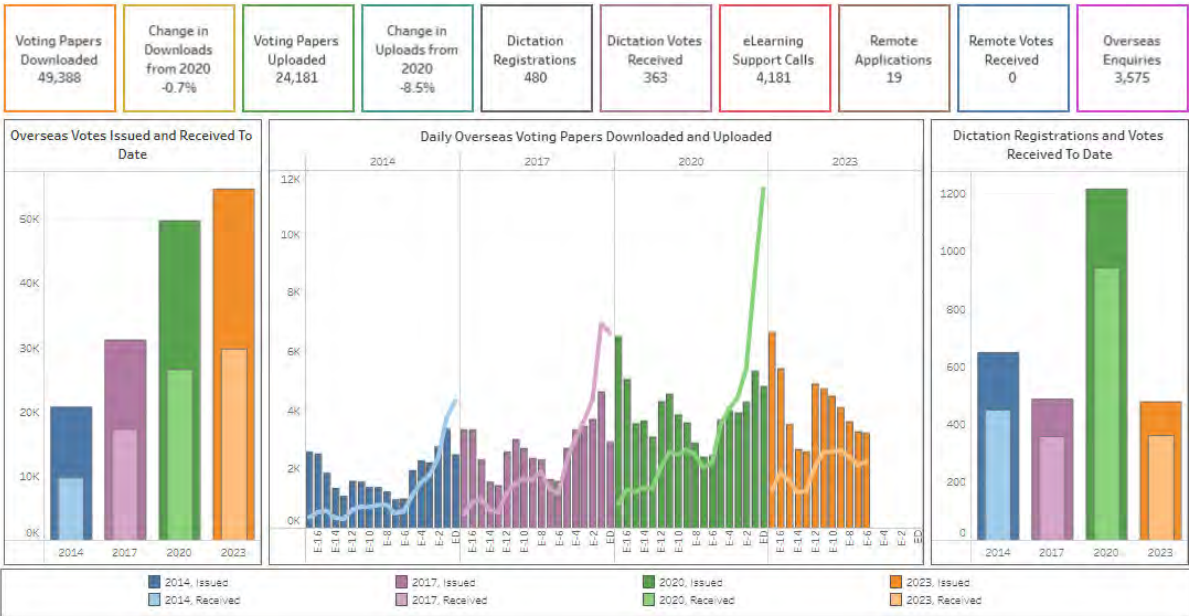
10/07/2023 - 10/10/2023

[Dashboard Help](#)



Overseas, Dictation, and Remote Voting and e-Learning Support

[Dashboard Help](#)





DAILY INTERAGENCY REPORT TO GEDT

Submitted daily not later than 11am.

Date: 10 October 2023

DPMC:

NSTR

NZ Police:

There is a Press leaders debate at Christchurch Town Hall, 1800-2100hrs Tuesday 10/10/23. The debate will include leaders of NZ First, Green Party, Te Pati Maori and ACT Party. It is estimated that 2,000 people will attend, possibly more as the event is open to attendance by the public. Protest intentions have been signalled by Restore Passenger Rail, 350 Christchurch, and Extinction Rebellion Otautahi Christchurch.

NEMA (Daily Intelligence Briefing attached):

NSTR

GCSB:

NSTR

NZSIS:

Reporting via the JIG

MoH:

Te Whatu Ora keen to know what information is available for people who are suddenly unable to vote in person; for example, the close contacts of the measles case in Northland who are now

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quarantined until after 14th October. Also, how is the information being shared, especially to the affected groups? Is it going to be widely available and if so, on what social media platforms/advertising?

Waka Kotahi:

<https://www.journeys.nzta.govt.nz/highway-conditions/traffic-and-travel-list-view/>

NSTR

MFAT:

NSTR

MoJ:

NSTR

FENZ:

NSTR

MPI:

NSTR

MBIE:

NSTR

Prepared by: David [REDACTED]



Issued: 1030hrs 10 Oct 2023

Authorised by: [REDACTED] – Watch Leader

Next update: 1030hrs 11 Oct 2023

Executive Summary

- Strong wind watches will be in force for Canterbury, Otago, Fiordland and Southland from tomorrow afternoon.
- There has been no change to the NZ DART Network since degradation was first reported.

NEMA Operational Status

Operational Activity

- NCC is at Mode 1 (MAR Centre Monitoring).

On-Call Roster

Director	[REDACTED]
National Controller	[REDACTED]

Response Manager	[REDACTED]
Activation Coordinator	[REDACTED]

PIM	[REDACTED]
REMA North	[REDACTED]
REMA South	[REDACTED]

Response Activity

Nothing to report.

Weather and Climate



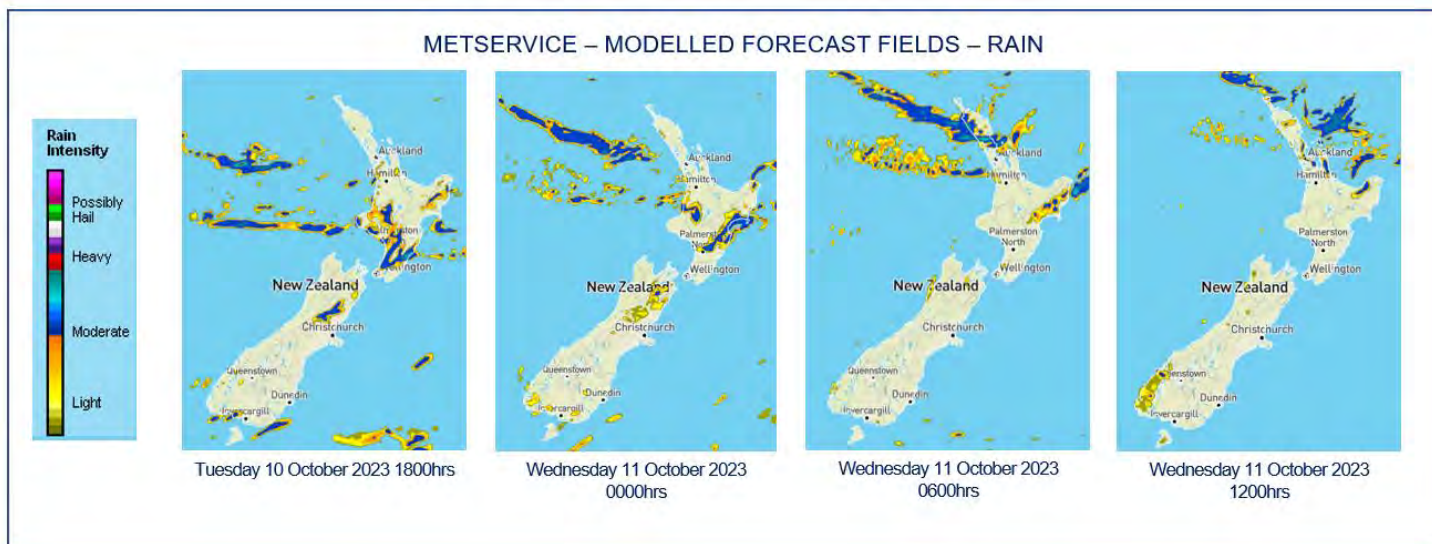
Current Weather

A trough passing over the South Island during Wednesday and Thursday is forcing a strong, cool west to northwest flow over southern Aotearoa.

A strong wind watch is in force for Canterbury High Country, and Otago excluding Clutha from 1700hrs tomorrow to 0800hrs Thursday morning.

A strong wind watch is also in force for Southern Fiordland, Southland and Clutha, including Stewart Island from 1500hrs tomorrow to 0200hrs Thursday.

Accurate from MetService as at 0930hrs today



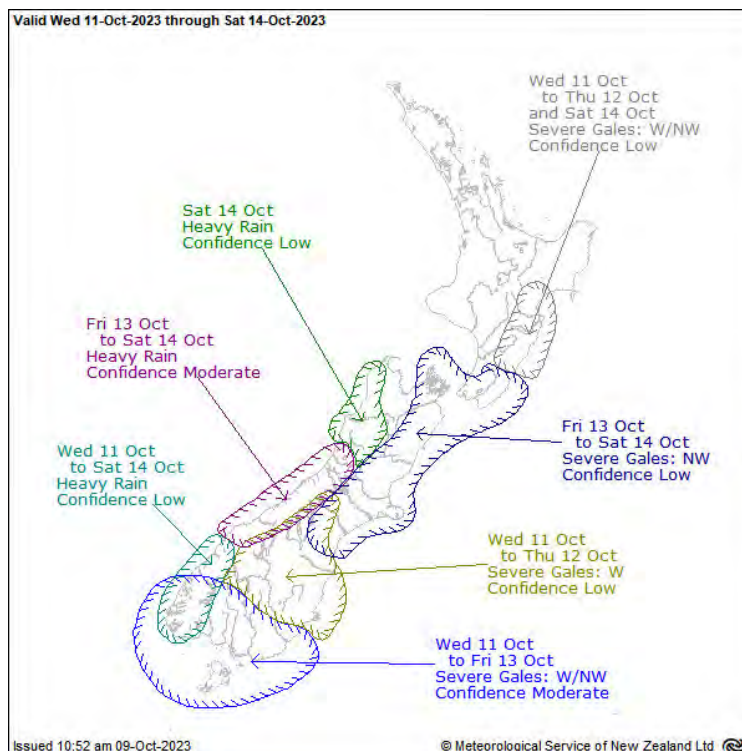
Severe Weather Outlook

A westerly flow will be active over New Zealand from tomorrow until Saturday with embedded fronts moving over the country at times. This will result in strong westerly winds about central and southern New Zealand as well as periods of heavy rain about the western South Island.

As a front heads north over the South Island late Wednesday and Thursday morning, there is moderate confidence that westerly winds will reach severe gale about southern Otago (especially near the coast), Southland and Fiordland.

Another cold front moves north over the country on Friday and Saturday, followed by a strong northwest flow. This front brings a period of heavy rain to the western South Island, with moderate confidence of warning rainfall amounts about Canterbury High Country near the man divide and southern Westland on Friday and early Saturday.

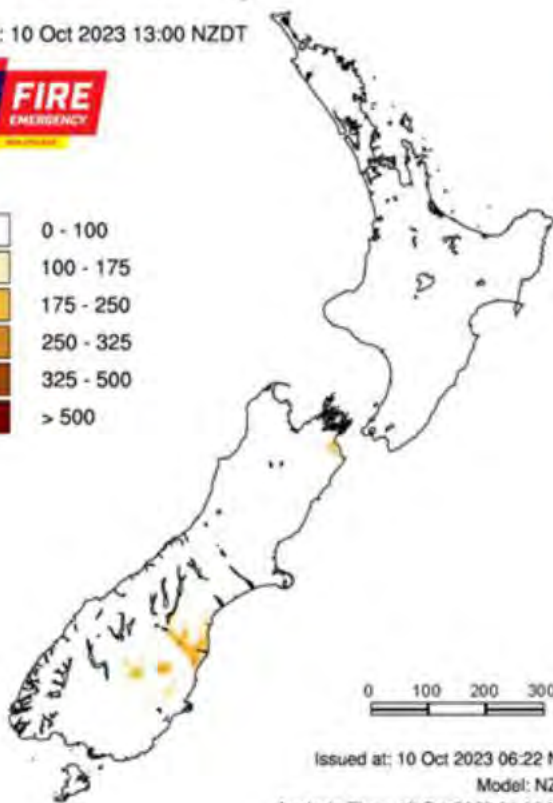
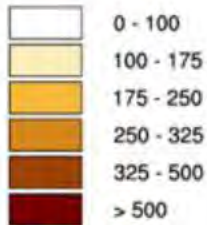
There is moderate confidence northwest winds could reach severe gale for exposed parts of Clutha, Southland and Southern Fiordland on Friday.



Fire and Drought Risk

Drought Code

Valid at: 10 Oct 2023 13:00 NZDT

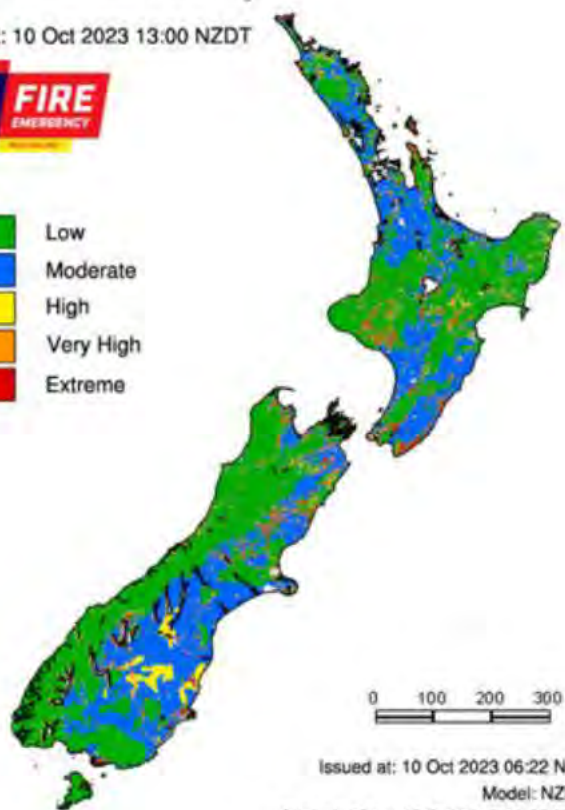


0 100 200 300 km

Issued at: 10 Oct 2023 06:22 NZDT
Model: NZLAM
Analysis Time: 10 Oct 2023 01:00 NZDT

Composite Fire Danger Class

Valid at: 10 Oct 2023 13:00 NZDT



0 100 200 300 km

Issued at: 10 Oct 2023 06:22 NZDT
Model: NZLAM
Analysis Time: 10 Oct 2023 01:00 NZDT

Source: [NIWA Fire Weather](#)

Geological

Volcanic Activity (Level 1 and above)

Volcano	Level	Volcanic Activity	Activation Code
Whakaari/ White Island	2	Moderate to heightened volcanic unrest	Yellow
Ruapehu	1	Minor volcanic unrest	Green

GNS Alert Levels guide visit: <https://www.geonet.org.nz/about/volcano/val>

GNS Aviation Colour Codes visit: <https://www.geonet.org.nz/volcano/acc>

Other Events

NZ DART Network Degradation

There has been no changes to the DART Network status first reported in the Daily Intelligence Briefing on Friday 6 October. This is considered business as usual by GNS Science. Coverage in the region remains at a good level with the system including built in redundancy. Only significant updates of relevance will be reported on in the future.

Media

Reasons to be hopeful about preparing for climate change

Seven months after Cyclone Gabrielle ravaged the country we are still cleaning up and making repairs. Significant work has been and is being done to rebuild damaged roads, bridges, communication networks and power supplies to reconnect and service isolated communities.

The Post

Marianas bunkering down as tropical storm Bolaven approaches

Tropical storm Bolaven is predicted to turn into a typhoon and hit the Northern Mariana Islands (CNMI) tomorrow. A tropical storm warning is in effect for Guam, meaning winds between 63 and 117kmh are expected within the next 24 hours. A typhoon watch remains in place for Guam, Rota, Tinian and Saipan.

RNZ

Japan experiences 2 tsunamis in 2 weeks

To Japan now, and our correspondent Chris Gilbert and he told Nathan Rarere they've been experiencing tsunamis - two of them in the last two weeks.

RNZ Audio



DAILY INTERAGENCY REPORT TO GEDT

Submitted daily not later than 11am.

Date: 11 October 2023

DPMC:

FYI - The ODESC System has been activated to consider the consequences of the Israeli – Hamas conflict.

NZ Police:

Several climate change protesters were ejected out of the audience at the Christchurch Press Leaders Debate on the evening of 10th October, after calling out ACT Party Leader David Seymour and unveiling a “Restore Passenger Rail” banner. SOURCE: NZ Herald.
There is currently no significant policing operation for protests or other planned activities, beyond a routine presence at certain events. No significant protest or disruptive action is currently known.

NEMA (Daily Intelligence Briefing attached):

NSTR

GCSB:

NSTR

NZSIS:

Reporting via the JIG

MoH:

NSTR

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Waka Kotahi:

<https://www.journeys.nzta.govt.nz/highway-conditions/traffic-and-travel-list-view/>

NSTR

MFAT:

NSTR

Moj:

Port Waikato by-election
The Ministry is working with the Electoral Commission and Treasury to develop advice for the Minister of Justice on (i) funding requirements and (ii) a technical Order in Council that may be required to support the delivery of the Port Waikato by-election.

FENZ:

NSTR

MPI:

NSTR

MBIE:

NSTR

Prepared by: David [REDACTED]

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11/10/2023– Situation Report ELECTION Week 5

As at 10.02am on 11/10/2023 prepared by Crispian [REDACTED]

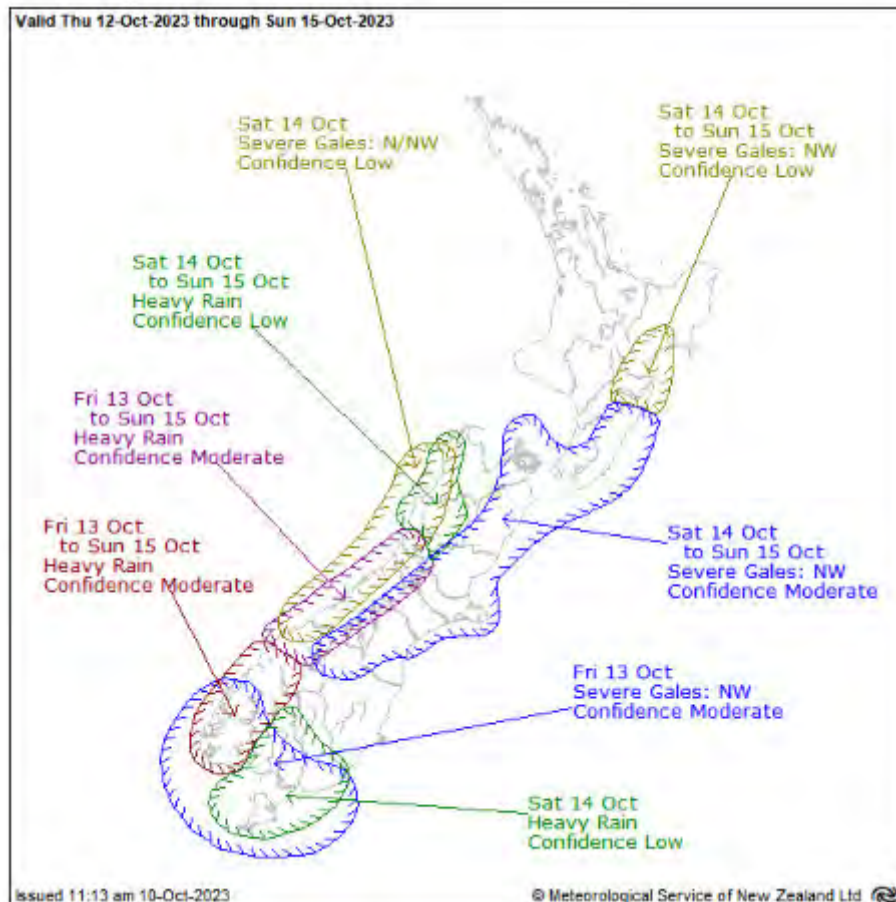
Distributed to	All GEDT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	3 ELT Standup SITREPS 5 10102023 - FINAL.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> Final week of election Voting for Port Waikato electorate – party votes carry on, electorate votes will not be counted Prime Minister selected Saturday, 25 November as the date for a by-election <ul style="list-style-type: none"> Official results declared Wednesday 6 December Advance voting starts Monday 13 November Overseas voting starts Wednesday 8 November Candidate nominations to be received by midday Friday, 20 October By-election Writ Day will be Monday, 16 October Election day preparedness
Key Dates	Days to election day – 3 days
After hours emergency contact number	<p>ELT ON CALL FOR TODAY – Lucy</p> <p>In case of any emergency or any decision that you require from ELT after hours, please ring this number.</p> <p>Number to ring – [REDACTED]</p> <p>After hours - 5pm until 8.30am</p>
Voting Services	<p>GENERAL UPDATE</p> <p>Overseas Operations</p> <ul style="list-style-type: none"> Downloads and uploads continue to follow a similar increasing trend as previous elections. Approx 67K votes issued with approx 40k votes received. More data here; - Overseas, Dictation, and Remote Voting: Overseas, Dictation, Remote, eLearn - Tableau Cloud Overseas Voting Places (OVPs) start to progressively close from late tonight. IT issue this morning covered elsewhere. Timing meant impact was minimal. <p>Voting Place – Auckland North</p> <ul style="list-style-type: none"> A small number of issues, nothing to report to this group. We are forcing staff that have worked extreme hours to have time off this week, and where possible, to have Sunday off. Checking that the Headquarters (HQ) areas are set up for the Saturday early counts etc. And checking that the key staff in each electorate know their roles. Additional training is being given this week. The early counts will be smaller than forecast as the number of advanced votes are down. We are setting up the count teams accordingly. Voting place staff are rostered with backups in place. <p>Voting Place – Auckland South</p> <ul style="list-style-type: none"> Staff are reporting a drop-off of voting in Port Waikato after the announcement of by-election. <p>Voting Place – Central North Island</p> <ul style="list-style-type: none"> No significant issues to report. Smell of smoke in the Tukituki HQ, Marcia assisting. No fire, likely cause is renovations on the floor above. Reconciliation app issues significantly down on previous days. Currently working on contingency workforce issues. Seeking four NO staff to act as VPM's and to be on standby. Considering contingency in the event of on the day staff absence. Based around standby and

	<p>NO contingency staff.</p> <p>Voting Place – Lower North Island</p> <ul style="list-style-type: none"> • The Regional Manager and Regional Advisor are checking staff are prepared for early count and Election Day activities. • Learning & Development Advisor from National Office will be heading over to Wairarapa to be a Mobile Support for us on Election Day to allow for a VPM to be sent up to central Hawkes Bay area for Election Day • Health, Safety & Wellbeing Lead is working with our Prison team today to assist getting through the 300 odd remand prisoners at Remutaka prison. <p>Voting Place – South Island</p> <ul style="list-style-type: none"> • We are well prepared with the things we can control at this stage of the week. • We are fully staffed and have backups available everywhere or within a 1 -2hr drive. • We have 4 National Office contingency staff going into Greymouth, Oamaru, Twizel and North Canterbury to bolster backup staff or perform roles we couldn't fill. • One Electorate Manager has tested positive for Covid this morning but she has good plans in place and her electorate is well prepared. We have Regional Advisors (RA), the RTM and previous RA stationed around the region in electorates we feel are more vulnerable. <p>Voting Services</p> <ul style="list-style-type: none"> • Systems issues this morning impacted the operation of eRoll in voting places and the UVP systems for the Overseas Team. It would be good to understand the issue and gain assurance around Election Day. • Regional Managers will be talking to the Electorate Managers about preparing for higher Election Day voting numbers than expected, due to current voting trends.
Enrolment	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • Issues with VoteNZ and Enquiries full inboxes and cannot accept any more emails, currently being dealt with by IT.
IT	<p>GENERAL UPDATE:</p> <p>Major IT incident - Connectivity issues:</p> <p>Between 0800 and 1040 users experienced issues connecting to some Electoral Commission systems, primarily those hosted in the Catalyst Cloud that impacted multiple external customers.</p> <p>EC Systems and services that were affected:</p> <ul style="list-style-type: none"> • UVP/DVP • Election Results • Tupu e-learning • e-Roll mobile app • Digital enrol online • Telnet Call Centre roll query app <p>Root cause is believed to be a security patch that was applied by Catalyst security provider Cloudflare in the early hours, this still needs to be 100% confirmed. IT has pressed the importance of expediting the Post Incident Report (PIR) to provide assurance going forwards.</p>
Comms & Education	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Media release yesterday following the PM's announcement containing a full timetable for the Port Waikato by-election. • Chief Electoral Officer interviewed today for Breakfast to air Friday morning; DCE, Operations interviewed for Pacific Media Network this morning. • Media - attention is turning to the last days of voting. A media release on this will be shared this Friday, before election day. Large number of requests for filming at voting places. Ongoing focus on the costs of a (second) election. • Our election advertising is running at its highest level across all of our channels with a transactional message to 'Vote now' and motivational messages to 'Make your voice heard' <p>Social media</p>

	<ul style="list-style-type: none"> Ongoing chat and comments about EasyVote cards, rural voting places and voter ID. Proactive posts for today – what to do if you're unwell and can't get to a voting place; carousel of definitions (election integrity); Whakaata Māori motivation ad. <p>Daily metrics</p> <ul style="list-style-type: none"> 16 media enquiries – about 12 did not come through yesterday because of inbox issues 311 enquiries and comments on social media in 24 hours Web visits: 107,619 						
Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Since yesterday, the team resolved 786 tickets, received 64 phone calls and made 17 outbound calls. 88% of tickets were resolved in one-touch. Telnet received 1,680 calls and 165 emails. The top enquiry was about Where to Vote (15%), followed by Update details (13%), New Enrolment (10%) and How to Vote (10%). 22% of the contacts were triggered by Brochure and 21% by Word of Mouth (21%) 54 complaints are on hand across the business units (400 complaints were resolved since the 31 July). Email auto-reply message has been updated to encourage voters to checkout our website or contact 0800 service in the first instance for their enquiries. 						
Legal & Policy							
Strategic Engagement and Partnership	<p>INSIGHTS (Eileen to cover)</p> <ul style="list-style-type: none"> Nothing of note to report. 						
Interagency Report	<p>DPMC</p> <ul style="list-style-type: none"> The ODESC System has been activated to consider any domestic impacts of the Israeli – Hamas conflict. 						
Security	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Police are rostering extra staff for Election Day and tasking reassurance patrols around Voting Places. <p>One security incident reported from the field yesterday, 10 October 2023</p> <table border="1"> <thead> <tr> <th>Type</th> <th>Reported</th> <th>Under active management</th> </tr> </thead> <tbody> <tr> <td>Threat to Voting Place</td> <td>1</td> <td>1</td> </tr> </tbody> </table> <ul style="list-style-type: none"> <div style="background-color: black; color: white; padding: 10px; text-align: center; width: fit-content; margin: 10px auto;">6(c)</div> 	Type	Reported	Under active management	Threat to Voting Place	1	1
Type	Reported	Under active management					
Threat to Voting Place	1	1					
People & Culture	<p>GENERAL UPDATE:</p> <p>Recruitment:</p> <ul style="list-style-type: none"> Two National Office employees potentially heading to South Island Oamaru and Greymouth as Voting Place Managers (VPM). Three National Office employees potentially heading to Gisborne (VPM) We have three additional VPMs in Wellington trained as well as four Issuing Officers. 						
FOR YOUR INFORMATION							
Severe Weather Outlook	<p>A west to northwest flow will predominate over New Zealand from Thursday to Sunday, with embedded fronts moving over the country during the weekend. These fronts are expected to be preceded by strong northwesterlies, and bring periods of heavy rain to the western and possibly southern South Island.</p> <p>There is moderate confidence that these fronts will bring warnable rainfall amounts to Westland, Fiordland and the headwaters of western Southland, Otago and Canterbury (near the main divide) later Friday and</p>						

Saturday, and again on Sunday. There is low confidence of warnable rainfall about Buller and far western Tasman on Saturday and Sunday, and also low confidence that southerly rain could reach short duration warning rainfall amounts about other parts of Southland, and possibly southern Otago, on Saturday.

There is moderate confidence that northwest winds will reach severe gale about exposed parts of southern Fiordland, Southland and Clutha on Friday, and **moderate confidence of severe northwest gales about exposed parts of Canterbury, Marlborough, Wellington and Wairarapa (including the Tararua District) on Saturday and Sunday**. Additionally, there is low confidence of severe north or northwest gales about Buller and Westland on Saturday, and also about parts of Hawke's Bay on Saturday and Sunday.

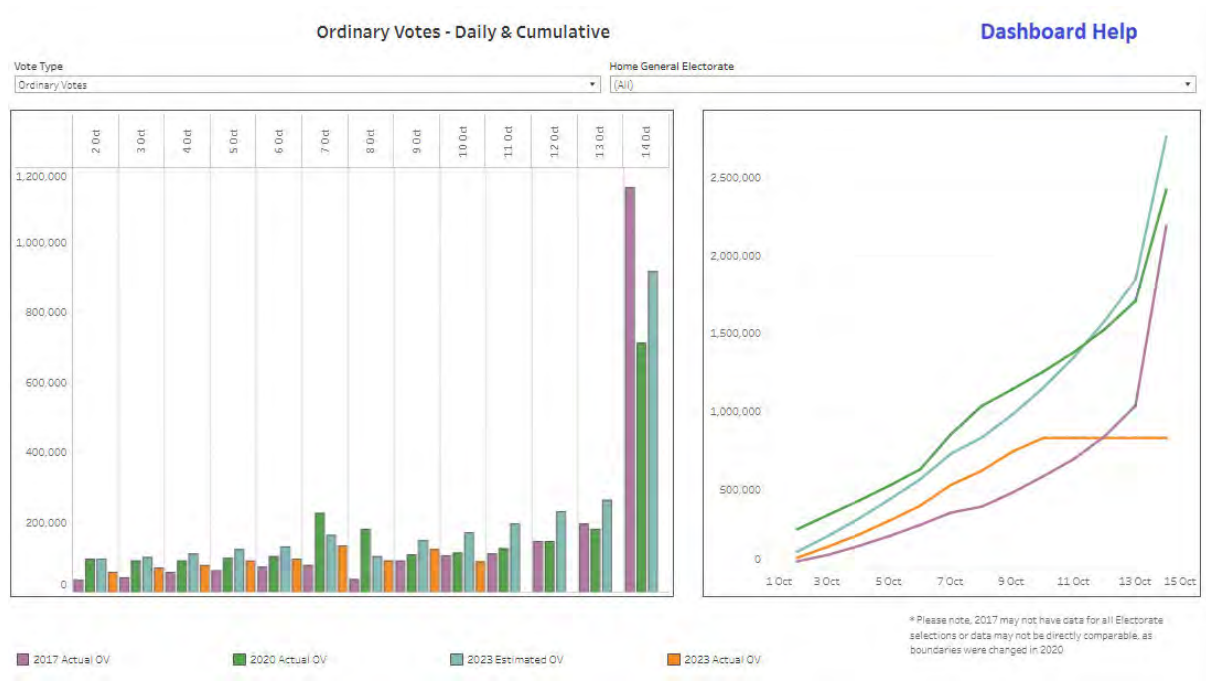


**MetService
Extended
Forecast - 14
Oct**

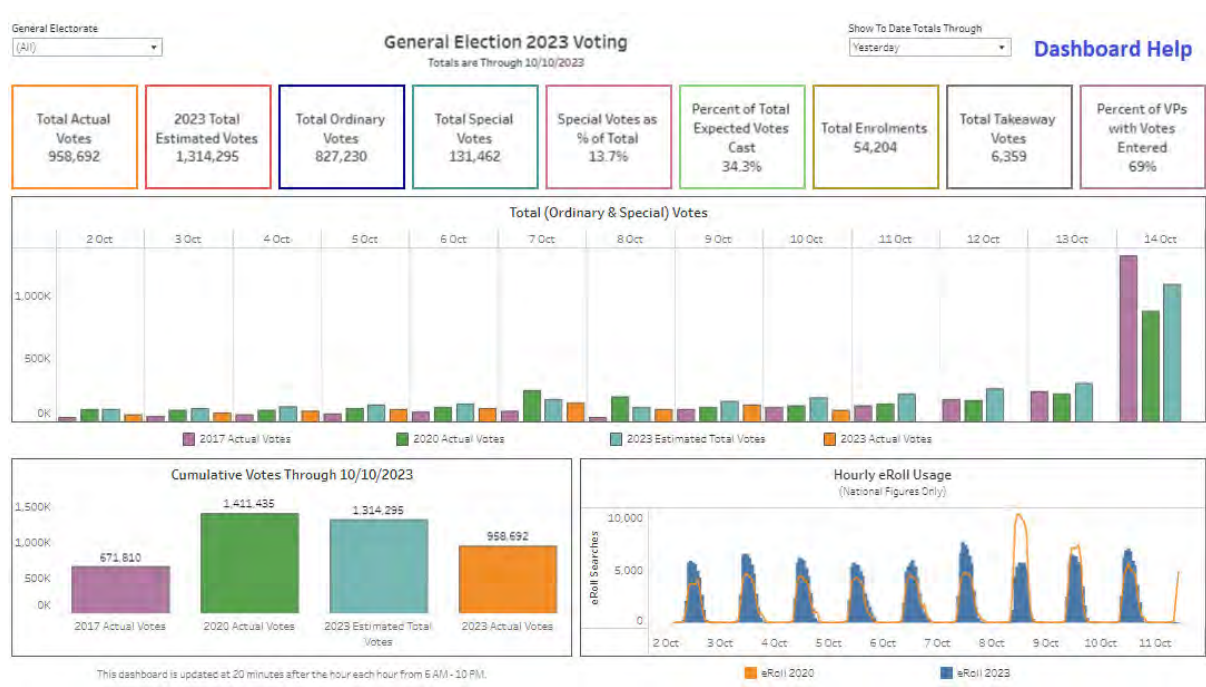
Saturday

North Island: Scattered showers in the west, with a period of rain spreading north. Cloudy periods in the west, with scattered falls spreading north. South Island: Rain with heavy falls in the west, easing to showers later. Scattered falls elsewhere clearing, but isolated showers linger in the south.

Ordinary Votes – Daily and cumulative



GE 2023 Voting



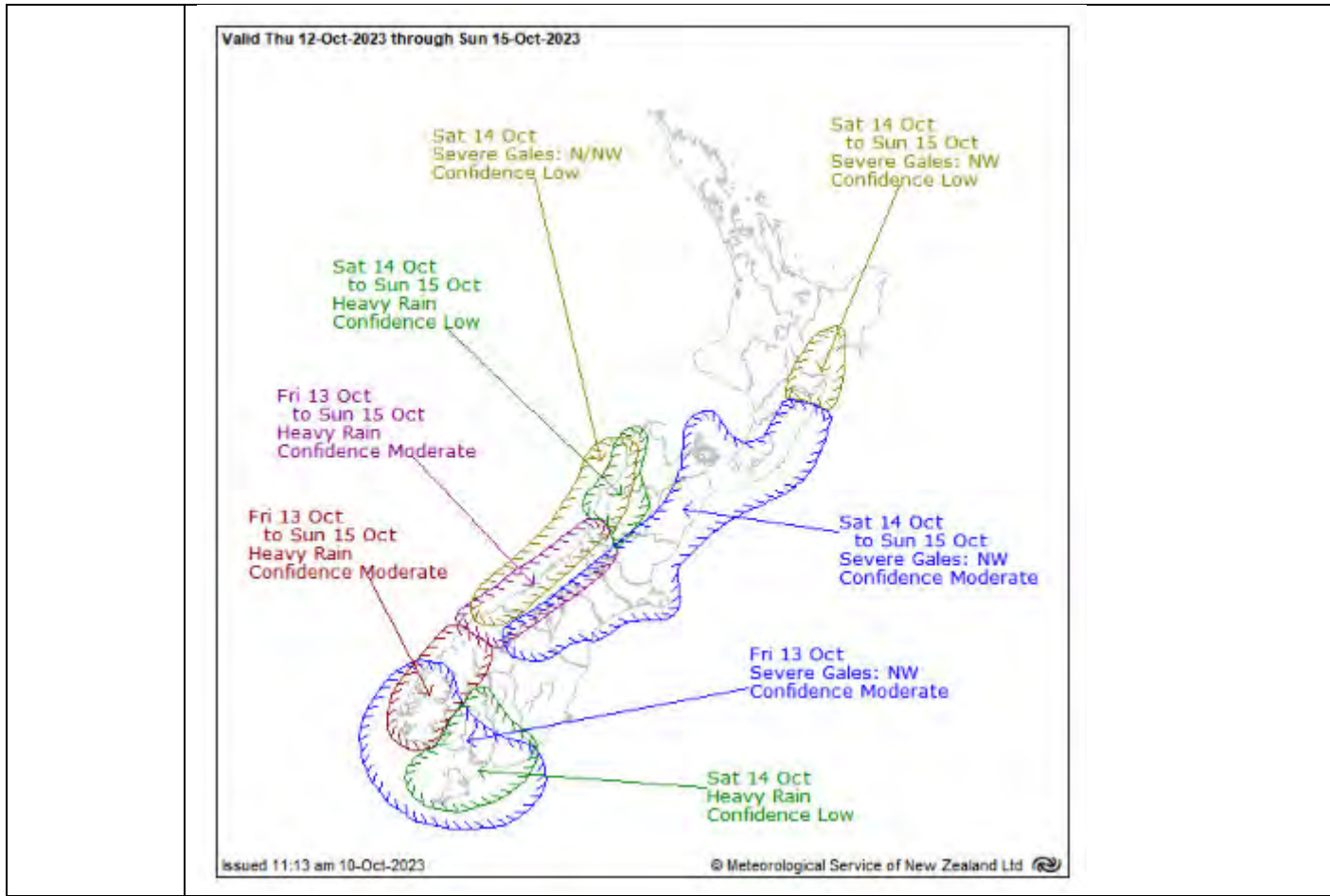
11/10/2023– ELT Situation Report ELECTION Week 5

As at 2.28pm on 11/10/2023 prepared by Crispian [REDACTED] approved by Martin Rodgers

Distributed to	ELT members
Key Contacts	Anusha Guler and Crispian [REDACTED] Martin chaired the meeting.
Previous ELT SITREP	3 ELT Standup SITREPS 5 10102023 - FINAL.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> Final week of election Voting for Port Waikato electorate – party votes carry on, electorate votes will not be counted Prime Minister selected Saturday, 25 November as the date for a by-election <ul style="list-style-type: none"> Official results declared Wednesday 6 December Advance voting starts Monday 13 November Overseas voting starts Wednesday 8 November Candidate nominations to be received by midday Friday, 20 October By-election Writ Day will be Monday, 16 October Election Day preparedness Stood up a separate project team to manage the Port Waikato by-election
Key Dates	Days to election day – 3 days
After hours emergency contact number	<p>ELT ON CALL FOR TODAY – Lucy</p> <p>In case of any emergency or any decision that you require from ELT after hours, please ring this number.</p> <p>Number to ring – [REDACTED]</p> <p>After hours - 5pm until 8.30am</p>
Voting Services	<p>GENERAL UPDATE</p> <p>Overseas Operations</p> <ul style="list-style-type: none"> Downloads and uploads continue to follow a similar increasing trend as previous elections. There are 2 rounds of delivery returns. No problem encountered for the first delivery run. Approx 67K votes issued with approx 40k votes received. Overseas Voting Places (OVPs) start to progressively close from tonight. <p>Voting Place – Auckland North</p> <ul style="list-style-type: none"> We are ensuring staff that have worked extremely long hours have time off this week, and where possible, to have Sunday off. Headquarters (HQ) areas are set up for the Saturday early counts and key staff in each electorate know their roles. Additional training is being given this week. Assuming the early counts will be smaller than forecast as the number of advanced votes are down. We are setting up the count teams accordingly. Voting Place staff are rostered with backups in place. Security planning for the protest marches at Aotea Square. <p>Voting Place – Auckland South</p> <ul style="list-style-type: none"> Staff are reporting a drop-off of voting in Port Waikato after the announcement of by-election. <p>Voting Place – Central North Island</p> <ul style="list-style-type: none"> Incident at Tukituki headquarters - removing strong smell of smoke due to burnt fuses, electrician have been called in. Reconciliation app issues significantly down on previous days. Requested contingency workforce from National Office to assist with Gisborne Voting Place. <p>Voting Place – Lower North Island</p> <ul style="list-style-type: none"> The Regional Manager and Regional Advisor are ensuring staff are prepared for early count and Election Day activities.

	<ul style="list-style-type: none"> • Learning & Development Advisor from National Office will be heading over to Wairarapa to be a Mobile Support for us on Election Day to allow for a Voting Place Manager to be sent up to central Hawkes Bay area for Election Day • Health, Safety & Wellbeing Lead is working with our Prison team today to assist getting through the 300 odd remand prisoners at Remutaka prison. • Working with Police College who will be sending 2 busloads of Police cadets to the appropriate Voting Place/s to vote. <p>Voting Place – South Island</p> <ul style="list-style-type: none"> • We are well prepared for election day activities • We are fully staffed and have backups available everywhere or within a 1 -2hr drive. • We have 4 National Office contingency staff going into Greymouth, Oamaru, Twizel and North Canterbury to bolster backup staff or perform roles we couldn't fill. • One Electorate Manager has tested positive for Covid this morning, but she has good plans in place and her electorate is well prepared. We have Regional Advisors (RA), the Regional Training Manager (RTM) and previous RA stationed around the region in electorates we feel are more vulnerable. <p>Voting Services</p> <ul style="list-style-type: none"> • Regional Managers will be talking to the Electorate Managers about preparing for higher Election Day voting numbers than expected, due to current voting trends.
Enrolment	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • Issues with VoteNZ and Enquiries full inboxes and cannot accept any more emails, currently being dealt with by IT. • Advising Voting Services field staff to immediately start scanning enrolment forms on Sunday. Enrolment has only 3 days for processing the forms.
IT	<p>GENERAL UPDATE:</p> <p>Major IT incident - Connectivity issues:</p> <p>Between 08h00 and 10h40 users experienced issues connecting to some Electoral Commission systems, primarily those hosted in the Catalyst Cloud that impacted multiple external customers.</p> <p>EC Systems and services that were affected:</p> <ul style="list-style-type: none"> • UVP/DVP • Election Results • Tupu e-learning • e-Roll mobile app • Digital enrol online • Telnet Call Centre roll query app <p>Root cause is believed to be a security patch that was applied by Catalyst security provider Cloudflare in the early hours, this still needs to be 100% confirmed. IT has pressed the importance of expediting the Post Incident Report (PIR) to provide assurance going forwards. We have requested Catalyst to stop all further updates and patches.</p>
Comms & Education	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Media release yesterday following the PM's announcement containing a full timetable for the Port Waikato by-election. • Chief Electoral Officer interviewed today for Breakfast to air Friday morning; DCE Operations interviewed for Pacific Media Network this morning. • Media - attention is turning to the last days of voting. A media release on this will be shared this Friday, before Election Day. Large number of requests for filming at voting places. Ongoing focus on the costs of a (second) election. • Our election advertising is running at its highest level across all of our channels with a transactional message to 'Vote now' and motivational messages to 'Make your voice heard' <p>Social media</p> <ul style="list-style-type: none"> • Ongoing chat and comments about EasyVote cards, rural voting places and voter ID.

	<ul style="list-style-type: none"> Proactive posts for today – what to do if you're unwell and can't get to a voting place; carousel of definitions (election integrity); Whakaata Māori motivation ad. <p>Daily metrics</p> <ul style="list-style-type: none"> 16 media enquiries – about 12 did not come through yesterday because of inbox issues 311 enquiries and comments on social media in 24 hours Web visits: 107,619 						
Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Since yesterday, the team resolved 786 tickets, received 64 phone calls and made 17 outbound calls. 88% of tickets were resolved in one-touch. Telnet received 1,680 calls and 165 emails. The top enquiry was about Where to Vote (15%), followed by Update details (13%), New Enrolment (10%) and How to Vote (10%). 22% of the contacts were triggered by Brochure and 21% was by Word of Mouth (21%) 54 complaints are on hand across the business units (400 complaints have been resolved since the 31 July). 						
Legal & Policy	<ul style="list-style-type: none"> Nothing to report. 						
Strategic Engagement and Partnership	<p>INSIGHTS</p> <ul style="list-style-type: none"> Nothing to report. 						
Interagency Report	<p>DPMC</p> <ul style="list-style-type: none"> The ODESC System has been activated to consider any <u>domestic</u> impacts of the Israel – Hamas conflict. 						
Security	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Police are rostering extra staff for Election Day and tasking reassurance patrols around Voting Places. <p>One security incident reported from the field yesterday, 10 October 2023</p> <table border="1"> <thead> <tr> <th>Type</th> <th>Reported</th> <th>Under active management</th> </tr> </thead> <tbody> <tr> <td>Threat to Voting Place</td> <td>1</td> <td>1</td> </tr> </tbody> </table> <ul style="list-style-type: none"> <div style="background-color: black; color: white; text-align: center; padding: 10px; width: fit-content; margin: 10px auto;">6(c)</div> 	Type	Reported	Under active management	Threat to Voting Place	1	1
Type	Reported	Under active management					
Threat to Voting Place	1	1					
People & Culture	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Supporting regional Voting Services teams with contingency workforce needs as noted above. 						
FOR YOUR INFORMATION							
Severe Weather Outlook	<p>A west to northwest flow will predominate over New Zealand from Thursday to Sunday, with embedded fronts moving over the country during the weekend. These fronts are expected to be preceded by strong northwesterlies, and bring periods of heavy rain to the western and possibly southern South Island.</p> <p>There is moderate confidence that these fronts will bring warnable rainfall amounts to Westland, Fiordland and the headwaters of western Southland, Otago and Canterbury (near the main divide) later Friday and Saturday, and again on Sunday. There is low confidence of warnable rainfall about Buller and far western Tasman on Saturday and Sunday, and also low confidence that southerly rain could reach short duration warning rainfall amounts about other parts of Southland, and possibly southern Otago, on Saturday.</p> <p>There is moderate confidence that northwest winds will reach severe gale about exposed parts of southern Fiordland, Southland and Clutha on Friday, and moderate confidence of severe northwest gales about exposed parts of Canterbury, Marlborough, Wellington and Wairarapa (including the Tararua District) on Saturday and Sunday. Additionally, there is low confidence of severe north or northwest gales about Buller and Westland on Saturday, and also about parts of Hawke's Bay on Saturday and Sunday.</p>						



**MetService
Extended
Forecast - 14
Oct**

Saturday
North Island: Scattered showers in the west, with a period of rain spreading north. Cloudy periods in the west, with scattered falls spreading north. South Island: Rain with heavy falls in the west, easing to showers later. Scattered falls elsewhere clearing, but isolated showers linger in the south.



Issued: 1030hrs 11 Oct 2023

Authorised by: [REDACTED] – Watch Leader

Next update: 1030hrs 12 Oct 2023

Executive Summary

- Strong wind watches are in force for Canterbury, Otago, Fiordland, Southland and Stewart Island today.
- There is a moderate chance of thunderstorms for Gisborne, Hawke's Bay and Bay of Plenty.

NEMA Operational Status

Operational Activity

- NCC is at Mode 1 (MAR Centre Monitoring).

On-Call Roster

Director	[REDACTED]
National Controller	[REDACTED]

Response Manager	[REDACTED]
Activation Coordinator	[REDACTED]

PIM	[REDACTED]
REMA North	[REDACTED]
REMA South	[REDACTED]

Response Activity

Nothing to report.

Weather and Climate



Current Weather

A trough will cross the South Island during today and tomorrow forcing a strong, cool west to northwest flow.

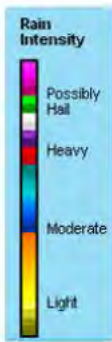
A strong wind watch is in force for Canterbury High Country, and Otago excluding Clutha from 1900hrs today to 0900hrs tomorrow morning. A strong wind watch is also in force for Southern Fiordland, Southland and Clutha, including Stewart Island from 1400hrs tomorrow to 0000hrs Thursday.

A road snowfall warning will be in effect in Milford Road SH94 from 1600hrs today through to 2000hrs.

Accurate from MetService as at 0930hrs today

Prepared by the NEMA Monitoring, Alerting and Reporting Centre to provide awareness that supports informed decision making. Any questions, comments or contributions should be addressed to: mar@nema.govt.nz.

METSERVICE – MODELLED FORECAST FIELDS – RAIN



Wednesday 11 October 2023 1800hrs



Thursday 12 October 2023 0000hrs

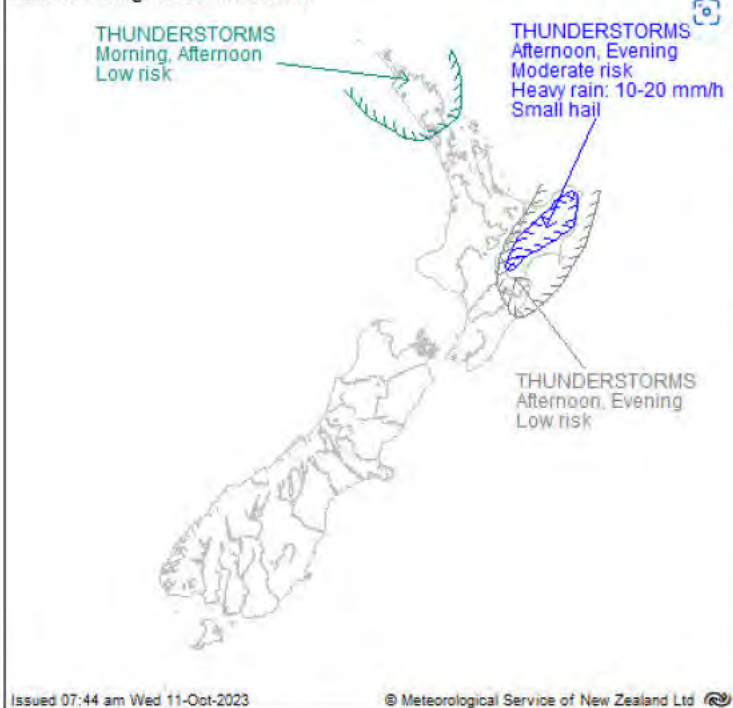


Thursday 12 October 2023 0600hrs



Thursday 12 October 2023 1200hrs

Valid to Midnight Wed 11-Oct-2023



Issued 07:44 am Wed 11-Oct-2023

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Thunderstorm Outlook

There is moderate risk of thunderstorms about inland areas of Gisborne and northern Hawke's Bay, also the far east of Bay of Plenty.

There is low risk of thunderstorms about Northland this morning, and early this afternoon in eastern areas.

There is also low risk of thunderstorms about eastern Bay of Plenty, Taupō and Taihape, as well as Gisborne and Hawke's Bay during the afternoon and evening.

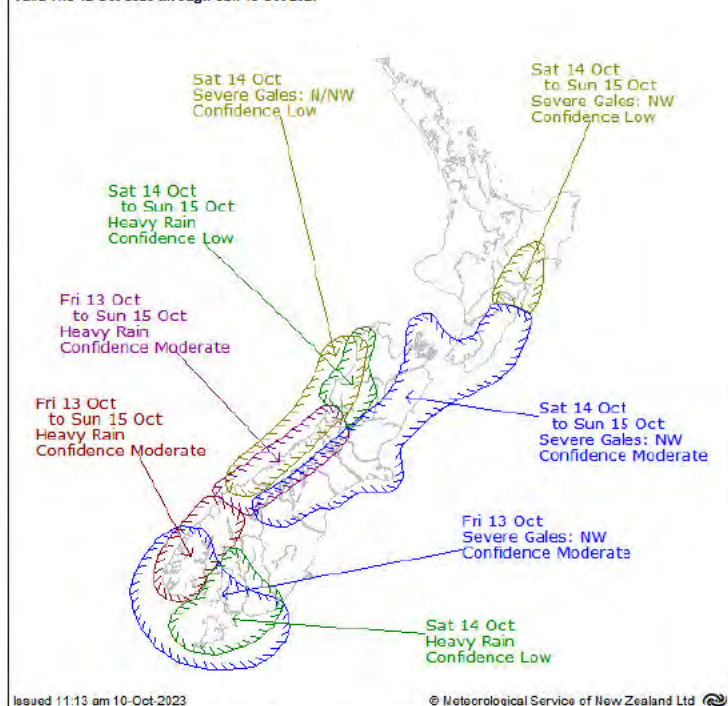
Severe Weather Outlook

A west to northwest flow will impact New Zealand from Thursday to Sunday, with embedded fronts moving over the country during the weekend. These fronts are expected bring periods of heavy rain to the western and possibly southern South Island.

There is moderate confidence that rainfall amounts will meet warning level in Westland, Fiordland and the headwaters of western Southland, Otago and Canterbury (near the main divide) from late Friday through to Sunday.

There is moderate confidence of severe gale winds about exposed parts of southern Fiordland, Southland and Clutha on Friday, and exposed parts of Canterbury, Marlborough, Wellington and Wairarapa (including the Tararua District) on Saturday and Sunday.

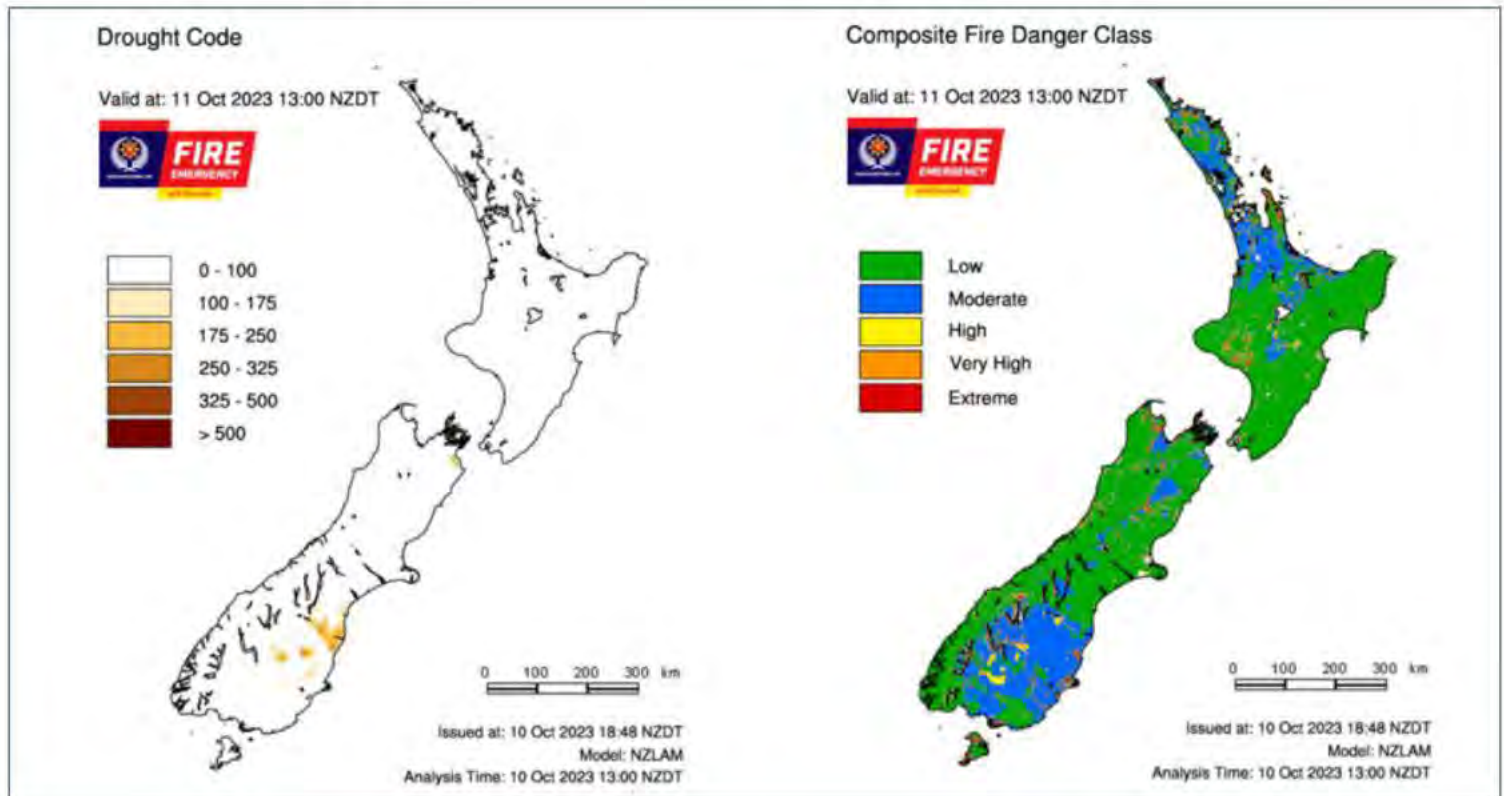
Valid Thu 12-Oct-2023 through Sun 15-Oct-2023



Issued 11:13 am 10-Oct-2023

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Fire and Drought Risk



Source: [NIWA Fire Weather](#)

Geological

Volcanic Activity (Level 1 and above)

Volcano	Level	Volcanic Activity	Activation Code
Whakaari/ White Island	2	Moderate to heightened volcanic unrest	Yellow
Ruapehu	1	Minor volcanic unrest	Green

GNS Alert Levels guide visit: <https://www.geonet.org.nz/about/volcano/val>

GNS Aviation Colour Codes visit: <https://www.geonet.org.nz/volcano/acc>

Other Events

Nothing to report.

Media

Ash buried in Antarctica puts date on Taupō super-volcano's last big blow

Ash found buried deep in Antarctic ice has highlighted the massive eruptive power of New Zealand's best-known super-volcano - while also helping scientists refine the date of Taupō's most recent big blow.

[NZ Herald](#)

Glacial lake outburst floods in Alaska and the Himalayas show evolving hazards in a warming world

Glacier-dammed lakes like this are abundant in Alaska. They form when a side valley loses its ice faster than the main valley, leaving an ice-free basin that can fill with water. These lakes may remain stable for years, but often they reach a tipping point, when high water pressure opens a channel underneath the glacier.


[PreventionWeb](#)

12/10/2023– ELT Situation Report ELECTION Week 5

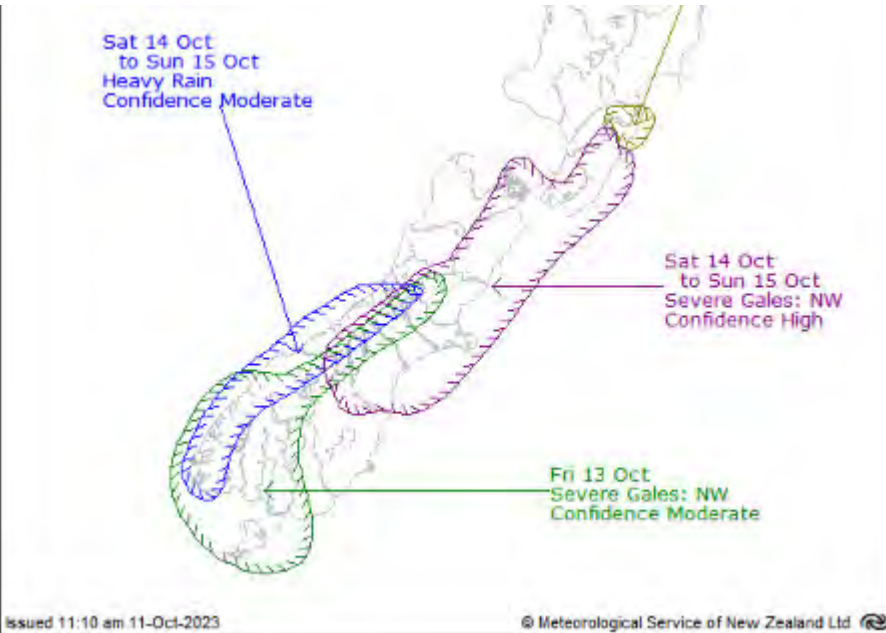
As at 1.46pm on 12/10/2023 prepared by Crispian [REDACTED] approved by Martin Rodgers

Distributed to	ELT members
Key Contacts	Anusha Guler and Crispian [REDACTED] Martin chaired the meeting.
Previous ELT SITREP	3 ELT Standup SITREPS 5 11102023 - FINAL.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> • Final week of election • Voting for Port Waikato electorate – party votes carry on, electorate votes will not be counted <ul style="list-style-type: none"> • Prime Minister selected Saturday, 25 November as the date for a by-election • Official results declared Wednesday 6 December • Advance voting starts Monday 13 November • Overseas voting starts Wednesday 8 November • Candidate nominations to be received by midday Friday, 20 October • By-election Writ Day will be Monday, 16 October • Election Day preparedness • Stood up a separate team to manage the by-election • Election Day preparedness. • Orange heavy rain warning for Westland and Headwaters of the Canterbury Lakes and River's south of Arthur's Pass for Saturday • Several pro-Palestine solidarity gatherings or marches are scheduled across the country on Saturday
Key Dates	Days to election day – 2 days
After hours emergency contact number	<p>ELT ON CALL FOR TODAY – Hone</p> <p>In case of any emergency or any decision that you require from ELT after hours, please ring this number.</p> <p>Number to ring – [REDACTED]</p> <p>After hours - 5pm until 8.30am</p>
Voting Services	<p>GENERAL UPDATE</p> <p>Overseas Operations</p> <ul style="list-style-type: none"> • Progressive closing of Overseas Voting Places has started, with Tehran and Cairo closing overnight. • Approx 73.5k votes issued and 44.5k received. • Preparing the run sheet for Election Day (ED), to ensure service closing times are adhered to. <p>Auckland North Region</p> <ul style="list-style-type: none"> • A sudden increase in the number of prisoners at Pāremoremo prison wanting to vote. Stood up a second team to work in the prison on Election Day (ED). The enrolment forms have been given to the prisoners in advance to speed up the process. • A security assessment is being carried out, potentially closing the Whangaruru School (east coast of Northland) on ED. The harassment and disturbances have led to school staff working from home or on stress leave, after advice from Ministry of Education. The school has considered additional security guards, but the suggestion won't meet the security requirement. Pending the outcome of the assessment, there will be communication to the local community, if we decide to close the voting place. Approval will be sought from the Chief Electoral Officer. <p>Auckland South Region</p> <ul style="list-style-type: none"> • Voting continues to be quiet, with a bit of an uplift. Briefing the Electorate Managers (EMs) about anticipating an increase on ED, particularly in the malls. • Prime Minister voted in Mangere today without any issues • Port Waikato Voting Place Managers reported a lower-than-expected turn-out yesterday. <p>Central North Island Region</p> <ul style="list-style-type: none"> • Voting running relatively smoothly in most electorates. Numbers down, but Electorate Managers (EMs)

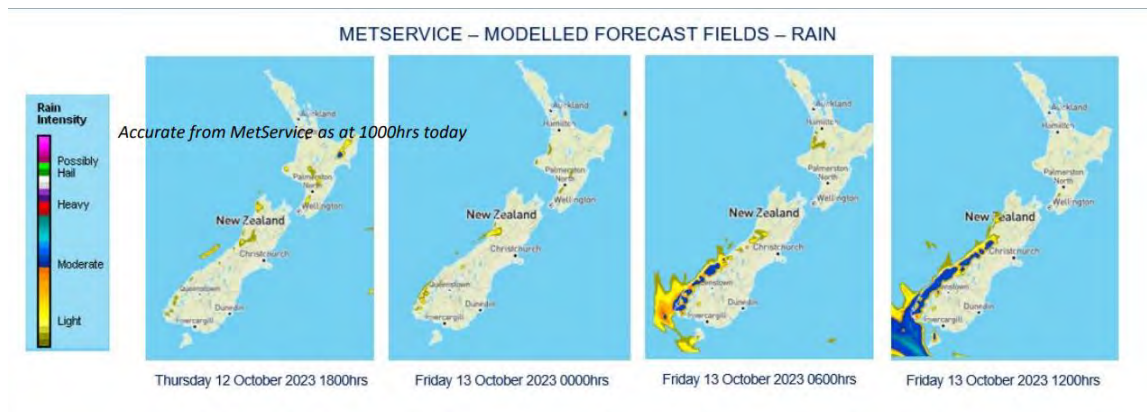
	<p>are looking at options for Election Day in some areas. Key focus areas are supplies and queue management.</p> <ul style="list-style-type: none"> Maintaining staff in East Coast is starting to become an issue. We have had several withdrawals this morning, placing pressure on an already hard to recruit area. We have four people coming from National Office (NO) and are currently assembling two teams of Issuing Officers (IOs) from other electorates (Bay of Plenty and Tauranga east) to have on hand. <p>Lower North Island Region</p> <ul style="list-style-type: none"> [REDACTED] [REDACTED] 6(c) [REDACTED] [REDACTED] [REDACTED] <ul style="list-style-type: none"> We have some voting staff away in Wellington with COVID and others (Mobile Support team) showing early symptoms. A few Electorate Managers (EMs) are receiving calls from NZ Loyal party wanting to know Headquarters (HQ) addresses even where there is no Electorate Candidate. Progressing slowly with prisoners at Remutaka. Challenge around getting staff and no access to a roll. Will be working on Election Day. <p>South Island Region</p> <ul style="list-style-type: none"> There are sufficient back-ups available to fill roles.
Enrolment	<p>GENERAL UPDATE (apology from Ross)</p> <ul style="list-style-type: none"> Nothing to report.
IT	<p>GENERAL UPDATE:</p> <p>Update on Major IT incident - Connectivity issues:</p> <ul style="list-style-type: none"> Update on Major IT incident - Root cause still not 100% confirmed. Meetings with Catalyst and Cloudflare to understand what occurred, Post Incident Report (PIR) expect tomorrow. Chief Information Officer (CIO) continues to focus on getting to the bottom of the event. All other readiness tasks on plan and looking good for the weekend.
Comms & Education	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Huge range of enquiries – scrutineers, overseas voting, advance voting, filming requests for election day. Key themes – get out and vote. Upcoming media interviews – DCE, Operations on Coromandel radio and Seven Sharp (Friday); Chief Electoral Officer scheduled for a quick stand-up TV interview on Saturday. Additional targeted activity confirmed for Port Waikato <ul style="list-style-type: none"> Facebook and Instagram boosted posts to all people 18+ in that electorate. This will start tomorrow. Half page press placement in The New Zealand Herald and Waikato Times on Saturday, election day. Talking to The Waikato Times about a brief item to run tomorrow. <p>Social media</p> <ul style="list-style-type: none"> Additional ‘Time is running out’ social post today on Instagram and Facebook today with the message ‘You don’t need to wait until Saturday! Voting places are open around the motu today.’ Themes - car hit by a voting place sign, questions around legality of pop-up voting places, someone who says they’re on the Māori roll but was on the General roll when they went to vote – escalated to Enrolment. <p>Daily key metrics</p> <ul style="list-style-type: none"> 20 media enquiries yesterday 322 enquiries and comments on social media 119,796 web visits
Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Since yesterday, the team resolved 642 tickets, received 85 phone calls and made 24 outbound calls. 84% of tickets were resolved in one-touch. Telnet received 1,856 calls and 215 emails.

	<ul style="list-style-type: none"> The top enquiries were about Where to Vote, How to Vote and New Enrolment (12% each). 24% of the contacts were triggered by Word of Mouth. 55 complaints are on hand across the business units. There have been 418 complaints resolved since the 31 July. 						
Legal & Policy	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Nothing to report. 						
Strategic Engagement and Partnership	<p>INSIGHTS</p> <ul style="list-style-type: none"> Nothing to report. 						
Interagency Report	<p>NZ Police</p> <p>Several pro-Palestine solidarity gatherings or marches are scheduled across the country on Saturday 14 October, with the possibility of an additional one on Sunday 15 October. Pro-Israel counter events are possible, given the context. Police are watching developments in terms of any interest pro-Israeli or other groups may generate regarding providing a counter presence to the scheduled events. Given the timings, these have the potential to disrupt voting in certain locations on Election Day. All known details are being shared with Electorate Managers (EMs), Regional Managers (RMs) and Regional Security & Resilience Advisors (RSRAs), who will be regularly updated if the situation changes.</p> <p>NEMA</p> <p>Current forecasts are indicating a possibility of severe weather, but not necessarily to an emergency threshold. Some CDEM Groups may maintain a heightened watch status over the weekend, however this level of rainfall is not unusual for areas such as Fiordland. There may be some impact to voter turnout if advice is given to stay home unless necessary due to weather. This advice will be determined at regional levels and not until there is weather certainty. The most likely areas to be impacted are in the South Island. The South Island Regional Security & Resilience Advisor is liaising with local CDEM groups and actively monitoring the situation. She will escalate any concerns.</p>						
Security	<p>One incident reported from the field yesterday 11 October 2023</p> <table border="1"> <thead> <tr> <th>Type</th> <th>Reported</th> <th>Resolved</th> </tr> </thead> <tbody> <tr> <td>Voting Place Disruption</td> <td>1</td> <td>1</td> </tr> </tbody> </table> <ul style="list-style-type: none"> <div style="background-color: black; color: white; padding: 5px; display: inline-block;">6(c)</div> 	Type	Reported	Resolved	Voting Place Disruption	1	1
Type	Reported	Resolved					
Voting Place Disruption	1	1					
People & Culture	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> We are staffed for Election Day for Voting Place Managers. Will react to support as needed when things change. Preparing for the two large payrolls coming up. 						
FOR YOUR INFORMATION							
Severe Weather Outlook	<p>A strong west to northwest flow predominates over New Zealand during the outlook period, with embedded fronts affecting the country from Saturday. These fronts will bring periods of rain to mainly western parts of the country, with bursts of heavy rain likely about the west of the South Island over the weekend.</p> <p>There is moderate confidence rainfall amounts will reach warning criteria about Westland south of Otira and Fiordland, plus the adjacent headwaters of Canterbury and Otago on Saturday, and again on Sunday.</p> <p>There is also moderate confidence that northwest winds will reach severe gale about exposed parts of Fiordland, Southland, Stewart Island, Queenstown Lakes, and the Canterbury High Country on Friday.</p> 						

On Saturday and Sunday, there is **high confidence that northwest winds will reach severe gale about exposed parts of Canterbury, Marlborough, Wellington, Wairarapa and the Tararua District**, and low confidence of severe northwest gales for Hawke's Bay south of Hastings.



Forecast Rain 12-13 Oct



MetService Extended Forecast – Saturday, 14 Oct


Saturday
An **orange heavy rain warning for Westland and the Headwaters of the Canterbury Lakes and River's south of Arthur's Pass is in place from Saturday 0400hrs until 1400hrs Saturday**. A strong wind watch for Tararua, Wairarapa and Wellington from 0700hrs Saturday until 1800hrs Saturday. Additionally, a strong wind watch for Marlborough and the Canterbury High Country from 0300 Saturday until 1400hrs Saturday is also in place. A heavy rain watch is in place for Nelson, Buller, Westland and Southern Lakes from 0400hrs Saturday until 1400hrs Saturday. The Fiordland areas also is under a heavy rain watch from 0100hrs Saturday until 1300hrs Saturday.

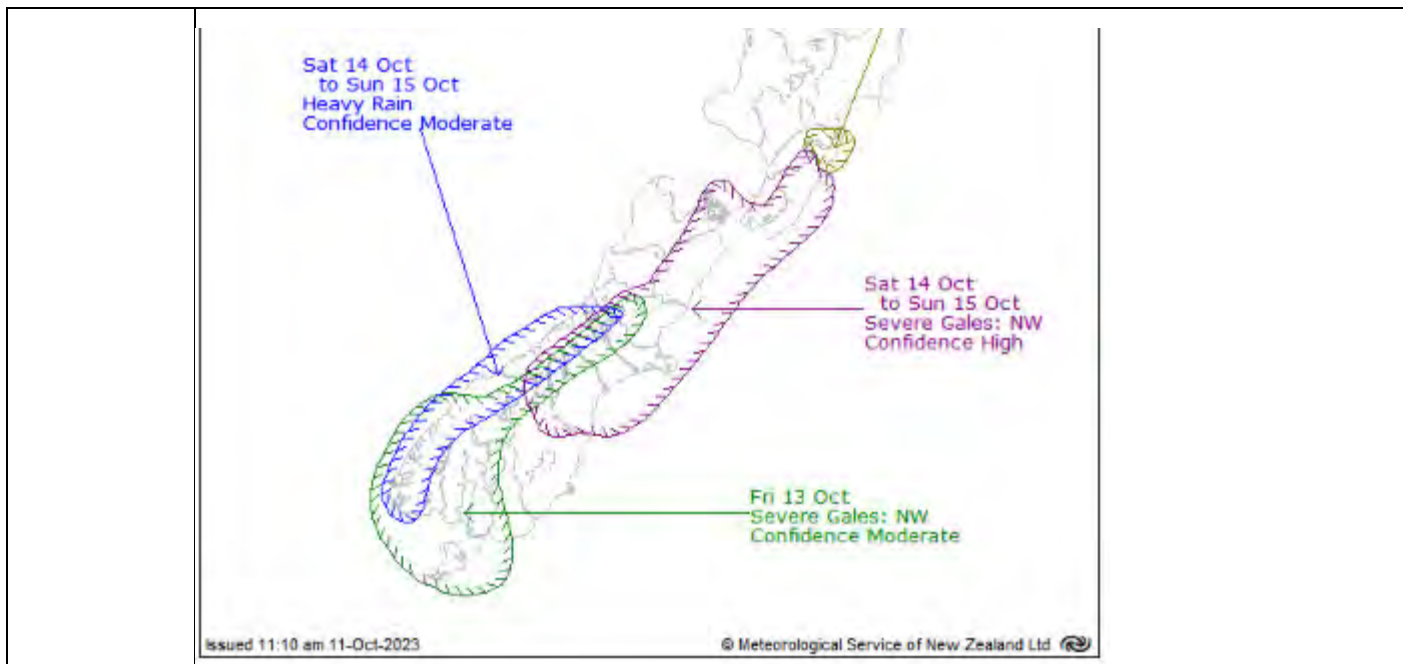
12/10/2023– Situation Report ELECTION Week 5

As at 12.02pm on 12/10/2023 prepared by Crispian [REDACTED] approved by Martin Rodgers

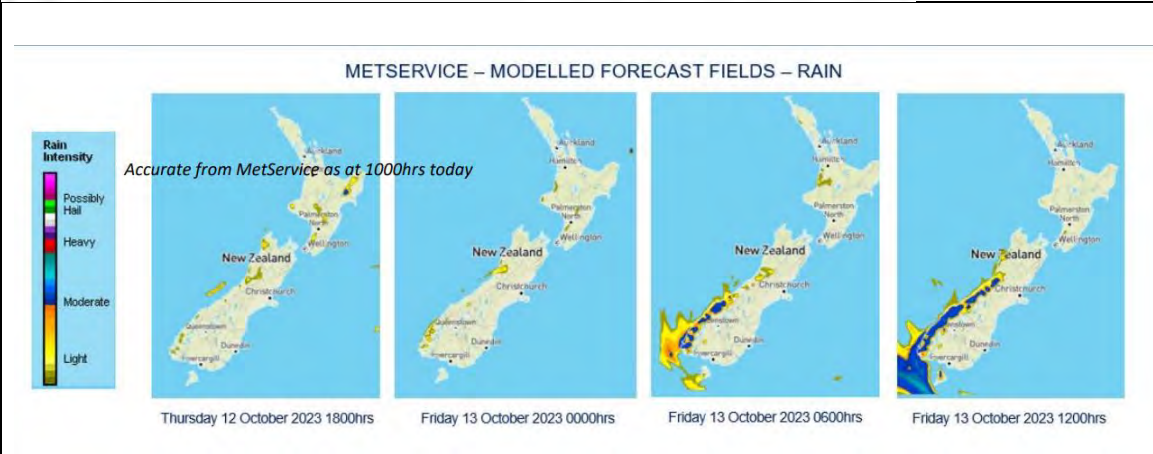
Distributed to	All GEDT members
Key Contacts	Anusha Guler and Crispian [REDACTED] Matin chaired the meeting.
Previous ELT SITREP	3 ELT Standup SITREPS 5 11102023 - FINAL.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> • Final week of election • Voting for Port Waikato electorate – party votes carry on, electorate votes will not be counted <ul style="list-style-type: none"> • Prime Minister selected Saturday, 25 November as the date for a by-election • Official results declared Wednesday 6 December • Advance voting starts Monday 13 November • Overseas voting starts Wednesday 8 November • Candidate nominations to be received by midday Friday, 20 October • By-election Writ Day will be Monday, 16 October • Election Day preparedness • Stood up a separate team to manage the by-election • Election Day preparedness. • Orange heavy rain warning for Westland and Canterbury High Country for Saturday • Several pro-Palestine solidarity gatherings or marches are scheduled across the country on Saturday
Key Dates	Days to election day – 2 days
After hours emergency contact number	ELT ON CALL FOR TODAY – Hone In case of any emergency or any decision that you require from ELT after hours, please ring this number. Number to ring – [REDACTED] After hours - 5pm until 8.30am
Voting Services	<p>GENERAL UPDATE</p> <p>Overseas Operations</p> <ul style="list-style-type: none"> • Progressive closing of Overseas Voting Places has started, with Tehran and Cairo closing overnight. • Approx 73.5k votes issued and 44.5k received. • Preparing the run sheet for ED, to ensure service closing time are adhered to. • More data here:- Overseas, Dictation, and Remote Voting: Overseas, Dictation, Remote, eLearn - Tableau Cloud <p>Auckland North Region</p> <ul style="list-style-type: none"> • A sudden increase in the number of prisoners at Pāremoremo prison wanting to vote. A second team has been put on and we are working on Election Day (ED). The enrolment forms have been given to the prisoners in advance to speed up the process. • A Security assessment is being carried out, potentially closing the Whangaruru School (east coast of Northland) on ED. The harassment and disturbances have led to school staff working from home or going off on stress leave. <p>Auckland South Region</p> <ul style="list-style-type: none"> • Voting continues to be quiet, with a bit of an uplift. Briefing the EMs about anticipating an increase on ED, particularly in the malls. • Port Waikato Voting Place Managers reported a lower than expected turn-out yesterday. <p>Central North Island Region</p> <ul style="list-style-type: none"> • Voting running relatively smoothly in most electorates. Numbers down, but Electorate Managers (EMs) are looking at options for Election Day in some areas. Key areas currently around supplies and queue management.

	<ul style="list-style-type: none"> Maintaining staff in East Coast is starting to become a problem. We have had a number of withdrawals this morning, placing pressure on an already hard to recruit area. We have four people coming from National Office (NO) and are currently assembling two teams of Issuing Officers (IOs) from another electorate to have on hand. The issue is now accommodation, with the Agricultural and Pastoral (A & P) show being on in Gisborne, there is no accommodation. Looking at options currently. <p>Lower North Island Region</p> <ul style="list-style-type: none"> [REDACTED] [REDACTED] 6(c) [REDACTED] [REDACTED] [REDACTED] <ul style="list-style-type: none"> We have some voting staff away in Wellington with COVID and others (some Mobile Support) showing early symptoms. A number of Electorate Managers (EMs) are receiving calls from NZ Loyal party wanting to know Headquarters (HQ) addresses even where there is no Electorate Candidate. <p>South Island Region</p> <ul style="list-style-type: none"> No major incidents to report. Confident that there are sufficient back-ups available to fill roles.
Enrolment	<p>GENERAL UPDATE (apology from Ross)</p> <ul style="list-style-type: none"> Nothing to report.
IT	<p>GENERAL UPDATE:</p> <p>Update on Major IT incident - Connectivity issues:</p> <ul style="list-style-type: none"> Update on Major IT incident - Root cause still not 100% confirmed. Meetings with Catalyst and Cloudflare to understand what occurred, PIR expect tomorrow. CIO continues to focus on getting to the bottom of the event. All other readiness tasks on plan and looking good for the weekend. No issues to report
Comms & Education	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Huge range of enquiries – scrutineers, overseas voting, advance voting, filming requests for election day. Key themes – get out and vote. Upcoming media interviews – DCE, Operations on Coromandel radio and Seven Sharp (Friday); Chief Electoral Officer scheduled for a quick stand-up TV interview on Saturday. Additional targeted activity confirmed for Port Waikato <ul style="list-style-type: none"> Facebook and Instagram boosted posts to all people 18+ in that electorate. This will start tomorrow. Half page press placement in The New Zealand Herald and Waikato Times on Saturday, election day. Talking to The Waikato Times about a brief item to run tomorrow. <p>Social media</p> <ul style="list-style-type: none"> Additional ‘Time is running out’ social post today on Instagram and Facebook today with the message ‘You don’t need to wait until Saturday! Voting places are open around the motu today.’ Themes - car hit by a voting place sign, questions around legality of pop-up voting places, someone who says they’re on the Māori roll but was on the General roll when they went to vote – escalated to Enrolment. <p>Daily key metrics</p> <ul style="list-style-type: none"> 20 media enquiries yesterday 322 enquiries and comments on social media 119,796 web visits
Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Since yesterday, the team resolved 642 tickets, received 85 phone calls and made 24 outbound calls. 84% of tickets were resolved in one-touch. Telnet received 1,856 calls and 215 emails. The top enquiries were about Where to Vote, How to Vote and New Enrolment (12% each). 24% of the contacts were triggered by Word of Mouth. 55 complaints are on hand across the business units. There have been 418 complaints resolved since the

	31 July.						
Legal & Policy	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Nothing to report 						
Strategic Engagement and Partnership	<p>INSIGHTS (Eileen to cover Shane)</p> <ul style="list-style-type: none"> Nothing to report. 						
Interagency Report	<p>NZ Police</p> <p>Several pro-Palestine solidarity gatherings or marches are scheduled across the country on Saturday 14 October, with the possibility of an additional one on Sunday 15 October. Pro-Israel counter events are possible, given the context. Police are watching developments in terms of any interest pro-Israeli or other groups may generate regarding providing a counter presence to the scheduled events. Given the timings, these have the potential to disrupt voting in certain locations on Election Day. All known details are being shared with Electorate Managers (EMs), Regional Managers (RMs) and Regional Security & Resilience Advisors (RSRAs), who will be regularly updated if the situation changes.</p> <p>NEMA</p> <p>Current forecasts are indicating a possibility of severe weather, but not necessarily to an emergency threshold. Some CDEM Groups may maintain a heightened watch status over the weekend, however this level of rainfall is not unusual for areas such as Fiordland. There may be some impact to voter turnout if advice is given to stay home unless necessary due to weather. This advice will be determined at regional levels and not until there is weather certainty. The most likely areas to be impacted are in the South Island. The South Island Regional Security & Resilience Advisor is liaising with local CDEM groups and actively monitoring the situation. She will escalate any concerns.</p>						
Security	<p>One incident reported from the field yesterday 11 October 2023</p> <table border="1"> <thead> <tr> <th>Type</th> <th>Reported</th> <th>Resolved</th> </tr> </thead> <tbody> <tr> <td>Voting Place Disruption</td> <td>1</td> <td>1</td> </tr> </tbody> </table> <ul style="list-style-type: none"> <div style="background-color: black; color: white; padding: 5px; display: inline-block;">6(c)</div> 	Type	Reported	Resolved	Voting Place Disruption	1	1
Type	Reported	Resolved					
Voting Place Disruption	1	1					
People & Culture	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> We are staffed for Election Day for Voting Place Managers. Will react to support as needed when things change. Preparing for the two large payrolls coming up. 						
FOR YOUR INFORMATION							
Severe Weather Outlook	<p>A strong west to northwest flow predominates over New Zealand during the outlook period, with embedded fronts affecting the country from Saturday. These fronts will bring periods of rain to mainly western parts of the country, with bursts of heavy rain likely about the west of the South Island over the weekend.</p> <p>There is moderate confidence rainfall amounts will reach warning criteria about Westland south of Otira and Fiordland, plus the adjacent headwaters of Canterbury and Otago on Saturday, and again on Sunday.</p> <p>There is also moderate confidence that northwest winds will reach severe gale about exposed parts of Fiordland, Southland, Stewart Island, Queenstown Lakes, and the Canterbury High Country on Friday.</p> <p>On Saturday and Sunday, there is high confidence that northwest winds will reach severe gale about exposed parts of Canterbury, Marlborough, Wellington, Wairarapa and the Tararua District, and low confidence of severe northwest gales for Hawke's Bay south of Hastings.</p> 						



Forecast Rain 12-13 Oct



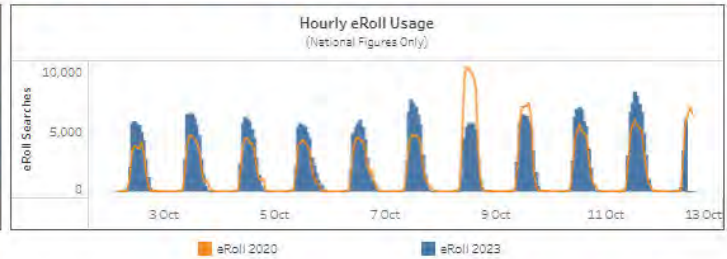
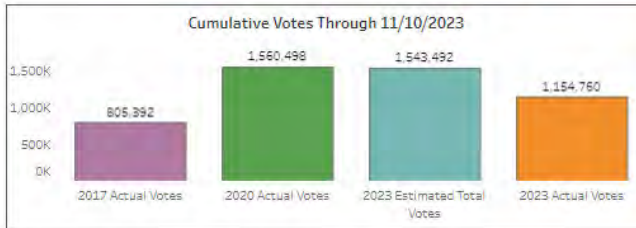
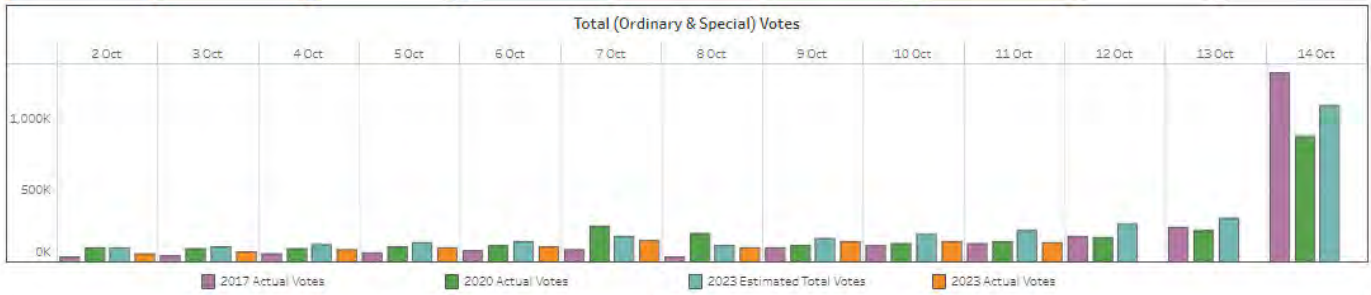
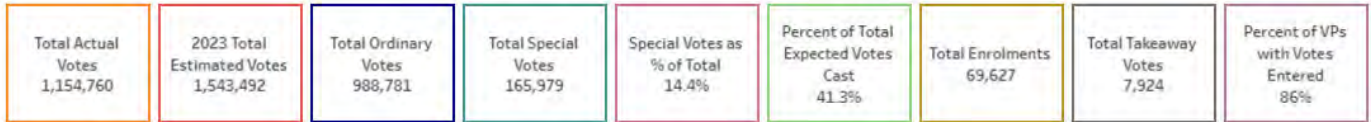
MetService Extended Forecast – Saturday, 14 Oct

Saturday

An orange heavy rain warning for Westland and the Canterbury High Country is in place from Saturday 0400hrs until 1400hrs Saturday. A strong wind watch for Tararua, Wairarapa and Wellington from 0700hrs Saturday until 1800hrs Saturday. Additionally, a strong wind watch for Marlborough and the Canterbury High Country from 0300 Saturday until 1400hrs Saturday is also in place.

A heavy rain watch is in place for Nelson, Buller, Westland and Southern Lakes from 0400hrs Saturday until 1400hrs Saturday. The Fiordland areas also is under a heavy rain watch from 0100hrs Saturday until 1300hrs Saturday.

Totals are Through 11/10/2023



This dashboard is updated at 20 minutes after the hour each hour from 6 AM - 10 PM.

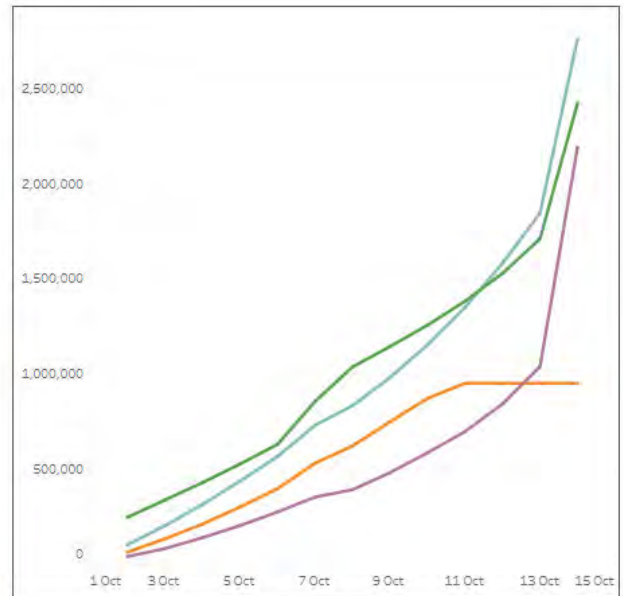
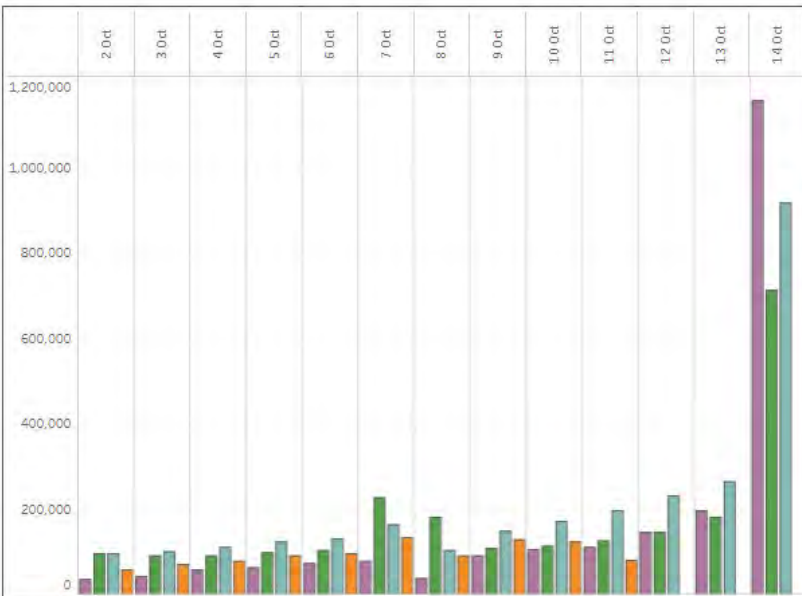
Ordinary Votes - Daily & Cumulative

Vote Type

Ordinary Votes

Home General Electorate

(All)



2017 Actual OV 2020 Actual OV 2023 Estimated OV 2023 Actual OV

* Please note, 2017 may not have data for all Electorate selections or data may not be directly comparable, as boundaries were changed in 2020

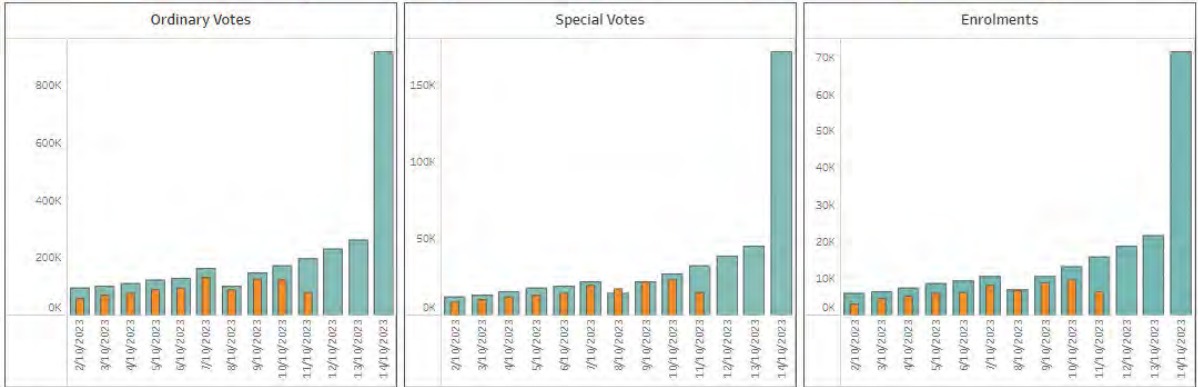
Estimates and Actuals by Voting Place and Day

[Dashboard Help](#)

Totals are Through 11/10/2023

Home General Electorate:
 Home Māori Electorate:
 Voting Place:
 Show To Date Totals Through:

Total Votes 1,102,995	2023 Total Estimated Votes 1,543,748	Total Ordinary Votes 946,792	Total Special Votes 156,203	Special Votes as % of Total 14.2%	Percent of Total Expected Votes Cast 82.17%	Total Enrolments 65,589	Total Takeaway Votes 7,579
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Selecting an electorate, general or Māori, will show all ordinary/special votes (General or Māori Roll) from Voting Places that list that electorate as its home General or home Māori. Selecting a Māori electorate will not show only votes on the Māori Roll. Selecting both a Māori and General electorate will show estimates and actuals from voting places where the home Māori is the chosen ME AND the home general is the GE chosen.

Electorate with the highest actual than estimates

Close to 7000 votes

New Lynn	3	LynnMall Shopping Centre, inside Memorial Drive entrance, 3058 Great North Road, New Lynn	
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DAILY INTERAGENCY REPORT TO GEDT

Submitted daily not later than 11am.

Date: 12 October 2023

DPMC:

NSTR

NZ Police:

Several pro-Palestine solidarity gatherings or marches are scheduled across the country on Saturday 14 October, with the possibility of an additional one on Sunday 15 October. Pro-Israel counter events are possible, given the context. Police are watching developments in terms of any interest pro-Israeli or other groups may generate regarding providing a counter presence to the scheduled events. Given the timings, these have the potential to disrupt voting in certain locations on Election Day.

NEMA (Daily Intelligence Briefing attached):

Current forecasts are indicating a possibility of severe weather, but not necessarily to an emergency threshold. Some CDEM Groups may maintain a heightened watch status over the weekend, however this level of rainfall is not unusual for areas such as Fiordland. There may be some impact to voter turnout if advice is given to stay home unless necessary due to weather. This advice will be determined at regional levels and not until there is weather certainty.

GCSB:

NSTR

NZSIS:

Reporting via the JIG

MoH:

IN-CONFIDENCE

NSTR

Waka Kotahi:

<https://www.journeys.nzta.govt.nz/highway-conditions/traffic-and-travel-list-view/>

NSTR

MFAT:

NSTR

Moj:

NSTR

FENZ:

NSTR

MPI:

NSTR

MBIE:

NSTR

Prepared by: David [REDACTED]

IN-CONFIDENCE



Issued: 1030hrs 12 Oct 2023

Authorised by: [REDACTED] – Watch Leader

Next update: 1030hrs 13 Oct 2023

Executive Summary

- An orange heavy rain warning is in place for Westland and Canterbury High Country for Saturday with several rain and wind watches occurring in other areas of Aotearoa.

NEMA Operational Status

Operational Activity

- NCC is at Mode 1 (MAR Centre Monitoring).

On-Call Roster

Director	[REDACTED]
National Controller	[REDACTED]

Response Manager	[REDACTED]
Activation Coordinator	[REDACTED]

PIM	[REDACTED]
REMA North	[REDACTED]
REMA South	[REDACTED]

Response Activity

Nothing to report.

Weather and Climate

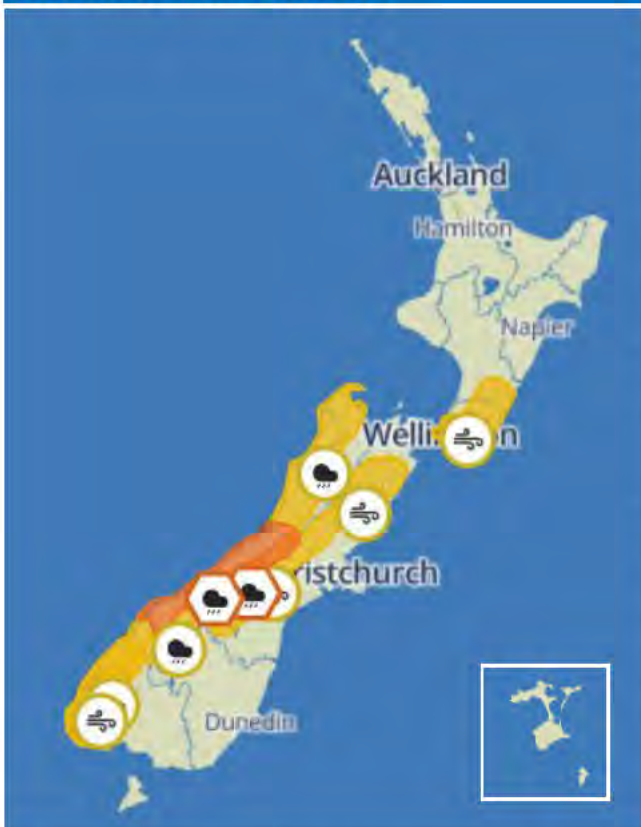
Current Weather

A low over the Tasman Sea is expected to cross over the South Island during the weekend. Very strong winds and heavy rain associated with this low should affect several areas of the South Island and southern North Island.

An orange heavy rain warning for Westland and the Canterbury High Country is in place from Saturday 0400hrs until 1400hrs Saturday. A strong wind watch for Tararua, Wairarapa and Wellington from 0700hrs Saturday until 1800hrs Saturday. Additionally, a strong wind watch for Marlborough and the Canterbury High Country from 0300 Saturday until 1400hrs Saturday is also in place.

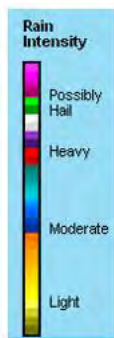
A heavy rain watch is in place for Nelson, Buller, Westland and Southern Lakes from 0400hrs Saturday until 1400hrs Saturday. The Fiordland areas also is under a heavy rain watch from 0100hrs Saturday until 1300hrs Saturday.

A strong wind watch is in place for Fiordland from 0900hrs Friday until 0300 Saturday as well as the Canterbury High Country for Friday from 2200hrs until 1400hrs Saturday.

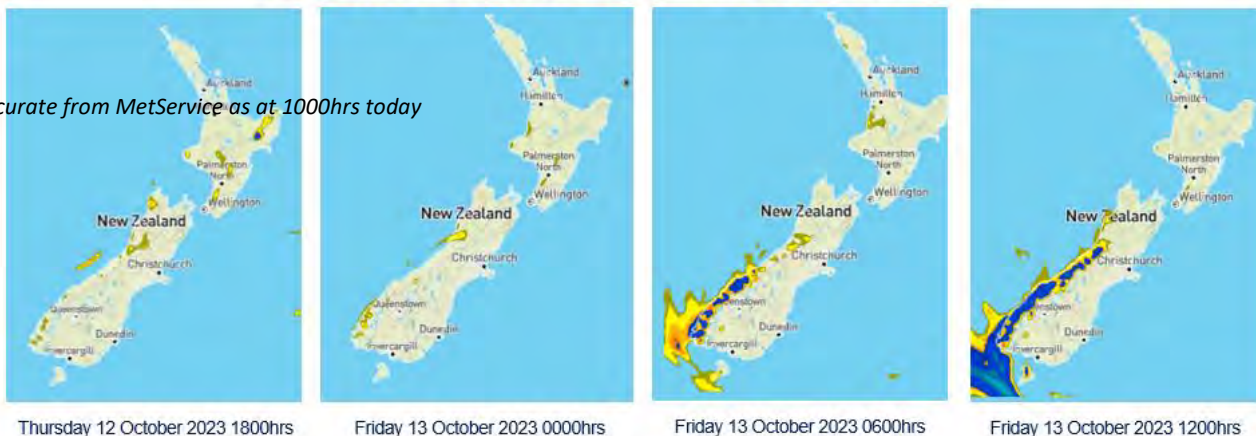


Accurate from MetService as at 1000hrs today

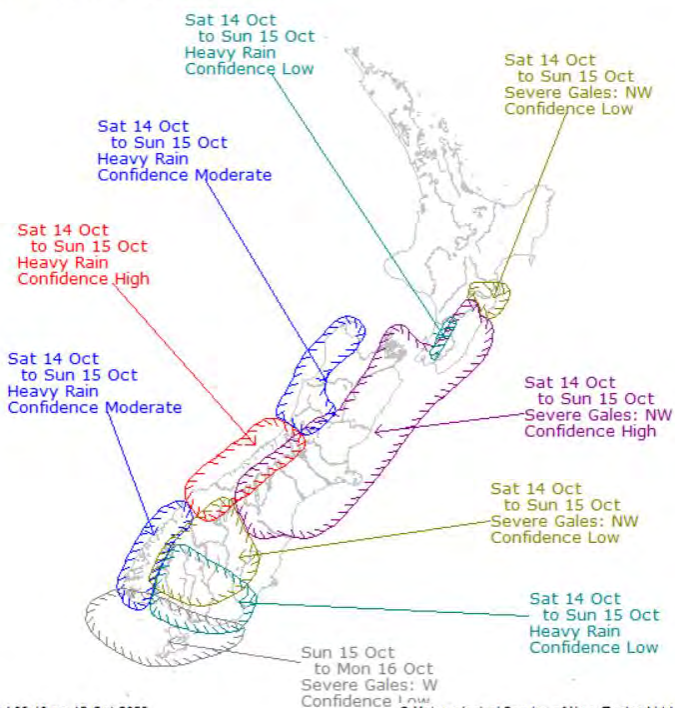
METSERVICE – MODELLED FORECAST FIELDS – RAIN



Accurate from MetService as at 1000hrs today



Valid Sat 14-Oct-2023 through Tue 17-Oct-2023



Issued 09:40 am 12-Oct-2023

© Meteorological Service of New Zealand Ltd

Severe Weather Outlook

A strong west to northwest flow is expected to impact New Zealand from Saturday. Periods of heavy rain are anticipated, mainly in western parts of the country, with burst of heavy rain likely about the west of the South Island over weekend.

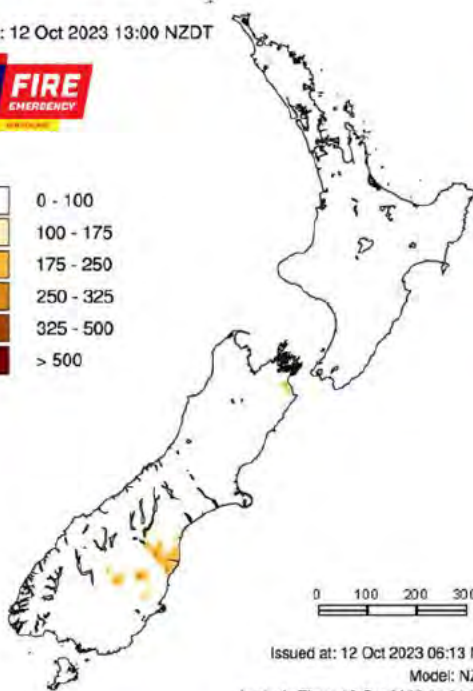
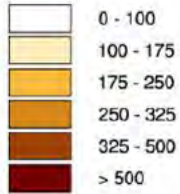
There is high confidence rainfall amounts will reach warning criteria about Westland south of Otari plus the adjacent headwaters of Canterbury and Otago on Saturday and again on Sunday. The confidence of warning amounts of rain in Fiordland, northern Westland, Buller, and western Tasman is considered moderate, but is low for Southland, Clutha and the Tararua range.

There is high confidence that northwest winds will reach severe gale about exposed parts of Canterbury, Marlborough, Wellington, Wairarapa and the Tararua District during this time, and low confidence of severe northwest gales for Hawkes Bay south of Hastings, inland Southland, and Otago.

Fire and Drought Risk

Drought Code

Valid at: 12 Oct 2023 13:00 NZDT



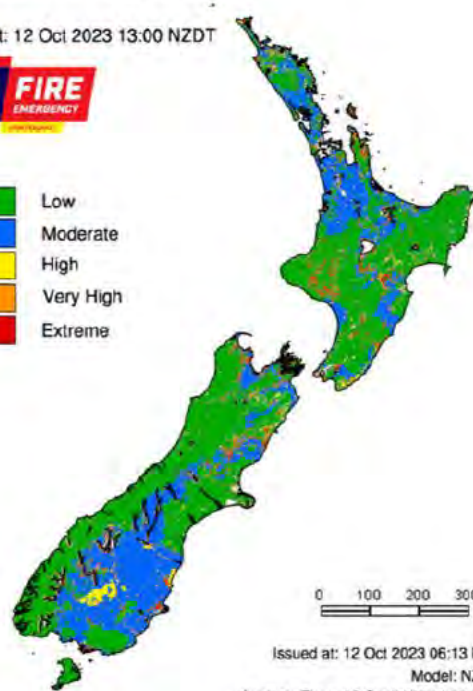
0 100 200 300 km

Issued at: 12 Oct 2023 06:13 NZDT
Model: NZLAM
Analysis Time: 12 Oct 2023 01:00 NZDT

2023-10-12 13:00

Composite Fire Danger Class

Valid at: 12 Oct 2023 13:00 NZDT



0 100 200 300 km

Issued at: 12 Oct 2023 06:13 NZDT
Model: NZLAM
Analysis Time: 12 Oct 2023 01:00 NZDT

2023-10-12 13:00

Source: [NIWA Fire Weather](#)

Geological

Volcanic Activity (Level 1 and above)

Volcano	Level	Volcanic Activity	Aviation Code
Whakaari/ White Island	2	Moderate to heightened volcanic unrest	Yellow
Ruapehu	1	Minor volcanic unrest	Green

GNS Alert Levels guide visit: <https://www.geonet.org.nz/about/volcano/va>

GNS Aviation Colour Codes visit: <https://www.geonet.org.nz/volcano/acc>

Other Events

Nothing to report.

Media

East Coast farmers gear up to tackle drought, cyclone aftermath

East Coast farmers are gearing up to confront a formidable dual challenge – an imminent El Niño drought and the ongoing recovery efforts following the devastating impact of Cyclone Gabrielle.

1news

Exploring the hazards of BOP volcanoes

The RV Tangaros will set sail tomorrow armed with a team of researchers to study the multiple natural hazards.

Sunlive

Puna strengthened with foldable beds and tablets ahead of cyclone season - Cook Islands News

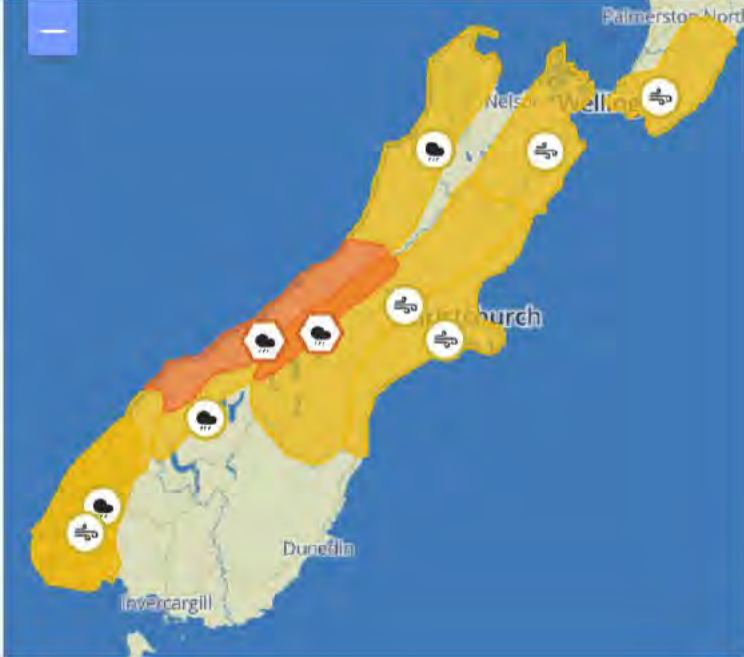
In preparation for the upcoming cyclone season, Management Cook Islands (EMCI) have donated foldable beds and tablets to the Puna (village committee) on Rarotonga and to the Pa Enuu.

Cook Islands News

13/10/2023– Situation Report ELECTION Week 5

As at 12.21pm on 13/10/2023 prepared by Crispian [REDACTED]

Distributed to	All GEDT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	3 ELT Standup SITREPS 5 12102023 - FINAL.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> Final week of election Voting for Port Waikato electorate – party votes carry on, electorate votes will not be counted <ul style="list-style-type: none"> Prime Minister selected Saturday, 25 November as the date for a by-election Official results declared Wednesday 6 December Advance voting starts Monday 13 November Overseas voting starts Wednesday 8 November Candidate nominations to be received by midday Friday, 20 October By-election Writ Day will be Monday, 16 October Election Day preparedness Stood up a separate team to manage the by-election Election Day preparedness. Orange heavy rain warning for Westland and Headwaters of the Canterbury Lakes and River's south of Arthur's Pass for Saturday - Current forecasts remain below an emergency threshold Several pro-Palestine solidarity gatherings or marches are scheduled across the country on Saturday
Key Dates	Days to election day – 1 day
Voting Services	<p>GENERAL UPDATE</p> <p>Overseas Operations</p> <ul style="list-style-type: none"> Ten Overseas Voting Places now closed. Overseas Votes Issued now 82,618 and Overseas Votes Received now 53,609. Expecting a significant increase in uploads Friday and Saturday as the trend is very similar to GE2020. More data here:- Overseas, Dictation, and Remote Voting: Overseas, Dictation, Remote, eLearn - Tableau Cloud No issues to report. <p>Auckland North Region</p> <ul style="list-style-type: none"> Busy everywhere today, increasing Election Day staffing at our busy sites. The Albany Mall has taken over 15,500 votes with two days to go. Concerns about queues tomorrow. The Whangaruru School will close tomorrow due to staff's reluctance to work there. <p>Auckland South Region</p> <ul style="list-style-type: none"> Cleaner found person in Howick Library after close of voting, the cupboard holding the materials was found to be unlocked but all materials have been accounted for, no interference detected. Voter collapsed in Royal Oak voting place. Temporary closed voting place until ambulance arrives. Port Waikato has four voting places with two-people only. Not expected to have high volumes of votes. A number of staff are dropping out, light on back-up staff. COVID-19 case in Pakuranga HQ. <p>Central North Island Region</p> <ul style="list-style-type: none"> Nothing significant to report. NO contingency workforce on its way to East Coast. Contingency plan in place to move staff around the electorate if needed. Concerned with voting place manager shortfalls. Electorates are reporting staff withdrawals, are using on-call staff, working between electorates to fill

Engagement and Partnership	<ul style="list-style-type: none"> Nothing to update 																								
Interagency Update	<p>NEMA</p> <p>There is high confidence that rainfall amounts will reach warning criteria about Westland south of Otira plus the adjacent headwaters of Canterbury and Otago on Saturday, and again on Sunday. The confidence of warning amounts of rain in Fiordland, northern Westland, Buller, and western Tasman is considered moderate, but it is low for Southland, Clutha and the Tararua range.</p> <p>There is high confidence that northwest winds will reach severe gale about exposed parts of Canterbury, Marlborough, Wellington, Wairarapa and the Tararua District during this time (see map below).</p> <p>NEMA Comment: Current forecasts remain below an emergency threshold and will be monitored over the weekend. MetService was quoted in the media yesterday advising people to vote early to avoid the weekend weather. NEMA advice remains for the EC to engage with CDEM groups at the regional level for location-specific decisions around messaging. Given the number of regions affected across the country, consideration could be given to national messaging encouraging people to vote ahead of the weekend.</p> <p>MoJ</p> <p>Port Waikato by-election - A paper is to be considered by Cabinet on 16 October 2023 on (i) funding requirements and (ii) a technical Order in Council required to support the delivery of the Port Waikato by-election.</p>																								
Security	<p>GENERAL UPDATE</p> <p>Security incidents reported from the field yesterday 12 October 2023</p> <table border="1" data-bbox="292 958 1497 1043"> <thead> <tr> <th>Type</th> <th>Reported</th> <th>Resolved</th> </tr> </thead> <tbody> <tr> <td>Stolen Item</td> <td>1</td> <td>1</td> </tr> </tbody> </table> <ul style="list-style-type: none"> An Issuing Stamp was stolen from Castle Point Voting Place 	Type	Reported	Resolved	Stolen Item	1	1																		
Type	Reported	Resolved																							
Stolen Item	1	1																							
People & Culture	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Nothing to update 																								
FOR YOUR INFORMATION																									
Severe Weather Outlook – Saturday 14 October	<table border="1" data-bbox="292 1211 746 1865"> <tr> <td>East</td> <td>0 Warnings/Watches</td> <td>></td> </tr> <tr> <td>Lower</td> <td>1 Warning/Watch</td> <td>></td> </tr> <tr> <td colspan="3">SOUTH ISLAND</td> </tr> <tr> <td>Upper</td> <td>2 Warnings/Watches</td> <td>></td> </tr> <tr> <td>Central</td> <td>5 Warnings/Watches</td> <td>></td> </tr> <tr> <td>Lower</td> <td>3 Warnings/Watches</td> <td>></td> </tr> <tr> <td colspan="3">OTHER ISLANDS</td> </tr> <tr> <td>Chatham I...</td> <td>0 Warnings/Watches</td> <td>></td> </tr> </table> 	East	0 Warnings/Watches	>	Lower	1 Warning/Watch	>	SOUTH ISLAND			Upper	2 Warnings/Watches	>	Central	5 Warnings/Watches	>	Lower	3 Warnings/Watches	>	OTHER ISLANDS			Chatham I...	0 Warnings/Watches	>
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General Electorate

(All)

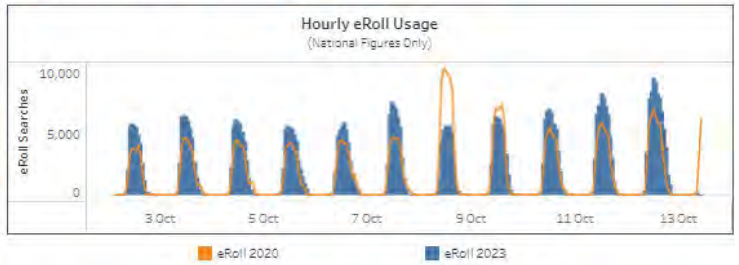
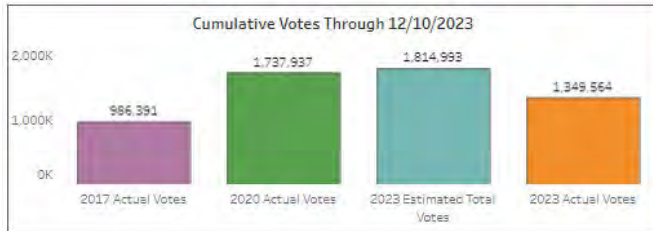
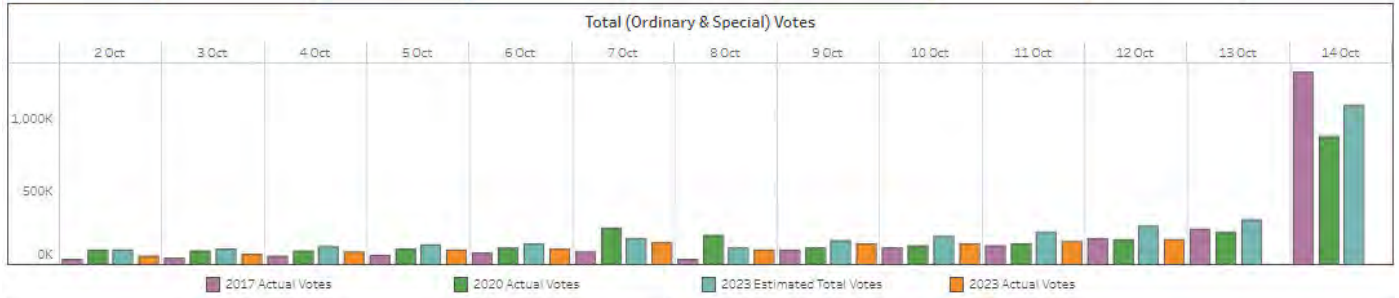
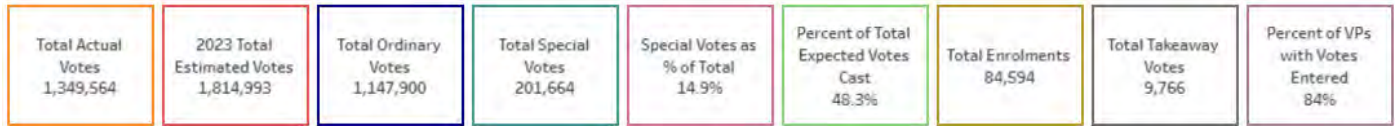
General Election 2023 Voting

Totals are Through 12/10/2023

Show To Date Totals Through

Yesterday

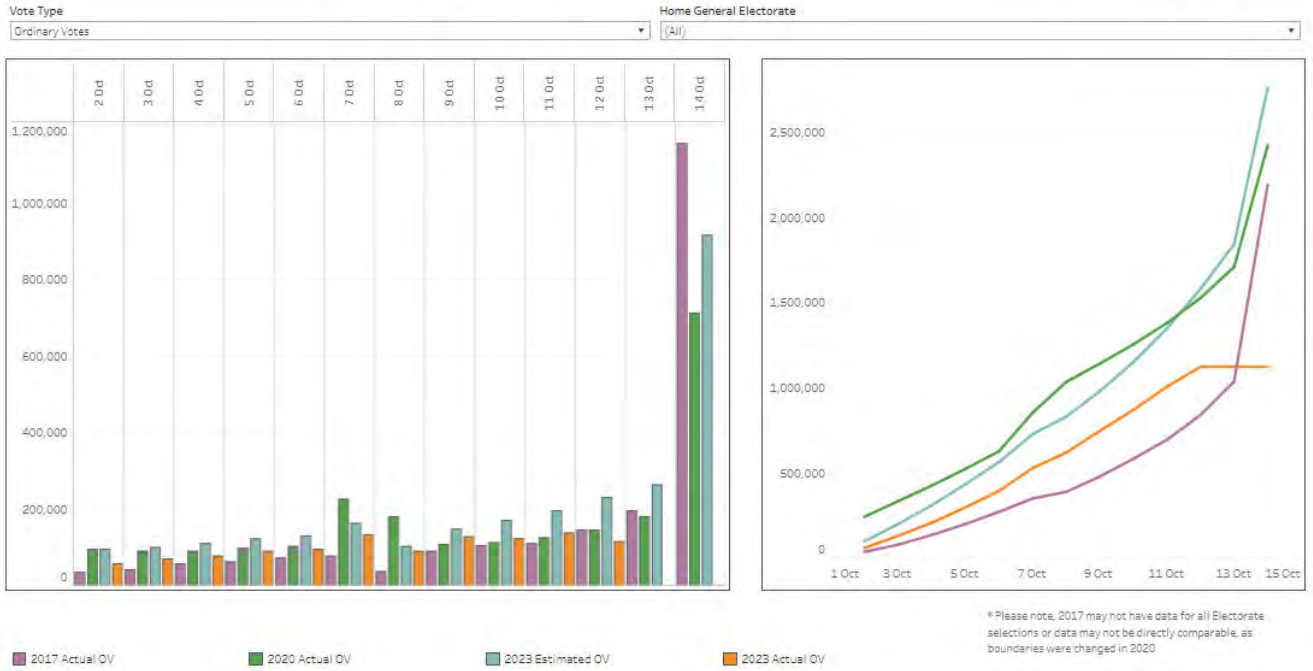
[Dashboard Help](#)



This dashboard is updated at 20 minutes after the hour each hour from 6 AM - 10 PM.

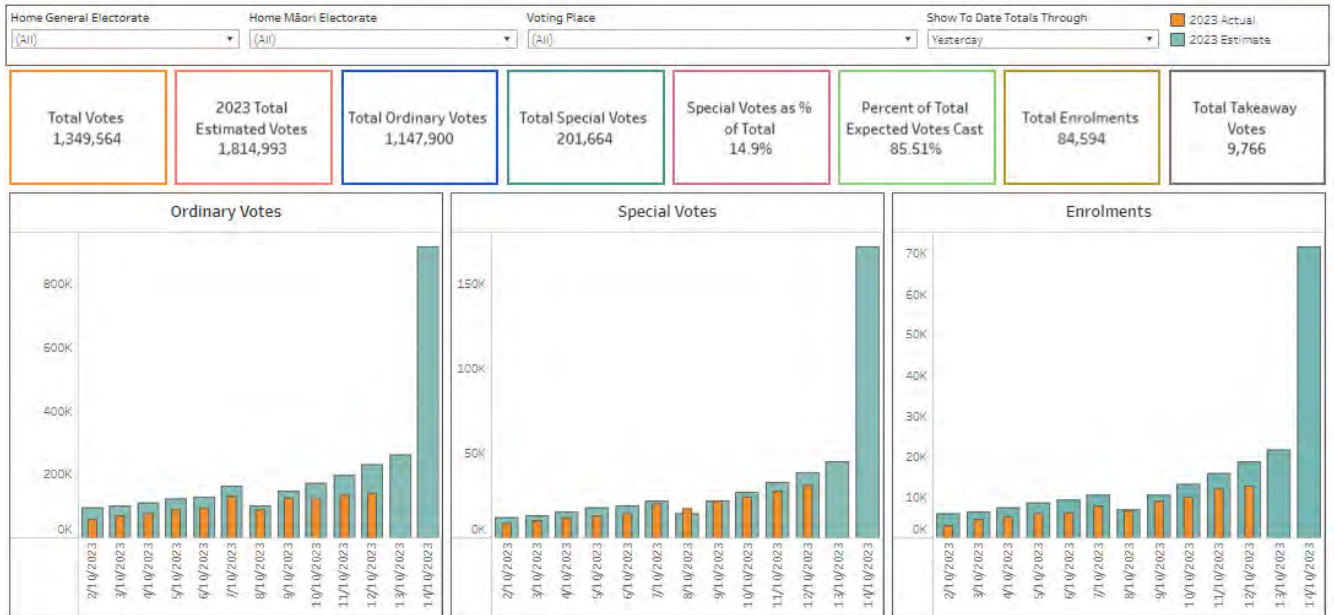
Ordinary Votes - Daily & Cumulative

[Dashboard Help](#)



Estimates and Actuals by Voting Place and Day

[Dashboard Help](#)





DAILY INTERAGENCY REPORT TO GEDT

Submitted daily not later than 11am.

Date: 13 October 2023

DPMC:

Nil

NZ Police:

During the evening of 12 October, a member of the public called Police around what was perceived to be criminal behaviour (covering signs) at a Ministers office. On Police attendance it was established this was legitimate behaviour in line with covering signage as per EC Rules. Police note that the hypervigilance by the public around legitimate (or otherwise) election activities may result in an increased number of calls for service.

NEMA (Daily Intelligence Briefing attached):

There is high confidence that rainfall amounts will reach warning criteria about Westland south of Otira plus the adjacent headwaters of Canterbury and Otago on Saturday, and again on Sunday. The confidence of warning amounts of rain in Fiordland, northern Westland, Buller, and western Tasman is considered moderate, but it is low for Southland, Clutha and the Tararua range.

There is high confidence that northwest winds will reach severe gale about exposed parts of Canterbury, Marlborough, Wellington, Wairarapa and the Tararua District during this time (see map below).

NEMA Comment: Current forecasts remain below an emergency threshold and will be monitored over the weekend. MetService was quoted in the media yesterday advising people to vote early to avoid the weekend weather. NEMA advice remains for the EC to engage with CDEM groups at the regional level for location-specific decisions around messaging. Given the number of regions affected across the country, consideration could be given to national messaging encouraging people to vote ahead of the weekend.

GCSB:

NSTR

IN-CONFIDENCE

NZSIS:

Reporting via the JIG

MoH:

NSTR

Waka Kotahi:

<https://www.journeys.nzta.govt.nz/highway-conditions/traffic-and-travel-list-view/>

NSTR

MFAT:

NSTR

MoJ:

Port Waikato by-election

A paper is to be considered by Cabinet on 16 October 2023 on (i) funding requirements and (ii) a technical Order in Council required to support the delivery of the Port Waikato by-election.

FENZ:

NSTR

MPI:

NSTR

MBIE:

NSTR

IN-CONFIDENCE

IN-CONFIDENCE

[Redacted]

Prepared by: David [Redacted]

IN-CONFIDENCE

13/10/2023– ELT Situation Report ELECTION Week 5

As at 3.20pm on 13/10/2023 prepared by Crispian [REDACTED] approved by Martin Rodgers

Distributed to	ELT members
Key Contacts	Anusha Guler and Crispian [REDACTED] Martin chaired the meeting.
Previous ELT SITREP	3 ELT Standup SITREPS 5 12102023 - FINAL.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> Final week of election Voting for Port Waikato electorate – party votes carry on, electorate votes will not be counted <ul style="list-style-type: none"> Prime Minister selected Saturday, 25 November as the date for a by-election Official results declared Wednesday 6 December Advance voting starts Monday 13 November Overseas voting starts Wednesday 8 November Candidate nominations to be received by midday Friday, 20 October By-election Writ Day will be Monday, 16 October Election Day preparedness Stood up a separate team to manage the by-election Election Day preparedness. Orange heavy rain warning for Westland and Headwaters of the Canterbury Lakes and River's south of Arthur's Pass for Saturday - Current forecasts remain below an emergency threshold Several pro-Palestine solidarity gatherings or marches are scheduled across the country on Saturday
Key Dates	Days to election day – 1 day
After hours emergency contact number	ELT ON CALL FOR TODAY – Mark In case of any emergency or any decision that you require from ELT after hours, please ring this number. Number to ring – [REDACTED] After hours - 5pm until 8.30am
Voting Services	<p>GENERAL UPDATE</p> <p>Overseas Operations</p> <ul style="list-style-type: none"> Ten Overseas Voting Places now closed. Overseas Votes Issued, 82,618 and Overseas Votes Received, 53,609. Expecting a significant increase in uploads on Friday and Saturday as the trend is very similar to GE2020. <p>Auckland North Region</p> <ul style="list-style-type: none"> All Voting Places were busy today, increasing Election Day staffing at our voting places to deal with the rush. Albany Mall has received over 15,500 votes with two days to go. There are concerns about managing queues at the mall. Working with Albany Mall staff to manage the situation. The Whangaruru School will close tomorrow due to security issues. Communications will go out regarding the closure, and information on the next closest location of voting place. <p>Auckland South Region</p> <ul style="list-style-type: none"> Cleaner found a person in Howick Library after close of voting, the cupboard holding the materials was found to be unlocked but all materials have been accounted for, no interference detected. Voter collapsed in Royal Oak voting place. Temporarily closed voting place until ambulance arrived. Port Waikato has four voting places with two-people only. Not expected to have high volumes of votes. A number of staff are dropping out, light on back-up staff. COVID-19 case in Pakuranga headquarters (HQ). The HQ support person was sent home, testing other staff.

	<ul style="list-style-type: none"> Issue with long queues at Sylvia Park Mall, 45 minute wait to vote. Looking at adding more staff but low on back-up staff. Options to address this include getting Voter Assistants (VA) to inform people about wait times, suggest a quieter time to return, and / or redirect them to next closest voting place. <p>Central North Island Region</p> <ul style="list-style-type: none"> National Office contingency workforce on its way to East Coast. Contingency plan in place to move staff around the electorate if needed. Concerned with voting place manager shortfalls. Electorates are reporting staff withdrawals, are using on-call staff, looking to transfer staff between electorates to fill vacancies. <p>Lower North Island Region</p> <ul style="list-style-type: none"> An issuing point stamp was stolen yesterday from the Mobile Pop-up voting location in Castlepoint. Ballot papers are all accounted for. Classified as minor risk. International visitors are visiting voting places. Providing support to newer Electorate Managers to prepare for Election Day. <p>South Island Region</p> <ul style="list-style-type: none"> Watching the weather with severe wind warnings in Canterbury area. Sending out messages to secure voting signage. Heavy rain in Westland, Haast in particular, will impact return of ballot papers to HQ, may require a change in route. Adventure Bike Park in Christchurch is closing due to the wind, but the voting place remains open. There is a risk the whole site will close if weather worsens. A school had a water leak and had to be shut temporarily but expecting it to be opened by tomorrow. Experiencing issues with high staff turnover and COVID-19. Moving the contingency workforce around to fill the most urgent gaps. 9 confirmed scrutineers currently for the early count, across the 16 electorates. Only 2 currently confirmed for the official count. Staff could not get back after trying to collect votes from Stewart Island due to the weather. Secured the materials with the local Police. Depending on the weather condition, this may be pushed out until Monday for collection.
Enrolment	<p>GENERAL UPDATE (apology from Ross)</p> <ul style="list-style-type: none"> Nothing to update
IT	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Emergency EMS release – An emergency release of EMS is required and being conducted at 1pm today, to correct an error in the “Successful Candidates Report’ the last report that goes out once 100% of the vote count has been completed. All other planned readiness tasks have been completed or are on schedule as per the plan. A SPAM message sent to Voting Assistant phone. Working on trying to block the number across the Commission.
Comms & Education	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> ‘Last chance to vote’ media release put out this morning – contains key messages for Port Waikato voters and messaging about malls being busy voting places and reminding people that there are other voting places available like schools and community halls. Positive interviews with Chief Electoral Officer on Breakfast (TVNZ), The AM Show (TV3) and Morning Report (RNZ) this morning. Seven Sharp interview this evening with DCE, Operations. Still receiving lots of requests from media to film voting places on election day Proactive social media posts today - last chance to vote, overseas enrolment reminder Social media –fewer issues requiring escalation; lots of people sharing political opinions <p>Daily key metrics</p> <ul style="list-style-type: none"> 25 media enquiries yesterday 385 enquiries and comments on social media 149,817 web visits

Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Since yesterday, the team resolved 694 tickets, received 111 phone calls and made 29 outbound calls. 85% of tickets were resolved in one-touch. Telnet received 2,009 calls and 186 emails. The top enquiries were about Where to Vote (16%), Unable to get to a Voting Place (14%) and How to Vote (12%). 26% of the contacts were triggered by Word of Mouth and 24% by our website. 52 complaints are on hand across the business units - 443 complaints have been resolved, out of over 55,000 requests received so far since the campaign started. 						
Legal & Policy	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> On-going scrutineer issues raised by some parties and candidates. We are continuing to liaise with Voting Services (VS). No scrutineers are allowed in HQs after 7.00pm for early count. Advice from Security Team to all Regional and Electorate Managers to use escalation process and call 111 to remove all scrutineers. 6(c) 						
Strategic Engagement and Partnership	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> Nothing to update 						
Interagency Update	<p>NEMA</p> <p>There is high confidence that rainfall amounts will reach warning criteria about Westland south of Otira plus the adjacent headwaters of Canterbury and Otago on Saturday, and again on Sunday. The confidence of warning amounts of rain in Fiordland, northern Westland, Buller, and western Tasman is considered moderate, but it is low for Southland, Clutha and the Tararua range.</p> <p>There is high confidence that northwest winds will reach severe gale about exposed parts of Canterbury, Marlborough, Wellington, Wairarapa and the Tararua District during this time (see map below).</p> <p><u>NEMA Comment:</u> Current forecasts remain below an emergency threshold and will be monitored over the weekend. MetService was quoted in the media yesterday advising people to vote early to avoid the weekend weather. NEMA advice remains for the EC to engage with CDEM groups at the regional level for location-specific decisions around messaging. Given the number of regions affected across the country, consideration could be given to national messaging encouraging people to vote ahead of the weekend.</p> <p>Moj</p> <p>Port Waikato by-election - A paper is to be considered by Cabinet on 16 October 2023 on (i) funding requirements and (ii) a technical Order in Council required to support the delivery of the Port Waikato by-election.</p>						
Security	<p>GENERAL UPDATE</p> <p>Security incidents reported from the field yesterday 12 October 2023</p> <table border="1" data-bbox="304 1491 1513 1576"> <thead> <tr> <th>Type</th> <th>Reported</th> <th>Resolved</th> </tr> </thead> <tbody> <tr> <td>Stolen Item</td> <td>1</td> <td>1</td> </tr> </tbody> </table> <ul style="list-style-type: none"> An Issuing Stamp was stolen from Castle Point Voting Place 	Type	Reported	Resolved	Stolen Item	1	1
Type	Reported	Resolved					
Stolen Item	1	1					
People & Culture	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Nothing to update 						
FOR YOUR INFORMATION							

**Severe
Weather
Outlook –
Saturday 14
October**

East 0 Warnings/Watches >

Lower 1 Warning/Watch >

SOUTH ISLAND

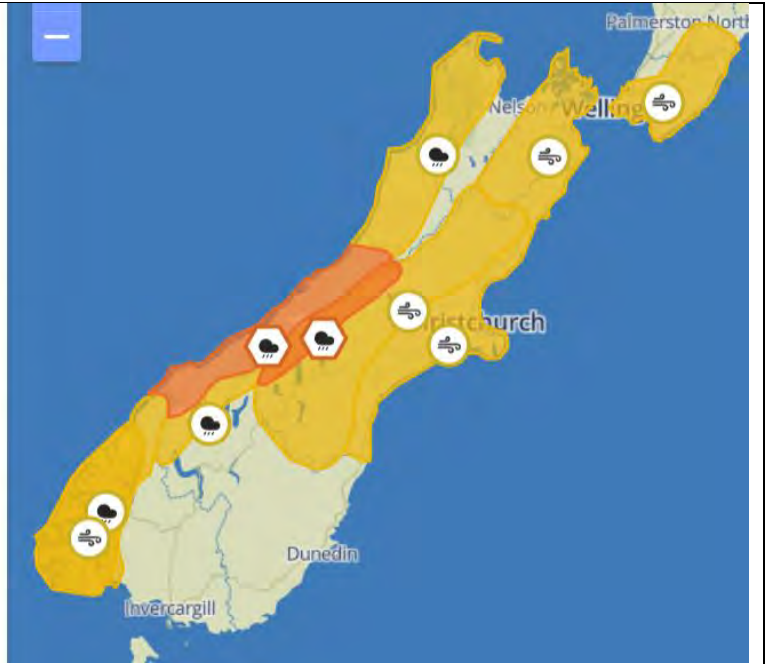
Upper 2 Warnings/Watches >

Central 5 Warnings/Watches >

Lower 3 Warnings/Watches >

OTHER ISLANDS

Chatham I... 0 Warnings/Watches >





Issued: 1040hrs 13 Oct 2023	Authorised by: [REDACTED] – Watch Leader	Next update: 1030hrs 14 Oct 2023
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Executive Summary

- Multiple heavy rain warnings and watches, as well as multiple strong wind warnings and watches are in place across New Zealand.

NEMA Operational Status

Operational Activity

- NCC is at Mode 1 (MAR Centre Monitoring).

On-Call Roster

Director	[REDACTED]
National Controller	[REDACTED]

Response Manager	[REDACTED]
Activation Coordinator	[REDACTED]

PIM	[REDACTED]
REMA North	[REDACTED]
REMA South	[REDACTED]

Response Activity

Nothing to report.

Weather and Climate



Accurate from MetService as at 1000hrs today.

Current Weather

A low over the Tasman Sea is expected to move east across the South Island during the weekend. Very strong winds and heavy rain associated with this low should affect several areas of the South Island and southern North Island, and Warnings and Watches are in place.

An orange heavy rain warning is in force for the Headwaters of the Canterbury lakes and rivers south of Arthur's Pass. From 0200hrs tomorrow to 1400hrs tomorrow where 120 to 140mm of rain is expected near the divide and 60 to 90mm of rain within 15km east of the divide with peak rates of 15 to 20mm/h. Freezing level about 2000 metres, lowering to 1500 metres during this period. Further heavy rain is likely on Sunday.

An orange heavy rain warning is in force for Westland south of Otira. From 0100hrs tomorrow to 1400hrs tomorrow. 120 to 150mm of rain about the ranges with 50 to 70mm near the coast, especially south of Harihari. Peak rates of 15 to 20mm/h. Further heavy rain is likely on Sunday.

A strong wind warning is in place for Wellington and Wairarapa south of Carterton. From 0800hrs tomorrow to 1800hrs tomorrow. Severe gale northwesterlies gusting 120km/h in exposed places.

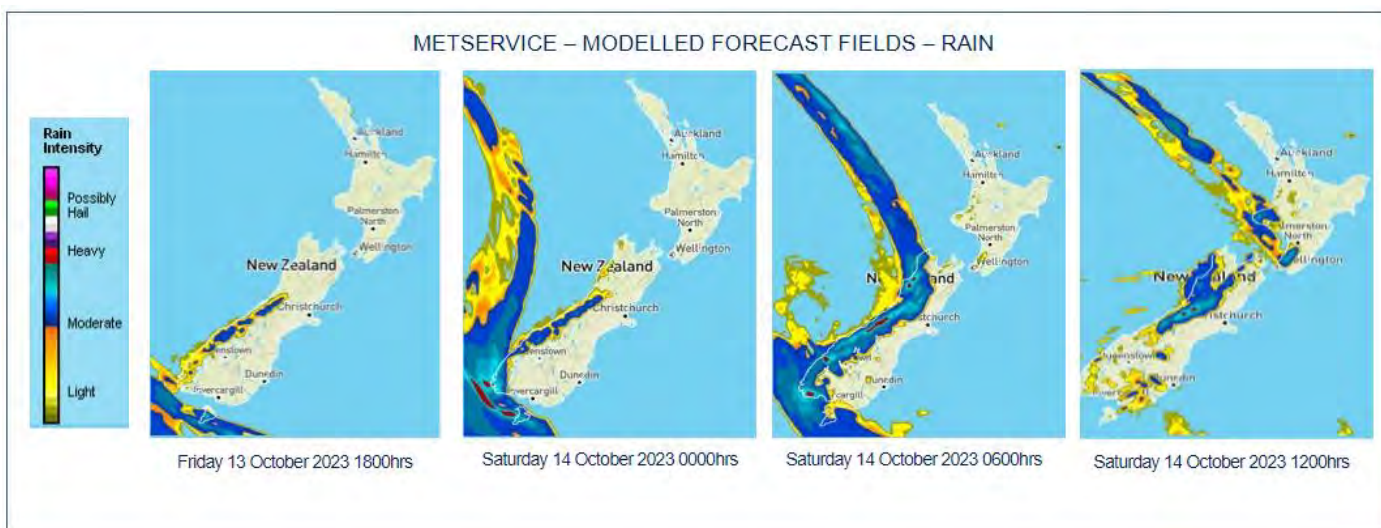
UNCLASSIFIED

A strong wind warning is in place for Marlborough. From 0300hrs tomorrow to 1700hrs tomorrow. Severe gale northwesterlies gusting 120km/h in exposed places, especially about the Kaikoura Coast and ranges.

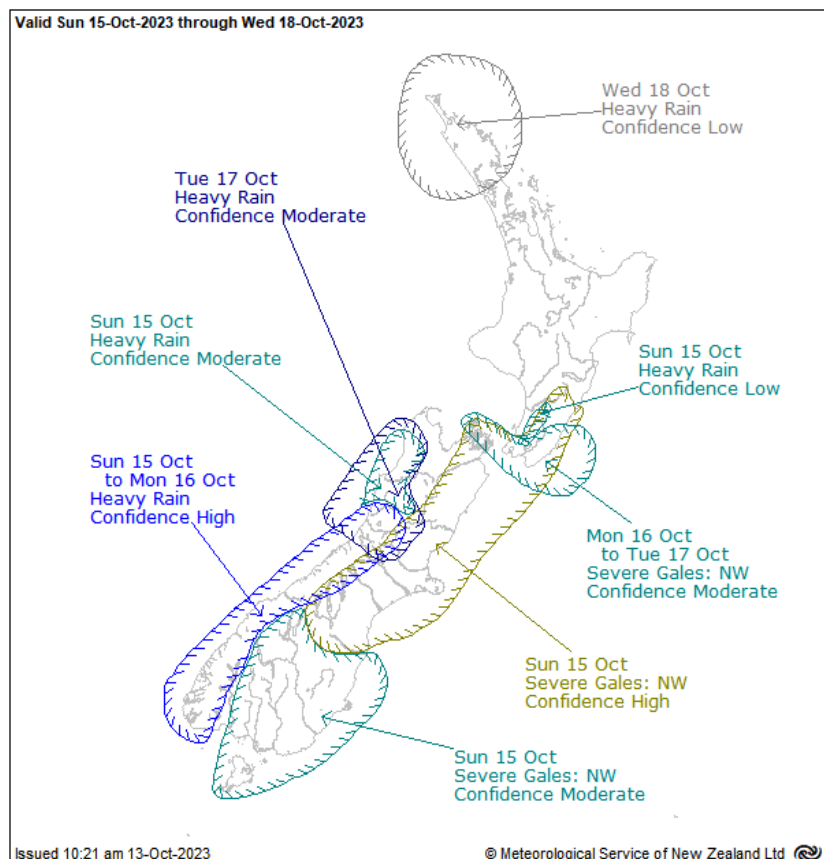
A strong wind warning is in place for Canterbury High Country. From 2100hrs tonight to 1600hrs tomorrow. Severe gale northwesterlies with damaging gusts of 140km/h in exposed places.

A strong wind warning is in place for Canterbury Plains and Christchurch including Banks Peninsula. From 0600hrs tomorrow to 1600hrs tomorrow. Severe gale northwesterlies with damaging gusts of 130km/h in exposed places.

Heavy rain watches and strong wind watches are also in place for multiple regions of New Zealand.



Severe Weather Outlook

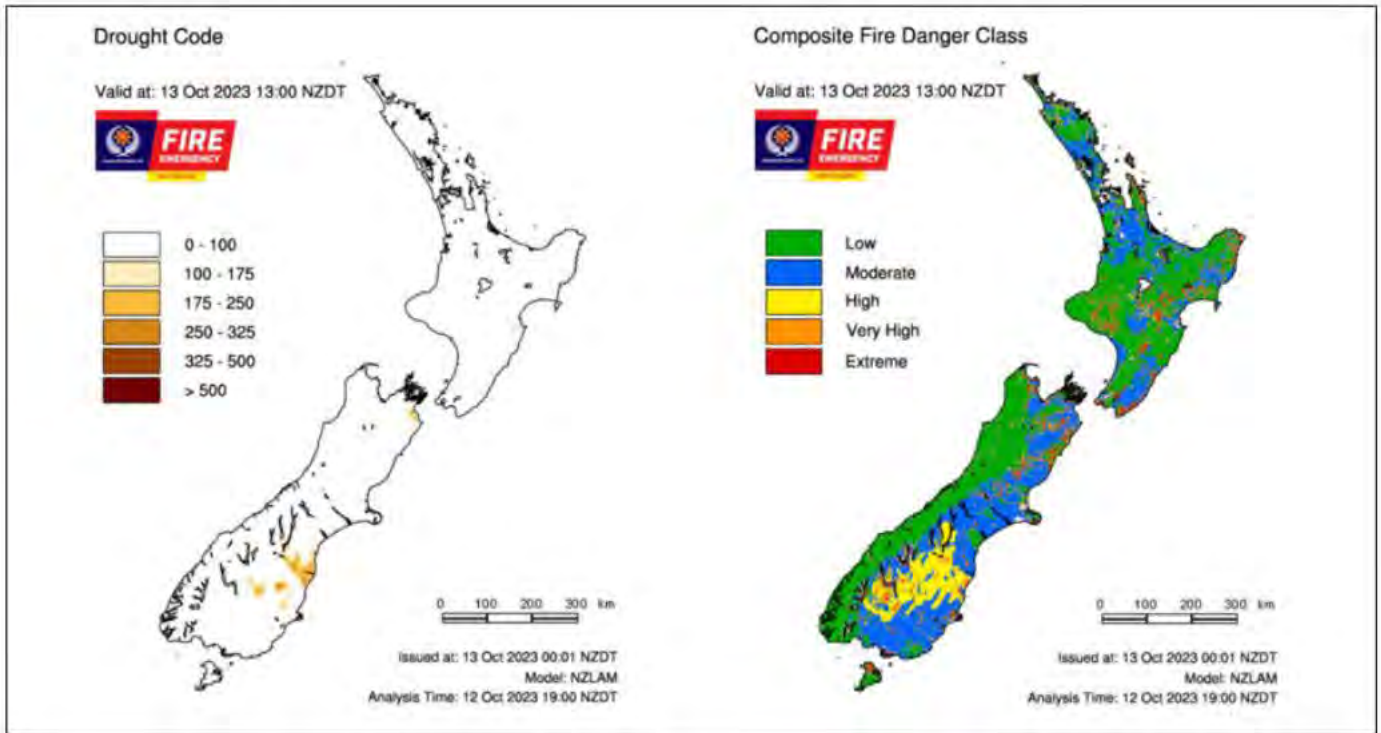


A strong west to northwest flow with embedded fronts covers New Zealand till Wednesday. The fronts may bring heavy rain to the west of the South Island and the Southern Alps. Gales are likely over many South Island areas and the far south of the North Island.

On Sunday there is high confidence that rainfall amounts will reach warning criteria in Fiordland, Westland and the adjacent headwaters of Canterbury and moderate confidence in warning amounts of rain in Buller. There is high confidence that northwest winds will reach severe gale about exposed parts of Canterbury, Marlborough, Wellington and Wairarapa including the Tararua District.

On Monday there is high confidence that rainfall amounts will reach warning criteria in Fiordland and Westland. There is moderate confidence in severe northwest gales about exposed parts of the Marlborough Sounds, Wellington and Wairarapa south of the Tararua District.

Fire and Drought Risk



Source: [NIWA Fire Weather](#)

Geological

Volcanic Activity (Level 1 and above)

Volcano	Level	Volcanic Activity	Aviation Code
Whakaari/ White Island	2	Moderate to heightened volcanic unrest	Yellow
Ruapehu	1	Minor volcanic unrest	Green

GNS Alert Levels guide visit: <https://www.geonet.org.nz/about/volcano/va>

GNS Aviation Colour Codes visit: <https://www.geonet.org.nz/volcano/acc>

Other Events

Nothing to report.

Media

Polling day wet and windy

If you plan to stay dry while voting, it may pay to cast your vote before election day this year. For much of the southern regions, the weather is forecast to be very wet and very windy on Saturday.

Otago Daily Times

Niwa outlook: What is NZ's risk of tropical cyclones this season?

New Zealand's coming El Niño summer might be likely to parch the East Coast, soak the southwest and bring bothersome, blustery westerlies everywhere – but it at least comes with a lower risk of tropical cyclones.

NZ Herald

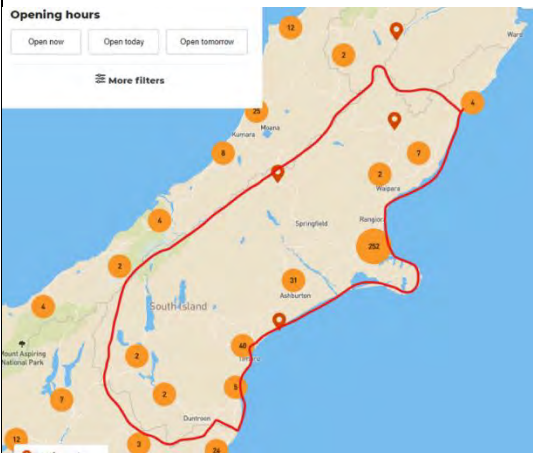
14/10/2023–ELECTION DAY

As at 8.00am (verbal) and 1.00pm on 14/10/2023 prepared by Crispian [REDACTED]

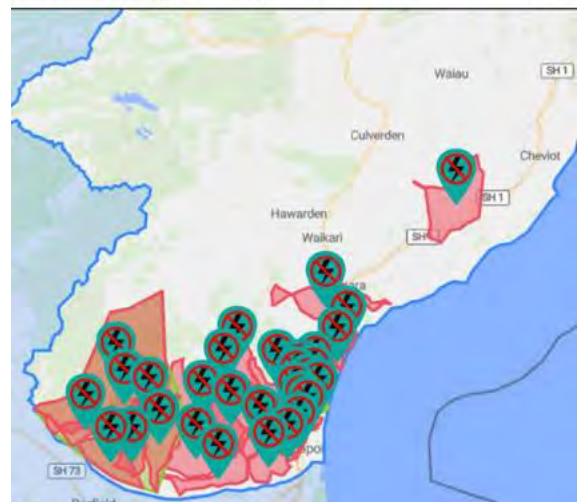
Distributed to	All GEDT/ELT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	3 ELT Standup SITREPS 5 13102023 - FINAL.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> ELECTION DAY eRoll issues Red weather warning for Canterbury 1pm updates are in light blue.
Voting Services	<p>GENERAL UPDATE</p> <p>Overseas Operations</p> <ul style="list-style-type: none"> Four Overseas Voting Place left to close, they will all be closed by 1500 today. Over 93,000 Overseas Votes have been issued, with over 66,000 Overseas Votes received. Dictation Registrations closed at 742, with 701 Votes Issued. Dictation Voting closes at 1900. <p>Auckland North Region</p> <ul style="list-style-type: none"> Advance Votes were safely transported and secured at Head Quarters. Large amounts of ordinary counts. Long queues at voting places, prior to the issue with E-roll. Re-allocating staff to these places. [REDACTED] 6(C) [REDACTED] Democracy NZ scrutineers (representative of Integrity Project) are a concern and will be a greater concern at the 7pm timeline. Escalation process to be utilised if any issues occur. There are 4 scrutineers at Headquarters. Allied guard not turned up at one voting place. <p>Auckland South Region</p> <ul style="list-style-type: none"> An additional Mobile Team will be working at Middlemore Hospital, as per request. The team will be there from 9am - 4pm. Some political party billboards have not been removed. Not many queues at the malls. Preliminary counts are progressing well. At the Botany electorate, the Logistics & Supplies Manager was stressed and left. Back-up person to cover this evening. <p>Central North Island Region</p> <ul style="list-style-type: none"> Final Advance Voting Place closed at 8pm, packed up to headquarters. No staffing issues at the moment. Police being called to a Rotorua voting place. A member of the public became agitated due to the queue and became aggressive. Awaiting on more information, including to whom he directed his agitation and if our staff were affected. No issues with staff. Queues is an issue across high profile voting places e.g malls. <p>Lower North Island Region</p> <ul style="list-style-type: none"> Minor staff issues. Managing an issue regarding an agreed opening time at 9am for a Voting Place instead of 10am. <p>South Island Region</p> <ul style="list-style-type: none"> The night shift guard was not on site at 6.45am but his belonging was on-site. Contacted Allied to get a

response. The next guard arrived 8am.

- One of the Voting Place Manager was in hospital and was replaced with another manager.
- Met Service has issued a red wind warning for Canterbury; Waimate in the south to Hanmer in the north, until 5pm today. Civil Emergency Management (CEM) have advised they have never issued a red warning for Canterbury before. They are expecting trees down, power outages and closed roads. Winds have certainly become very strong here in Christchurch in the last half hour.
- Regional Manager has advised all 10 electorates in the affected area to warn their staff, especially their drivers, to take safe shelter away from trees and powerlines or not go out if they feel at all concerned.
- 3 x Voting Places without power - West Eyreton School Hall and Tuahiwi in Waimakariri electorate and Tai Tapu School in Selwyn electorate. These Voting Places are **opened**, but without power.
- Adventure Bike Park voting place has closed; and removed from the website. Staff reallocated to other Voting Places. There will be communication on our website to notify voters.
- Some voters have requested take away votes due to the weather conditions.
- There are more scrutineers than expected. and they are slowing down the counts with asking plenty of questions due to lack of understanding of the process and wanting to write all the results down.
- Leithfield School Hall, Sefton, Balcain Community Centre and the hub in Amberley have all lost power (this is in the Kaikoura electorate) and Cust Community Centre (Waimakariri electorate). These Voting Places are still **open**. Arranging a generator for Amberley.
- **Closed** Tihiraki North Loburn School in North Canterbury area (2.30pm), (Kaikoura electorate) due to two fallen trees blocking access, and a burst water tank causing flooding. The staff are currently unable to leave due to the blocked access. The nearest voting place is Loburn School Te Kura Aromauta 4.7km away. Ballot boxes will be transported to Loburn School Te Kura Aromauta.
- Waipara school has had to evacuate due to powerlines being down. Voting Place is **closed (3.28pm)**. Ballots are being transferred to Amberley Library.



Power Outages Rangiora and North Canterbury



Voting Services:

- eRoll issue - Staff have been advised to revert to their manual processes.
- Voting services team to expedite entering the Mobile Team to Middlemore Hospital into EMS.
- Security Guards join at the end of any queues at 7pm to stop late voters after the cut-off time.

Enrolment

GENERAL UPDATE:

- No major issue.
- 56K forms in queue.
- Overnight we received 9,000 online enrolments. It appears 3,000-4,000 of those may have come in between 6am and 8am this morning. Large percentage of those will be overseas enrolments. Note that *enrolments for overseas electors closed at midnight Friday 13 October* (the legislative change to allow for enrolment on Election Day does not apply to overseas voters. May lead to problems for some overseas voters wanting to download voting papers today.

	<ul style="list-style-type: none"> • Checking-in with staff safety at Christchurch regarding the weather warning.
IT	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • All tasks completed at 11.30pm for Election Day preparation. • IT support and security are here on-site from 7am onwards. • eRoll server issues started around 10:05 and are continuing as at 12:05. Increasing capacity has not solved the issue IT are continuing to investigate with Catalyst with Catalyst. • eRoll issues NOT RESOLVED. (1.18pm). • eRoll issues has no impact on the count or release of results tonight. • eRoll performing well at the moment, processing full load. (1.59pm)
Comms & Education	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Very active overnight social media comments - 529 comments • [REDACTED] • [REDACTED] 6(c) [REDACTED] • [REDACTED] • Few complaints re queue at Voting Places, due to eRoll holding process up. • Website visits– 240k up from 100k daily visits in the past week. • Brief media statement to go out on the eRoll issue and on long queues at voting places and the ability to vote if you are in the queue before 7pm. • Political parties (and scrutineers) have raised the eRoll issue with the EC. • Social Media comment regarding Richmond school, ran out of ballot papers. 20 people were turned away.
Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Around 1800 requests were received this morning, top enquiries were about How to Vote, Where to Vote and Unable to get to a Voting Place. The majority of the contacts were triggered by Word of Mouth, Brochure and our website. • We are starting to receive phone calls from Christchurch as a Metservices alert has been issued for strong winds advising not to drive and not leave the house. We are following 'What if I can't get to a voting place' response. • Since yesterday, the team resolved 767 tickets, received 203 phone calls and made 19 outbound calls. 87% of tickets were resolved in one-touch. Telnet received 3,001 calls and 169 emails. • More than 70,000 requests received since the campaign started.
Legal & Policy	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • Distressing X post. Managing social media and various news apps displaying political candidate advertisements. All under control. Escalation to Meta to take posts down. • Provided clear guidelines for scrutineers to leave BY 7pm. • OIA request from Rob Salmon, Labour regarding ability for people waiting at long queues to be able to vote at 7pm.
Strategic Engagement and Partnership	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • Nothing to report
Interagency Update	<p>NEMA</p> <p>MetService contacted NEMA overnight to advise of an update of the wind warnings for the South Island. Canterbury Plains and Christchurch are now expected to reach wind speeds of 140km/h from 0400hrs this morning through to 1600hrs. Canterbury High Country are forecast to experience 150km/h gusts from midnight through to 1600hrs this afternoon. Winds are expected to be at damaging speeds for a short period but does have the potential to be significant. MetService also contacted Canterbury CDEM group directly to advise them.</p> <p>Wellington, Wairarapa, and Marlborough are expected to receive gales gusting up to 120km/hr in exposed places.</p> <p>NEMA Comment: NEMA remains in a monitoring state with no reports to date to indicate impacts from the</p>

	weather. NEMA will advise the EC of any developments, if they occur.
Security	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • Protests on today. Info sent to relevant EM and RM. • Send out the scrutineer guidelines to all Regional and Electorate Managers. • Social media X post was escalated to the Police and Department of Internal Affairs.
People & Culture	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Regional Advisory Team in National Office. Some are out for a couple of hours to support voting place staff to take lunch breaks.

FOR YOUR INFORMATION

Severe Weather Outlook – Saturday 14 October

RED strong wind warnings Red strong wind warnings are in place for the Canterbury plains, Christchurch, Banks Peninsula, and Canterbury high Country. The Canterbury region is expected to experience damaging gusts of up to 150km/h around the high country, and gusts of up to 140km/h in Christchurch and plains. Widespread winds are expected to gust consistently up to 130km/h. The high winds are expected to last through today, but ease towards the late evening.

East	0	Warnings/Watches	>
Lower	2	Warnings/Watches	>
SOUTH ISLAND			
Upper	2	Warnings/Watches	>
Central	6	Warnings/Watches	>
Lower	6	Warnings/Watches	>
OTHER ISLANDS			
Chatham Islands	0	Warnings/Watches	>



DAILY INTERAGENCY REPORT TO GEDT

Submitted daily not later than 11am.

Date: 14 October 2023

DPMC:

NSTR

NZ Police:

No report yet

NEMA (Daily Intelligence Briefing attached):

MetService contacted NEMA overnight to advise of an update of the wind warnings for the South Island. Canterbury Plains and Christchurch are now expected to reach wind speeds of 140km/h from 0400hrs this morning through to 1600hrs. Canterbury High Country are forecast to experience 150km/h gusts from midnight through to 1600hrs this afternoon. Winds are expected to be at damaging speeds for a short period but does have the potential to be significant. MetService also contacted Canterbury CDEM group directly to advise them.

Wellington, Wairarapa, and Marlborough are expected to receive gales gusting up to 120km/hr in exposed places.

NEMA Comment: NEMA remains in a monitoring state with no reports to date to indicate impacts from the weather. NEMA will advise the EC of any developments, if they occur.

GCSB:

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NZSIS:

Reporting via the JIG

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<https://www.journeys.nzta.govt.nz/highway-conditions/traffic-and-travel-list-view/>

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NSTR

FENZ:

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MPI:

NSTR

MBIE:

NSTR

IN-CONFIDENCE

IN-CONFIDENCE

Prepared by: David [REDACTED]

IN-CONFIDENCE



Issued: 1050hrs 14 Oct 2023

Authorised by: [REDACTED] – Watch Leader

Next update: 1030hrs 15 Oct 2023

Executive Summary

- MetService has issued RED strong wind warnings throughout Canterbury for today.
- Multiple heavy rain warnings and watches, as well as multiple strong wind warnings and watches are in force elsewhere throughout the country.

NEMA Operational Status

Operational Activity

- NCC is at Mode 1 (MAR Centre Monitoring).

On-Call Roster

Director	[REDACTED]
National Controller	[REDACTED]

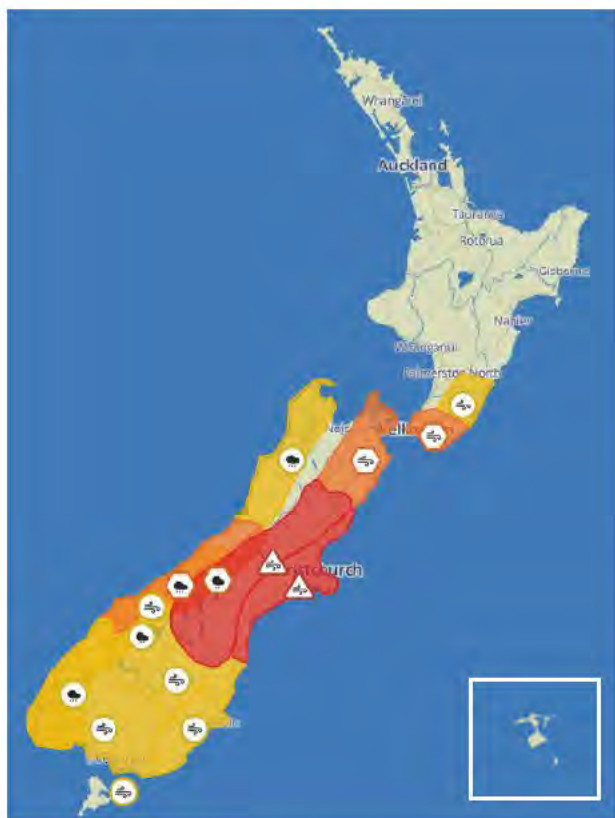
Response Manager	[REDACTED]
Activation Coordinator	[REDACTED]

PIM	[REDACTED]
REMA North	[REDACTED]
REMA South	[REDACTED]

Response Activity

Nothing to report.

Weather and Climate



Accurate from MetService as at 1000hrs today.

Current Weather

Today, a low from the Tasman Sea moves east across the South Island and lower North Island. This low brings strong winds and heavy rain across multiple regions.

RED strong wind warnings

Red strong wind warnings are in place for the Canterbury plains, Christchurch, Banks Peninsula, and Canterbury high Country. The Canterbury region is expected to experience damaging gusts of up to 150km/h around the high country, and gusts of up to 140km/h in Christchurch and plains. Widespread winds are expected to gust consistently up to 130km/h. The high winds are expected to last through today, but ease towards the late evening.

Impact

MetService advises that these winds are expected to produce widespread damage, especially to trees and powerlines and could lift roofs. Transport and power networks are likely to be significantly impacted, with road closures and power outages. Conditions will be hazardous for motorists and there is a danger to life from flying debris and falling trees or branches.

UNCLASSIFIED

Heavy rain warnings.

- Westland, south of Otira. From 0900hrs today, until 1800hrs tomorrow.
- Canterbury lake headwaters, south of Arthur's Pass. From 0900 today, until 1800hrs tomorrow.

Strong wind warnings.

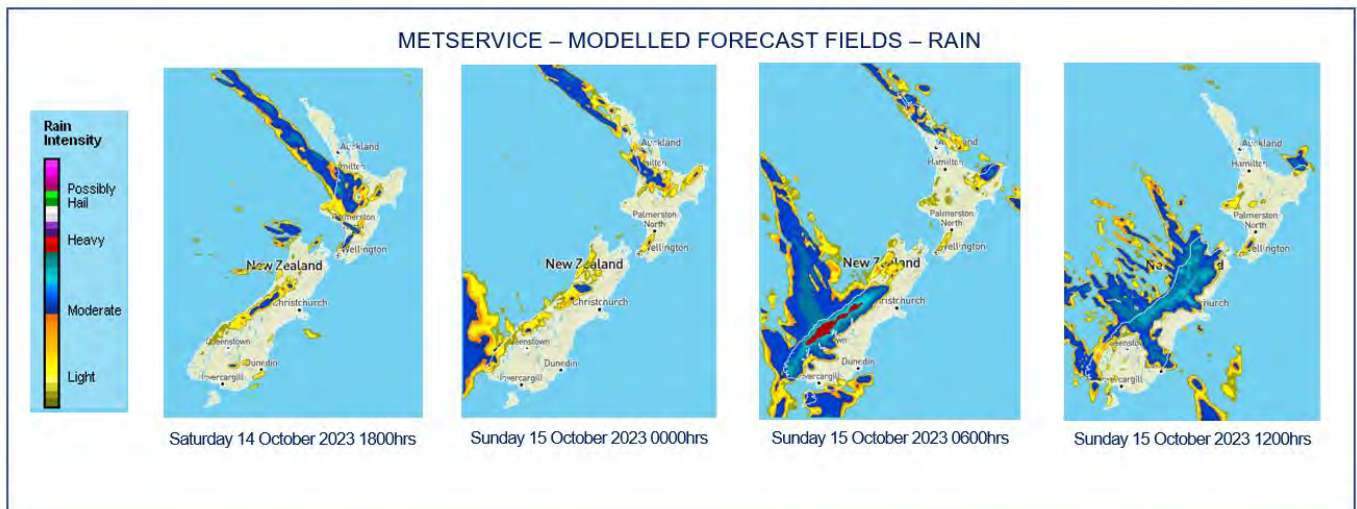
- Wellington and Wairarapa, South of Carterton. From 0900hrs today, until 2000hrs tomorrow.
- Marlborough. From 0900hrs today, until 2100hrs tomorrow.

Heavy rain watches.

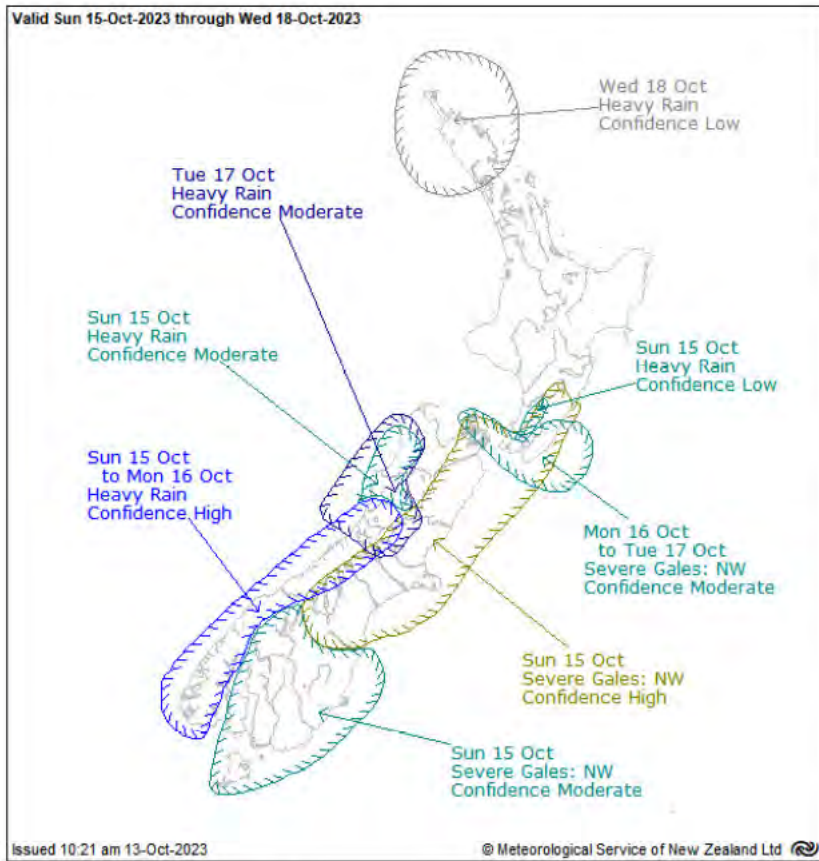
- Tasman district, west of Motueka, Buller and Grey Districts. From 0900hrs today, until 1700hrs tomorrow.
- Otago lake headwaters. From 0900hrs today, until 1200hrs tomorrow.
- Fiordland. From 0900hrs today, until 1000hrs tomorrow.

Strong wind watches

- Tararua District and Wairarapa, between Woodville and Carterton. From 0900hrs today, until 2000hrs tomorrow.
- Westland, south of Harihari and Fiordland, north of Milford Sound. From 0900hrs today, until 1300hrs tomorrow.
- Queenstown lakes district, Central and North Otago. From 0900hrs today, until 0900hrs tomorrow.
- Southland and Fiordland. From 0100hrs tomorrow morning, until 0800hrs tomorrow.
- Dunedin and Clutha. From 0900hrs today, until 0900hrs tomorrow.



Severe Weather Outlook

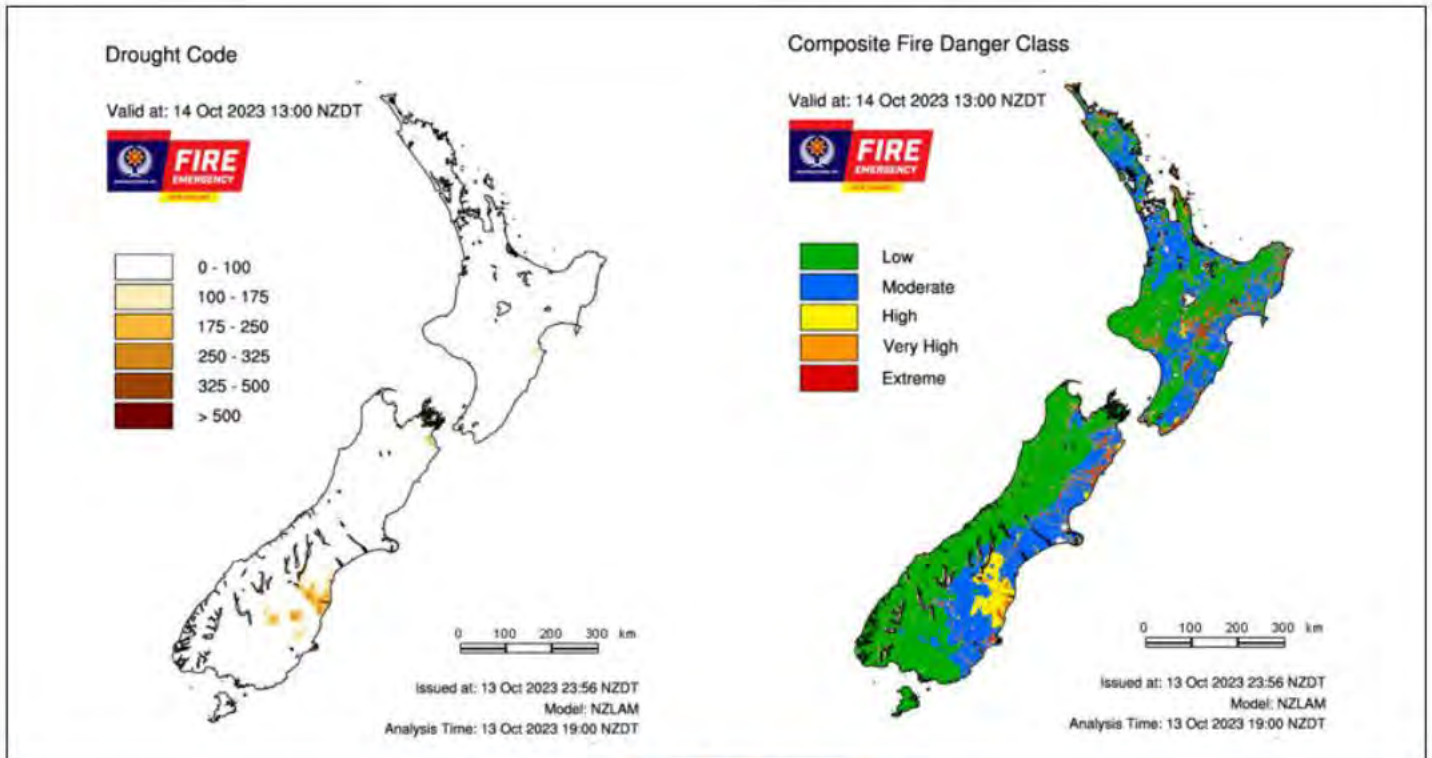


A strong west to northwest flow with embedded fronts covers New Zealand till Wednesday. The fronts may bring heavy rain to the west of the South Island and the Southern Alps. Gales are likely over many South Island areas and the far south of the North Island.

Tomorrow, there is high confidence that rainfall amounts will reach warning criteria in Fiordland, Westland and the adjacent headwaters of Canterbury and moderate confidence in warning amounts of rain in Buller. There is high confidence that northwest winds will reach severe gale about exposed parts of Canterbury, Marlborough, Wellington and Wairarapa including the Tararua District.

On Monday there is high confidence that rainfall amounts will reach warning criteria in Fiordland and Westland. There is moderate confidence in severe northwest gales about exposed parts of the Marlborough Sounds, Wellington and Wairarapa south of the Tararua District.

Fire and Drought Risk



Source: [NIWA Fire Weather](#)

Geological

Volcanic Activity (Level 1 and above)

Prepared by the NEMA Monitoring, Alerting and Reporting Centre to provide awareness that supports informed decision making. Any questions, comments or contributions should be addressed to: mar@nema.govt.nz.

UNCLASSIFIED

Volcano	Level	Volcanic Activity	Aviation Code
Whakaari/ White Island	2	Moderate to heightened volcanic unrest	Yellow
Ruapehu	1	Minor volcanic unrest	Green

GNS Alert Levels guide visit: <https://www.geonet.org.nz/about/volcano/val>

GNS Aviation Colour Codes visit: <https://www.geonet.org.nz/volcano/acc>

Other Events

Nothing to report.

Media

Cyclone response: Horizons training exercise welcomed by emergency teams

Emergency response teams created a hive of activity at Horizons Regional Council's co-ordination centre as a fictional cyclone came through.

NZ Herald

Weather Tracker: Super Typhoon Bolaven moves through western Pacific

This week the powerful Super Typhoon Bolaven developed in the western Pacific Ocean.

The Guardian

15/10/2023 - E +1 SITREPS

As at 2.43pm on 15/10/2023 prepared by Crispian [REDACTED]

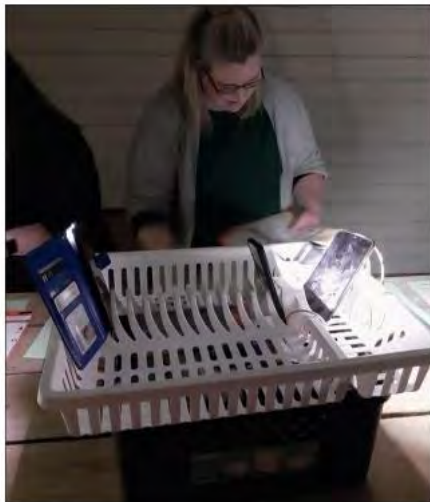
Distributed to	All GEDT/ELT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	2 ELECTION DAY SITREPS 5 14102023 - FINAL .docx
Overview	Summary of the current event <ul style="list-style-type: none">Post election process
Voting Services	GENERAL UPDATE Overseas Operations <ul style="list-style-type: none">Completed Election Day with over 100,000 votes issued and over 80,000 votes received.All services closed as per schedule and website messaging updated accordingly.Hosted the international visitors visit to Overseas Operations.Thank you to everyone who helped us get through the day. Auckland North Region <ul style="list-style-type: none">[REDACTED] 6(c) [REDACTED]Many of the electorates finished a lot later than in 2020.No issues with scrutineers. Scrutineers left at 7pm. Auckland South Region <ul style="list-style-type: none">Long night with most electorates reporting on time, except for Mangere, Mt Roskill and Panmure-Otahuhu who were late.Huge number of Special Votes (SV). Central North Island Region <ul style="list-style-type: none">Long day for our electorates yesterday, but a real sense of satisfaction reported from all electorates.Some electorates are working at minimum levels today.Issues with reconciliations not balancing that will need to be resolved in the next couple of days.Grateful for the support we received from several teams across the commission.Incident with 3 electorate scrutineers not leaving by 7pm and shadowing Electorate Managers. Contacted the Legal & Policy team. Informed the scrutineers of the guidelines. Police were called but they left by 7.25pm before police arrived. Lower North Island Region <ul style="list-style-type: none">Managed issues across the electorates and HQs.Lots of tired Voting Place Managers (VPMs) last night but lots of cheers in Headquarters (HQs) as they arrived to drop things back.HQs having a slightly later start today to sort out Shared votes and Special Votes.Managed queues with Voter Assistants.

South Island Region

- Tree fell at Christchurch outside the voting place.



- 20 voting places came back with preliminary counts.
- 40 voting places lost power. Some had mobile outages.
- An incident at Selwyn voting place, tyres were slashed. 4 personal vehicles and 1 rental vehicle. Support from Regional Security & Resilience Advisor and Police. This wasn't an election targeted event.
- All scrutineers left on time.



Voting Services:

- Significant issue raised with HQ staff being unable to enter the 'Maintain' Payroll function in EMS. Fixed as of 12:50pm.
- A number of close election night results have been identified, with four electorates with a difference of 106 or fewer votes.

Enrolment

GENERAL UPDATE:

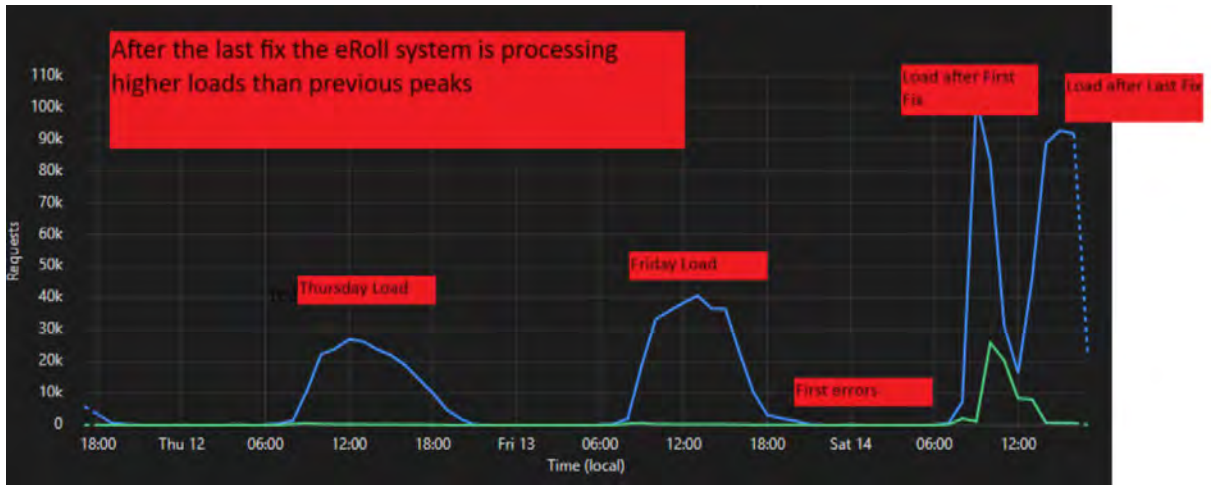
- Nothing to report.
- 91k in the queues, processing time is 25k average per day.

IT

GENERAL UPDATE:

- Worked with OneNZ and Voting Services to fix the issue with mobile connection outages due to the weather impact across a number of voting places.
- Managed the issue with permission for the Payroll function

- Update on eRoll after the fix (5.29pm, 14 Oct), exceeding higher volumes to process requests and performs well.



Comms & Education

GENERAL UPDATE:

- Final media release at 3am.
- Media focus on parties, candidates and change of government.
- Some criticism of the Electoral Commission's performance and comments from political leader. Working on a response to Te Pāti Māori.
- Social media has been busy and working through some challenging issues.
- 2k comments
- NZ Herald data team acknowledged successful delivery of the results through media feed.

Customer Services

GENERAL UPDATE:

- Over 4000 enquiries were received on the election day.
- Top enquiries were about Where to Vote (21%), How to Vote (17%) and Unable to get to a voting place (14%).
- Enquiries to enable voting were prioritised. Feedback received about turning people away or the close of voting place were escalated to VS immediately.

Strategic Engagement and Partnership

GENERAL UPDATE

- Nothing to report.

Security

GENERAL UPDATE

- A number of security incidents during the day but largely low-level and isolated – full report on Monday
- Scrutineers caused challenges but only 3 refused to leave at 7pm in Rotorua. The Electorate Manager managed to convince them to leave without needing to trespass them before Police arrived

People & Culture

GENERAL UPDATE:

- Focus shifting to support the payroll and resolving residual ER matters.



DAILY INTERAGENCY REPORT TO GEDT

Submitted daily not later than 11am.

Date: 16 October 2023

DPMC:

NSTR

NZ Police:

No report yet

NEMA (Daily Intelligence Briefing attached):

NSTR

GCSB:

NSTR

NZSIS:

Reporting via the JIG

MoH:

NSTR

IN-CONFIDENCE

Waka Kotahi:

<https://www.journeys.nzta.govt.nz/highway-conditions/traffic-and-travel-list-view/>

NSTR

MFAT:

NSTR

MoJ:

Following discussions with Justice, EC is preparing a briefing for the Minister of Justice prior to Cabinet on 16 October 2023 on key facts from the General Election and outline the process for review.

FENZ:

NSTR

MPI:

NSTR

MBIE:

NSTR

Prepared by: David [REDACTED]

IN-CONFIDENCE

16/10/2023 - E +2 SITREPS

As at 1.00pm on 16/10/2023 prepared by Crispian [REDACTED]

Distributed to	All GEDT/ELT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	E+1 SITREPS 5 15102023 - FINAL.docx
Overview	Summary of the current event <ul style="list-style-type: none">Post election process
Voting Services	GENERAL UPDATE Overseas Operations <ul style="list-style-type: none">Busy processing the Overseas Votes.Votes from Overseas Voting Places are starting to arrive at the Gibson Sheat Centre.National Office Processing Team (NOPT) running to plan. Auckland North Region <ul style="list-style-type: none">No significant issues from electorates.All votes are back at the HQ and securely locked.Seeking staff's feedback on Saturday and why it was such a hard day. Auckland South Region <ul style="list-style-type: none">No significant issues from electorates.Fatigued and tired Electorate Managers.Concern about those electorates that have minor gaps in results for candidates.Processing huge volume of Voting Place (VP) enrolment forms. Central North Island Region <ul style="list-style-type: none">No significant issues from electorates.Focus for today is enrolment scanning and repatriating materials.Currently managing high workloads and ensuring that people are able to take some time out during the week.Happy with current progress. Lower North Island Region <ul style="list-style-type: none">All Electorate Manager (EMs) are in good spirits (albeit tired) after a very long day on Saturday, and Sunday sort yesterday.Whanganui EM very happy with her achievement of being first electorate to get 100% results entered on Saturday night.Shared voting repatriation underway in region this morning. South Island Region <ul style="list-style-type: none">No incidents or significant issuesAll materials are back at HQs.Some teams are very tired and slower off the mark.
Enrolment	ISSUE: <ul style="list-style-type: none">As at 8am, there were 136,000 enrolment forms in the queues for processing (25K online forms and 109K from voting places. A further 11,000 have come in from voting places since then.Highlighting issue for enrolment to process the forms by the agreed target of Wednesday night, 18 October (flow-on effect on the Special Vote Declaration (SVD) processing by enrolment staff on the next day, Thursday 19 October).Strategic Engagement and Partnerships team has very kindly offered staff to assist (former Registrars and Deputy Registrars).

	<ul style="list-style-type: none"> Looking at the impacts on the Port Waikato by-election – Easy vote and Roll Prints. <p>ACTION</p> <ul style="list-style-type: none"> Enrolment discussed with Voting Services about the potential flow-on effect on the processing of Special Vote Declarations. VS will provide communication to teams on the timeline of activities. Enrolment is extending working hours for processing staff (in addition to current extensions) 															
IT	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> No other significant issues RESOLVED Election Management System permission issues on Sunday. RESOLVED NOPT device set-up issues on Sunday. 															
Comms & Education	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> No issues to report 															
Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Since Sunday, the team resolved 70 tickets and received 21 calls. 98.6% of these were resolved by one-touch. 222 complaints are on hand across the business units (688 complaints have been resolved since the 31 July). 															
Legal & Policy	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> No issues to report 															
Strategic Engagement and Partnership	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> Some anecdotal feedback coming in from community contacts re the experiences of voting (a variety of views). Staff are feeling disappointment after reading commentary in the media. 															
Interagency Report	<p>Interagency</p> <p>Interagency support is ongoing until the Writ is returned.</p> <p>Moj</p> <p>Following discussions with Justice, Electoral Commission is preparing a briefing for the Minister of Justice prior to Cabinet on 16 October 2023 on key facts from the General Election and outline the process for review.</p>															
Security	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> Continuing engagement with Police and other partner agencies to maintain support until return of the writ Extra security guards rostered on today and tomorrow at Headquarters during operating hours. Monitoring scrutineer activity and other potential security risks over the next 24 hours with the intent of reducing security guards to planned after-hours presence only if no further issues Continuing to monitor the protest space and alert to possibility of groups disputing the results. <p>10 Security incidents reported from the field from 12-15 October 2023</p> <table border="1"> <thead> <tr> <th>Type</th> <th>Reported</th> <th>Resolved</th> </tr> </thead> <tbody> <tr> <td>Voting Place Disruption</td> <td>1</td> <td>1</td> </tr> <tr> <td>Online Staff Abuse</td> <td>2</td> <td>2</td> </tr> <tr> <td>Potential Security Compromise</td> <td>5</td> <td>5</td> </tr> <tr> <td>Scrutineer issues</td> <td>2</td> <td>2</td> </tr> </tbody> </table> <p>Voting Place Disruption</p> <ul style="list-style-type: none"> Abuse at VP from drunk <p>On-Line</p> <ul style="list-style-type: none"> Social media posts with objectionable material 	Type	Reported	Resolved	Voting Place Disruption	1	1	Online Staff Abuse	2	2	Potential Security Compromise	5	5	Scrutineer issues	2	2
Type	Reported	Resolved														
Voting Place Disruption	1	1														
Online Staff Abuse	2	2														
Potential Security Compromise	5	5														
Scrutineer issues	2	2														

	<ul style="list-style-type: none"> • Abusive text message sent to staff member <p>Potential Security Compromise</p> <ul style="list-style-type: none"> • Stolen Issuing Point Stamp • Ballot Paper removed from VP • Security Tag on Advance voting box cut – No issue, verified by photos • Guard asleep • Drunk member of public locked in VP <p>Scrutineer Issues</p> <ul style="list-style-type: none"> • One scrutineer escorted off premises during count • 3 scrutineers initially refused to leave Rotorua HQ, Police called but resolved before they arrived
<p>People & Culture</p>	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Nothing to report.



Issued: 1030hrs 16 Oct 2023

Authorised by: [REDACTED] – Watch Leader

Next update: 1030hrs 17 Oct 2023

Executive Summary

- Waimakariri EOC activated yesterday in response to prolonged power and communication outages.
- Warnings and watches for heavy rain and strong wind are in force for lower North Island and upper and central parts of South Island.

NEMA Operational Status

Operational Activity

- NCC is at Mode 1 (MAR Centre Monitoring).

On-Call Roster

Director	[REDACTED]
National Controller	[REDACTED]
PIM	[REDACTED]
REMA North	[REDACTED]
REMA South	[REDACTED]

Holiday On-Call Roster

Controller	[REDACTED]
Operations	[REDACTED]
Intelligence	[REDACTED]
Logistics	[REDACTED]
Planning	[REDACTED]

Response Activity

Canterbury Severe Winds

Over the weekend strong winds impacted the Canterbury Region with red strong wind warnings in force throughout Saturday and were lifted Saturday evening. Impacts from the strong winds remain widely felt with power and communication outages continuing.

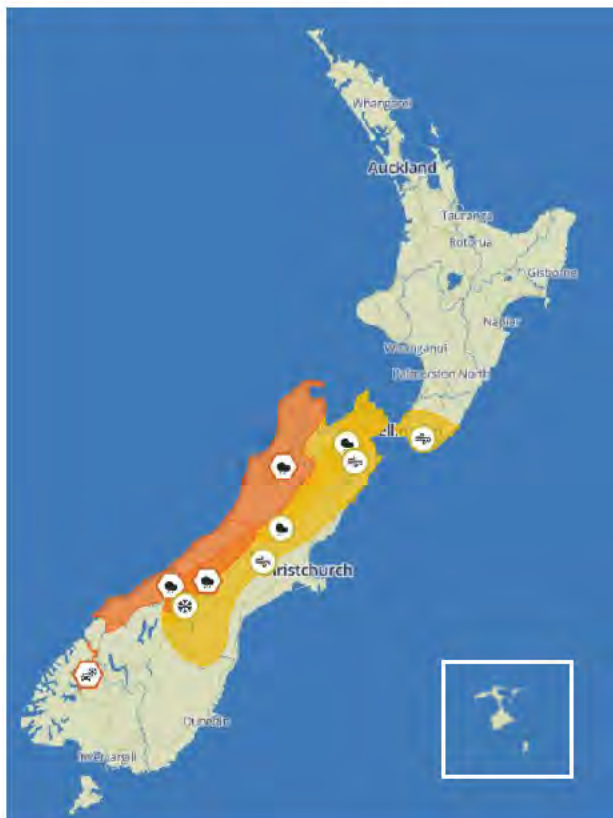
Yesterday Waimakariri District Council activated their Emergency Operation Centre (EOC) in response to prolonged power and communication outages. Last night there were approximately 10,000 connections throughout Canterbury without power. Christchurch and Selwyn are expected to have power back on this evening, and Waimakariri and Hurunui will know more later today.

The extended power outage is causing cellular and telecommunications to fail, hindering MainPower restoration. This morning 13 mobile sites are offline and approximately 30 mobile sites are running on gensets (generator and engine combination).

Power outages are affecting water pumping stations in Waimakariri and Hurunui Districts, and generators have been supplied to the 7 water pumping stations in Waimakariri District, with generators being mobilised for the 40 pumping stations impacted in Hurunui District.

The NEMA NCC continues to operate at Mode 1 – (MAR Centre Monitoring). The NEMA Duty REMA is actively engaging with Canterbury CDEM. Canterbury CDEM Group continues to monitor the situation.

Weather and Climate



Accurate from MetService as at 1000hrs today.

Current Weather

A complex trough of low pressure, preceded by a strong northwest flow, is expected to move onto the South Island from the Tasman Sea later today then move northwards onto central New Zealand on tomorrow. Strong winds and heavy rain will affect several areas of the North Island and South Island.

Heavy rain warnings

- Waimakariri EOC activated yesterday in response to prolonged power and communication outages. Tasman west of Motueka, Nelson Lakes, Buller and Grey Districts from 0100hrs to 2300hrs tomorrow.
- Warnings and
- Westland south of Otira until 0900hrs tomorrow.
- Headwaters of the Canterbury Lakes and Rivers south of Arthur's Pass from 1300hrs today to 1100hrs tomorrow.

Heavy rain watches

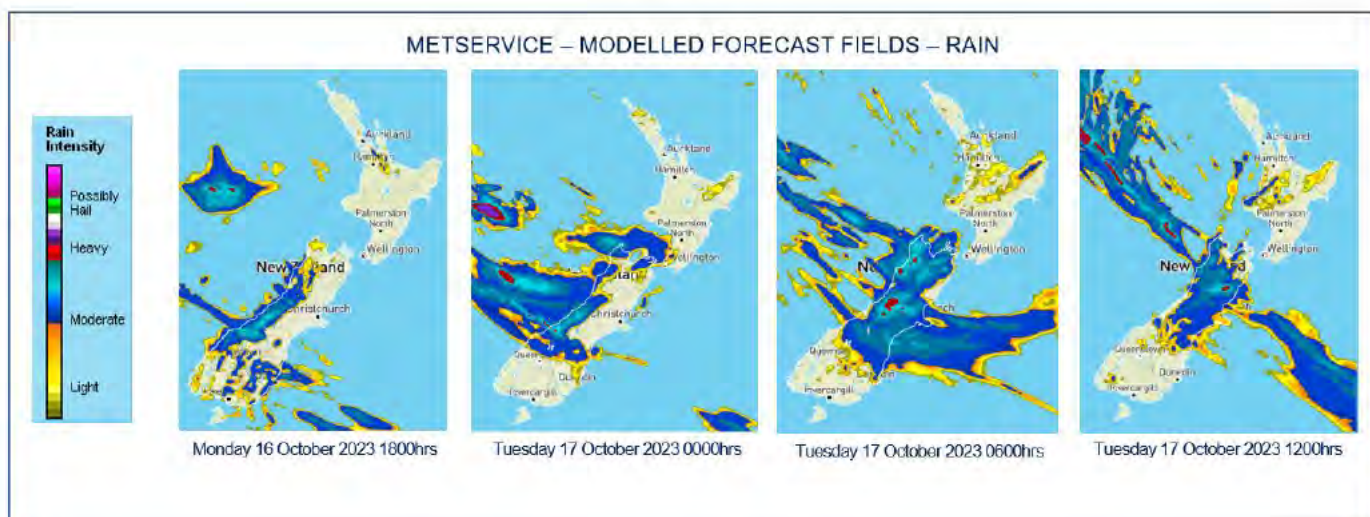
- Marlborough and Tasman from 0000hrs tomorrow to 0000hrs Wednesday.
- Headwaters of the Canterbury lakes and rivers north of Arthur's Pass from 0300hrs tomorrow to 1800hrs tomorrow.

Strong wind watches

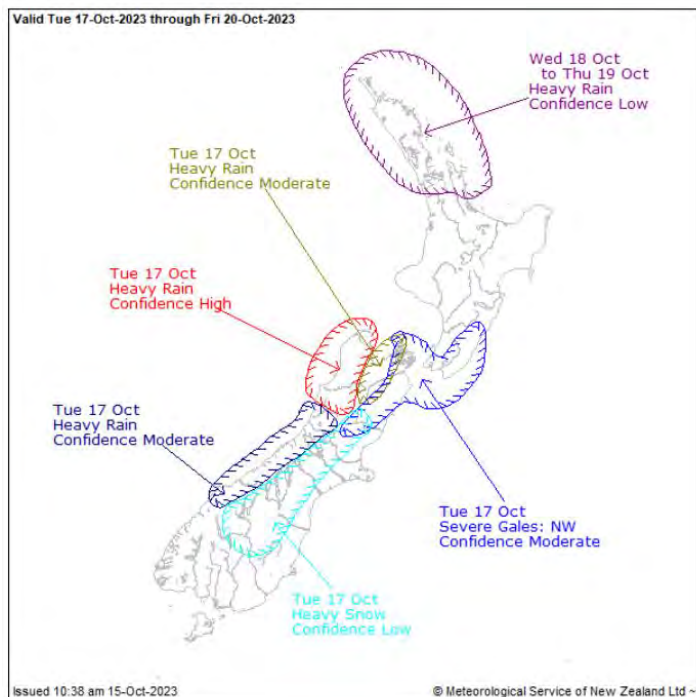
- Wairarapa south of Carterton, Wellington, and Marlborough from 0000hrs tonight to 1400hrs tomorrow.
- Canterbury High Country from 1300hrs today to 0100hrs Tuesday.

Heavy snow watch

- Mackenzie Basin from 0300hrs tomorrow to 1300hrs tomorrow.



Severe Weather Outlook



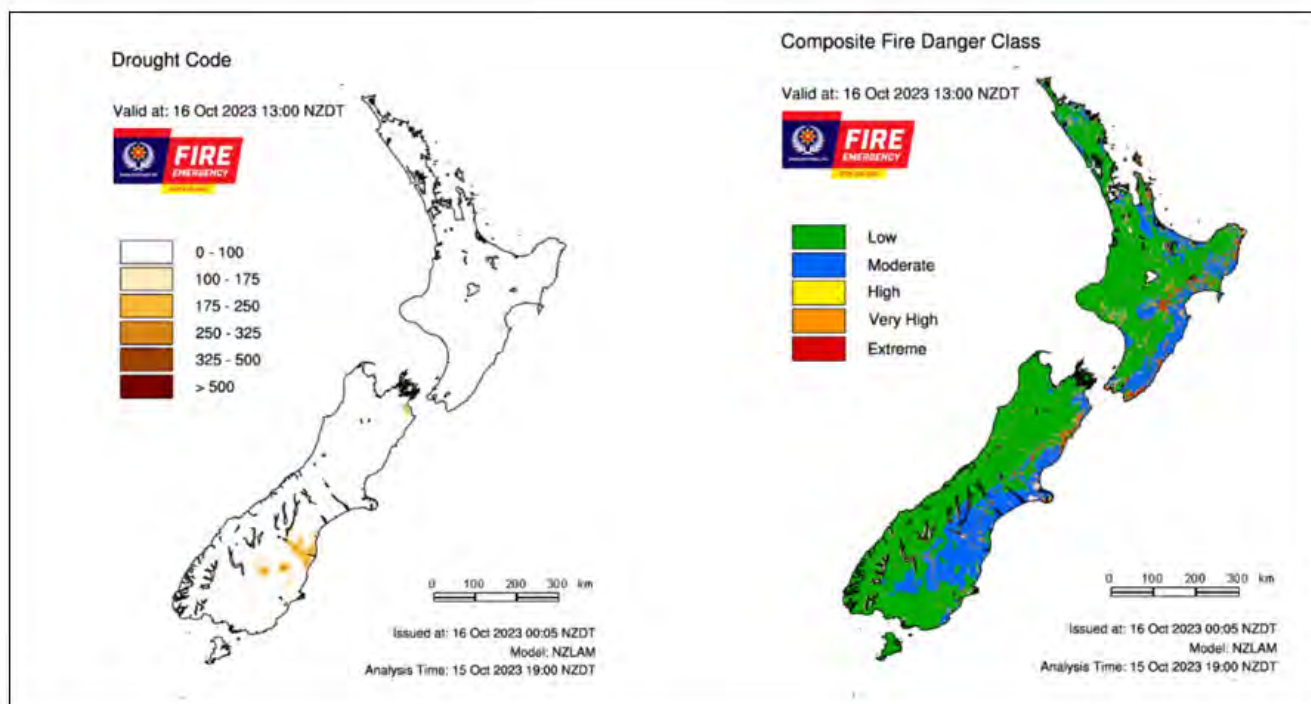
Moist northwesterlies may bring heavy rain to the north and west of the South Island tomorrow and gales to central New Zealand, while colder southerlies in the east bring snow to parts of Canterbury and Otago. On Wednesday a low to the west of the North Island is expected to direct a moist northeasterly onto the Island.

Tomorrow, there is moderate confidence in severe northwest gales from Wellington, Wairarapa, the Tararua District to Marlborough and northern Canterbury.

There is moderate confidence that rainfall amounts will reach warning criteria in Marlborough, Nelson, and Westland, and high confidence in western Nelson and Buller.

On Wednesday there is low confidence of warning amounts of rain for Northland, Auckland, and Coromandel.

Fire and Drought Risk



Source: [NIWA Fire Weather](#)

Geological

Volcanic Activity (Level 1 and above)

Volcano	Level	Volcanic Activity	Aviation Code
Whakaari/ White Island	2	Moderate to heightened volcanic unrest	Yellow
Ruapehu	1	Minor volcanic unrest	Green

GNS Alert Levels guide visit: <https://www.geonet.org.nz/about/volcano/val>

GNS Aviation Colour Codes visit: <https://www.geonet.org.nz/volcano/acc>

Other Events

Nothing to report.

Media

Negative equity looms for many owners of flood-hit West Auckland homes

Many owners of flood-damaged West Auckland homes will still owe mortgage debt on their properties after being bought out by the Government and the council, a new survey shows.

Stuff

Large fire breaks out in abandoned building in central Wellington

Thick smoke is blanketing the area of a central Wellington building where a large fire has broken out.

Stuff

'People are crying': Wellington-bound Fiji flight diverted by winds, stuck on tarmac

Wellington is bearing the brunt of strong gusts in both islands just a day after damaging winds brought down trees and cut power to thousands of Canterbury homes.

Stuff

Powerful earthquake shakes west Afghanistan a week after devastating quakes hit same region

A powerful 6.3 magnitude earthquake struck western Afghanistan on Sunday, just over a week after strong quakes and aftershocks killed thousands of people and flattened entire villages in the same region.

NZ Herald

17/10/2023 - E+3 SITREPS

As at 2.59pm on 17/10/2023 prepared by Crispian [REDACTED] approved by Anusha Guler

Distributed to	All GEDT/ELT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	E+2 SITREPS 6 16102023 - FINAL.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> • Post election process underway. • Focus on processing enrolment forms, overseas votes and special votes. • Repatriation of materials to headquarters. • Processing of Ordinary and Special Votes. • Dealing with scrutineers for official count.
Voting Services	<p>GENERAL UPDATE</p> <p>Overseas Operations</p> <ul style="list-style-type: none"> • No issues to report. • Initial processing of uploaded voting papers almost completed. • Shipments of voting papers have been received from 26 Overseas Voting Places. <p>Auckland North Region</p> <ul style="list-style-type: none"> • Electorates are at different post-election phases. No concerns to meet official count dateline. • Lots of activity, official counts have started, electoral rolls are being scanned, the final enrolment forms are being uploaded. • Shared Ordinary and Special Votes (SV) have started to be repatriated to the respective electorates. • Several Te Atatu takeaway votes have been found by the enrolment team; they are being, “signature required”, couriered to the HQ. • Regional Manager to meet with a difficult scrutineer at the Whangaparaoa HQ. <p>Auckland South Region</p> <ul style="list-style-type: none"> • Payroll will be delayed for Mangere electorate as the Rostering and Recruitment Manager needs some guidance on the process. Assistance is being provided on this. • All electorates working through uploading enrolment forms, sorting and distributing Special Votes (SV), scanning rolls, preparing for count and repatriating shared votes. <p>Central North Island Region</p> <ul style="list-style-type: none"> • Payroll signed off by today. • A few enrolment forms to complete scanning today. • All electorates have begun their official count except for Hamilton East which starts at 2.00pm. • Difficulty with scrutineers with early counts caused the delay for Hamilton East. • Repatriation (excluding specials) will be completed by today. • Working closely with Electorate Managers to meet their dateline for the official count. • Aim is not to have staff work on the long weekend. <p>Lower North Island Region</p> <ul style="list-style-type: none"> • Payroll issue at Hutt South. • Wairarapa electorate didn't complete their input of Special Votes, working with Voting Services to action this. • Otaki electorate requested a late start for the official count due to staff fatigue. • No staff will be working on the long weekend unless they are behind in their process.

	<p>South Island Region</p> <ul style="list-style-type: none"> All is going as planned for official count. No staff will be working on the long weekend. Staff are making mistakes due to fatigue; the long rest will increase efficiency. Starting to plan for closing headquarters. 1 scrutineer for official count. There was to be a scrutineer for Nelson but not sure this person has turned up. <p>Voting Services:</p> <ul style="list-style-type: none"> On the official count and secrecy - scrutineers will need to still sign a secrecy declaration but when it comes to the official count it won't be an offence if they leak this information. EC has dealt with this previously through a polite request and communications to parties asking them not to publicise it. Voting Services and Security will provide scrutineer forms and guidelines to Enrolment for their information.
Enrolment	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> 169,513 enrolment forms to process, as at 8am this morning. Of those, 22,000 are online and the remainder are paper forms. The team keyed more than 23,000 forms yesterday. We have now surpassed 3.6m electors enrolled. <p>ACTION</p> <ol style="list-style-type: none"> Voting Services (VS) to let Enrolment team via Ross know when electorate HQs have scanned in all enrolment forms. Enrolment needs to know when forms are no longer coming in, to understand the totality of what we are dealing with.
IT	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Nothing to report.
Comms & Education	<p>GENERAL UPDATE (apology)</p> <ul style="list-style-type: none"> Nothing to report.
Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Since yesterday, the team resolved 243 tickets, received 63 phone calls and made 7 outbound calls. 90% of tickets were resolved in one-touch. Telnet received 172 calls and 20 emails. The team has been working on the enquiries received since 7pm on Saturday. Some longer calls and emails received from voters who had strong feedback on their voting experience. These included wait time at voting places, staff behaviour, incorrect Ballot Papers, no voting papers, takeaway votes not being collected, and no EasyVote card etc. Other sentiments were about the electoral process, Māori Disenfranchisement and missing the ability to enrol by cut-off. 212 complaints are on hand across the business units.
Legal & Policy	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> No major updates. Working through 200+ election day rules issues and breaches, then focus moves to dual votes. 3 people on the corrupt practice list were able to enroll and subsequently vote. Working with Enrolment and VS to remove them from the roll and withdraw their votes.
Strategic Engagement and Partnership	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> Nothing to update.
Interagency Update	<p>MoJ</p> <p>Port Waikato By-election</p> <p>Cabinet authorised the submission to the Executive Council of the Electoral Order 2023; and approved funding for the by-election.</p>
Security	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> No significant issues

	<ul style="list-style-type: none">• Security guards will be reduced to planned after-hours presence only from tonight <p>ACTION</p> <p>Security will be sending out an email regarding the reduced presence of security at headquarters as they start their shifts from 6pm onwards.</p>
People & Culture	<p>GENERAL UPDATE (apology)</p> <ul style="list-style-type: none">• Nothing to update – focus on payroll.



DAILY INTERAGENCY REPORT TO GEDT

Submitted daily not later than 11am.

Date: 17 October 2023

DPMC:

NSTR

NZ Police:

NSTR

NEMA (Daily Intelligence Briefing attached):

See daily report

GCSB:

NSTR

NZSIS:

Reporting via the JIG

MoH:

NSTR

IN-CONFIDENCE

Waka Kotahi:

<https://www.journeys.nzta.govt.nz/highway-conditions/traffic-and-travel-list-view/>

NSTR

MFAT:

NSTR

MoJ:

Cabinet authorised the submission to the Executive Council of the Electoral (Port Waikato By-election) Order 2023 [PCO25890/15.0] (the Order); and approved funding for the by-election.

FENZ:

NSTR

MPI:

NSTR

MBIE:

NSTR

Prepared by: David [REDACTED]

IN-CONFIDENCE



Issued: 1030hrs 17 Oct 2023 **Authorised by:** [REDACTED] – Watch Leader **Next update:** 1030hrs 18 Oct 2023

Executive Summary

- Power restoration continues throughout the Canterbury region following the severe winds on Saturday.
- Warnings and watches for heavy rain and strong wind are in force for lower North Island and upper parts of South Island.

NEMA Operational Status

Operational Activity

- NCC is at Mode 1 (MAR Centre Monitoring).

On-Call Roster

Director	[REDACTED]
National Controller	[REDACTED]
PIM	[REDACTED]
REMA North	[REDACTED]
REMA South	[REDACTED]

Holiday On-Call Roster

Controller	[REDACTED]
Operations	[REDACTED]
Intelligence	[REDACTED]
Logistics	[REDACTED]
Planning	[REDACTED]

Response Activity

Canterbury Severe Winds

Power restoration continues throughout the Canterbury region following the severe winds on Saturday. At the peak of the event, approximately 26,000 customers were without power, while yesterday evening approximately 1,000 customers remain without power. Cellular coverage is nearly fully restored with only 3 cellular towers non-operational.

Waimakariri District Council Emergency Operation Centre (EOC) activated on Sunday in response to the prolonged power and communications outages. As of yesterday, this was stood down and the response managed as BAU.

Throughout this event the National Coordination Centre remained at Mode 1 – MAR Centre Monitoring. This is the last the MAR Centre will report on this event unless there is significant escalation.



Hagley Park - [NZ Herald](#)



Damaged power lines, Halswell - [Otago Daily Times](#)

Weather and Climate



Accurate from MetService as at 1000hrs today.

Current Weather

A complex trough of low pressure, preceded by a strong northwest flow, lies over central New Zealand today. Cold southerlies should move north over the South Island today bringing snow as low as 700 meters in Canterbury. Strong winds and heavy rain associated with these features will affect central parts of New Zealand.

Orange heavy rain warnings

- Tasman, Nelson Lakes, Buller, Grey Districts until 1300hrs today.
- Headwaters of the Canterbury Lakes and Rivers south of Arthur's Pass until 1200hrs tomorrow.

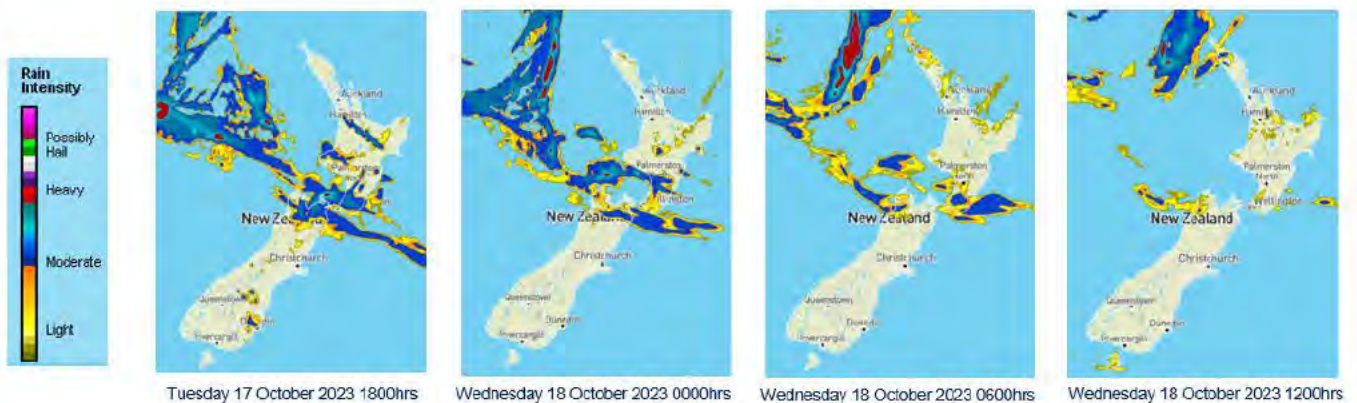
Heavy rain watches

- Wellington and Wairarapa until 2100hrs tonight.
- Marlborough and Tasman until 1800hrs tonight.
- Headwaters of the Canterbury lakes and rivers north of Arthur's Pass until 1400hrs this afternoon.

Strong wind watches

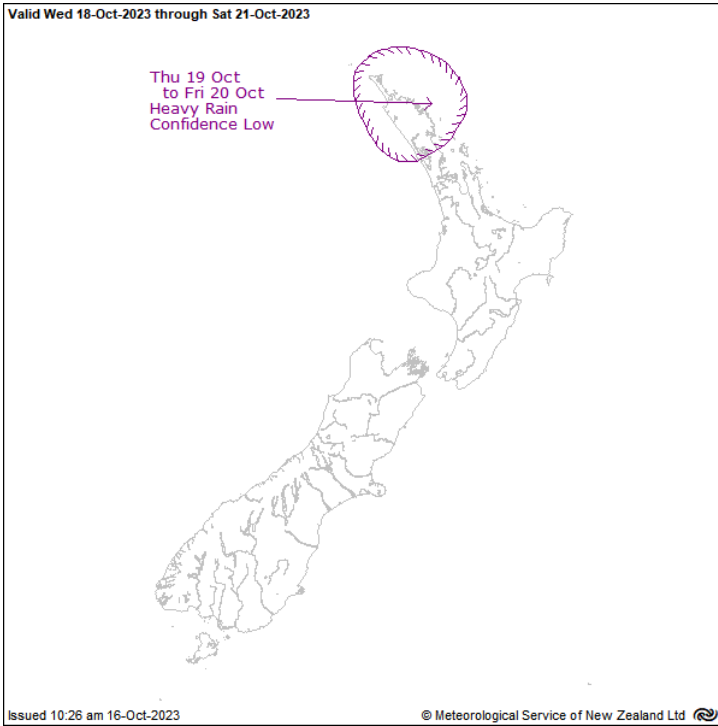
- Wairarapa and Wellington until 1100hrs today.

METSERVICE – MODELLED FORECAST FIELDS – RAIN



Severe Weather Outlook

A persistent ridge of high pressure lies over central New Zealand through the rest of the week and a trough brings a moist northeast flow to Northland during Thursday and Friday, with periods of rain.



Thunderstorm Outlook

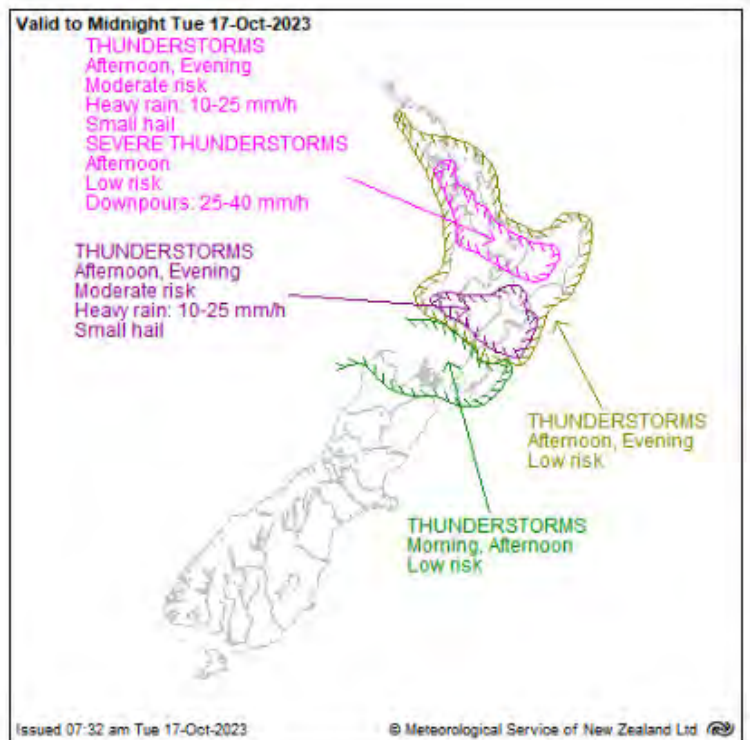
A unstable northwest flow covers the North Island and northern South Island today.

There is a low risk of thunderstorms for northern parts of Nelson Tasman and Marlborough, Horowhenua to Wellington, and Wairapa until late afternoon.

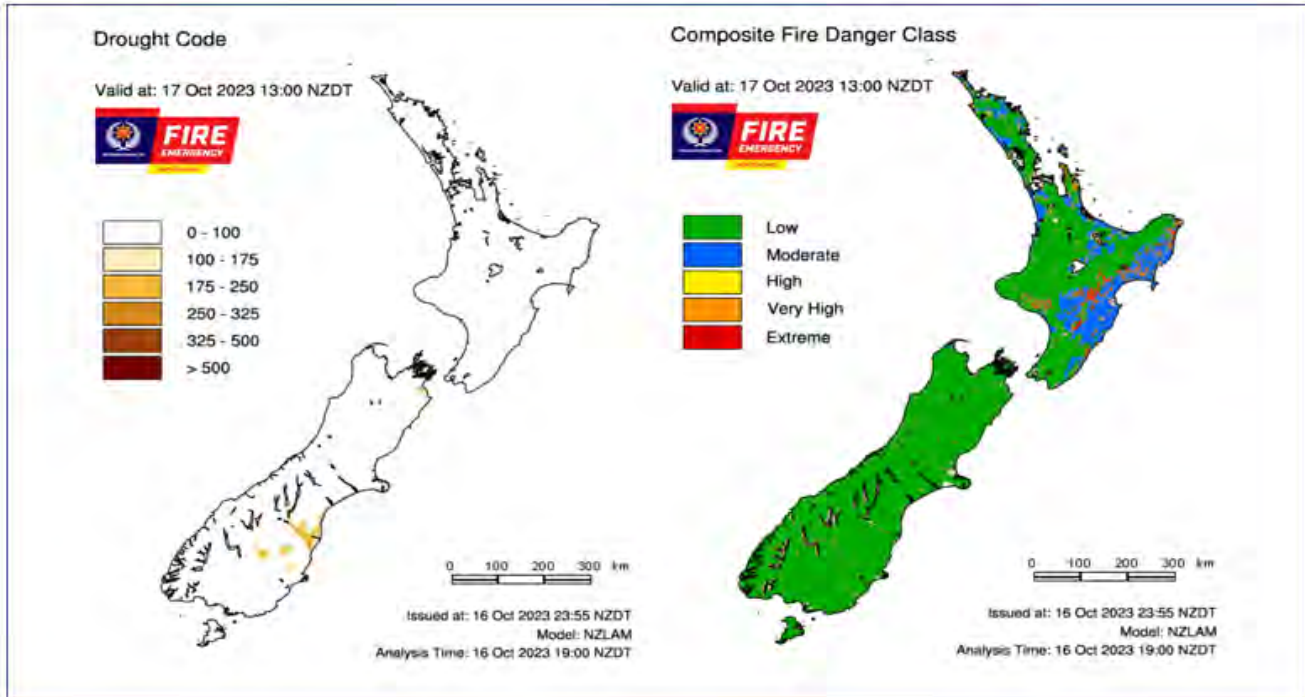
Over the remainder of the North Island, daytime heating and wind convergence are expected to cause shower activity to increase for a time in many places. There is a low risk of thunderstorms for most of the North Island this afternoon and evening, as drawn on the chart.

However, for Auckland, Waikato, northern Taupo, Bay of Plenty, the ranges of Tariāwhiti, South Taranaki, Whanganui, Taihape, Manawatu, the Tararua District, and much of Hawke's Bay, the risk is considered moderate during this time.

Any thunderstorms that occur will likely be accompanied by heavy rain with intensities of 10 to 25 mm/h, and small hail. However, from Waikato across to Bay of Plenty, including Rotorua, there is a low risk that slow-moving thunderstorms could become SEVERE and produce localised downpours with intensities of 25 to 40 mm/h.



Fire and Drought Risk



Source: [NIWA Fire Weather](#)

Geological

Volcanic Activity (Level 1 and above)

Volcano	Level	Volcanic Activity	Aviation Code
Whakaari/ White Island	2	Moderate to heightened volcanic unrest	Yellow
Ruapehu	1	Minor volcanic unrest	Green

GNS Alert Levels guide visit: <https://www.geonet.org.nz/about/volcano/va/>

GNS Aviation Colour Codes visit: <https://www.geonet.org.nz/volcano/acc>

Other Events

Nothing to report.

Media

Katikati’s new emergency shelter gets the nod

The project — which was initiated by Rotary Club of Katikati — and community response plan was fast-tracked after Western Bay flooding this year, says project chairman John Bothwell.

NZ Herald

Hunga Tonga-Hunga Ha’apai volcano ash causing power outages in Tonga – utility provider

Tonga’s main island of Tongatapu has been experiencing power outages caused by corrosive ash created by last year’s Hunga Tonga-Hunga Ha’apai volcanic eruption.

RNZ



DAILY INTERAGENCY REPORT TO GEDT

Submitted daily not later than 11am.

Date: 18 October 2023

DPMC:

NSTR

NZ Police:

NSTR

NEMA (Daily Intelligence Briefing attached):

See daily report

GCSB:

NSTR

NZSIS:

Reporting via the JIG

MoH:

NSTR

IN-CONFIDENCE

Waka Kotahi:

<https://www.journeys.nzta.govt.nz/highway-conditions/traffic-and-travel-list-view/>

NSTR

MFAT:

NSTR

Moj:

NSTR

FENZ:

NSTR

MPI:

NSTR

MBIE:

NSTR

Prepared by: David [REDACTED]

18/10/2023 - E + 4 SITREPS

As at 3.38pm on 18/10/2023 prepared by Crispian [REDACTED] approved by Anusha Guler

Distributed to	All GEDT/ELT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	E+ 3 SITREPS 17102023 - FINAL
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> • Post-election process • Focus on processing enrolment forms, overseas votes and special votes. • Repatriation of materials to headquarters. • Processing of Ordinary and Special Votes. • Dealing with scrutineers for official count
Voting Services	<p>GENERAL UPDATE</p> <p>Overseas Operations</p> <ul style="list-style-type: none"> • No issues to report. • About 50% of the Overseas Voting Places materials have been received. • National Office Processing team (NOPT) running a bit behind schedule. NOPT will be processing for the next 2 full days with 2 shifts. On Friday, there will be a smaller team to complete the processing of the scanned rolls. <p>Auckland North Region (apology from Peter)</p> <ul style="list-style-type: none"> • No issues to report. • All on track. <p>Auckland South Region</p> <ul style="list-style-type: none"> • Count well underway in all electorates. • Enrolment form scanning mostly complete. Scanning of rolls progressing well. • Some staff shortages at HQ staff due to no show. • 2-3 scrutineers at HQs <p>Central North Island Region</p> <ul style="list-style-type: none"> • No issues to report. • Counts well underway today, most should be finished by the end of the week. • Special Voting processing happening on schedule, numbers are high. • 98.5% electorates have completed scanning enrolment forms. • 3 scrutineers at HQs <p>Lower North Island</p> <ul style="list-style-type: none"> • No issues to report. • 2 scrutineers at HQs <p>South Island Region</p> <ul style="list-style-type: none"> • Counts progressing, scanning and SVD are a little late • Scanning of enrolment forms completed. • At least 5 scrutineers at HQs
Enrolment	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • No new issues or risks. • As at 11am this morning there are 148,895 enrolment forms to key 130,626 paper forms (127,426

	<p>from VPs), 18,173 online forms], focusing on the paper forms at the moment.</p> <ul style="list-style-type: none"> • The team has keyed 47,409 forms in the last two days (Monday and Tuesday) • Need updates on acquittances from Electorate HQs that all enrolment forms have been scanned into the system. • Enrolment to work with Legal & Policy and Voting Services for assistance on process to notify candidates to appoint scrutineers at processing centres as well as guidelines, forms etc.
IT	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Nothing significant to report
Comms & Education	<p>GENERAL UPDATE (Apology from Suzanne)</p> <ul style="list-style-type: none"> • Ongoing media enquiries • Preparation for by-election
Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • No issues or risks. • Since yesterday, the team resolved 166 tickets and 88% of tickets were resolved in one-touch. Telnet received 122 calls and 14 emails. • Currently 204 complaints are on hand across the business units.
Legal & Policy	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • No issues to report.
Strategic Engagement and Partnership	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • No update.
Security	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • Nothing significant to report
People & Culture	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Extended timeframe for getting information through to payroll. The pay run approval is tomorrow. • Progressing employment relations matters. We have 15 open cases. Few more cases came up after Election Weekend but working through them as well.
Data & Insights	<ul style="list-style-type: none"> • Due to issues with use of the reconciliation app, daily data in EMS for vote and enrolment counts is unreliable. This means any data or insights that splits vote/enrolment counts by day should not be made public (other than what already has) and will be of limited use for planning/estimate purposes in 2026, more so in some electorates than others. Many counts for advance voting days (particularly SV and enrolments) were not entered. ED counts are taken from the preliminary results and need to be updated to official results to account for voting places that didn't get results in on election night (thus, making ED counts accurate for Overseas Votes).



Issued: 1030hrs 18 Oct 2023

Authorised by: [REDACTED] – Watch Leader

Next update: 1030hrs 19 Oct 2023

Executive Summary

- There are currently no weather warnings and watches in place across New Zealand.

NEMA Operational Status

Operational Activity

- NCC is at Mode 1 (MAR Centre Monitoring).

On-Call Roster

Director	[REDACTED]
National Controller	[REDACTED]
PIM	[REDACTED]
REMA North	[REDACTED]
REMA South	[REDACTED]

Holiday On-Call Roster

Controller	[REDACTED]
Operations	[REDACTED]
Intelligence	[REDACTED]
Logistics	[REDACTED]
Planning	[REDACTED]

Response Activity

Nothing to report.

Weather and Climate

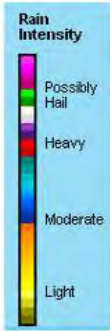


Current Weather

There are currently no weather warnings or watches in place across the country. MetService forecast is for stable weather over the coming days.

Accurate from MetService as at 1000hrs today.

METSERVICE – MODELLED FORECAST FIELDS – RAIN



Wednesday 18 October 2023 1800hrs



Thursday 19 October 2023 0000hrs



Thursday 19 October 2023 0600hrs



Thursday 19 October 2023 1200hrs

Valid Thu 19-Oct-2023 through Sun 22-Oct-2023



Severe Weather Outlook

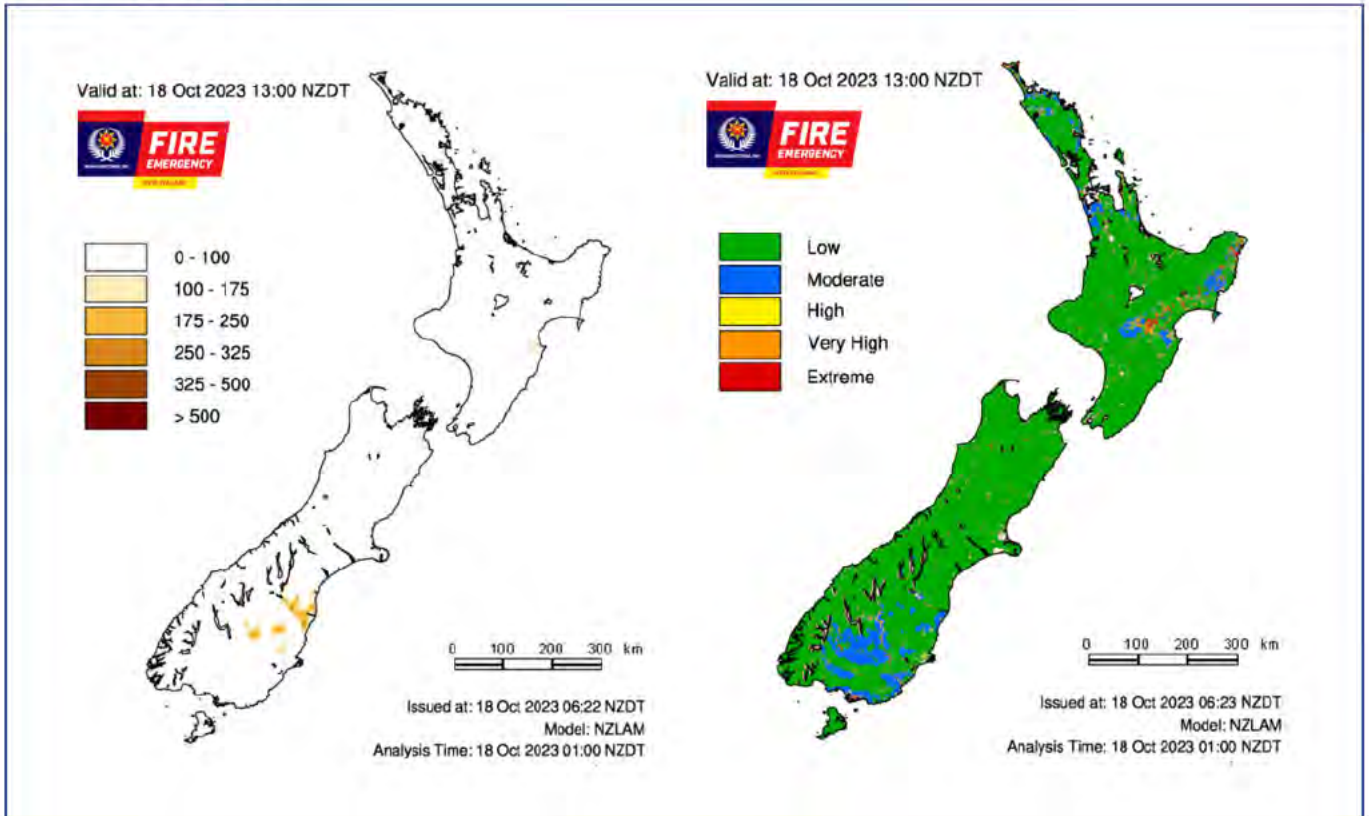
A weak ridge of high pressure predominates over central parts of the country from tomorrow through to Sunday, while a low to the north moves southeast and passes close to the northeastern North Island on Saturday.

This low is likely to bring a period of easterly rain to the northern North Island during Friday and Saturday. There is low confidence that this rainfall may reach warning criteria about Northland, northern Auckland, and Coromandel Peninsula.

Issued 11:03 am 17-Oct-2023

© Meteorological Service of New Zealand Ltd

Fire and Drought Risk



Source: [NIWA Fire Weather](#)

Geological

Volcanic Activity (Level 1 and above)

Volcano	Level	Volcanic Activity	Aviation Code
Whakaari/ White Island	2	Moderate to heightened volcanic unrest	Yellow
Ruapehu	1	Minor volcanic unrest	Green

GNS Alert Levels guide visit: <https://www.geonet.org.nz/about/volcano/val>

GNS Aviation Colour Codes visit: <https://www.geonet.org.nz/volcano/acc>

Other Events

Nothing to report.

Media

Weather: Spring snow surprise hits South Island, could be last dumping of the year

There's been a spring snow surprise for parts of Canterbury and Otago.

Newshub

First civilian death confirmed in Australia bushfire season

A 56-year-old man's body has been found following an out-of-control bushfire in New South Wales.

1 News

Hunga Tonga-Hunga Ha'apai volcano ash causing power outages in Tonga

According to Tonga Power, the ash had corroded the "High Voltage Aerial Bundled Cabling" installed before the Hunga Tonga-Hunga Ha'apai volcanic eruption.

NZ Herald

19/10/2023 - E + 5 SITREPS

As at 1.44pm on 19/10/2023 prepared by Crispian [REDACTED] approved by Anusha Guler

Distributed to	All GEDT/ELT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	E+4 SITREPS 6 18102023 - FINAL.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> • Post election process • Processing enrolment forms • Scanning of enrolment forms • Scrutineers at HQs • Notify candidates to appoint scrutineers at processing centres • Payroll information and approval
Voting Services	<p>GENERAL UPDATE</p> <p>Overseas Operations</p> <ul style="list-style-type: none"> • No issues to report. • DHL courier in transit - less than 3000 votes to come in from Overseas Voting Places. • Count will start next week. • Processing continues and we will move to our qualification space tomorrow as National Office Processing Team (NOPT) consolidates into L4 West. <p>Auckland North Region</p> <ul style="list-style-type: none"> • No issues to report. • All ordinary votes will be counted by tomorrow, except Northland, to be completed by next Tuesday morning. • Scrutineers are abiding by the rules. • Note that Auckland Central has 13k special votes. • The last of the special votes will be couriered today. <p>Auckland South Region</p> <ul style="list-style-type: none"> • No issues to report. • Progressing well with the Roll upload. Counts are on schedule and will be completed by tomorrow. • Team is looking forward to the long weekend. <p>Central North Island Region</p> <ul style="list-style-type: none"> • No issues to report. • The long weekend is critical for wellbeing and the HQs are looking forward to it. <p>Lower North Island Region</p> <ul style="list-style-type: none"> • No issues to report. • Special votes are coming in from other areas. <p>South Island Region</p> <ul style="list-style-type: none"> • No issues to report. • 3 counts will be processed by next week Tuesday. • Some scrutineer issue around the process due to lack of availability of JPs to sit through the entire process. <p>Voting Services:</p> <ul style="list-style-type: none"> • Providing progress reports to Regional Managers

Enrolment	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • No new risks or issues to report. • As at 8am this morning we had 126,900 enrolment forms to key (118, 987 from VPs, 3,000 paper forms and 4,835 online). • The team processed 29,344 enrolments yesterday. • We have processed 293,752 enrolments since Advance Vote started on 2 October (195,541 since 9 October and 110,524 since Election Day) • The matter of Scrutineers being present at Enrolment Processing sites during SVD checks has been resolved. • The estimated time to complete processing is on Sunday night and start Special Votes Declaration by Tuesday morning. • Cleared all Port Waikato online enrolment forms.
IT	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • A potential issue has been identified in the MIKE system that may affect the Special Votes Declaration (SVD) for GE2023. After setting up the Port Waikato By-Election (PWBE) record for the Overseas Application there are now 2 records, and SVD batches for GE2023 would be incorrectly assigned to PWBE. Catalyst have made a change which is currently being tested and if successful an emergency MIKE change will be required to address this to facilitate SVD checking in MIKE which will begin early next week.
Comms & Education	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Nothing to report
Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • No issues to report. • There are 182 complaints on hand across the business units. Some delays are experienced due to key staff currently busy with the post-election activities and Port-Waikato by-election preparation. The SLA for complaints is 10 working days.
Legal & Policy	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • No issues to report. • Managing OIAs focused on IT and Operations group.
Strategic Engagement and Partnership	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • Nothing to report
Security	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • No issues to report
People & Culture	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Busy with approving pay run.



Daily Intelligence Briefing

Issued: 1030hrs 19 Oct 2023

Authorised by: [REDACTED] – Watch Leader

Next update: 1030hrs 20 Oct 2023

Executive Summary

- 2 NEMA staff return from Fiji this evening after participating in a national earthquake and tsunami exercise.
- There are currently no weather warnings and watches in place.
- New Zealand ShakeOut, our national earthquake drill and tsunami hīkoi, took place this morning.

NEMA Operational Status

Operational Activity

- NCC is at Mode 1 (MAR Centre Monitoring).

On-Call Roster

Director	[REDACTED]
National Controller	[REDACTED]
PIM	[REDACTED]
REMA North	[REDACTED]
REMA South	[REDACTED]

Holiday On-Call Roster

Controller	[REDACTED]
Operations	[REDACTED]
Intelligence	[REDACTED]
Logistics	[REDACTED]
Planning	[REDACTED]

Suva, Fiji Deployment

NEMA has 2 staff returning from a short deployment to Suva, Fiji this evening. The purpose of this trip was to participate in the national exercise, simulating the impacts of an earthquake and tsunami.

Response Activity

Nothing to report.

Weather and Climate



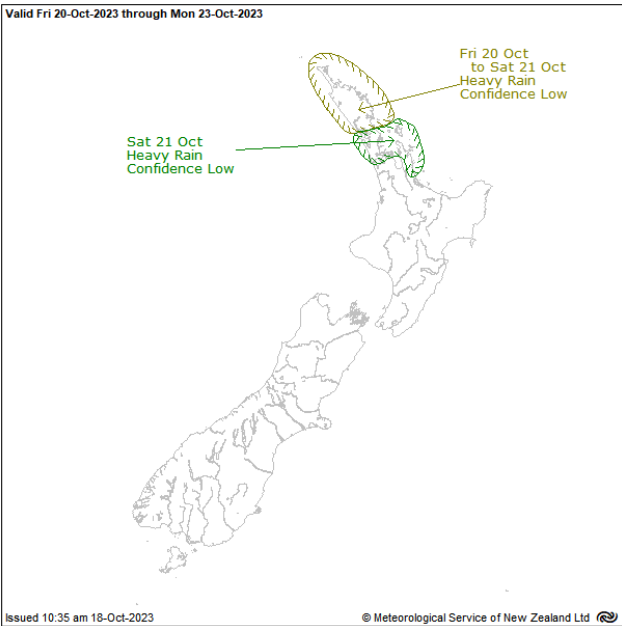
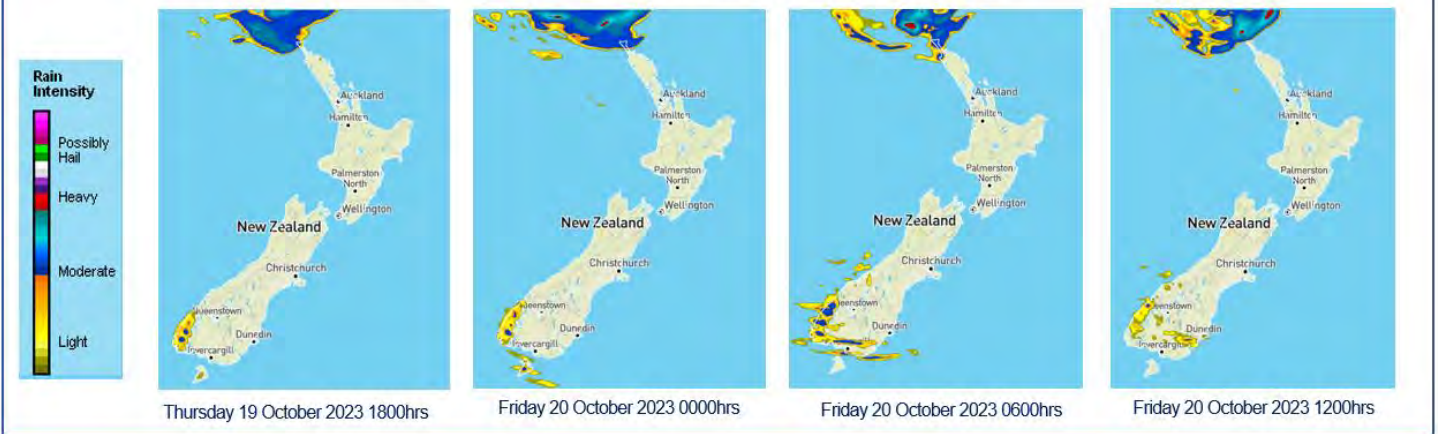
Current Weather

There are currently no weather warnings or watches in place.

Accurate from MetService as at 1000hrs today.

Prepared by the NEMA Monitoring, Alerting and Reporting Centre to provide awareness that supports informed decision making. Any questions, comments or contributions should be addressed to: mar@nema.govt.nz.

METSERVICE – MODELLED FORECAST FIELDS – RAIN

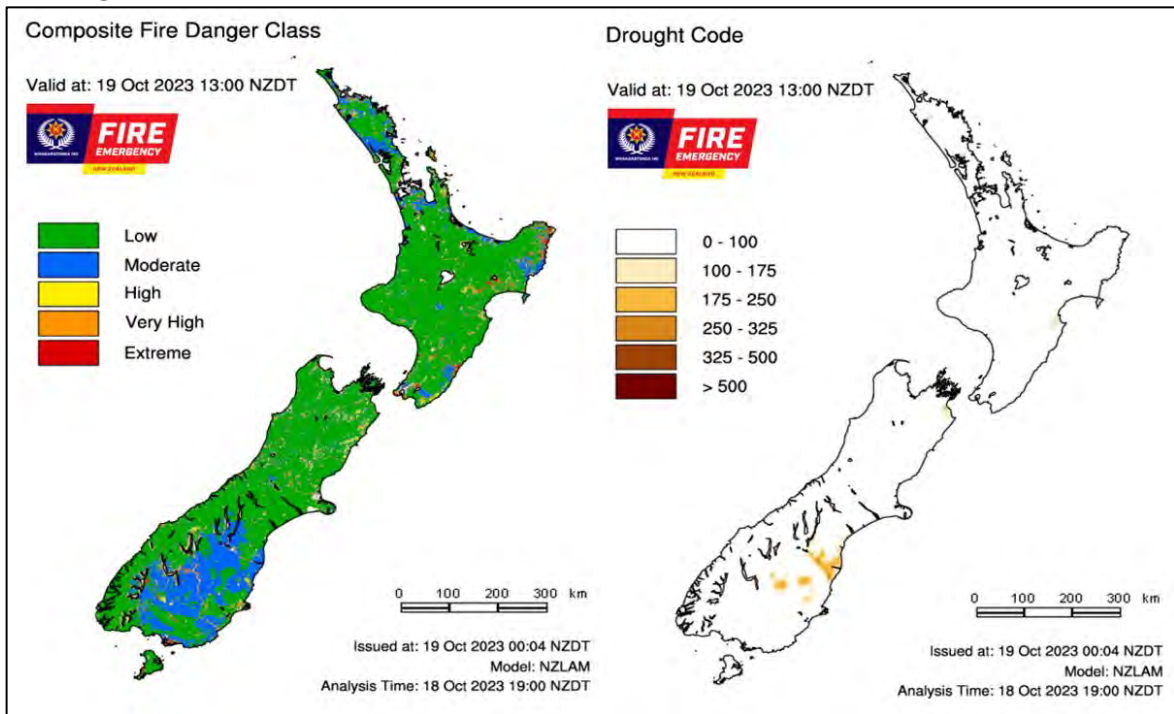


Severe Weather Outlook

A low in the north Tasman Sea is expected to move south eastwards past the north eastern North Island late Friday and Saturday, with an associated rain band affecting the northern North Island. A ridge of high pressure will predominate over central and southern New Zealand from Friday to Monday.

There is low confidence that rainfall amounts associated with the rain band could reach warning criteria about Northland on Friday and Saturday morning, and about Auckland, Great Barrier Island, Coromandel Peninsula and northern parts of western Bay of Plenty on Saturday.

Fire and Drought Risk



Source: NIWA Fire weather

Geological

Volcanic Activity (Level 1 and above)

Volcano	Level	Volcanic Activity	Aviation Code
Whakaari/ White Island	2	Moderate to heightened volcanic unrest	Yellow
Ruapehu	1	Minor volcanic unrest	Green

GNS Alert Levels guide visit: <https://www.geonet.org.nz/about/volcano/val>

GNS Aviation Colour Codes visit: <https://www.geonet.org.nz/volcano/acc>

Other Events

New Zealand ShakeOut

At 0930hrs this morning our national earthquake drill and tsunami hīkoi (evacuation walk) took place with over 670,000 participants registered. ShakeOut takes place across the world to remind people of the right action to take during an earthquake - Drop, Cover and Hold. Participants are also encouraged to practice a tsunami hīkoi if they are in coastal areas to become familiar with their evacuation route.



Media

Volcanoes: Expedition sets sail to explore under-studied hazards of Bay of Plenty volcanoes

GNS Science, Victoria University of Wellington and Scripps Institute of Oceanography (USA) will join the Beneath the Waves expedition to study the two offshore volcanoes' geologic history, including previous eruptions and flank collapses, both of which can generate tsunamis..

NZ Herald

Horizons training exercise welcomed by emergency teams

A curated training exercise was attended by Horizons emergency management personnel and representatives from the region's city and district councils, Hato Hone St John, NZ Police, Fire and Emergency NZ, the NZ Defence Force, lifeline services, the Ministry for Primary Industries and iwi partners.

NZ Herald

Images of freight train buried by landslide on the South Island's West Coast revealed

The first images of a freight train buried by a landslide on the South Island's West Coast have been revealed.

Newshub

Treating Mental Health as Part of Climate Disaster Recovery

Mental health specialists discuss strategies for residents reexperiencing trauma in the aftermath of hurricanes, wildfires and floods.

Scientific American

20/10/2023 - E +6 SITREPS

As at 1.35pm on 20/10/2023 prepared by Crispian [REDACTED] approved by Anusha Guler

Distributed to	All GEDT/ELT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	E+5 SITREPS 6 19102023 - FINAL.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> • Post election process • Laptop shortages • Some teams will be working through the weekend and public holiday. • No weekend Taskforce meeting. • Meeting cadence changed to Tuesday and Thursday meetings for the next 2 weeks
Voting Services	<p>GENERAL UPDATE</p> <p>Overseas Operations</p> <ul style="list-style-type: none"> • No issues to report. • Processing continues, preparing for qualification and count. • Teams will be working over the weekend -Saturday and Sunday <p>Auckland North Region</p> <ul style="list-style-type: none"> • No issues to report. • Shortage of laptops; some electorates will run two shifts to accommodate the shortage. • All the counts will be completed today except Northland. <p>Auckland South Region</p> <ul style="list-style-type: none"> • No issues to report. • Official count to be completed by end of today. • Ready to start uploading SVDs on Tuesday morning. • Additional laptops being arranged • Manurewa/Tāmaki Makaurau have a large number of special votes – approx. 18,000+, which will require teams to work on Monday. <p>Central North Island Region</p> <ul style="list-style-type: none"> • No issues to report. • Staffing issue being managed in Napier. • Most counts are well underway and will be completed today. <p>Lower North Island Region</p> <ul style="list-style-type: none"> • Official count progressing – 4 electorates are 90% complete with 3 under 60% complete. • Reallocating laptops around the region to manage the SV processing where numbers are high. Otaki – 13,000, Wgtn Central 9,500 and others averaging around 6,000. • Overseas team are providing 3 additional scanners to Hutt South to help complete roll scanning today. <p>South Island Region</p> <ul style="list-style-type: none"> • No issues to report. • Short of laptops, reallocating across the region. • Counts are going well, will be completed by Tuesday next week.
Enrolment	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Enrolment team has advised that they will not be able to complete processing of enrolment forms by Sunday as previously indicated. • The enrolment team will be working this weekend, and that will include Monday. • Committed to work all weekend to complete processing so that they are able to start processing SVDs on Tuesday 24 October.

	<ul style="list-style-type: none"> We have 98,533 enrolment forms to key (94,851 forms from VPs, 260 electronic and 3,422 other paper forms).
IT	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> MIKE system change was completed at 10pm 19/10, addressing the issue reported previously around Special Votes Declaration (SVD) for GE2023. Decision to extend NOPT processing beyond 19/10 has had a knock effect with office space and IT equipment required for Qualifications processing scheduled to start 20/10 . <p>Plan to address as follows:</p> <ul style="list-style-type: none"> 19/10 7:30pm-9:30pm (Completed) <ul style="list-style-type: none"> Relocated 10 x NOPT workstations for the continuation of NOPT processing Deployed 21 x BAU workstations for Qualifications Processing 21/10 08:00am – 10:30am (Planned) <ul style="list-style-type: none"> Swap out all NOPT workstations and replace with 28 x BAU workstations in readiness for Qualifications Processing
Comms & Education	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> No issues to report.
Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> No issues to report.
Legal & Policy	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> Busy with nominations as it closed at 12noon.
Strategic Engagement and Partnership	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> Nothing to report
Security	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> A number of Israel/Gaza protests planned around the country over the weekend. Relevant EMs, RMs and RSRAs have been emailed with details.
People & Culture	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Payroll went through yesterday for advanced period. Some enquiries about training not being paid. Working through employment related cases.

24/10/2023 - E +10 SITREPS

As at 2.48pm on 24/10/2023 prepared by Crispian [REDACTED] approved by Anusha Guler

Distributed to	All GEDT/ELT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	E+6 SITREPS 6 20102023 - FINAL.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> Post election process
Voting Services	<p>GENERAL UPDATE</p> <p>Overseas Operations</p> <ul style="list-style-type: none"> No issues to report. Processing continues. Last shipment of voting papers from Overseas Voting Places arrives today. Validation and qualification progressing well. <p>Auckland North Region</p> <ul style="list-style-type: none"> No issues to report. Northland electorate ordinary votes count finishes by tonight. <p>Auckland South Region</p> <ul style="list-style-type: none"> No issues to report. Processing 18k Special Votes for the Tāmaki Makaurau and Manurewa electorates, some staff worked on Monday (Labour Day) 1 scrutineer at Port Waikato. <p>Central North Island Region</p> <ul style="list-style-type: none"> No issues to report. 7 out of 12 electorates have completed the official count, remaining will be finished by today. Progressing with Special Votes processing in varying stages across the region. Dual votes progressing very well. 1 scrutineer at Hamilton East. <p>Lower North Island Region</p> <ul style="list-style-type: none"> [REDACTED] 7 out of 12 electorates have completed the official count with another two having less than five counts to complete. Remaining three electorates have an average of 75% complete. Special and Dual votes processing is well underway in all electorates. Working on an OIA request regarding a voting place that did not open on Election Day. 1 scrutineer at Palmerston North <p>South Island Region (Emma [REDACTED] was in attendance)</p> <ul style="list-style-type: none"> 14 out 16 electorates have completed the official count. 1 scrutineer at Nelson electorate
Enrolment	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> 24,574 enrolment forms to key. Team working very hard to complete keying before finishing tonight – which will allow us to process SVDs (Special Votes Declaration) in the morning. Port Waikato by-election electoral roll and Easy Vote data extraction and QA completed this morning. 50K Special Vote Declarations (SVD) in the queue to be processed by tomorrow morning.

IT	<p>GENERAL UPDATE: (apology from Paul)</p> <ul style="list-style-type: none"> No issues to report.
Comms & Education	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> No issues to report. Some concern being expressed in media including from political leaders about the time taken to release official results, specifically because results were previously released in two weeks rather than the current three.
Customer Services	<p>GENERAL UPDATE (apologies from Grace)</p> <ul style="list-style-type: none"> No issues to report.
Legal & Policy	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> No issues to report.
Strategic Engagement and Partnership	<p>GENERAL UPDATE (Eileen was in attendance)</p> <ul style="list-style-type: none"> No issues to report.
Security	<p>GENERAL UPDATE</p> <p>For situational awareness only</p> <ul style="list-style-type: none"> Increased gang activity in Wellington, Napier and Tairāwhiti Coronial enquiry into Christchurch Mosque attacks currently underway in Christchurch Ongoing protests about Israel/Gaza conflict nationwide
People & Culture	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> No issues to report.



Issued: 1045hrs 24 Oct 2023

Authorised by: [REDACTED] – Watch Leader

Next update: 1030hrs 25 Oct 2023

Executive Summary

- Heavy rain watches and strong wind watches are in force in several locations, largely across the South Island and lower North Island.
- Tropical Cyclone Lola has reached Category 5 and will track over Vanuatu in the next couple of days.
- A M5.2 earthquake occurred in Arthur's Pass last night. It did not meet thresholds and the event was closed.

NEMA Operational Status

Operational Activity

- NCC is at Mode 1 (MAR Centre Monitoring).

On-Call Roster

Director	[REDACTED]
National Controller	[REDACTED]

Response Manager	[REDACTED]
Activation Coordinator	[REDACTED]

PIM	[REDACTED]
REMA North	[REDACTED]
REMA South	[REDACTED]

Response Activity

Nothing to report.

Weather and Climate



Accurate from MetService as at 1000hrs today.

Current Weather

A front, preceded by strong northwesterlies, moves north over New Zealand during Tuesday and Wednesday, bringing periods of heavy rain to western parts of the country. Another active front approaches the South Island from the Tasman Sea late Wednesday before moving northwards on Thursday.

There are heavy rain watches in force for Taranaki, Tararua, Kapiti-Horowhenua, Wairarapa, Wellington, Nelson, Buller and Westland coming up for tomorrow.

A strong wind watch is in place for Wairarapa, Wellington and Marlborough on Tuesday through to Wednesday with northwest winds approaching severe gales in exposed places.

Heavy rain watches

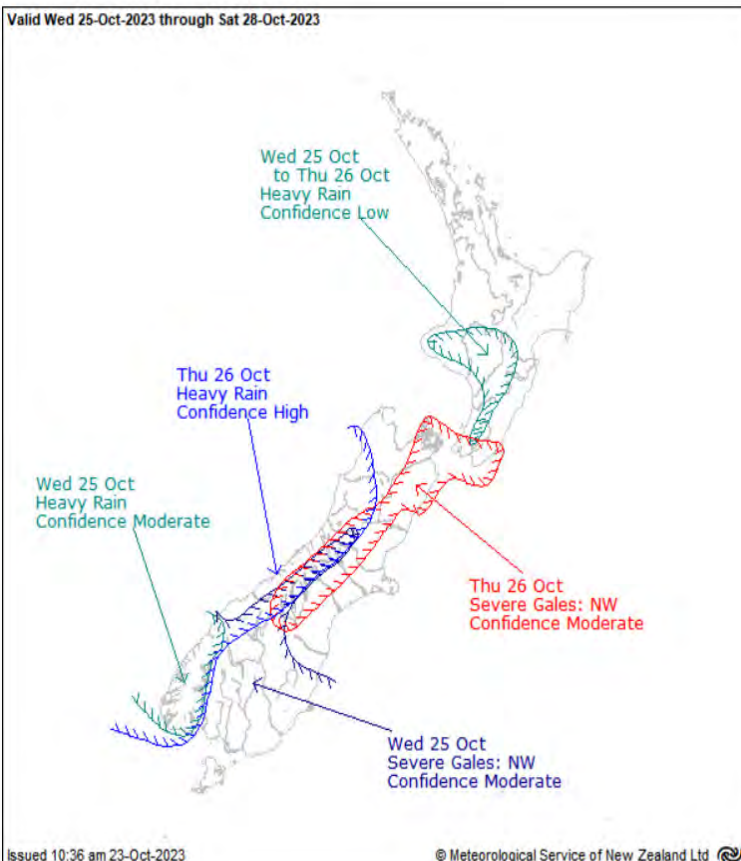
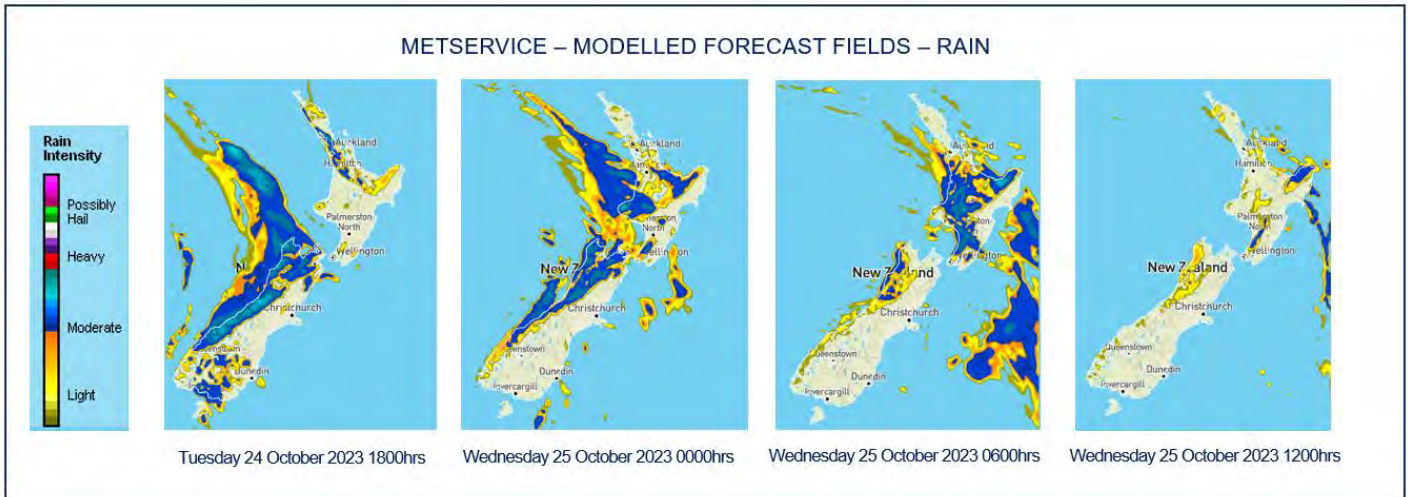
- Taranaki Maunga/Mount Taranaki from 2000hrs today to 0600hrs Tomorrow.
- Tararua Range from 2000hrs today to 0600hrs tomorrow.
- Buller and Tasman northwest of Motueka from 1300hrs today to 0600hrs tomorrow.
- Westland about and south of Otira from 2100hrs today to 0300hrs tomorrow.

UNCLASSIFIED

- Headwaters of Canterbury and Otago Lakes and rivers, about and south of Arthur's Pass from 2100hrs today to 1200hrs Thursday 26 October
- Fiordland from 1800hrs today to 0600hrs Thursday 26 October.

Strong wind watches

- Wairarapa south of Carterton, Wellington and the Marlborough Sounds from 2000hrs today to 0600hrs tomorrow.
- Canterbury High Country from 2100hrs today to 1100hrs Thursday 26 October.
- Otago excluding Clutha from 1800hrs today to 0600hrs Thursday 26 October.
- Fiordland, Southland including Stewart Island and Clutha from 1500hrs today to 0300hrs Thursday 26 October.



Severe Weather Outlook

Tomorrow, a front preceded by a strong moist north westerly flow moves east onto the south of the South Island. There is moderate confidence that rainfall amounts will reach warning criteria in Fiordland and a moderate confidence that severe northwesterly gales will affect the Canterbury high country, Otago, Southland and Fiordland. There is low confidence that rainfall over the North Island ranges south of Lake Taupo will reach warning amounts.

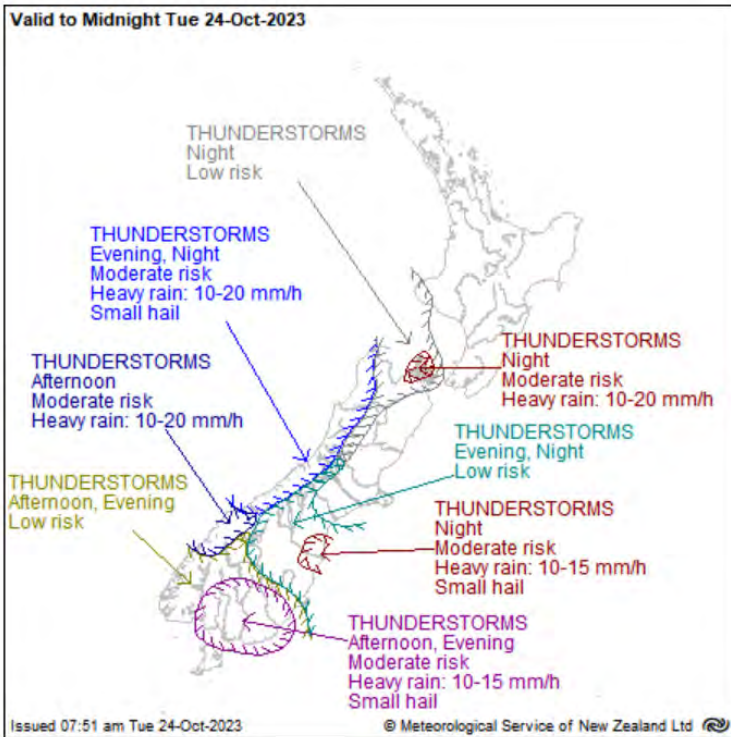
On Thursday, the front moves northeast over the South Island and onto the lower North Island. There is high confidence that rainfall accumulations will reach warning amounts in Fiordland, Westland, Buller and the headwaters of the Otago and Canterbury lakes and rivers. There is moderate confidence in severe northwest gales for the Canterbury high country and foothills, Marlborough, Wellington and Wairarapa south of Carterton. There is again low confidence that rainfall over the North Island ranges south of Lake Taupo will reach warning amounts.

A strong cold southwesterly flow is expected to affect the South Island on Friday.

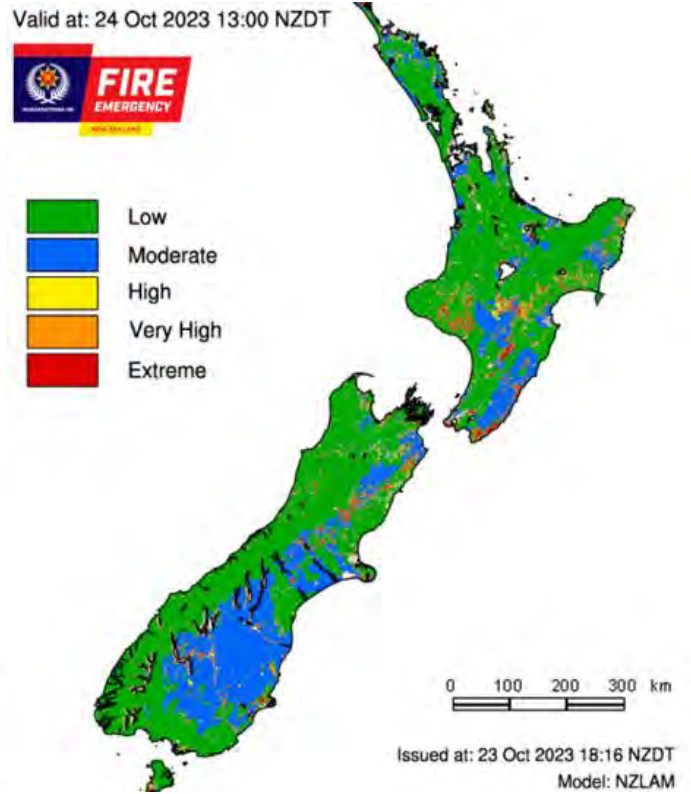
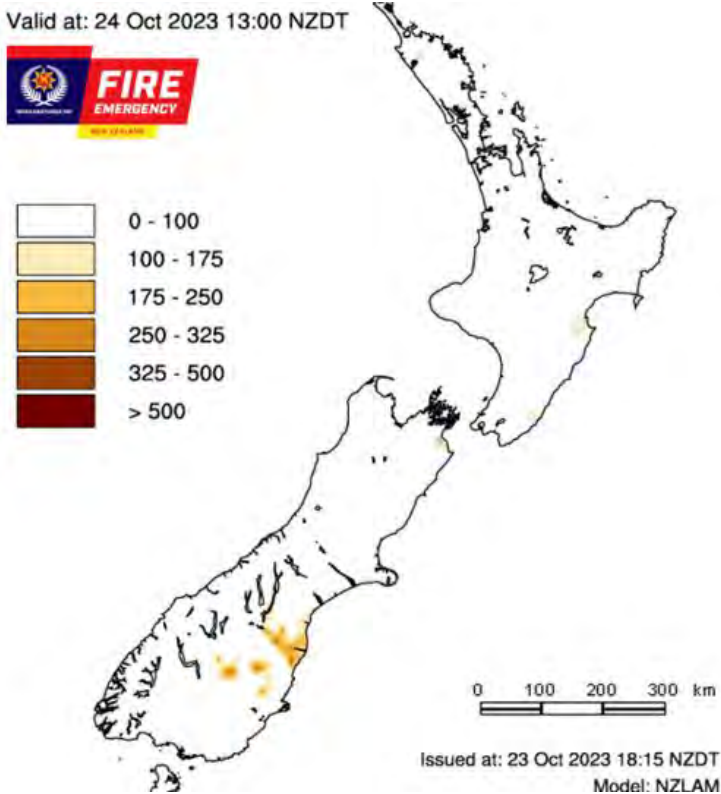
Severe Thunderstorm Warnings

A front in the Tasman Sea moves onto the South Island during the second half of today. As the front moves northwards along the South Island west coast, there is a moderate risk of a few thunderstorms embedded within broader areas of rain about northern Fiordland this afternoon, and Westland, Buller and far western Tasman this evening and tonight. Any thunderstorms that occur in these areas will boost local rainfall rates.

There is also a moderate risk of a few thunderstorms about Southland and southern parts of Otago in the late afternoon and evening, and a moderate risk of one or two thunderstorms about North Otago, South Canterbury and Marlborough Sounds tonight. If any thunderstorms do occur in these areas, they will bring brief heavy rain and small hail.



Fire and Drought Risk



Source: [NIWA Fire Weather](#)

Geological

Volcanic Activity (Level 1 and above)

Volcano	Level	Volcanic Activity	Aviation Code
Whakaari/ White Island	2	Moderate to heightened volcanic unrest	Yellow
Ruapehu	1	Minor volcanic unrest	Green

GNS Alert Levels guide visit: <https://www.geonet.org.nz/about/volcano/val>

GNS Aviation Colour Codes visit: <https://www.geonet.org.nz/volcano/acc>

Arthur's Pass Earthquake

At 2225hrs last night, a magnitude 5.2 earthquake occurred 25km north-east of Arthur's Pass, with a depth of 5km. Geonet reported over 2000 felt reports. There were no injuries or damages reported. This earthquake was assessed by National Geohazards Monitoring Centre (NGMC) and the Monitoring Alerting and Reporting (MAR) team however as it did not meet thresholds, the event was closed.

Other Events

Tropical Cyclone Lola

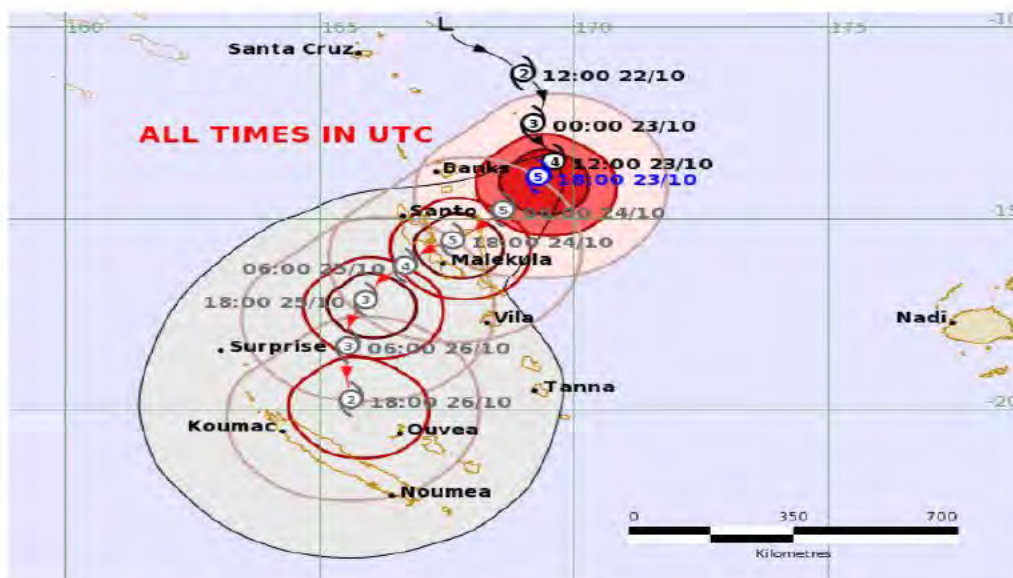
Tropical Cyclone Lola is classified as a Category 5 by the Fiji Meteorological Service. Tropical Cyclone Lola currently lies within Fiji's areas of responsibility and is moving in a general south direction at 7km/h. It is expected to impact Vanuatu's northern islands from Tuesday. New Zealand stands ready to assist our Vanuatu whānau and to consider any requests for assistance.

Official warnings and track maps can be found on the Fiji Meteorological Service website (<https://www.met.gov.fj/>).

TROPICAL CYCLONE FORECAST TRACK MAP

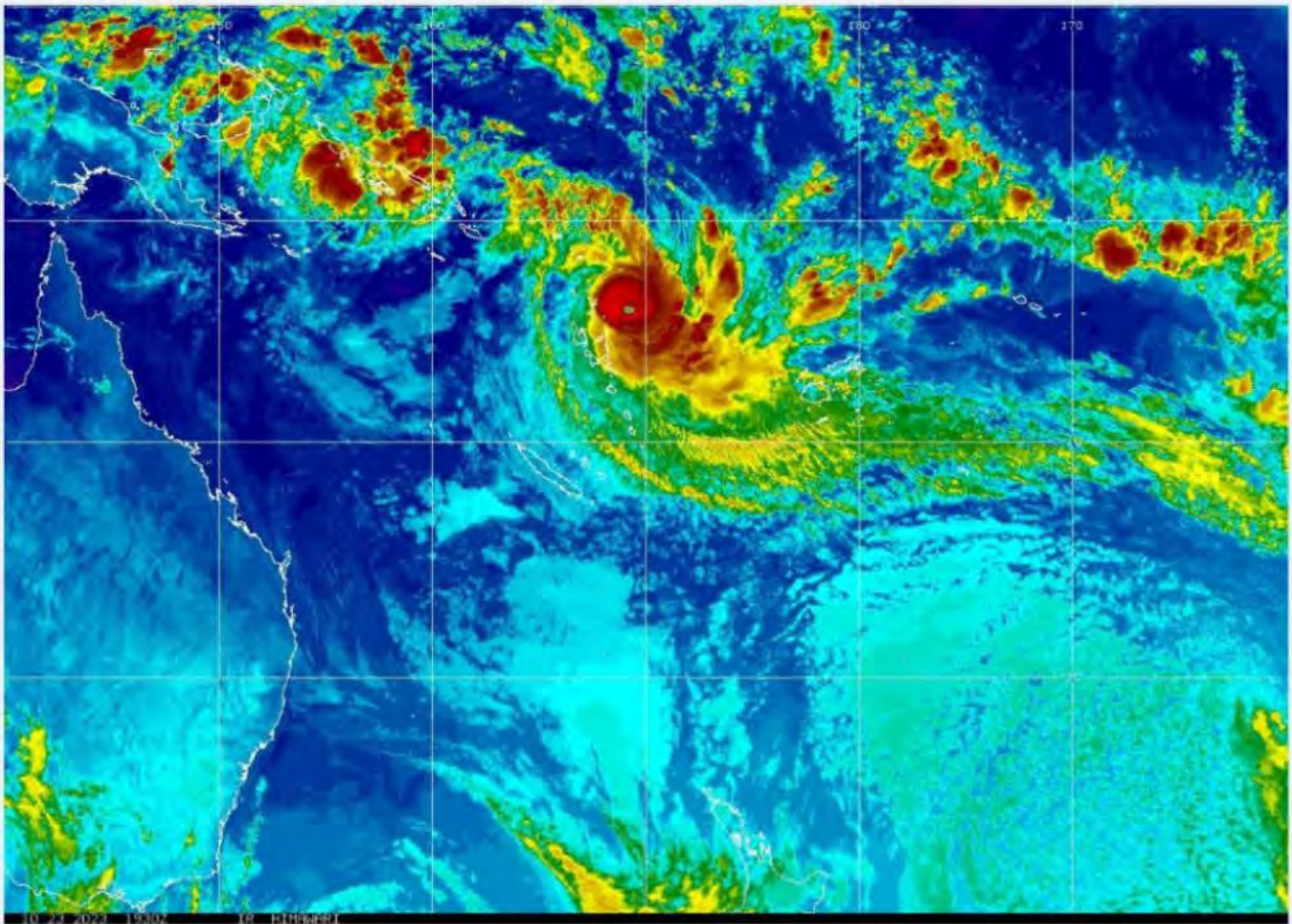
Severe Tropical Cyclone Lola

Tropical Cyclone Warning Number 14 issued 1915 UTC Monday 23 October 2023



Current and Past Cyclone Details	Forecast Cyclone Details (at 24, 48 and 72 hours from issue)
Current Location and Intensity Number:	Forecast Location and Intensity Number:
Very Destructive Hurricane Force Winds:	Very Destructive Wind Boundary:
Destructive Storm Force Winds:	Destructive Wind Boundary:
Damaging Gale Force Winds:	Gale Force Wind Boundary:
Past Track and Movement:	Most Likely Future Track:
Past Location and Intensity Number:	Range of Likely Tracks over 72 hours:

Prepared by the NEMA Monitoring, Alerting and Reporting Centre to provide awareness that supports informed decision making. Any questions, comments or contributions should be addressed to: mar@nema.govt.nz.



Source: [Fiji Meteorological Service](#)

Media

Tairāwhiti tops participation in national earthquake and tsunami drill

Tairāwhiti chalked up the highest participation rate in the country for the third year running during this year's annual earthquake and tsunami drill.

[RNZ](#)

Faults near Wellington found to be more active than scientists thought

Scientists have discovered two faults north of Wellington to be more active than they first thought – and potentially capable of kicking off with others in big earthquakes.

[NZ Herald](#)

Stream turns to torrent during Storm Babet

Watch as the Balruddery Burn in Angus turns into a torrent of water after intense rainfall during Storm Babet.

[BBC](#)

25/10/2023 - E +11 SITREPS

As at 9.43am on 25/10/2023 prepared by Crispian [REDACTED]

Distributed to	All GEDT/ELT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	E+10 SITREPS 7 24102023 - FINAL.docx
	Opening Karakia: Pou Hihiri. Pou Rarama. Tena te pou, Te Poutokomanawa o tēnei whare Te pou Tūhonohono Te pou Arataki Te pou Uakaha Te pou Manaaki Te pou o te Tika Te pou ka toko, ka hiki, ka eke. Ū te pou. Maia te pou. Rarawe te pou Hui te mārama. Hui te ora. Whano, whano! Haramai te toki – Haumi e! Hui e – Tāiki e!
Overview	Summary of the current event <ul style="list-style-type: none">• Post election process
Voting Services	GENERAL UPDATE Overseas Operations <ul style="list-style-type: none">• Auckland North Region• Auckland South Region• Central North Island Region• Lower North Island Region• South Island Region Voting Services: <ul style="list-style-type: none">•
Enrolment	GENERAL UPDATE: <ul style="list-style-type: none">•
IT	GENERAL UPDATE: <ul style="list-style-type: none">•
Comms & Education	GENERAL UPDATE: <ul style="list-style-type: none">•

Customer Services	GENERAL UPDATE: •
Legal & Policy	GENERAL UPDATE •
Strategic Engagement and Partnership	GENERAL UPDATE •
Security	GENERAL UPDATE •
People & Culture	GENERAL UPDATE: •
	<p>Closing Karakia:</p> <p>Koia tēnei te whakairi ake i te kete whakaaro, i te kete kōrero ki te epa o te whare Karakia whakamutunga Tēnei te whakamoe tai o tēnei o ngā whare kōrero Whakamoe tai Whakamoe ahiahi/kaupapa Whakamoe tēnei whare kōrero Ko lo te pū, lo tā koutou weu, lo tā koutou tāmōre Tēnei te hau Tēnei te hau kiwi, te hau weka Tēnei te hau ka kawea mai, ka tau mai, ka mārire mai, ka māhaki mai Māhaki ki te rangi Māhaki ki te whenua Māhaki ki ngā tāngata katoa E Rongo, whakairihia te kete kōrero ki runga, kia Tina – Tina! Hui e – Tāiki e!</p>



Issued: 1035hrs 25 Oct 2023

Authorised by: [REDACTED] – Watch Leader

Next update: 1030hrs 26 Oct 2023

Executive Summary

- There are warnings and watches for heavy rain, strong winds and heavy snow are in force across New Zealand.
- Tropical Cyclone Lola is currently graded at Category 4 and is tracking over the islands of Vanuatu.

NEMA Operational Status

Operational Activity

- NCC is at Mode 1 (MAR Centre Monitoring).

On-Call Roster

Director	[REDACTED]
National Controller	[REDACTED]

Response Manager	[REDACTED]
Activation Coordinator	[REDACTED]

PIM	[REDACTED]
REMA North	[REDACTED]
REMA South	[REDACTED]

Response Activity

Nothing to report.

Weather and Climate



Accurate from MetService as at 1000hrs today.

Current Weather

An active front approaches the South Island from the Tasman Sea late today before moving northwards on Thursday, followed by a cold west to southwest flow.

There are warnings and watches for heavy rain, strong winds and heavy snow are in force across the Motu.

Heavy rain warning

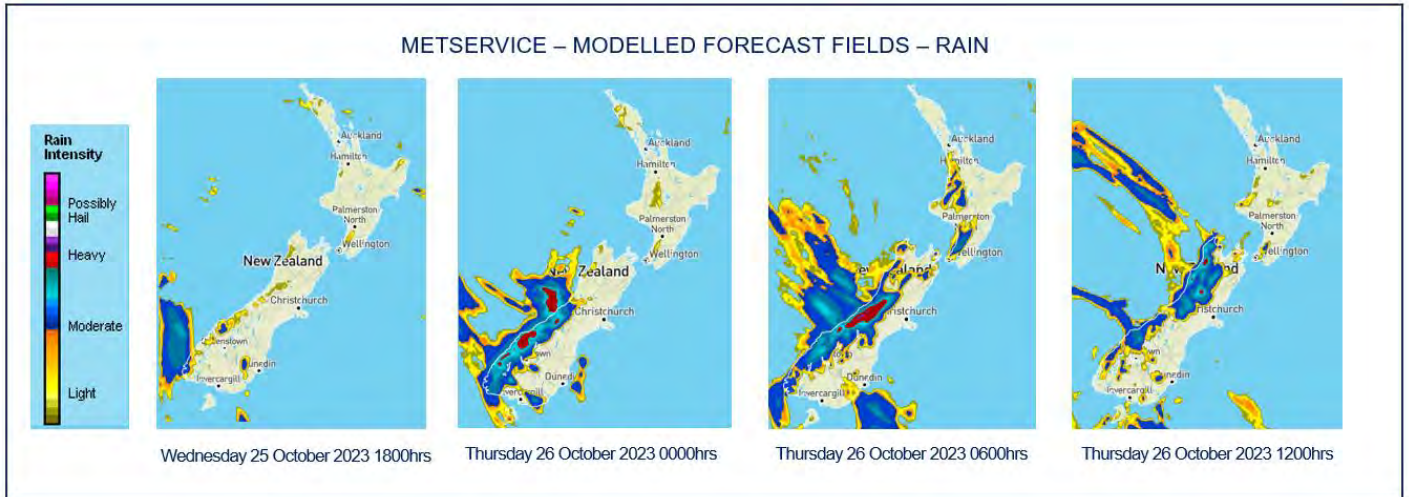
- Westland north of Otira and Buller from 0700hrs today to 1900hrs tomorrow.
- Westland about and south of Otira from 2000hrs today to 1100hrs tomorrow.
- Headwaters of Canterbury Lakes and Rivers about and south of Arthur's Pass from 2200hrs today to 1100hrs tomorrow.
- Headwaters of Otago Lakes and Rivers from 2000hrs today to 0700hrs tomorrow.
- Fiordland from 1800hrs today to 0600hrs tomorrow.

Strong wind warning

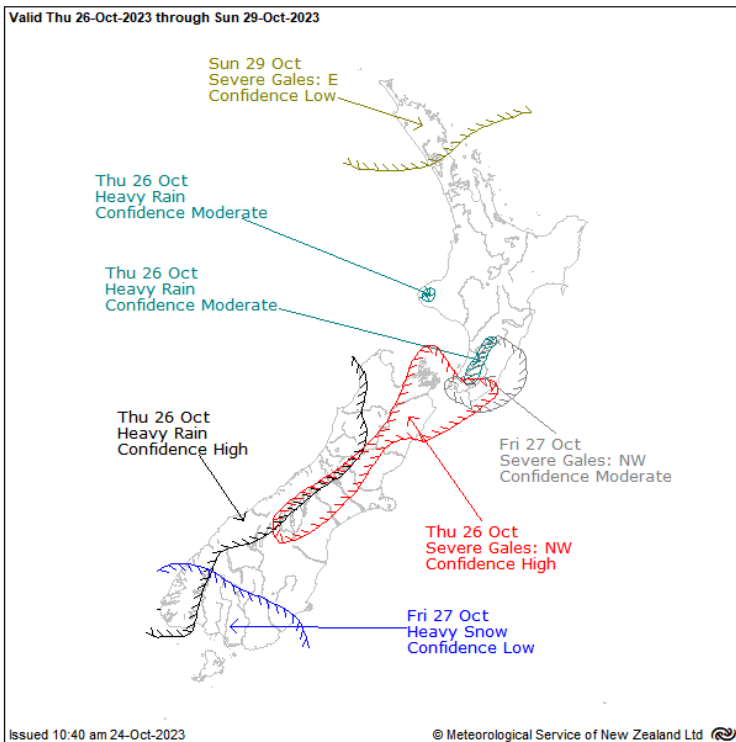
- Marlborough Sounds, Wellington and Wairarapa from 0600hrs tomorrow to 2000hrs tomorrow.
- Canterbury High Country from 2100hrs today to 1100hrs tomorrow.

Strong wind watches

- Tararua District and Hawke’s Bay south of Hastings from 0900hrs tomorrow to 2300hrs tomorrow.
- Marlborough excluding the Sounds from 0600hrs tomorrow to 1800hrs tomorrow.
- Canterbury Plains including Banks Peninsula from 0600hrs tomorrow to 1800hrs tomorrow.
- Otago excluding Clutha from 2000hrs today to 1100hrs tomorrow.
- Clutha, Southland, Stewart Island and Fiordland from 1500hrs today to 1100hrs tomorrow.



Severe Weather Outlook



On Thursday, a front moves northeast over the South Island and onto the lower North Island, followed by a cold southwesterly flow. There is high confidence that rainfall accumulations will reach warning amounts in Fiordland, Westland, Buller and the headwaters of the Otago and Canterbury lakes and rivers. There is high confidence in severe northwest gales for exposed parts of the Canterbury high country and foothills, Marlborough, Wellington and Wairarapa south of Carterton. There is moderate confidence that rainfall over Mt Taranaki and the Tararua Range will reach warning amounts.

A strong cold southwesterly flow is expected to affect the South Island on Friday. Snow showers could lower to near sea level over parts of the South Island. There is low confidence in warnings amounts of snow for Clutha, Southland and the south of Fiordland. While warning amounts of snow are not expected farther north over the South Island, there is still a risk that roads will be affected by snow. The strong southwesterly winds, cold temperatures and snow to low levels is likely to affect the entire South Island, possibly bringing stress to livestock.

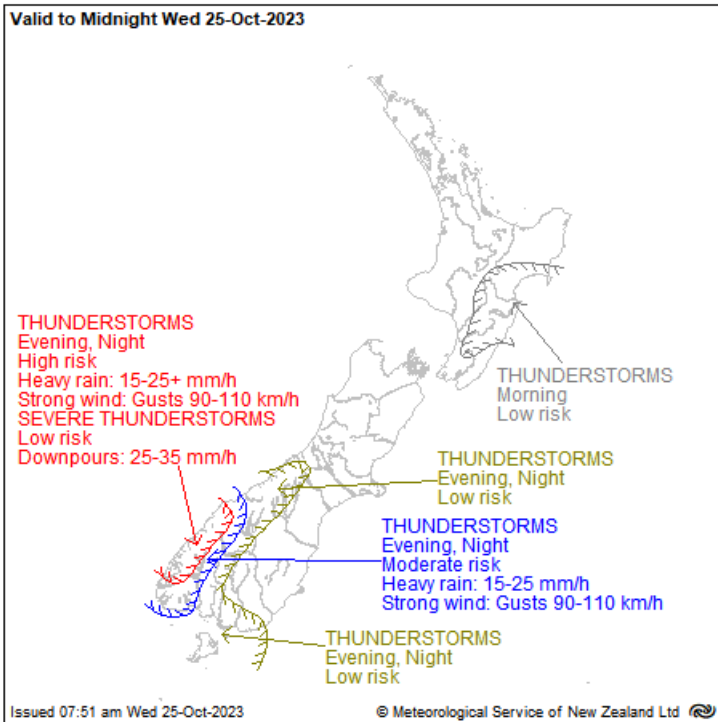
On Friday, there is moderate confidence that severe northwest gales will affect Wellington and Wairarapa including the Tararua District. A ridge of high pressure is expected to bring settled weather to New Zealand on Saturday.

A ridge of high pressure is expected to bring settled weather on Saturday.

UNCLASSIFIED

On Sunday, an area of low pressure may approach the North Island from the north, possibly Tropical Cyclone Lola. It is important to note the current uncertainty associated with the development and movement of Tropical Cyclone Lola. Refer to 'Other Events' for the most up-to-date information.

Thunderstorm Outlook



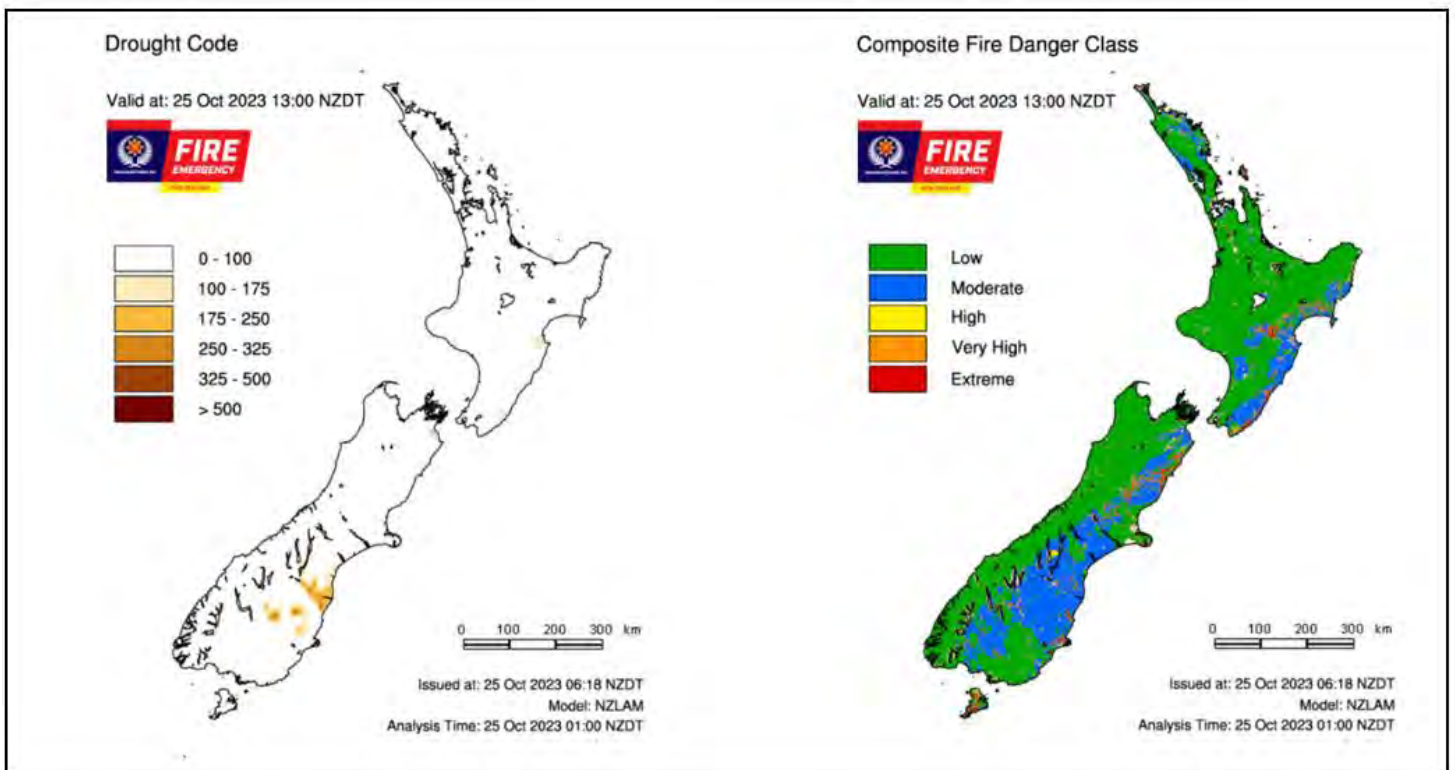
An unstable westerly flow covers the central and southern North Island this morning as an upper cold trough moves across the area. There is a low risk of thunderstorms about ranges from the Kaimanawas to the northern Tararuas, southern Gisborne, Hawke's Bay and Tararua District this morning.

Later today, a front and associated rain-band in the Tasman Sea will move onto the southern South Island. There is a high risk of thunderstorms within the rain-band about the mountains of northern and central Fiordland from this evening, and a moderate risk of thunderstorms spreading into southern Fiordland, far western Southland and Otago headwaters. There is a lower risk of thunderstorms about other parts of Southland, southern Westland and the southern Canterbury High Country from late evening.

These thunderstorms will boost local rainfall rates, mainly in the 15-25mm/h range, but there is a low risk of 25-35mm/h downpours associated with the thunderstorms about the Fiordland mountains. The thunderstorms will also be embedded within a strong

northwest flow, so gusts of 90-110km/h are possible, however as the storms are elevated, they are not expected to contribute any extra wind gusts.

Fire and Drought Risk



Prepared by the NEMA Monitoring, Alerting and Reporting Centre to provide awareness that supports informed decision making. Any questions, comments or contributions should be addressed to: mar@nema.govt.nz.

Geological

Volcanic Activity (Level 1 and above)

Volcano	Level	Volcanic Activity	Aviation Code
Whakaari/ White Island	2	Moderate to heightened volcanic unrest	Yellow
Ruapehu	1	Minor volcanic unrest	Green

GNS Alert Levels guide visit: <https://www.geonet.org.nz/about/volcano/va/>

GNS Aviation Colour Codes visit: <https://www.geonet.org.nz/volcano/acc>

Other Events

Tropical Cyclone Lola

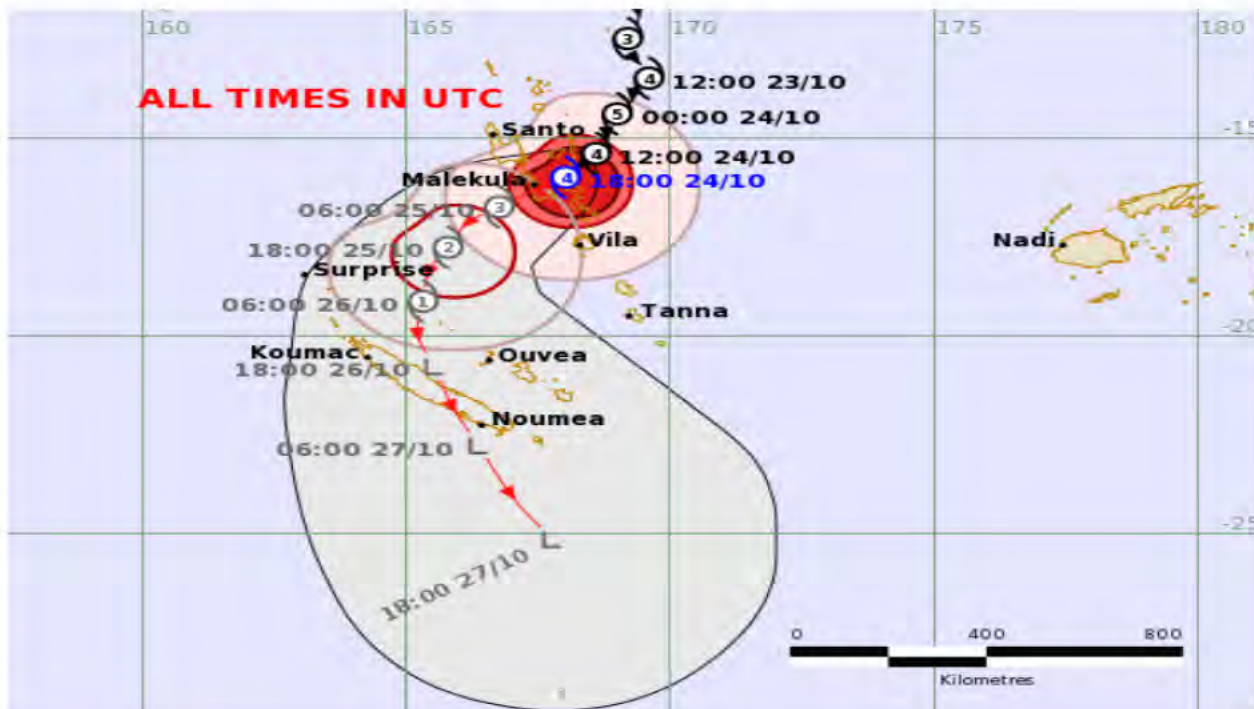
Tropical Cyclone Lola has been downgraded to Category 4 by the Fiji Meteorological Service. Tropical Cyclone Lola currently lies within Fiji's areas of responsibility and is moving south/southwest at approximately 11km/hr. It is currently passing over Vanuatu. Hurricane force winds of approximately 165km/h are expected near the centre as it continues to move southwest today.

Official warnings and track maps can be found on the Fiji Meteorological Service website (<https://www.met.gov.fj/>).

TROPICAL CYCLONE FORECAST TRACK MAP

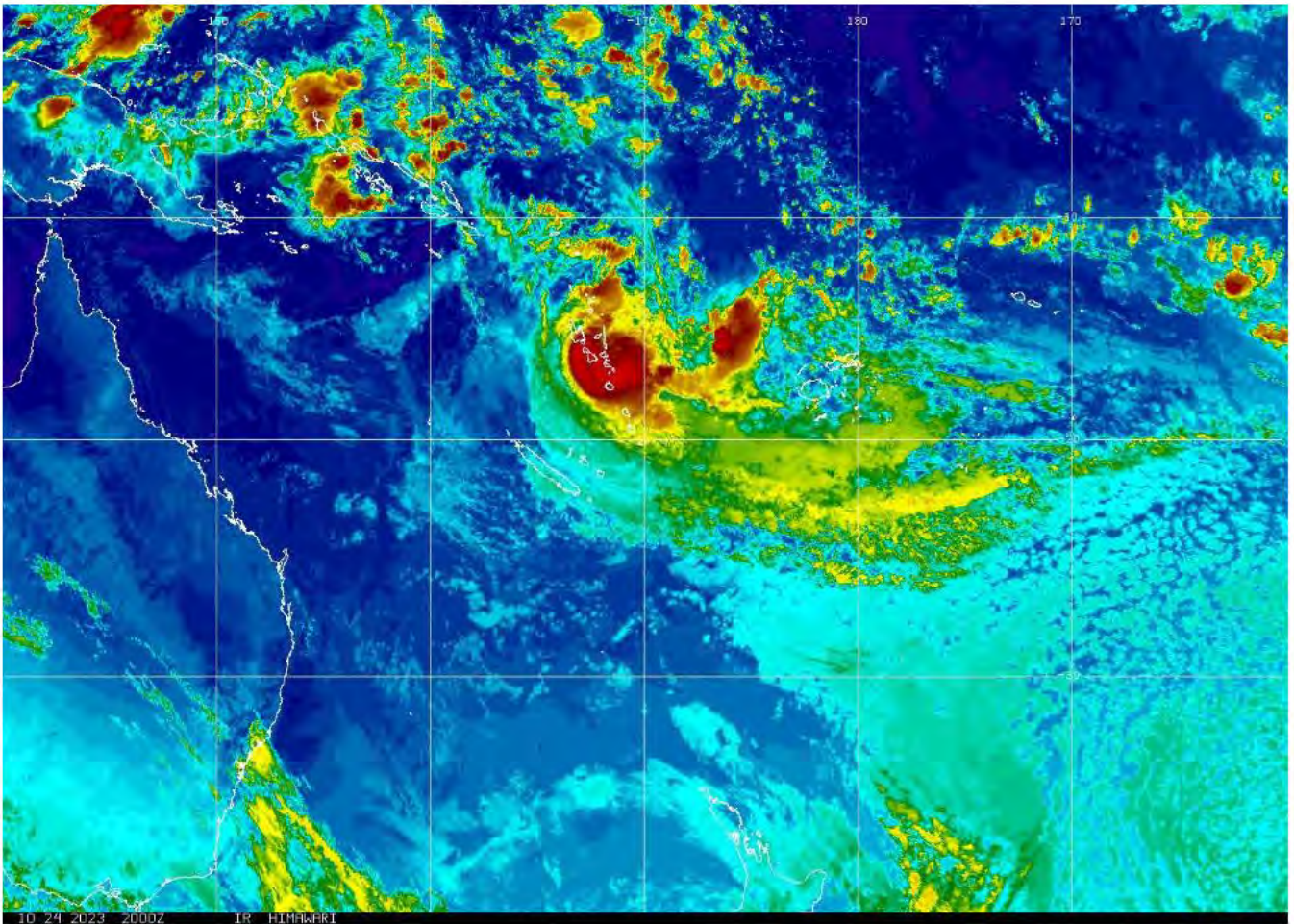
Severe Tropical Cyclone Lola

Tropical Cyclone Warning Number 18 issued 1926 UTC Tuesday 24 October 2023



Current and Past Cyclone Details	Forecast Cyclone Details (at 24, 48 and 72 hours from issue)
Current Location and Intensity Number	Forecast Location and Intensity Number
Very Destructive Hurricane Force Winds	Very Destructive Wind Boundary
Destructive Storm Force Winds	Destructive Wind Boundary
Damaging Gale Force Winds	Gale Force Wind Boundary
Past Track and Movement	Most Likely Future Track
Past Location and Intensity Number	Range of Likely Tracks over 72 hours

Source: [Fiji Meteorological Service](https://www.met.gov.fj/)



Source: [Fiji Meteorological Service](#)

Media

Two South Island earthquakes within 13 hours: what caused them?

The South Island has been rattled by two widely-felt earthquakes within half a day – but scientists say there's no direct link between them.

NZ Herald

Council to consult Waitara residents about flooding

Waitara residents with memories of being flooded in the North Taranaki town are being asked to contact the New Plymouth District Council as the first stage of major storm water upgrades begins.

Stuff

Cyclone-damaged Coromandel campgrounds reopen with reduced capacity

Five campgrounds on the tip of the peninsula were severely damaged by the cyclone in February and have been closed for several months for repairs. Department of Conservation Coromandel operations manager Nick Kelly said all the campsites were now open again, after extensive repair work.

1news

26/10/2023 - E +12 SITREPS

As at 2.44pm on 26/10/2023 prepared by Crispian [REDACTED] approved by Anusha Guler

Distributed to	All GEDT/ELT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	E+10 SITREPS 7 24102023 - FINAL.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> Post election process
Voting Services	<p>GENERAL UPDATE</p> <p>Overseas Operations</p> <ul style="list-style-type: none"> No issues to report. Processing continues, validation / qualification approximately 85% complete. One scrutineer today. <p>Auckland North Region</p> <ul style="list-style-type: none"> No issues to report. The election tracker is progressing well, the focus is on a couple of electorates. Still awaiting enrolment to complete SVDs before we start our next process. Enrolment will complete SVDs by Saturday. <p>Auckland South Region</p> <ul style="list-style-type: none"> No issues to report. Seeking assistance from L&P for processing dual votes for Tāmaki Makaurau (118) and Mangere (274). <p>Central North Island Region</p> <ul style="list-style-type: none"> No issues to report. East Coast is back on track and there is a good team here supporting that work. <p>Lower North Island Region</p> <ul style="list-style-type: none"> No issues to report. <p>South Island Region</p> <ul style="list-style-type: none"> No issues to report. 75% of electorates will start SVs by tomorrow There are high levels of dual votes. <p>Voting Services:</p> <ul style="list-style-type: none"> Request for a post-election debrief from Remutaka MP's office – Legal has advised that they will be undertaking candidate survey and debrief with party secretaries, after the release of the official results. Advised staff to advise any candidate requesting a debrief to provide feedback through the party secretaries. Official count progress is included at the end of the SITREP.
Enrolment	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Enrolment form processing is complete, and the team has moved onto Special Vote Declarations (SVDs). As at midday today, there were 131,503 SVD forms in the enrolment queue for processing. 11,413 have been processed and await the second check. As at midday we have not received any SVDs from electorates 46 (Southland), 59 (Waitaki) and 66 (Hauraki-Waikato). Note that individual forms are returned to Electorate HQ as they are completed. We process a form from the SVD queue (from the batch sent through to us), it then goes into the "second check" queue. Once the second check is completed the form is immediately returned to VS. Some SVD forms within a batch may be processed slightly differently, as they require a manual qualification

	process. These potentially include dual votes, incorrectly merged electors, or enrolment keying errors.																																								
IT	GENERAL UPDATE: <ul style="list-style-type: none"> No issues to report 																																								
Comms & Education	GENERAL UPDATE: (apology for early departure) <ul style="list-style-type: none"> No issues to report 																																								
Customer Services	GENERAL UPDATE: (apology from Grace) <ul style="list-style-type: none"> No issues to report 																																								
Legal & Policy	GENERAL UPDATE <ul style="list-style-type: none"> No issues to report. 																																								
Strategic Engagement and Partnership	GENERAL UPDATE (apology from Shane) <ul style="list-style-type: none"> No issues to report 																																								
Security	GENERAL UPDATE <ul style="list-style-type: none"> No issues to report 																																								
People & Culture	GENERAL UPDATE: <ul style="list-style-type: none"> No issues to report. Currently, dealing with 15 employment relations cases 																																								
Data & Insights	<ul style="list-style-type: none"> Enrolment Stats are provided at the end of the SITREP. A comparison of GE 2023 with GE2020 and GE 2017 enrolment figures. Youth Māori elector count rose 27.1% from the start of the campaign in both 2020 and 2023. However, in 2023, far more of these came in from the start of advance voting (21.7% compared to 14.3%), with quite a few coming in late in the voting period. There is a definite pattern of enrolments coming in later and later, likely as an expectation of data and online things being instant in most part of everyday lives for electors (particularly youth). <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th colspan="3">Māori (Both Rolls) Youth</th> <th></th> <th colspan="3">Māori (Both Rolls) All Ages</th> </tr> <tr> <th></th> <th>2023</th> <th>2020</th> <th>2017</th> <th></th> <th>2023</th> <th>2020</th> <th>2017</th> </tr> </thead> <tbody> <tr> <td>Election Day</td> <td style="background-color: #c6e0b4;">13.1%</td> <td style="background-color: #d9ead3;">5.5%</td> <td style="background-color: #d9ead3;">4.2%</td> <td>Election Day</td> <td style="background-color: #c6e0b4;">6.5%</td> <td style="background-color: #d9ead3;">3.3%</td> <td style="background-color: #d9ead3;">2.4%</td> </tr> <tr> <td>Advance Voting</td> <td style="background-color: #c6e0b4;">21.7%</td> <td style="background-color: #d9ead3;">14.3%</td> <td style="background-color: #d9ead3;">10.7%</td> <td>Advance Voting</td> <td style="background-color: #c6e0b4;">9.9%</td> <td style="background-color: #d9ead3;">8.4%</td> <td style="background-color: #d9ead3;">6.0%</td> </tr> <tr> <td>Campaign</td> <td style="background-color: #c6e0b4;">27.1%</td> <td style="background-color: #d9ead3;">27.1%</td> <td style="background-color: #d9ead3;">14.8%</td> <td>Campaign</td> <td style="background-color: #c6e0b4;">12.0%</td> <td style="background-color: #d9ead3;">13.7%</td> <td style="background-color: #d9ead3;">7.4%</td> </tr> </tbody> </table>		Māori (Both Rolls) Youth				Māori (Both Rolls) All Ages				2023	2020	2017		2023	2020	2017	Election Day	13.1%	5.5%	4.2%	Election Day	6.5%	3.3%	2.4%	Advance Voting	21.7%	14.3%	10.7%	Advance Voting	9.9%	8.4%	6.0%	Campaign	27.1%	27.1%	14.8%	Campaign	12.0%	13.7%	7.4%
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Official Count progress – Electorate Status as of 11:50am

No.	Region	Electorate	Scrutiny of ordinary votes (scanned rolls)	Entry of Special vote declarations into ERSAs	Official count of General electorate ordinary votes	Official Count of Māori electorate ordinary votes
1	AN	Auckland Central	100.0%	93.4%	100.0%	100.0%
2	SI	Banks Peninsula	100.0%	98.7%	100.0%	99.0%
3	CNI	Bay of Plenty	100.0%	99.6%	100.0%	100.0%
4	AS	Botany	100.0%	99.3%	100.0%	100.0%
5	SI	Christchurch Central	100.0%	98.5%	100.0%	100.0%
6	SI	Christchurch East	100.0%	99.9%	100.0%	100.0%
7	CNI	Coromandel	100.0%	98.2%	100.0%	100.0%
8	SI	Dunedin	100.0%	97.7%	100.0%	100.0%
9	CNI	East Coast	100.0%	61.6%	100.0%	100.0%
10	AN	East Coast Bays	100.0%	98.7%	100.0%	100.0%

No.	Region	Electorate	Scrutiny of ordinary votes (scanned rolls)	Entry of Special vote declarations into ERSAs	Official count of General electorate ordinary votes	Official Count of Māori electorate ordinary votes
11	AS	Epsom	100.0%	98.4%	100.0%	100.0%
12	CNI	Hamilton East	100.0%	97.9%	100.0%	100.0%
13	CNI	Hamilton West	100.0%	99.8%	100.0%	97.0%
14	LNI	Hutt South	100.0%	98.1%	100.0%	96.0%
15	SI	Ilam	100.0%	99.2%	100.0%	100.0%
16	SI	Invercargill	100.0%	98.1%	100.0%	100.0%
17	SI	Kaikōura	100.0%	99.1%	100.0%	100.0%
18	AN	Kaipara ki Maharangi	100.0%	95.3%	100.0%	100.0%
19	AN	Kelston	100.0%	75.9%	97.0%	98.0%
20	LNI	Mana	100.0%	93.6%	97.0%	98.0%
21	AS	Māngere	100.0%	85.0%	100.0%	100.0%
22	AS	Manurewa	100.0%	96.4%	100.0%	100.0%
23	AS	Maungakiekie	100.0%	97.2%	100.0%	100.0%
24	AN	Mt Albert	100.0%	99.9%	100.0%	100.0%
25	AS	Mt Roskill	99.3%	97.4%	100.0%	100.0%
26	CNI	Napier	100.0%	99.2%	100.0%	100.0%
27	SI	Nelson	100.0%	99.8%	100.0%	100.0%
28	AN	New Lynn	100.0%	98.4%	100.0%	100.0%
29	LNI	New Plymouth	100.0%	102.2%	100.0%	100.0%
30	AN	North Shore	100.0%	98.9%	100.0%	100.0%
31	AN	Northcote	100.0%	98.1%	100.0%	98.0%
32	AN	Northland	100.0%	98.6%	100.0%	100.0%
33	LNI	Ōhāriu	100.0%	100.5%	100.0%	100.0%
34	LNI	Ōtaki	99.6%	98.9%	100.0%	95.0%
35	AS	Pakuranga	100.0%	99.3%	100.0%	100.0%
36	LNI	Palmerston North	100.0%	95.8%	100.0%	100.0%
37	AS	Panmure-Otahuhu	99.4%	98.7%	100.0%	100.0%
38	AS	Papakura	100.0%	90.8%	100.0%	100.0%
39	AS	Port Waikato	100.0%	96.1%	100.0%	100.0%
40	SI	Rangitata	100.0%	98.4%	100.0%	100.0%
41	LNI	Rangitikei	100.0%	100.7%	100.0%	100.0%
42	LNI	Remutaka	100.0%	99.6%	100.0%	100.0%
43	LNI	Rongotai	100.0%	99.5%	100.0%	100.0%
44	CNI	Rotorua	100.0%	102.2%	100.0%	100.0%
45	SI	Selwyn	100.0%	99.8%	100.0%	99.0%
46	SI	Southland	100.0%	99.7%	100.0%	100.0%
47	SI	Taieri	100.0%	98.1%	100.0%	100.0%
48	AS	Takanini	100.0%	89.3%	100.0%	100.0%
49	AS	Tāmaki	99.6%	99.6%	100.0%	100.0%
50	CNI	Taranaki-King Country	100.0%	80.3%	100.0%	100.0%
51	CNI	Taupō	100.0%	99.7%	100.0%	100.0%
52	CNI	Tauranga	100.0%	98.6%	100.0%	100.0%
53	AN	Te Atatū	100.0%	99.1%	100.0%	100.0%
54	CNI	Tukituki	100.0%	99.0%	100.0%	100.0%
55	AN	Upper Harbour	100.0%	99.7%	100.0%	100.0%
56	CNI	Waikato	100.0%	98.8%	100.0%	100.0%
57	SI	Waimakariri	100.0%	100.7%	100.0%	100.0%
58	LNI	Wairarapa	100.0%	99.7%	100.0%	100.0%
59	SI	Waitaki	100.0%	98.2%	100.0%	97.0%
60	LNI	Wellington Central	100.0%	98.1%	100.0%	100.0%
61	SI	West Coast-Tasman	100.0%	98.7%	100.0%	100.0%
62	LNI	Whanganui	100.0%	72.0%	100.0%	100.0%
63	AN	Whangaparāoa	100.0%	89.3%	100.0%	100.0%
64	AN	Whangarei	100.0%	47.8%	100.0%	100.0%
65	SI	Wigram	100.0%	98.3%	100.0%	98.0%
66	CNI	Hauraki-Waikato	100.0%	85.1%	n/a	n/a
67	CNI	Ikaroa-Rāwhiti	100.0%	99.6%	n/a	n/a
68	AS	Tāmaki Makaurau	99.9%	94.6%	n/a	n/a
69	LNI	Te Tai Hauāuru	99.9%	101.2%	n/a	n/a
70	AN	Te Tai Tokerau	100.0%	55.7%	n/a	n/a
71	SI	Te Tai Tonga	100.0%	91.0%	n/a	n/a
72	CNI	Waiariki	100.0%	100.9%	n/a	n/a
		TOTAL	99.97%	95.1%	99%	99%

Enrolment Stats review for the official results (*Taken at 11:30 pm on the day listed)

2023		Māori Descent - Māori Roll	Māori Descent - General Roll	Non-Māori Descent - General Roll	Total Electors		Percent Eligible Enrolled	Māori Roll Change	Māori General Change	All Māori change	Non-Māori Change	All change
Youth 18-29	Current	73,784	69,228	474,855	617,867		84.4%					
	Saturday, 14 October 2023	64,195	62,295	452,460	578,950		79.1%	14.9%	11.1%	13.1%	4.9%	6.7%
	Sunday, 1 October 2023	59,169	58,314	428,870	546,353		74.7%	24.7%	18.7%	21.7%	10.7%	13.1%
	Sunday, 30 July 2023	57,366	55,133	399,569	512,068		70.0%	28.6%	25.6%	27.1%	18.8%	20.7%
All Ages	Current	290,300	276,712	3,121,276	3,688,288		95.3%					
	Saturday, 14 October 2023	271,344	261,056	3,054,071	3,586,471		92.6%	7.0%	6.0%	6.5%	2.2%	2.8%
	Sunday, 1 October 2023	262,456	253,270	2,988,133	3,503,859		90.5%	10.6%	9.3%	9.9%	4.5%	5.3%
	Sunday, 30 July 2023	259,885	246,349	2,925,217	3,431,451		88.6%	11.7%	12.3%	12.0%	6.7%	7.5%

2020		Māori Descent - Māori Roll	Māori Descent - General Roll	Non-Māori Descent - General Roll	Total Electors	Eligible Population	Percent Eligible Enrolled	Māori Roll Change	Māori General Change	All Māori change	Non-Māori Change	All change
Youth 18-29	End of Processing	73,523	71,357	499,041	643,921	797,700	80.7%					
	Saturday, 17 October 2020	69,741	67,650	488,427	625,818	797,700	78.5%	5.4%	5.5%	5.5%	2.2%	2.9%
	Friday, 2 October 2020	64,223	62,510	462,818	589,551	797,700	73.9%	14.5%	14.2%	14.3%	7.8%	9.2%
	Tuesday, 30 June 2020	58,641	55,328	419,438	533,407	797,700	66.9%	25.4%	29.0%	27.1%	19.0%	20.7%
All Ages	End of Processing	276,013	259,459	3,014,336	3,549,808	3,772,100	94.1%					
	Saturday, 17 October 2020	267,468	250,875	2,982,455	3,500,798	3,772,100	92.8%	3.2%	3.4%	3.3%	1.1%	1.4%
	Friday, 2 October 2020	255,074	239,085	2,908,626	3,402,785	3,772,100	90.2%	8.2%	8.5%	8.4%	3.6%	4.3%
	Tuesday, 30 June 2020	245,703	225,394	2,805,314	3,276,411	3,772,100	86.9%	12.3%	15.1%	13.7%	7.5%	8.3%

*2020 Campaign started earlier and had 2 extra voting days

2017		Māori Descent - Māori Roll	Māori Descent - General Roll	Non-Māori Descent - General Roll	Total Electors	Eligible Population	Percent Eligible Enrolled	Māori Roll Change	Māori General Change	All Māori change	Non-Māori Change	All change
Youth 18-29	End of Processing	66,565	62,830	474,934	604,329	799,610	75.6%					
	Saturday, 23 September 2017	63,931	60,263	465,717	589,911	799,610	73.8%	4.1%	4.3%	4.2%	2.0%	2.4%
	Sunday, 10 September 2017	60,394	56,515	446,944	563,853	799,610	70.5%	10.2%	11.2%	10.7%	6.3%	7.2%
	Sunday, 25 June 2017						68.2%	13.0%	16.7%	14.8%	9.9%	10.9%

		58,911	53,818	432,322	545,051	799,610							
All Ages	End of Processing	251,791	225,006	2,821,202	3,297,999	3,569,830	92.4%						
	Saturday, 23 September 2017	246,070	219,642	2,796,749	3,262,461	3,569,830	91.4%	2.3%	2.4%	2.4%	0.9%	1.1%	
	Sunday, 10 September 2017	238,261	211,603	2,744,665	3,194,529	3,569,830	89.5%	5.7%	6.3%	6.0%	2.8%	3.2%	
	Sunday, 25 June 2017	237,153	206,853	2,712,341	3,156,347	3,569,830	88.4%	6.2%	8.8%	7.4%	4.0%	4.5%	



Issued: 1030hrs 26 Oct 2023

Authorised by: [REDACTED] – Watch Leader

Next update: 1030hrs 27 Oct 2023

Executive Summary

- Numerous watches and warnings are in place for the South Island and lower North Island today.
- Tropical Cyclone Lola is now category 1 and is expected to be reclassified to a tropical low later today.

NEMA Operational Status

Operational Activity

- NCC is at Mode 1 (MAR Centre Monitoring).

On-Call Roster

Director	[REDACTED]
National Controller	[REDACTED]

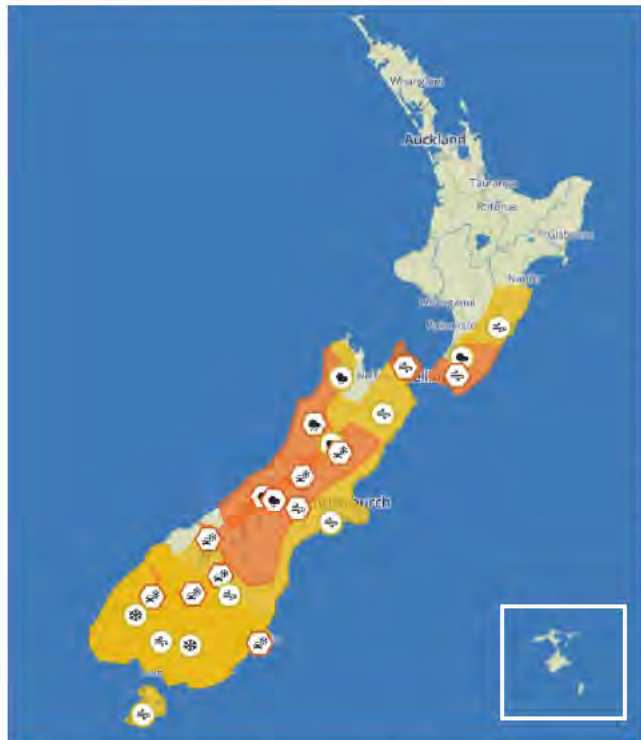
Response Manager	[REDACTED]
Activation Coordinator	[REDACTED]

PIM	[REDACTED]
REMA North	[REDACTED]
REMA South	[REDACTED]

Response Activity

Nothing to report.

Weather and Climate



Accurate from MetService as at 1000hrs today.

Current Weather

Heavy rain, severe gale north westerlies, and snow for parts of central and southern New Zealand. An active front moves northwards over southern and central New Zealand today, then clears the North Island tomorrow.

This front is preceded by a strong and moist north-westerly flow and is followed by strong and cold west to southwesterlies.

Warnings and watches for heavy rain, severe gales, and heavy snow are in force.

Heavy rain warning

- Buller, and Westland north of Otira from 0900hrs to 2100hrs today.
- Westland from Otira to Bruce Bay from 0900hrs to 1300hrs today.
- Headwaters of Canterbury Lakes and Rivers about and south of Arthur's Pass from 0900hrs to 1300hrs today.

Strong wind warning

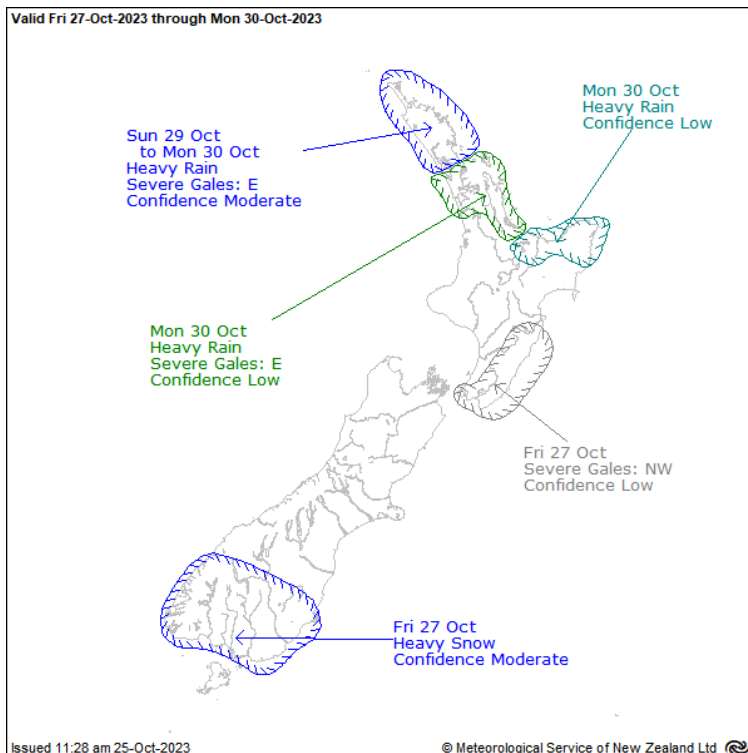
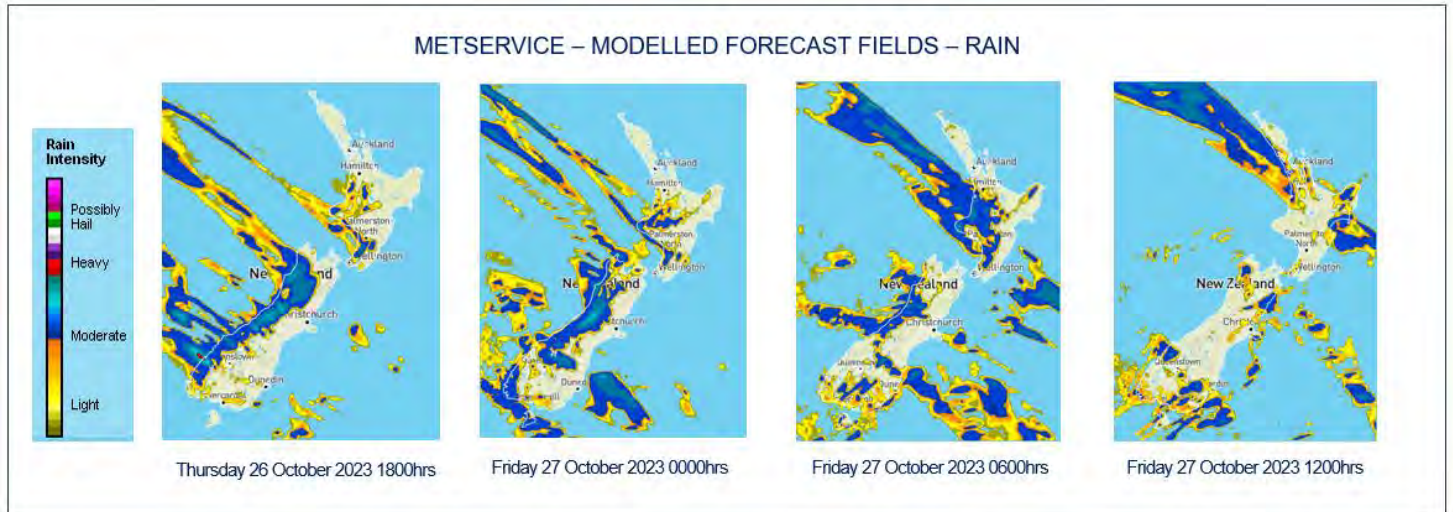
- Wairarapa, Wellington, and the Marlborough Sounds from 0900hrs to midnight today.
- Canterbury High Country from 0900hrs to 2200hrs today.

UNCLASSIFIED

Heavy rain watches have been issued for: Tararua Range, The ranges of Tasman west of Takaka, Nelson Lakes, and the headwaters of the Canterbury lakes and rivers north of Arthur's Pass within 25 km east of the main divide.

Strong wind watches have been issued for: Hawke's Bay south of Hastings, and the Tararua District, Marlborough excluding the Sounds, Canterbury excluding the High Country, Otago excluding Clutha, Clutha, Southland, Stewart Island and Fiordland.

Heavy snow watches have been issued for: Fiordland, Southland, Clutha, Dunedin, Central Otago and Queenstown Lakes.

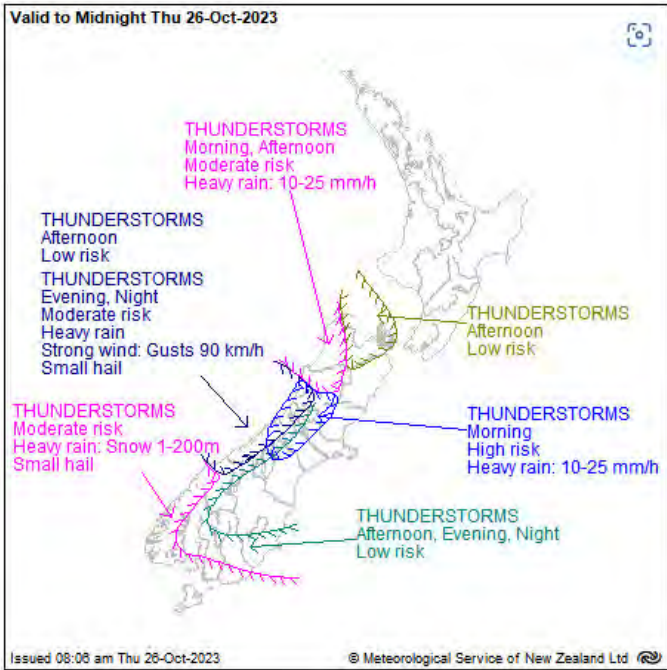


Severe Weather Outlook

A front preceded by strong west to northwest winds moves north over the North Island tomorrow, and a very cold south to southwest flow over the South Island spreads over the North Island following the front. Bitterly cold south to southwest winds and snow to sea level are expected in the south of the South Island.

Tomorrow sees a moderate confidence for heavy snowfall in Southland reaching warning criteria. Tomorrow also brings a low confidence for severe gales in and around the Wellington region.

Monday sees the beginning of the next rain band impacting the upper North Island, bringing moderate to low confidences of heavy rain and severe gales.



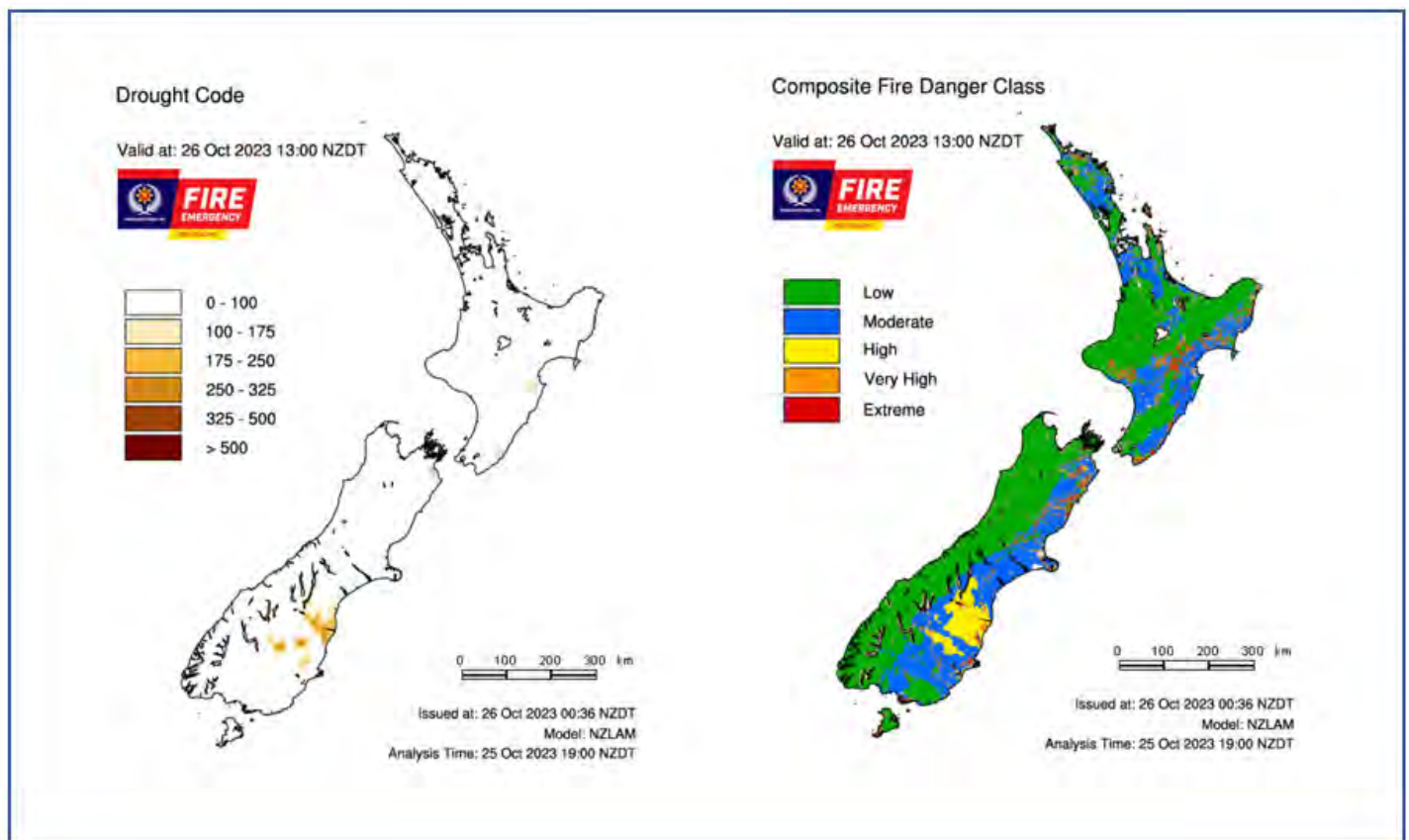
Thunderstorm Outlook

With the current forecasted weather, comes some risk of thunderstorms.

There is a high risk of thunderstorms this morning for parts of the West Coast and Canterbury High Country. The rest of the west coast of the South Island can expect up to a moderate risk of thunderstorms through various parts of the day today.

For parts of South these thunderstorms may bring brief heavy rain, hail and snow lowering to 100-200m.

Fire and Drought Risk



Source: [NIWA Fire Weather](#)

Geological

Volcanic Activity (Level 1 and above)

Volcano	Level	Volcanic Activity	Aviation Code
Whakaari/ White Island	2	Moderate to heightened volcanic unrest	Yellow
Ruapehu	1	Minor volcanic unrest	Green

GNS Alert Levels guide visit: <https://www.geonet.org.nz/about/volcano/val>

GNS Aviation Colour Codes visit: <https://www.geonet.org.nz/volcano/acc>

Other Events

Tropical Cyclone Lola

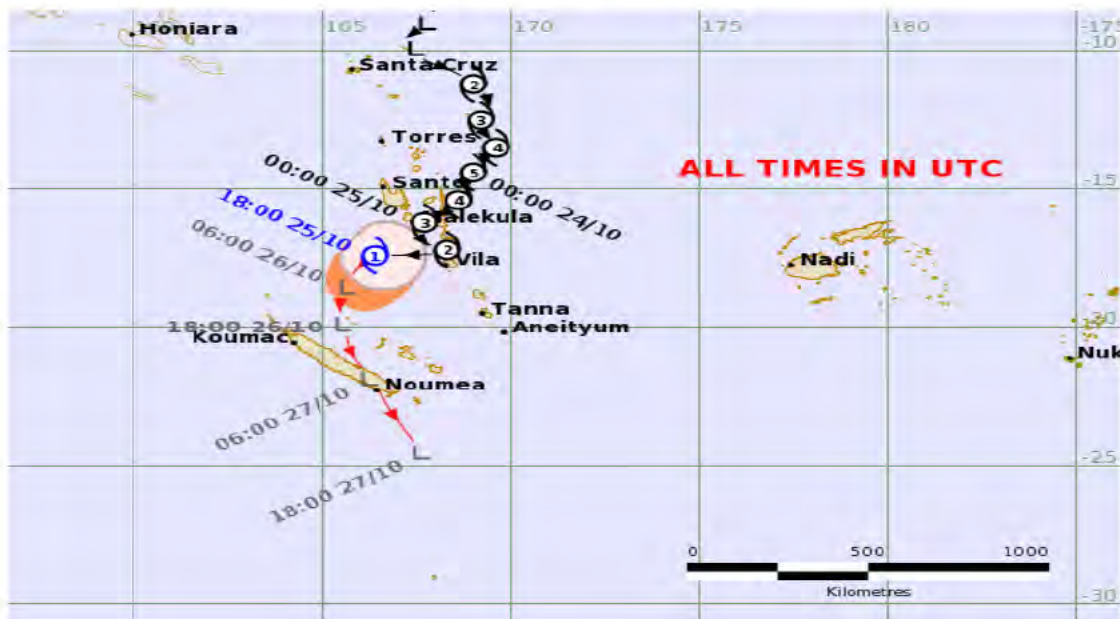
Tropical Cyclone Lola (Cat 1) was located 200km west-northwest of Port Vila, Vanuatu at 0700hrs this morning (NZ time). The system is weakening rapidly and is expected to be reclassified as a tropical low in the next 6 hours. The system does not pose any direct threat to Vanuatu now. However, strong, or possible gale force winds and heavy rain affecting the southern parts of Vanuatu should ease during the day. The system is expected to move south and across New Caledonia tomorrow evening bringing strong winds and heavy rain.

More information on the Fiji Meteorological Service website (<https://www.met.gov.fj/>).

TROPICAL CYCLONE THREAT TRACK MAP

Tropical Cyclone Lola Category 1

Tropical Cyclone Warning Number 22 Issued 1915 UTC Wednesday 25 October 2023



Current and Past Cyclone Details		Forecast Cyclone Details (at 24, 48 and 72 hours from issue)	
Current Location and Intensity Number	🌀 or L	Forecast Location and Intensity Number	🌀 or L
Very Destructive Hurricane Force Winds	Red oval	Very Destructive Wind Boundary	Red outline oval
Destructive Storm Force Winds	Orange oval	Destructive Wind Boundary	Orange outline oval
Damaging Gale Force Winds	Yellow oval	Gale Force Wind Boundary	Yellow outline oval
Past Track and Movement	Black arrow	Most Likely Future Track	Black arrow
Past Location and Intensity Number	🌀 or L	Range of Likely Tracks over 72 hours	Grey outline oval

Media

Road snow warnings as bitter blast bears down

Nearly 30 warnings and watches are in force as heavy rain, severe gales and snow to sea level are set to envelop central and southern New Zealand over coming days.

Otago Daily Times

Cyclone Lola: Vanuatu communities devastated by destruction

Lola has caused extensive damage to houses, schools and plantations in Vanuatu's northern provinces of Torba and Penama - where power and communications networks remain down.

Newshub

People told to flee as fire destroys Queensland homes

Houses have been destroyed and scores of people have been forced to flee their homes as bushfires spread across southern Queensland.

1news

30/10/2023 - E +16 SITREPS

As at 3.53pm on 30/10/2023 prepared by Crispian [REDACTED] approved by Anusha Guler

Distributed to	All GEDT/ELT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	E+12 SITREPS 7 26102023 - FINAL.docx
Overview	Summary of the current event <ul style="list-style-type: none">• Post election process• Official count for Special Votes and Ordinary Votes.• Friday, 03 November release of official results
Voting Services	GENERAL UPDATE Overseas Operations <ul style="list-style-type: none">• All post-election processes are proceeding as normal.• Scanning issues resolved and most Registrar of Electors (ROE) scanning is completed.• Planning to have approximately 51k votes counted by end of today. Auckland North Region <ul style="list-style-type: none">• Electorates will start the Special Vote (SVs) counts either today or tomorrow morning.• No major concerns, we will load the official results into Electoral Management System (EMS) either Wednesday afternoon or Thursday morning. Auckland South Region <ul style="list-style-type: none">• Commencing SV counts of qualified batches.• Receiving dual votes and Post Writ Transfers (PWTs).• Progress with ROE processing of SVs. Central North Island Region <ul style="list-style-type: none">• SV counts starting today or tomorrow.• Progressing with dual votes.• No issues to report. Lower North Island Region <ul style="list-style-type: none">• Various stages for SV counts.• No issues to report. South Island Region <ul style="list-style-type: none">• Various stages for SV counts.• Managing dual votes. Voting Services (VS): <ul style="list-style-type: none">• No impact due to the weather up north.• Currently, Voting Services is working on a number of processing issues, dealing with 200 overseas vote that we've received late and run-sheet to deadline for all counting entries for Thursday.
Enrolment	GENERAL UPDATE: <ul style="list-style-type: none">• Focusing on processing locked forms, second checks and enquiries in the queue. The enquiries are Special Vote Declarations (SVDs) that require further investigation (dual votes, keying error etc) with Voting Services. There are 370 SVDs in the queue.• Total approximate number of SVDs processed = 188,274
IT	GENERAL UPDATE: (apology from Paul) <ul style="list-style-type: none">• No issues to report

Comms & Education	<p>GENERAL UPDATE: (non-attendance)</p> <ul style="list-style-type: none"> • No issues to report
Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • No issues to report. • The team has been working on public enquiries as well as supporting the enrolment processing. The GE team will be off boarding this Friday.
Legal & Policy	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • No issues to report. • Supporting the field team to manage dual votes and other issues.
Strategic Engagement and Partnership	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • All fixed-term staff are off-boarding this week. • Nothing of significance to report.
Security	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • Nothing significant to report
People & Culture	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • No issues to report. • Managing through ER cases and tidying up payroll.



Issued: 1030hrs 30 Oct 2023

Authorised by: [REDACTED] – Watch Leader

Next update: 1030hrs 31 Oct 2023

Executive Summary

- Northern and eastern areas of the North Island will continue to be impacted by heavy rain and strong winds today. Watches and warnings are in place.

NEMA Operational Status

Operational Activity

- NCC is at Mode 1 (MAR Centre Monitoring).

On-Call Roster

Director	[REDACTED]
National Controller	[REDACTED]

Response Manager	[REDACTED]
Activation Coordinator	[REDACTED]

PIM	[REDACTED]
REMA North	[REDACTED]
REMA South	[REDACTED]

Response Activity

- Two of NEMA's Rapid Response Team are currently deployed to Vanuatu to assist with the response to impacts caused by Tropical Cyclone Lola.

Weather and Climate

Current Weather

A large, deep, complex low-pressure system just north of New Zealand is moving slowly south southeast. Fronts and troughs associated with this low are expected to bring heavy rain and severe gales to some northern and eastern North Island areas.

Heavy rain warnings

- Coromandel Peninsula from 0900hrs today until 0900hrs tomorrow. 100 to 120mm of rain is expected.
- Bay of Plenty, west of Matatā including Rotorua, from 0900hrs today until 0900hrs tomorrow. 90 to 120mm of rain is expected.
- Tairāwhiti, from Tolaga Bay northwards, from 0900hrs today until 1600hrs tomorrow. 130 to 160mm of rain is expected.
- Tairāwhiti, south of Tolaga Bay, from 1300hrs today until 1700hrs tomorrow. 100 to 140mm of rain is expected.
- Inland ranges of Hawke's Bay, south of State Highway 5, from 1400hrs today until 1700hrs tomorrow. 110 to 140mm of rain is expected.

Strong wind warnings

- Coromandel Peninsula from 0900hrs today until 1100hrs today.

Heavy rain watch

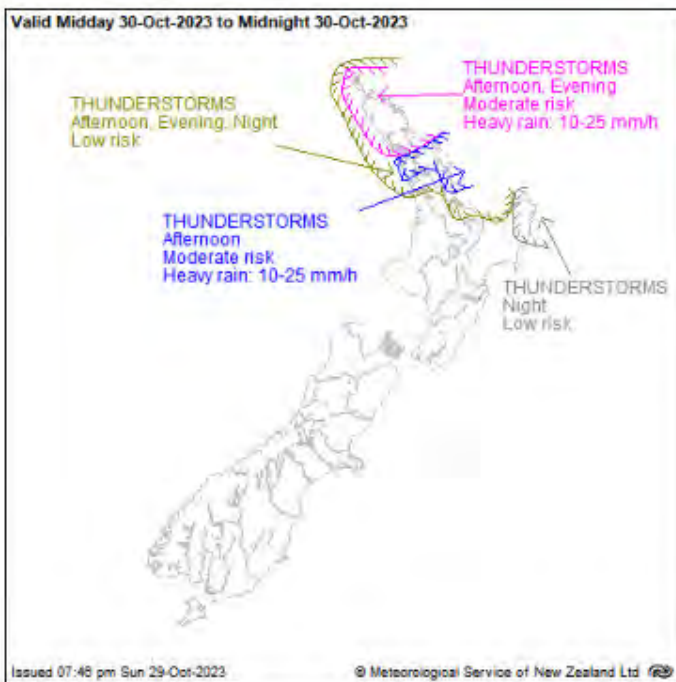
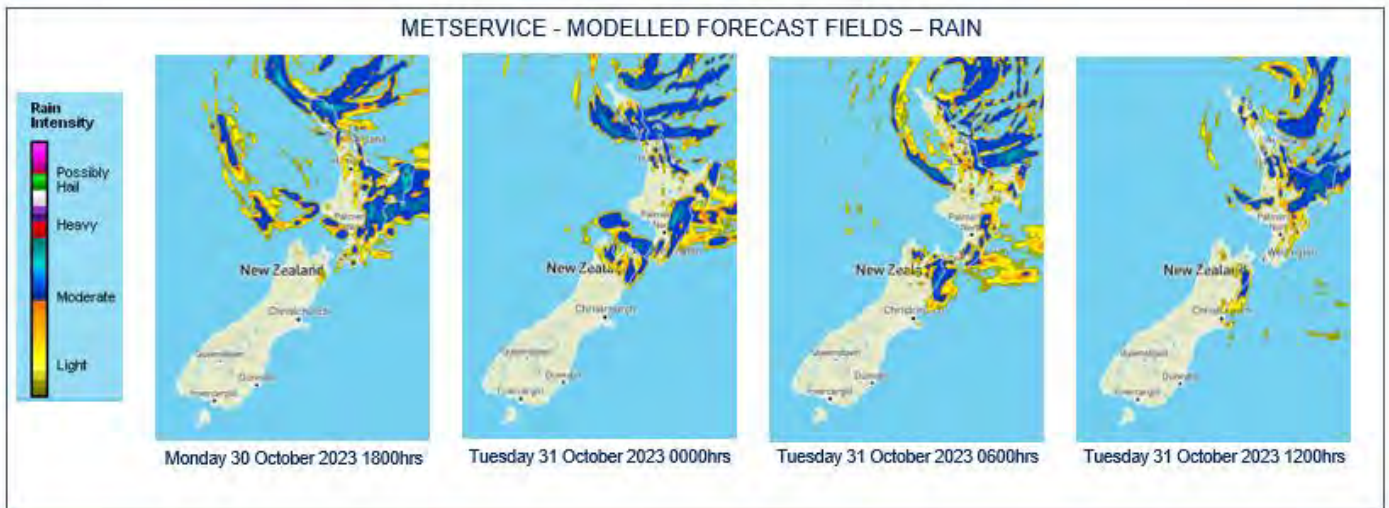
- Northland from 0900hrs today until 0800hrs tomorrow.

Strong wind watch

- The Kaimai Range and eastern Waikato from 0900hrs today - 1100hrs



Accurate from MetService as at 0918hrs today.

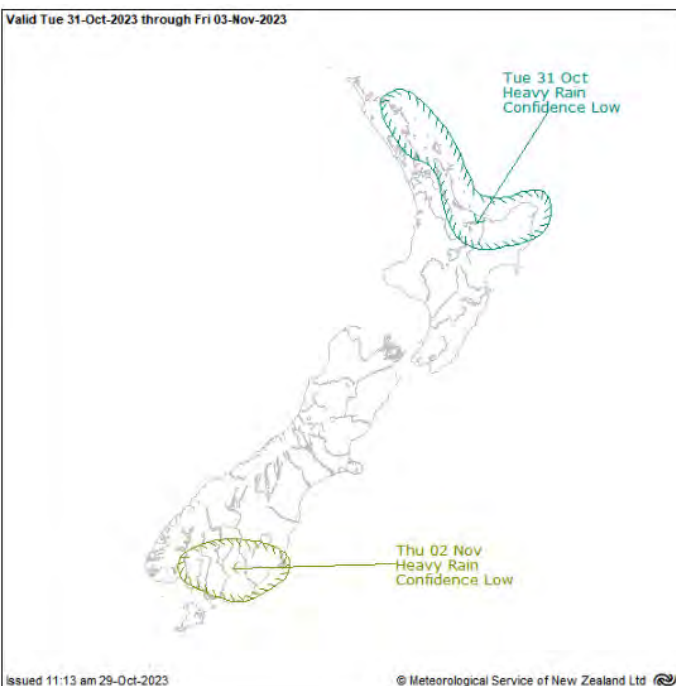


Thunderstorm Outlook

The active front continues southwards from Auckland into the Bay of Plenty and Tairāwhiti this afternoon and evening, preceded by heavy rain and easterly gales.

Behind this front, a slow moving low near Northland has associated troughs moving across the upper North Island throughout this period.

There is a moderate risk of thunderstorms over northern Auckland and Coromandel Peninsula in the afternoon, and over Northland in the afternoon through to evening. A low risk of thunderstorms extends across other areas of the upper North Island and northern Tairāwhiti.



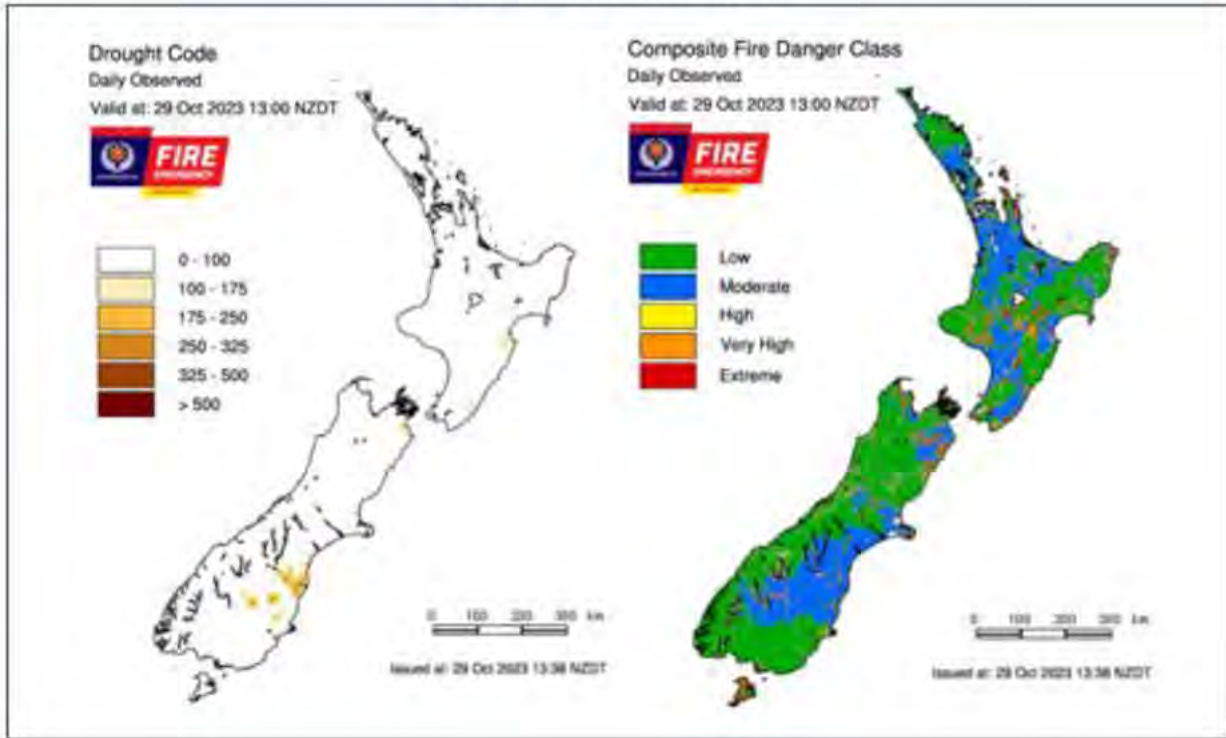
Severe Weather Outlook

A deep slow moving low of subtropical origin is expected to impact east of Northland on Tuesday, then weaken and move away to the southeast on Wednesday. Severe weather warnings and watches are in force for wind and rain associated with the low over parts of the northern and central North Island on Sunday and Monday.

There is low confidence that rainfall amounts about eastern Northland, northern Auckland, Great Barrier Island, Coromandel Peninsula, Bay of Plenty, Rotorua and northern Tairāwhiti could reach warning criteria on Tuesday.

A slow moving low is expected to impact the western side of the South Island from Wednesday to Friday, with associated rainbands moving over the country at times. There is low confidence that rainfall amounts in southern parts of Otago (including Dunedin) and Southland may reach warning criteria on Thursday.

Fire and Drought Risk



Source: NIWA Fire Weather

Geological

Volcanic Activity (Level 1 and above)

Volcano	Level	Volcanic Activity	Aviation Code
Whakaari/ White Island	2	Moderate to heightened volcanic unrest	Yellow
Ruapehu	1	Minor volcanic unrest	Green

GNS Alert Levels guide visit: <https://www.geonet.org.nz/about/volcano/val>

GNS Aviation Colour Codes visit: <https://www.geonet.org.nz/volcano/acc>

Other Events

Nothing to report.

Media

Live: Risk of flooding in Coromandel as severe weather hits NZ

Live updates on the large, deep, complex low pressure system currently moving over the North Island.

[Stuff](#)

Power cuts as ex-cyclone Lola lashes upper North Island

Thousands of homes are without power in the upper North Island and schools are closed in Coromandel as ex-cyclone Lola batters the regions.

[RNZ](#)

31/10/2023 - E +17 SITREPS

As at 3.47pm on 31/10/2023 prepared by Crispian [REDACTED] approved Anusha Guler

Distributed to	All GEDT/ELT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	E+16 SITREPS 8 30102023 - FINAL.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> • Post election process • Official count for Special Votes and Ordinary Votes. • Processing dual votes. • Friday, 03 November release of official results
Voting Services	<p>GENERAL UPDATE</p> <p>Overseas Operations</p> <ul style="list-style-type: none"> • Planning to have most of the count finished by end of today. Over 55k votes counted so far. • Working through final issues with Registrar of Electors (ROE) batches. • Dual votes (DV) investigations in progress. • 1 scrutineer in attendance. <p>Auckland North Region</p> <ul style="list-style-type: none"> • Three electorates with more than 10 dual votes. Two of them, Whangarei and Te Tai Tokerau, are with the same Electorate Manager (EM), we are offering her assistance. • Each electorate are at different stages with the counts, some will be finished by tonight, the rest will be completed by tomorrow night. • No significant issues. <p>Auckland South Region</p> <ul style="list-style-type: none"> • All electorates are now counting and on target for close of business tomorrow. • 1-2 electorates with high dual votes getting support from National Office (NO) and Legal & Policy. • 1 scrutineer at Port Waikato. <p>Central North Island Region</p> <ul style="list-style-type: none"> • No significant issues to report. • All electorates are now counting, at least half should be completed by this evening. All electorates are on track for count completion by end of business tomorrow. • Dual votes investigations are progressing across the region. Hamilton East is the highest with 20 dual votes. No additional support required. • Regional Manager has discussed with each EM their plan for the next three days. • 1 scrutineer at Hamilton East. <p>Lower North Island Region</p> <ul style="list-style-type: none"> • All electorates expect counts to be completed by end of business today but have staff available if it does carry over into tomorrow. • Dual votes are continuing to progress – no additional support required. • EMs are keeping in regular contact to keep the Regional Manager updated on progress. <p>South Island Region</p> <ul style="list-style-type: none"> • Progressing well with counts with half of the electorates completed by today and the rest by tomorrow. • Initial concern for Selwyn, Te Tai Tonga electorate with high number of dual votes and SVs – A big team of 25 staff will be assisting. • Highest dual votes of approximately 16 Nelson.

	<ul style="list-style-type: none"> • 11 scrutineers across the region - 2 x Banks Peninsula, 2 x West Coast Tasman, 3 x Nelson, 1 x Dunedin, 1 x Kaikoura, 2 x Taieri • High interest in Nelson due to close margin of leading candidate and 2nd candidate (difference of 68 votes).
Enrolment	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • We are processing Special Votes Declaration (SVD) inquiries from HQs – 1,126 since 4pm yesterday. • We are working with Voting Services to process the manual qualification of SVDs. • Enrolment team leaders are preparing for the GE23 Review sessions with temporary staff on Thursday. • Temporary staff finish on Friday, 03 November.
IT	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • No issues to report
Comms & Education	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • No issues to report. • A number of comments coming through social media on EC not progressively releasing the election results. • Shane Te Pou’s article on the election being unfunded and unfair
Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • No issues to report. • GE23 debrief with the Customer Service Team will be completed before off-boarding this Friday.
Legal & Policy	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • No issues to report.
Strategic Engagement and Partnership	<p>GENERAL UPDATE (Eileen was in attendance)</p> <ul style="list-style-type: none"> • No issues to report.
Security	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • Security guards will be finishing up at HQs at 8am on Friday. • Arrangements have been made with Allied to reinstate guards overnight at any HQs where a recount is required. • The Regional Security and Resilience Advisor (RSRA) for Auckland and North is finishing today. For any security concerns in the region, contact Sarah [REDACTED]
People & Culture	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • No issues to report. • Approximately 20 open ER cases to manage.

Official Count progress – Electorate status as of 3:30pm

Electorate			Scrutiny of ordinary votes (scanned rolls)	Entry of Special vote declarations into ERSA	Official count of General electorate ordinary votes	Official Count of Māori electorate ordinary votes
1	AN	Auckland Central	100.0%	100.1%	100.0%	100.0%
2	SI	Banks Peninsula	100.0%	98.7%	100.0%	100.0%
3	CNI	Bay of Plenty	100.0%	99.5%	100.0%	100.0%
4	AS	Botany	100.0%	99.0%	100.0%	100.0%
5	SI	Christchurch Central	100.0%	98.4%	100.0%	100.0%
6	SI	Christchurch East	100.0%	99.8%	100.0%	100.0%
7	CNI	Coromandel	100.0%	98.1%	100.0%	100.0%
8	SI	Dunedin	100.0%	98.0%	100.0%	100.0%
9	CNI	East Coast	100.0%	95.7%	100.0%	100.0%
10	AN	East Coast Bays	100.0%	99.0%	100.0%	100.0%
11	AS	Epsom	100.0%	98.5%	100.0%	100.0%
12	CNI	Hamilton East	100.0%	97.6%	100.0%	100.0%
13	CNI	Hamilton West	100.0%	99.8%	100.0%	100.0%
14	LNI	Hutt South	100.0%	98.5%	100.0%	100.0%
15	SI	Ilam	100.0%	99.4%	100.0%	100.0%
16	SI	Invercargill	100.0%	98.2%	100.0%	100.0%
17	SI	Kaikōura	100.0%	99.3%	100.0%	100.0%
18	AN	Kaipara ki Maharangi	100.0%	100.2%	100.0%	100.0%
19	AN	Kelston	100.0%	99.5%	100.0%	100.0%
20	LNI	Mana	100.0%	98.9%	100.0%	100.0%
21	AS	Māngere	100.0%	96.1%	100.0%	100.0%
22	AS	Manurewa	100.0%	96.6%	100.0%	100.0%
23	AS	Maungakiekie	100.0%	99.1%	100.0%	100.0%
24	AN	Mt Albert	100.0%	99.8%	100.0%	100.0%
25	AS	Mt Roskill	100.0%	100.0%	100.0%	100.0%
26	CNI	Napier	100.0%	99.9%	100.0%	100.0%
27	SI	Nelson	100.0%	99.9%	100.0%	100.0%
28	AN	New Lynn	100.0%	98.6%	100.0%	100.0%
29	LNI	New Plymouth	100.0%	102.2%	100.0%	100.0%
30	AN	North Shore	100.0%	98.9%	100.0%	100.0%
31	AN	Northcote	100.0%	99.3%	100.0%	100.0%
32	AN	Northland	100.0%	98.6%	100.0%	100.0%
33	LNI	Ōhāriu	100.0%	100.7%	100.0%	100.0%
34	LNI	Ōtaki	100.0%	98.4%	100.0%	100.0%
35	AS	Pakuranga	100.0%	99.4%	100.0%	100.0%
36	LNI	Palmerston North	100.0%	114.4%	100.0%	100.0%
37	AS	Panmure-Otahuhu	100.0%	99.9%	100.0%	100.0%
38	AS	Papakura	100.0%	98.7%	100.0%	100.0%
39	AS	Port Waikato	100.0%	96.0%	100.0%	100.0%
40	SI	Rangitata	100.0%	98.1%	100.0%	100.0%
41	LNI	Rangitikei	100.0%	100.9%	100.0%	100.0%
42	LNI	Remutaka	100.0%	100.0%	100.0%	100.0%
43	LNI	Rongotai	100.0%	99.7%	100.0%	100.0%
44	CNI	Rotorua	100.0%	102.2%	100.0%	100.0%
45	SI	Selwyn	100.0%	99.9%	100.0%	100.0%
46	SI	Southland	100.0%	99.9%	100.0%	100.0%
47	SI	Taieri	100.0%	98.1%	100.0%	100.0%
48	AS	Takanini	100.0%	99.1%	100.0%	100.0%
49	AS	Tāmaki	100.0%	99.0%	100.0%	100.0%
50	CNI	Taranaki-King Country	100.0%	98.0%	100.0%	100.0%
51	CNI	Taupō	100.0%	99.8%	100.0%	100.0%
52	CNI	Tauranga	100.0%	98.6%	100.0%	100.0%
53	AN	Te Atatū	100.0%	99.4%	100.0%	100.0%
54	CNI	Tukituki	100.0%	98.9%	100.0%	100.0%
55	AN	Upper Harbour	100.0%	99.7%	100.0%	100.0%
56	CNI	Waikato	100.0%	98.8%	100.0%	100.0%
57	SI	Waimakariri	100.0%	100.7%	100.0%	100.0%
58	LNI	Wairarapa	100.0%	100.1%	100.0%	100.0%
59	SI	Waitaki	100.0%	98.7%	100.0%	100.0%
60	LNI	Wellington Central	100.0%	98.1%	100.0%	100.0%
61	SI	West Coast-Tasman	100.0%	98.8%	100.0%	100.0%
62	LNI	Whanganui	100.0%	100.0%	100.0%	100.0%
63	AN	Whangaparāoa	100.0%	100.0%	100.0%	100.0%
64	AN	Whangarei	100.0%	98.2%	100.0%	100.0%
65	SI	Wigram	100.0%	98.3%	100.0%	100.0%

Electorate			Scrutiny of ordinary votes (scanned rolls)	Entry of Special vote declarations into ERSAs	Official count of General electorate ordinary votes	Official Count of Māori electorate ordinary votes
66	CNI	Hauraki-Waikato	100.0%	87.1%	n/a	n/a
67	CNI	Ikaroa-Rāwhiti	100.0%	99.6%	n/a	n/a
68	AS	Tāmaki Makaurau	100.0%	96.7%	n/a	n/a
69	LNI	Te Tai Hauāuru	100.0%	101.7%	n/a	n/a
70	AN	Te Tai Tokerau	100.0%	99.3%	n/a	n/a
71	SI	Te Tai Tonga	100.0%	92.3%	n/a	n/a
72	CNI	Waiariki	100.0%	100.9%	n/a	n/a



Issued: 1030hrs 31 Oct 2023

Authorised by: [REDACTED] – Watch Leader

Next update: 1030hrs 01 Nov 2023

Executive Summary

- Moderate weather related impacts occurred in northern and eastern areas of the North Island yesterday.
- Eastern areas of the North Island will continue to be impacted by heavy rain today. Watches and warnings are in force.
- There is a moderate thunderstorm risk for much of the North Island and the northern South Island today.

NEMA Operational Status

Operational Activity

- NCC is at Mode 1 (MAR Centre Monitoring).

On-Call Roster

Director	[REDACTED]
National Controller	[REDACTED]

Response Manager	[REDACTED]
Activation Coordinator	[REDACTED]

PIM	[REDACTED]
REMA North	[REDACTED]
REMA South	[REDACTED]

Response Activity

- Two of NEMA's Rapid Response Team are currently deployed to Vanuatu, embedded in the National Disaster Management Office (NDMO) to assist with the response to impacts caused by Tropical Cyclone Lola.

North Island Severe Weather

The weather system made up of remnants from Ex Tropical Cyclone Lola has caused moderate impacts, mainly throughout Northland and Waikato over the last 48 hours. The affected Groups monitored and dealt with impacts through business-as-usual arrangements, no activations were required. Approximately 2000 customers were without power in Northland yesterday morning after receiving strong winds overnight. This also led to the closure of some schools. These power outages have mostly been restored.

In Waikato, localised surface flooding in the Coromandel Peninsula led to the closures of some local roads and a couple of State Highway closures yesterday. SH 25 in Hikuai remains closed as flooding here did not subside overnight. Surface flooding driven by this morning's high tide may cause further local road closures. Residents in Coromandel Town, Matatoki, Puriri and Omahu are being asked to conserve water due to additional sediment. The NEMA MAR Centre continues to monitor as the weather system moves southeast.

Weather and Climate



Current Weather

A large, complex low-pressure system just northeast of the North Island is moving slowly southeast and weakening. Showers and possible thunderstorms are likely to affect many areas today, especially the eastern and central North Island.

Heavy rain warning

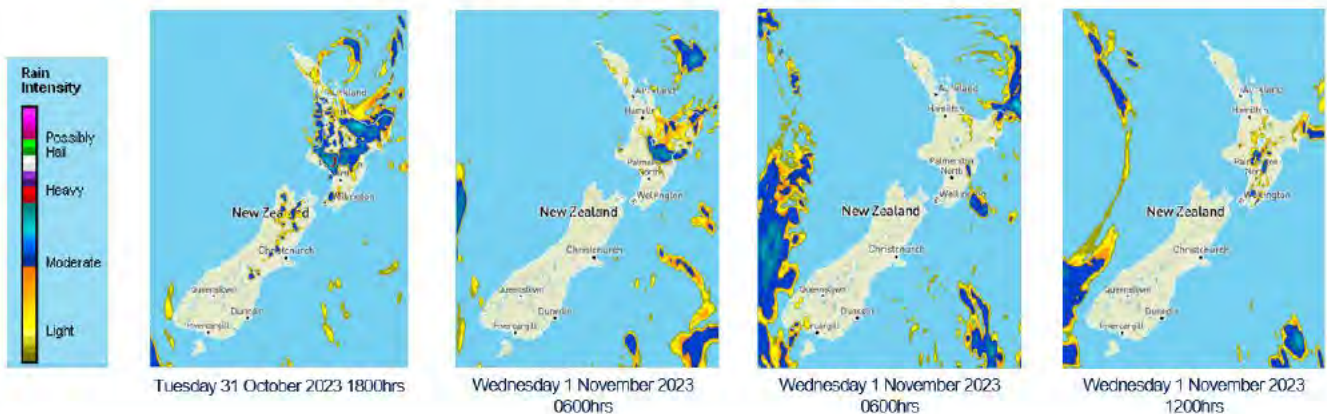
- Inland Tairāwhiti from 0900hrs today until 2100hrs tomorrow a further 70 to 90mm of rain is expected.

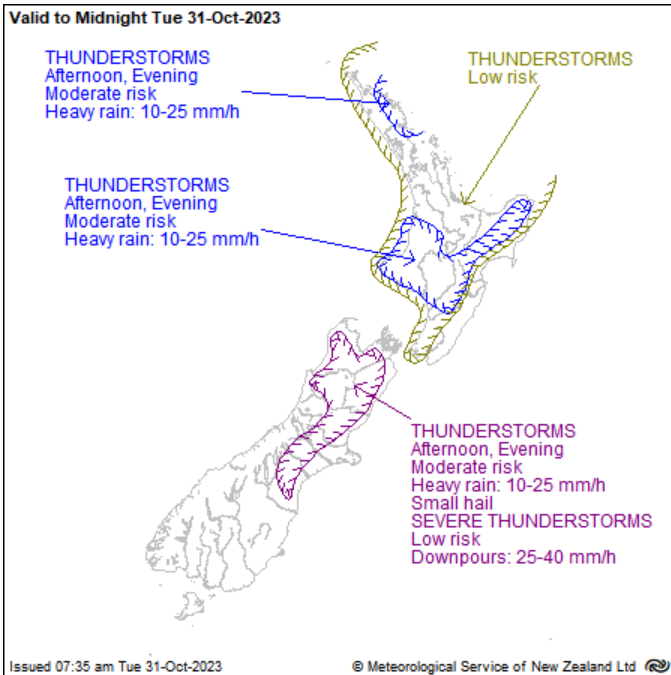
Heavy rain watches

- Coromandel Peninsula from 0900hrs today until 2000hrs tomorrow.
- Bay of Plenty west of Matatā including Rotorua from 0900hrs today until 2000hrs tomorrow.
- The ranges of Hawke's Bay south of State Highway 5 from 0900hrs today until 2100hrs tomorrow.

Accurate from MetService as at 0907hrs today.

METSERVICE – MODELLED FORECAST FIELDS – RAIN

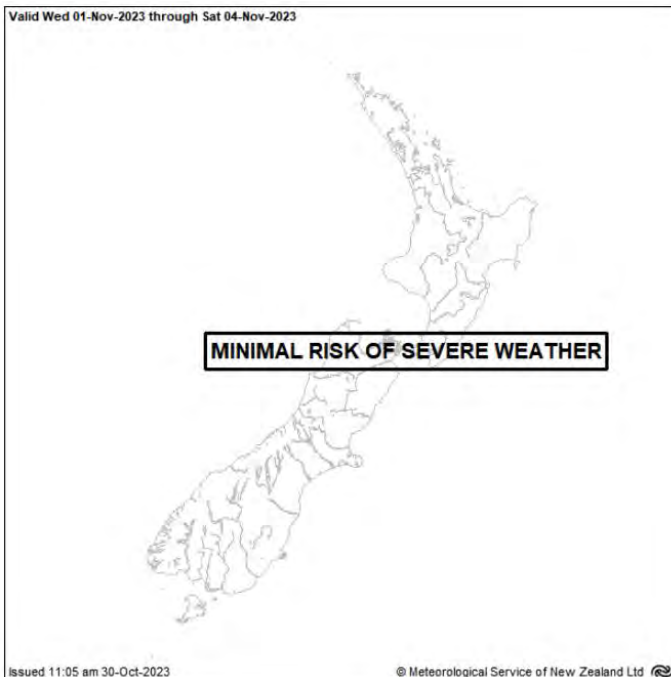




Thunderstorm Outlook

Thunderstorm risk is considered moderate this afternoon and early evening for eastern Northland, eastern Bay of Plenty, Waitomo, northern Manawatū, Gisborne, Taupō, Taumarunui, Taranaki, Whanganui, Taihape, and the ranges of Hawke's Bay.

There is also a moderate risk of thunderstorms for inland parts of the South Island from Inland Marlborough, Nelson, Buller, and the Canterbury High Country. Any thunderstorms that occur will bring localised heavy rain with rates of 10 to 25 mm per hour. For the South Island risk areas small hail is possible, and there is also a low risk of localised downpours (rainfall rates exceeding 25 mm per hour) from slow moving storms.

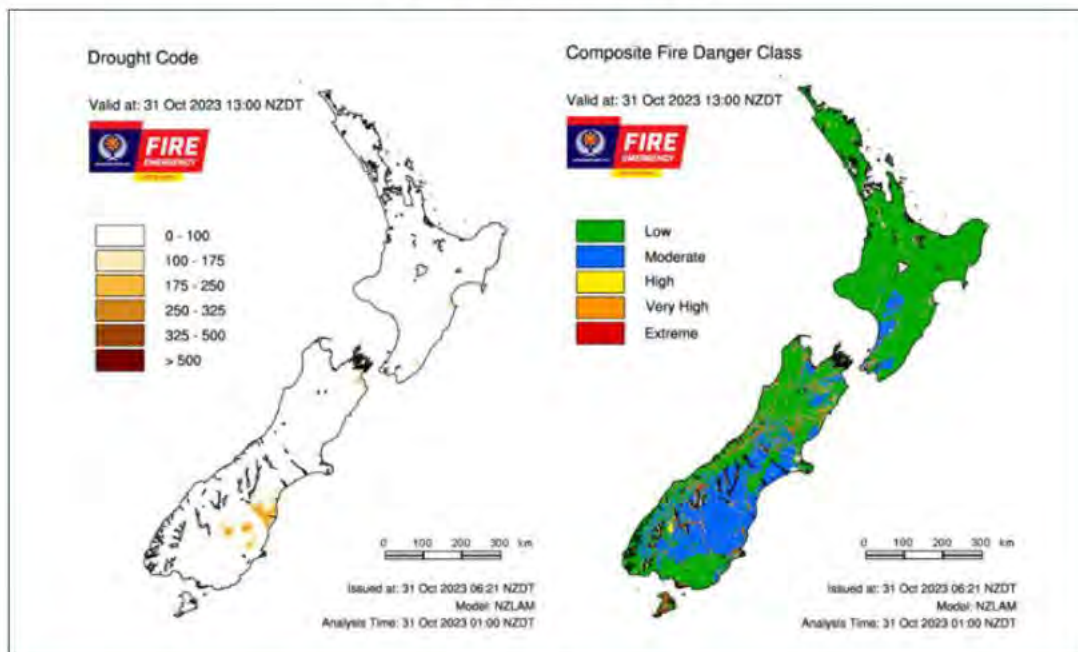


Severe Weather Outlook

A low will lie slow-moving in the Tasman Sea on Wednesday and Thursday, then weaken and move across New Zealand later Friday and Saturday. A colder southwest flow should then spread over the South Island later Saturday behind the low.

Various associated fronts and rain-bands will spread across New Zealand from Thursday to Saturday, but at this stage the risk of rainfall amounts reaching warning criteria is considered minimal.

UNCLASSIFIED
Fire and Drought Risk



Source: NIWA Fire Weather

Geological

Volcanic Activity (Level 1 and above)

Volcano	Level	Volcanic Activity	Aviation Code
Whakaari/ White Island	2	Moderate to heightened volcanic unrest	Yellow
Ruapehu	1	Minor volcanic unrest	Green

GNS Alert Levels guide visit: <https://www.geonet.org.nz/about/volcano/va/>

GNS Aviation Colour Codes visit: <https://www.geonet.org.nz/volcano/acc>

Other Events

Nothing to report.

Media

Our deep-ocean eyes and ears – Diving into the science keeping Aotearoa and the Pacific tsunami-safe

Our place in the Pacific puts us at risk from many different tsunami sources, but even some of the biggest earthquakes originating in the Kermadec Trench are not able to be strongly felt in New Zealand.

[GeoNet](#)

Australia firefighters call on kiwis to help battle deadly Queensland bushfires

Exhausted firefighters in Queensland have called on kiwi colleagues to help battle the deadly bushfires

[Newshub](#)

Trees down as ex-Tropical Cyclone Lola moves down east coast

Ex-Tropical Cyclone Lola has brought another night of heavy rain and strong winds to the North Island.

[Newshub](#)

01/11/2023 - E +18 SITREPS

As at 3.18pm on 01/11/2023 prepared by Crispian [REDACTED] approved by Anusha Guler

Distributed to	All GEDT/ELT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	E+17 SITREPS 8 31102023 - FINAL.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> • Post election process • Official count for Special Votes and Ordinary Votes. • Friday, 03 November release of official results
Voting Services	<p>GENERAL UPDATE</p> <p>Overseas Operations</p> <ul style="list-style-type: none"> • Counts will be finished today. • Focusing on getting the dual votes & Post Writ changes cleaned up. • Progressing with requests from electorates for Special Vote declarations. <p>Auckland North Region</p> <ul style="list-style-type: none"> • Several electorates are experiencing issues with uploading batches into ERSA. Voting Services has provided assistance. • On track to complete the counts by tonight, it may be a late night for a couple of electorates, making sure we have a JP present for the evening shifts. • The Whangarei/Te Tai Tokerau Dual Votes are being progressed today, Linda [REDACTED] is helping these electorates. <p>Auckland South Region</p> <ul style="list-style-type: none"> • 6 out of 13 electorate Special Votes counts are completed. All others on track to finish by completion of business by today. • Progressing with finalising dual votes. <p>Central North Island Region</p> <ul style="list-style-type: none"> • No issues to report. • Progressing with Special Votes count. • Progressing well with dual votes. Number ranges from 2 – 20, no specific assistance needed. • All electorates are on track for count completion. <p>Lower North Island Region- (Allison)</p> <ul style="list-style-type: none"> • Progressing with merged electors and final qualifications. • Special votes will be completed by 1pm today. <p>South Island Region</p> <ul style="list-style-type: none"> • 13/17 electorates have completed their Special Vote counts, another 3 will be completed in the next hour or so. • Christchurch Central and Selwyn/Te Tai Taonga have a full day of counting. Christchurch Central have completed 50% and are being assisted by Christchurch East. • Selwyn will finish Te Tai Taonga by 1pm and are being assisted by Waimakariri. • Progressing with dual votes. <p>Voting Services (VS):</p> <ul style="list-style-type: none"> • Progressing on post writ changes report and merged electors. • To inform field staff on IT checklist via Pānui
Enrolment	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Enrolment team undertaking a review session tomorrow. Temporary GE staff will finish up by Friday.

	<ul style="list-style-type: none"> • Requesting Voting Services field staff to provide all Special Vote declarations by today. • Permanent enrolment team staff available to undertake investigations as needed.
IT	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • EMS Release planned for tonight at 8pm subject to approval. This supports the changes to Port Waikato as part of the local generation of the E9 ahead of the media release on Friday. Note that EMS will be down for approx. 30 mins from 8pm • A potential issue with ERSA data is being investigated with the product owner and Catalyst, an IT incident process has been initiated to track progress and maintain focus.
Comms & Education	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Commentary from political leaders regarding the length of time to complete the official count. • Media advisory briefing on the official result from 1pm on Friday, high media interest with 33 RSVPs • Television channels are planning live specials from 2pm
Customer Services	<p>GENERAL UPDATE: (apology from Grace)</p> <ul style="list-style-type: none"> • No issues to report.
Legal & Policy	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • Complaint received by Legal team today about activity (treating and conflict of interest) near the voting place at Manurewa Marae. To be circulated to Martin, Anusha and Karl. • Reminder to Voting Services field staff to send all dual votes in sealed envelopes to Legal & Policy
Strategic Engagement and Partnership	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • No issues to report.
Security	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • No issues to report
People & Culture	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • No issues to report.



Issued: 1030hrs 01 Nov 2023

Authorised by: [REDACTED] – Watch Leader

Next update: 1030hrs 02 Nov 2023

Executive Summary

- A severe thunderstorm watch is in force for east coast of the North Island.
- A magnitude 6.6 earthquake occurred off the coast of Chile early this morning and was assessed as no threat to New Zealand.

NEMA Operational Status

Operational Activity

- NCC is at Mode 1 (MAR Centre Monitoring).
- Two of NEMA's Rapid Response Team remain in Vanuatu, embedded in the National Disaster Management Office (NDMO) to assist with the response to impacts caused by Tropical Cyclone Lola.

On-Call Roster

Director	[REDACTED]
National Controller	[REDACTED]

Response Manager	[REDACTED]
Activation Coordinator	[REDACTED]

PIM	[REDACTED]
REMA North	[REDACTED]
REMA South	[REDACTED]

Response Activity

North Island Severe Weather

As the weather has eased in the North Island, power has been restored to a majority of the upper North Island, however isolated power outages remain with very few impacted. Over the past 24 hours the weather system has moved southeast, causing minimal surface flooding and damage to lifelines. All roads impacted by this weather event have been re-opened.

Magnitude 6.6 Chile Earthquake

At 0134hrs this morning, a magnitude 6.6 earthquake occurred off the coast of central Chile at a depth of 20 km. The MAR Centre was notified through the Pacific Tsunami Warning Centre (PTWC) notifications. It was assessed as no threat to New Zealand as it was below threshold. No reports of damage or destruction have been observed.

Weather and Climate

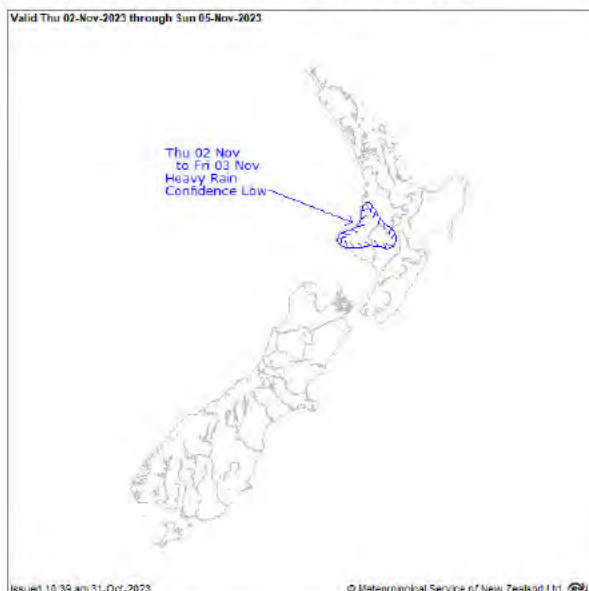


Accurate from MetService as at 1000hrs today.

Current Weather

It is generally fine across the country with cloud and scattered showers in some areas.

Thunderstorms are expected to develop over central and southern North Island this afternoon, bringing heavy rain. This is reported on in the thunderstorm outlook below.

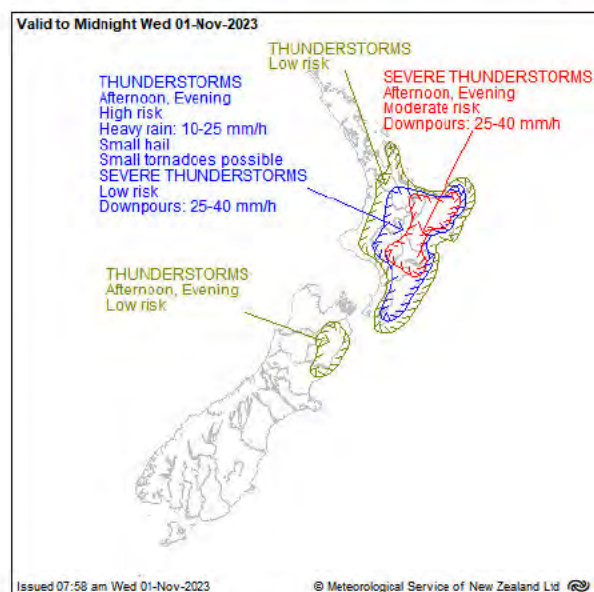


Severe Weather Outlook

A series of weak troughs and fronts are expected to move over Aotearoa during the outlook period. On Sunday, a high should develop over the South Island.

A front moving over the North Island late Thursday and during Friday could bring some heavy rain. There is low confidence that a heavy rainfall warning will be needed for the higher ground of Waitomo, Taranaki, and across to the Tongariro National Park.

Otherwise, afternoon warm air movement is expected in several inland areas during the outlook period and there may be localised heavy rain in some places, but widespread heavy rain is unlikely.



Thunderstorm Outlook

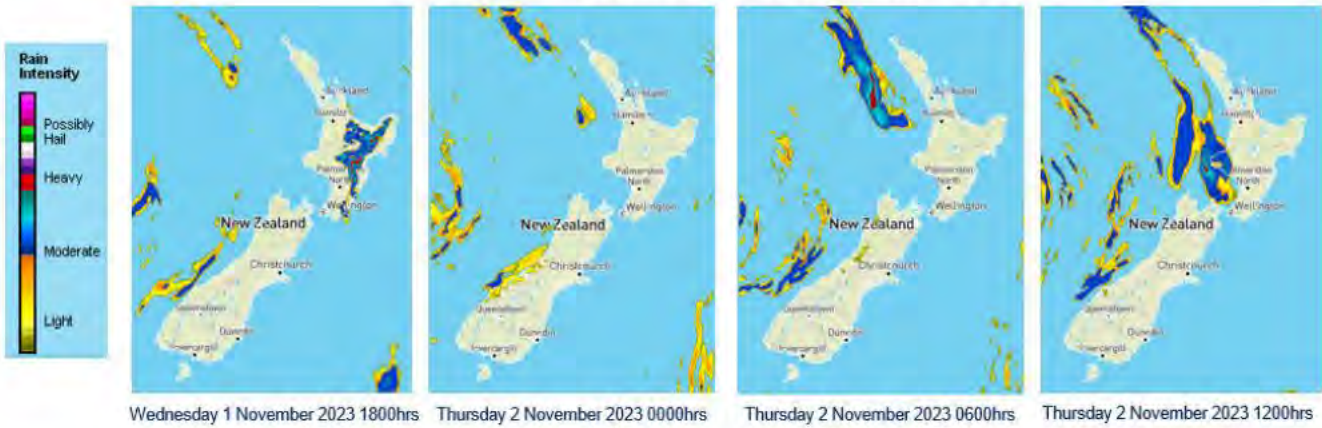
Scattered heavy showers and thunderstorms are expected about parts of the central and southern North Island today.

This afternoon, there is a high risk of thunderstorms from eastern Waikato, across inland Bay of Plenty, Rotorua to Gisborne, and south to inland Whanganui, Manawatu, Hawke's Bay, and Wairarapa. These thunderstorms will produce localised heavy rain of 10-25 mm/h, small hail, and even the risk of a small tornado. Additionally, there is a low risk that some of these thunderstorms could become severe and produce localised downpours of 25-40 mm/h.

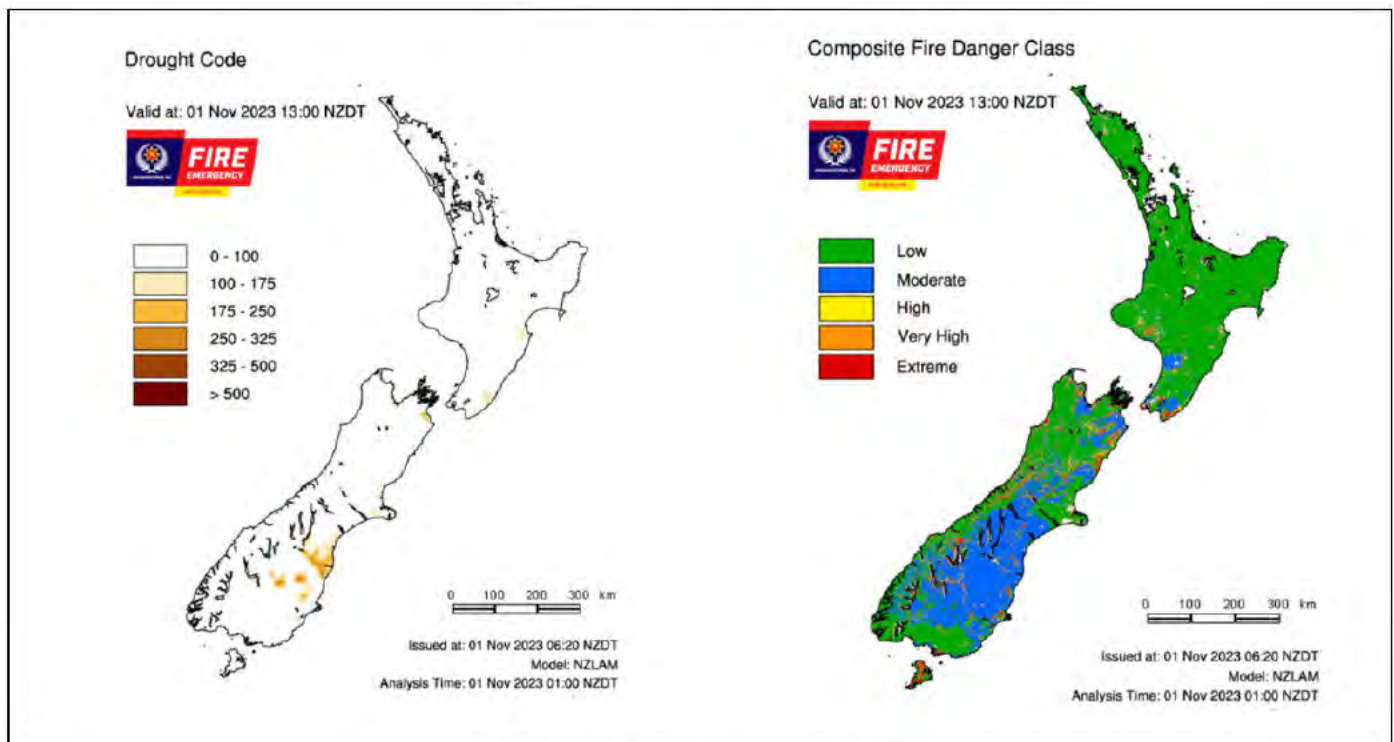
However, about the central and eastern areas of the North Island, the risk of severe thunderstorms increases to moderate, and a severe thunderstorms watch is in force. There are lower risks of thunderstorms across most of the North Island and inland Marlborough and North Canterbury.

UNCLASSIFIED

METSERVICE – MODELLED FORECAST FIELDS – RAIN



Fire and Drought Risk



Source: *NIWA Fire Weather*

Geological

Volcanic Activity (Level 1 and above)

Volcano	Level	Volcanic Activity	Aviation Code
Whakaari/ White Island	2	Moderate to heightened volcanic unrest	Yellow
Ruapehu	1	Minor volcanic unrest	Green

GNS Alert Levels guide visit: <https://www.geonet.org.nz/about/volcano/va>

GNS Aviation Colour Codes visit: <https://www.geonet.org.nz/volcano/acc>

Other Events

Nothing to report.

Media

Kiwi help on its way for Australian firefighters battling wildfire raging for a week

New Zealand firefighters are due to arrive in Queensland to help battle a blaze that continues to threaten homes across the state.

Stuff

Mega game of pick-up sticks as work begins to clear cyclone-sunk Hawke's Bay bridge

The bridge - which for years acted as a key link between Wairoa and the rest of Hawke's Bay - was completely collapsed by Cyclone Gabrielle as raging floodwater and wooden debris tore through the gorge, isolating Wairoa from the rest of Hawke's Bay.

NZHerald

Powerful 6.6-earthquake strikes off coast of Chile and felt in neighbouring Argentina

A magnitude 6.6 earthquake has struck off the coast of northern Chile, and has been felt in several provinces of neighbouring Argentina

ABCNews

02/11/2023 - E +19 SITREPS

As at 3.37pm on 02/11/2023 prepared by Crispian [REDACTED]

Distributed to	All GEDT/ELT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	E+18 SITREPS 8 01112023 - FINAL.docx
Overview	Summary of the current event <ul style="list-style-type: none">• Post election process• Official count for Special Votes and Ordinary Votes.• Friday, 03 November release of official results
Voting Services	GENERAL UPDATE Overseas Operations <ul style="list-style-type: none">• Focused on resolving issues re the 6 Priority electorates.• Progressing with final wash up count. Auckland North Region <ul style="list-style-type: none">• All counts were finalised and entered yesterday.• Several investigations are ongoing, with help from National Office. Auckland South Region <ul style="list-style-type: none">• All counts completed.• Dual vote investigations underway. Central North Island Region <ul style="list-style-type: none">• Nothing significant to report.• All counts finished.• Dual vote investigations continuing. Lower North Island Region <ul style="list-style-type: none">• All counts completed.• Continuing with remaining dual vote investigations South Island Region <ul style="list-style-type: none">• Dual vote investigations. Voting Services (VS): <ul style="list-style-type: none">• Progressing with enrolment merged elector data and qualification decisions.• Managing dual votes.
Enrolment	GENERAL UPDATE: <ul style="list-style-type: none">• Processing any Special Vote Declarations that come through from Electorate HQs.• Enrolment Support team working with Voting Services on the dual vote spreadsheet.• Enrolment temporary GE staff are attending review sessions in Auckland, Wellington and Christchurch today.• All temporary GE enrolment staff finish tomorrow.• A one-day review hui for permanent enrolment staff will be held in Wellington on 9 November, and a planning, project and leadership review on 16 November.
IT	GENERAL UPDATE: <ul style="list-style-type: none">• EMS Release 13 delivered successfully on 01/11/23.• Room and technology preparations for Media briefing tomorrow on track.
Comms & Education	GENERAL UPDATE: <ul style="list-style-type: none">• Focused on readiness for official results media briefing, Friday 1pm.• 44 confirmed attendees to date from Press Gallery and major newsrooms.

Customer Services	GENERAL UPDATE: <ul style="list-style-type: none">• No issues to report.• A morning and afternoon standup with SMEs will take place tomorrow. The team has been prepared to support potential public enquiries on official results before they finish with EC tomorrow afternoon.
Legal & Policy	GENERAL UPDATE <ul style="list-style-type: none">• Nothing to report.
Strategic Engagement and Partnership	GENERAL UPDATE (Belle) <ul style="list-style-type: none">• Nothing significant to note
Security	GENERAL UPDATE <ul style="list-style-type: none">• Providing support for media briefing tomorrow
People & Culture	GENERAL UPDATE: <ul style="list-style-type: none">• No significant issues to report



Issued: 1030hrs 02 Nov 2023	Authorised by: [REDACTED] – Watch Leader	Next update: 1030hrs 03 Nov 2023
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Executive Summary

- There is currently a severe thunderstorm watch for the bottom of the South Island.

NEMA Operational Status

Operational Activity

- NCC is at Mode 1 (MAR Centre Monitoring).
- Two of NEMA’s Rapid Response Team remain in Vanuatu, embedded in the National Disaster Management Office (NDMO) to assist with the response to impacts caused by Tropical Cyclone Lola.

On-Call Roster

Director	[REDACTED]
National Controller	[REDACTED]

Response Manager	[REDACTED]
Activation Coordinator	[REDACTED]

PIM	[REDACTED]
REMA North	[REDACTED]
REMA South	[REDACTED]

Response Activity

Nothing to report.

Weather and Climate

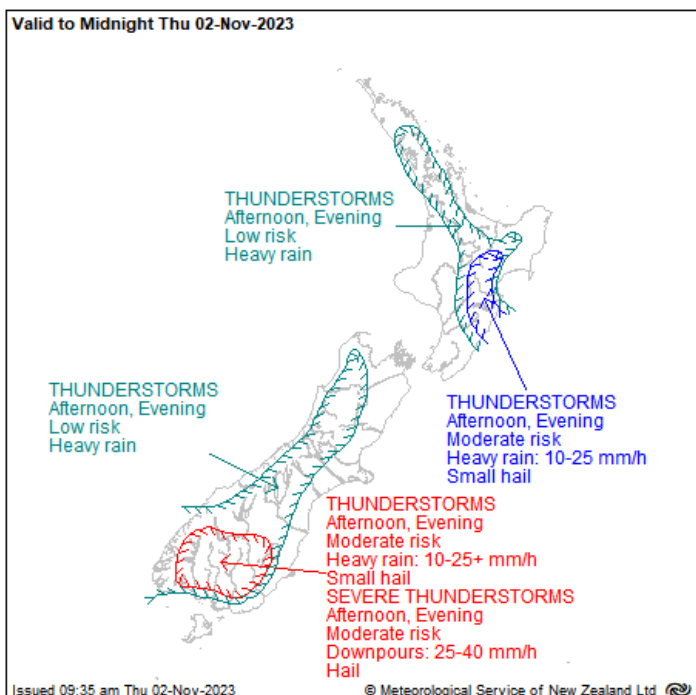
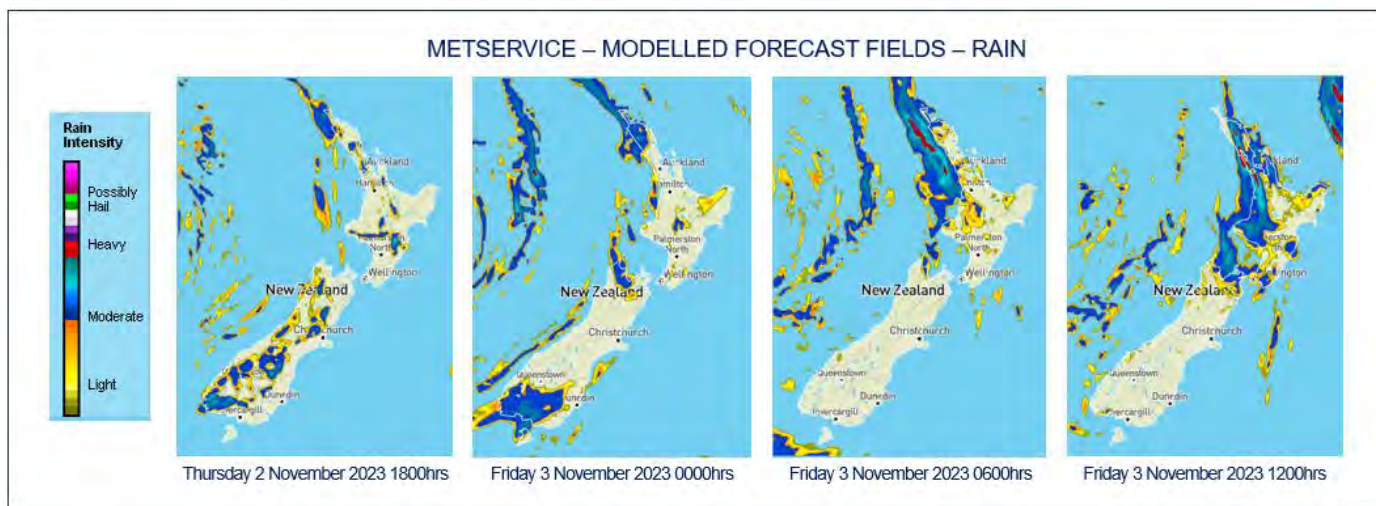
Current Weather

This afternoon, thunderstorms are expected to develop over the south of Otago, inland Dunedin, Clutha, Southland away from the coast, and the east of Fiordland.

From about 1500hrs today, there is a moderate risk that a few of these may be severe, bringing localised downpours with rainfall intensities of 25 to 40 mm/h. The storms should ease late this evening.



Accurate from MetService as at 1000hrs today.



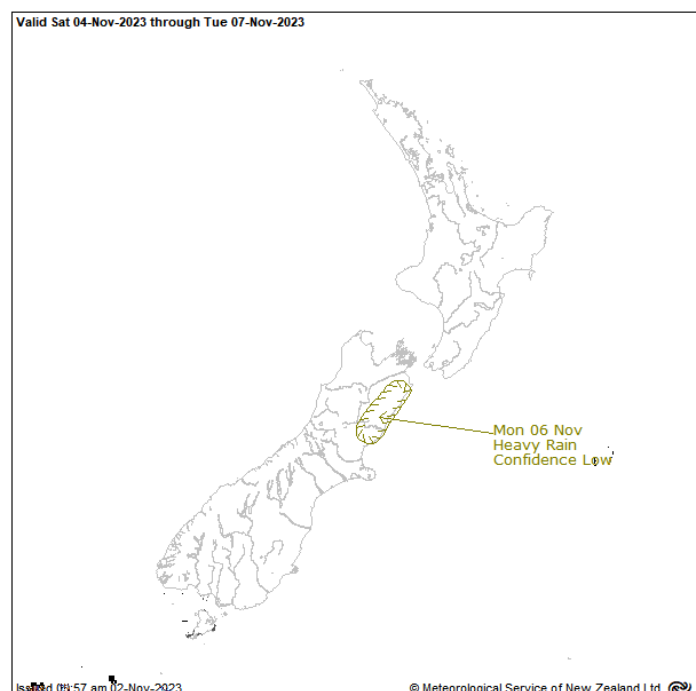
Thunderstorm Outlook

Fronts from the Tasman Sea move onto New Zealand today. Ahead of the fronts, showers are expected about inland areas of both islands.

For the North Island, the risk of thunderstorms is moderate for areas in the Hawke's Bay, the east of Taihape, and the east of Taupo. These thunderstorms are expected to bring heavy rain, with intensities of 15 to 25 mm/h, and hail. For the central North Island, there is a low risk of thunderstorms in the afternoon.

For the South Island, there is a moderate risk of thunderstorms during the afternoon for inland Southland, Fiordland, and the far south of Otago. These are expected to bring localised heavy rain, with intensities of 10 to 25 mm/h (possibly more for Southland), and small hail. There is a moderate risk of severe thunderstorms bringing downpours with hourly rainfall rates of 25 to 40 mm/h. A lower risk of thunderstorms covers much of the remaining inland South Island.

On Friday morning, a front move east onto the far north of the country, likely to be accompanied by bursts of heavy rain.



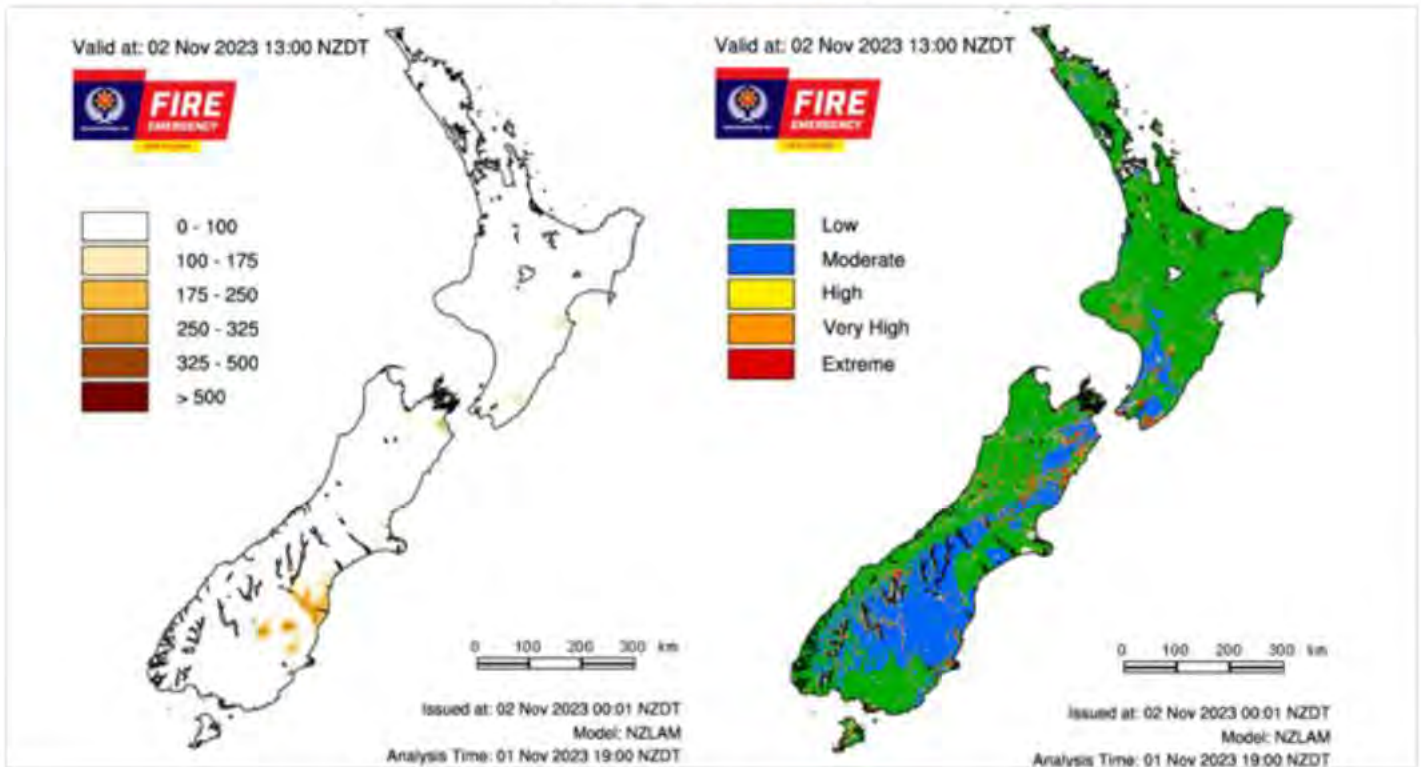
Severe Weather Outlook

A trough of low pressure is expected to move onto the South Island on Saturday.

From Sunday to Tuesday, the trough and an unsettled south to southeast flow affects central parts of Aotearoa, bringing rain or showers, especially to eastern areas.

At present there is uncertainty with which areas will see the most rain, and whether the rain will be heavy enough to require any rain warnings. However, for northern Canterbury and Marlborough on Monday, there is low confidence for significant amounts of heavy rain.

UNCLASSIFIED
Fire and Drought Risk



Source: NIWA Fire Weather

Geological

Volcanic Activity (Level 1 and above)

Volcano	Level	Volcanic Activity	Aviation Code
Whakaari/ White Island	2	Moderate to heightened volcanic unrest	Yellow
Ruapehu	1	Minor volcanic unrest	Green

GNS Alert Levels guide visit: <https://www.geonet.org.nz/about/volcano/val>

GNS Aviation Colour Codes visit: <https://www.geonet.org.nz/volcano/acc>

Other Events

Nothing to report.

Media

Expedition to reveal Hikurangi Subduction Zone's 'hidden' quakes.

Scientists are sailing into New Zealand's largest fault zone to get a deeper understanding of its potential to trigger enormous earthquakes.

[NZ Herald](#)

01/11/2023 - E +18 SITREPS

As at XXXX on 01/11/2023 prepared by Crispian [REDACTED]

Distributed to	All GEDT/ELT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	E+17 SITREPS 8 31102023 - FINAL.docx
Overview	Summary of the current event <ul style="list-style-type: none">• Post election process• Official count for Special Votes and Ordinary Votes.• Friday, 03 November release of official results
Voting Services	GENERAL UPDATE Overseas Operations <ul style="list-style-type: none">• Auckland North Region <ul style="list-style-type: none">• Auckland South Region <ul style="list-style-type: none">• 6 out of 12 electorate SV counts completed. All others on track to finish by COB today• Effort going into finalising DVs Central North Island Region <ul style="list-style-type: none">• SV Count – progressing well. No significant concerns.• Dual votes – progressing well. Number ranges from 2 – 20, no significant changes from yesterday, no specific assistance needed.• Completion – occurring alongside the counts in many of the electorates.• Otherwise, nothing significant to report. Lower North Island Region <ul style="list-style-type: none">• . South Island Region <ul style="list-style-type: none">• . Voting Services (VS): <ul style="list-style-type: none">• .
Enrolment	GENERAL UPDATE: <ul style="list-style-type: none">•
IT	GENERAL UPDATE: <ul style="list-style-type: none">•
Comms & Education	GENERAL UPDATE:
Customer Services	GENERAL UPDATE: <ul style="list-style-type: none">• No issues to report.
Legal & Policy	GENERAL UPDATE <ul style="list-style-type: none">• .
Strategic Engagement	GENERAL UPDATE <ul style="list-style-type: none">• Nothing significant to note

and Partnership	
Security	GENERAL UPDATE <ul style="list-style-type: none">• Nothing significant to report
People & Culture	GENERAL UPDATE: <ul style="list-style-type: none">•



Issued: 1030hrs 3 Nov 2023

Authorised by: [REDACTED] – Watch Leader

Next update: 1030hrs 4 Nov 2023

Executive Summary

- There is a low to moderate risk of thunderstorms across most of the motu today.

NEMA Operational Status

Operational Activity

- NCC is at Mode 1 (MAR Centre Monitoring).
- Two of NEMA's Rapid Response Team remain in Vanuatu, embedded in the National Disaster Management Office (NDMO) to assist with the response to impacts caused by Ex-Tropical Cyclone Lola.

On-Call Roster

Director	[REDACTED]
National Controller	[REDACTED]

Response Manager	[REDACTED]
Activation Coordinator	[REDACTED]

PIM	[REDACTED]
REMA North	[REDACTED]
REMA South	[REDACTED]

Response Activity

Nothing to report.

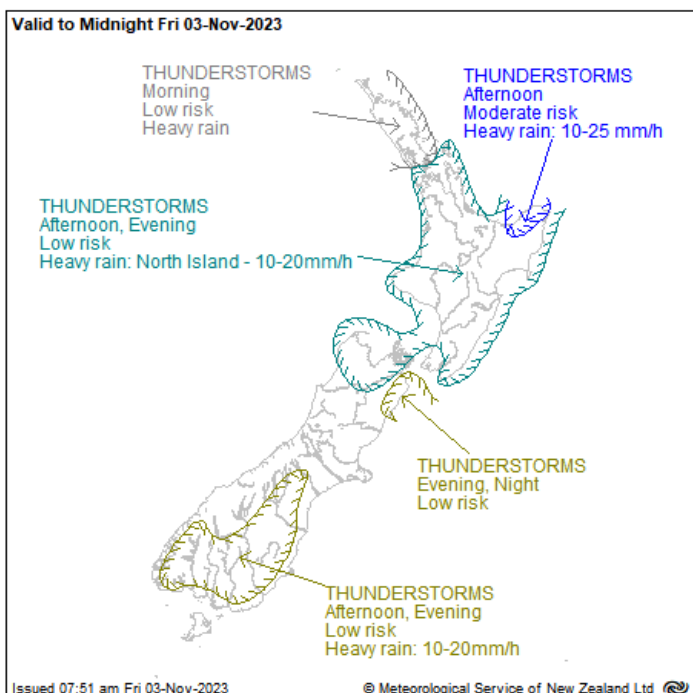
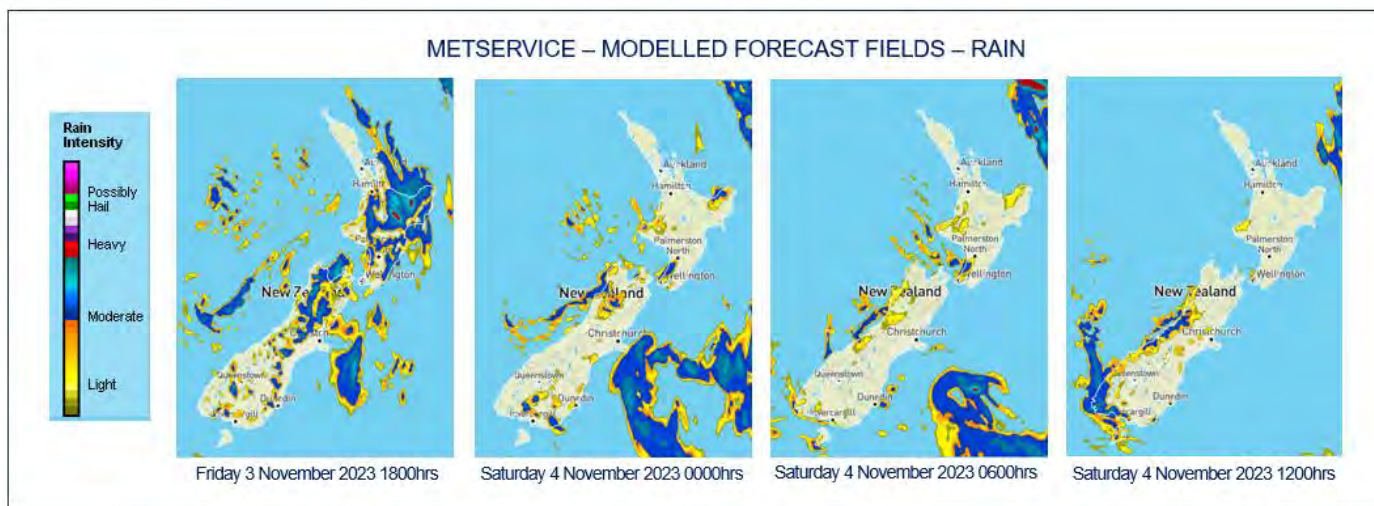
Weather and Climate

Current Weather

There are currently no weather watches or warnings in place for New Zealand.



Accurate from MetService as at 1000hrs today.

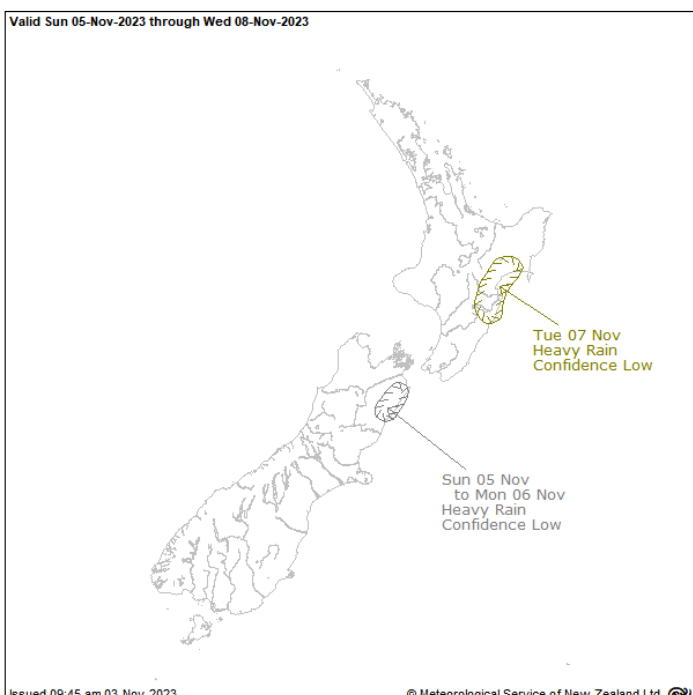


Thunderstorm Outlook

A weakening low in the Tasman Sea will approach New Zealand today, while associated rain-bands will move across the country today with a few embedded heavy falls.

The risk of thunderstorms is considered low over most of the North Island, and parts of the northern and southern South Island. About eastern Bay of Plenty, especially the ranges, the risk of thunderstorms embedded within broader areas of rain is considered moderate.

Any thunderstorms that occur today will produce localised heavy rain. There may also be other areas of localised areas of heavy rain about the northern and central North Island, and also the southern South Island, which could occur with or without thunderstorms and produce localised rainfall rates of 10-20mm/h.

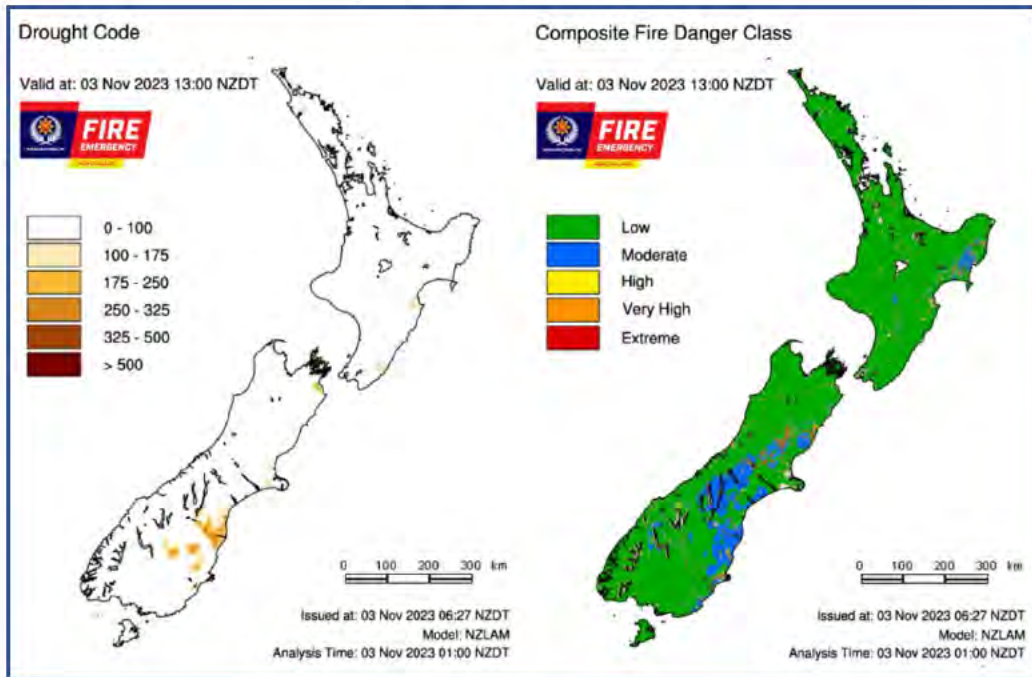


Severe Weather Outlook

From Sunday to Tuesday, an unsettled south to southeast flow affects central parts of the country, bringing rain or showers, especially to eastern areas. On Wednesday, the flow over the country turns southwest.

At present there is uncertainty with which areas will see the most rain in the unsettled south to southeast flow, and whether the rain will be heavy enough to meet warning level thresholds. However, for Marlborough from the latter part of Sunday into Monday there is low confidence for significant amounts of heavy rain; and for Hawke's Bay on Tuesday there is also low confidence for warning amounts of rain.

UNCLASSIFIED
Fire and Drought Risk



Source: NIWA Fire Weather

Geological

Volcanic Activity (Level 1 and above)

Volcano	Level	Volcanic Activity	Aviation Code
Whakaari/ White Island	2	Moderate to heightened volcanic unrest	Yellow
Ruapehu	1	Minor volcanic unrest	Green

GNS Alert Levels guide visit: <https://www.geonet.org.nz/about/volcano/val>

GNS Aviation Colour Codes visit: <https://www.geonet.org.nz/volcano/acc>

Other Events

Nothing to report.

Media

NZ health and defence force tests emergency response

As Vanuatu takes stock of the damage left by its third cyclone this year and in the wake of Cyclone Gabriel in Aotearoa, the New Zealand Medical Assistance Team and the New Zealand Defence Force are combining for the first time to test their response to a catastrophic event in Aotearoa New Zealand.

RNZ

Cyclone Lola: International aid begins to land in Vanuatu

On Monday, the New Zealand government announced that it would provide an initial package of \$450,000 in aid. The Australian government will also provide an initial A\$800,000 (\$873,987), which will include essential items like shelter and water purification supplies.

NZherald

El Niño effect: Drought declared for Tonga's main island

A drought has been declared for Tonga's main island Tongatapu as well as the nearby island of 'Eua and put out warnings and alerts for other islands.

RNZ

Prepared by the NEMA Monitoring, Alerting and Reporting Centre to provide awareness that supports informed decision making. Any questions, comments or contributions should be addressed to: mar@nema.govt.nz.

06/11/2023 - E +23 SITREPS

As at 3.23pm on 06/11/2023 prepared by Crispian [REDACTED]

Distributed to	All GEDT/ELT members														
Key Contacts	Anusha Guler and Crispian [REDACTED]														
Previous ELT SITREP	E+20 SITREPS 8 03112023 - FINAL.docx														
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> Preparation for the recount process By-election Port Waikato 														
Voting Services	<p>GENERAL UPDATE</p> <p>Port Waikato By-election</p> <ul style="list-style-type: none"> Preparation for advanced voting to start next week 13th November All training has been delivered Secured a church as an advance voting place in Tuakau for 3 days in the lead up to both weekends. <p>South Island Region</p> <ul style="list-style-type: none"> Preparation for the Nelson electorate recount <p>Auckland South Region</p> <ul style="list-style-type: none"> Preparation for the Tāmaki Makaurau electorate recount <p>Auckland North Region</p> <ul style="list-style-type: none"> The Mount Albert electorate recount planning is underway. <p>Central North Island Region</p> <ul style="list-style-type: none"> No significant issues to report <p>Lower North Island Region</p> <ul style="list-style-type: none"> Nothing to report <p>Overseas Operations</p> <ul style="list-style-type: none"> Preparing spaces for completing returns from the Electorate HQs. 														
Recount	<p>Recount Planning for potential recounts</p> <p>Assumptions that 3 possible recounts will be requested for:</p> <ul style="list-style-type: none"> Mt Albert - Melissa Lee (National Party) Tāmaki Makaurau - Peeni Henare (Labour Party) Nelson - Blair Cameron (National Party) <p>Staffing plan for recounts</p> <p>Recount Manager and Justice Liaison</p> <table border="1"> <thead> <tr> <th><u>Tāmaki Makaurau (Māori Electorate)</u></th> <th><u>Mt Albert (General Electorate)</u></th> <th><u>Nelson (General Electorate)</u></th> </tr> </thead> <tbody> <tr> <td>Electorate Manager – Angel [REDACTED]</td> <td>Electorate Manager – Christine [REDACTED]</td> <td>Electorate Manager – Venus [REDACTED]</td> </tr> <tr> <td>Adele [REDACTED] – Recount Manager</td> <td>Ashton [REDACTED] – Recount Manager</td> <td>Rachel [REDACTED] - Recount Manager</td> </tr> <tr> <td>Karl Le Quesne – (Justice Liaison)</td> <td>Kristina Temel (Justice Liaison)</td> <td>Mark Lawson – (Justice Liaison)</td> </tr> </tbody> </table> <p>Actions</p>			<u>Tāmaki Makaurau (Māori Electorate)</u>	<u>Mt Albert (General Electorate)</u>	<u>Nelson (General Electorate)</u>	Electorate Manager – Angel [REDACTED]	Electorate Manager – Christine [REDACTED]	Electorate Manager – Venus [REDACTED]	Adele [REDACTED] – Recount Manager	Ashton [REDACTED] – Recount Manager	Rachel [REDACTED] - Recount Manager	Karl Le Quesne – (Justice Liaison)	Kristina Temel (Justice Liaison)	Mark Lawson – (Justice Liaison)
<u>Tāmaki Makaurau (Māori Electorate)</u>	<u>Mt Albert (General Electorate)</u>	<u>Nelson (General Electorate)</u>													
Electorate Manager – Angel [REDACTED]	Electorate Manager – Christine [REDACTED]	Electorate Manager – Venus [REDACTED]													
Adele [REDACTED] – Recount Manager	Ashton [REDACTED] – Recount Manager	Rachel [REDACTED] - Recount Manager													
Karl Le Quesne – (Justice Liaison)	Kristina Temel (Justice Liaison)	Mark Lawson – (Justice Liaison)													

	<p>To provide relevant info (Chapter 31) to electorate managers and regional managers.</p> <p>To prepare discretionary information/documents in relation to the recount</p> <p>In relation to Tāmaki Makaurau – will need to prepare all documents in readiness for moving to HQ and recount</p> <p>Requirement for relocation:</p> <ul style="list-style-type: none"> • Checklist on what from where who and when • HQ Locations • Checklists Māori Electorate and General Electorates • Transport Plan • Contracts to be extended for Rostering and Recruitment Managers and Logistics and Supply Managers for one week.
Enrolment	<p>GENERAL UPDATE:</p> <p>GE 2023</p> <ul style="list-style-type: none"> • Planning for any GE recounts is being finalised. • The GE23 review with permanent enrolment staff will take place in Wellington on Thursday 9 November. • Mt Albert = Michelle [REDACTED] Nelson = Sue [REDACTED] and Tamaki Makaurau = Fiona [REDACTED] <p>Port Waikato By-election</p> <ul style="list-style-type: none"> • All electoral rolls for Port Waikato by-election have been printed and gone through Quality Assurance. Distribution is currently underway. • There is no enrolment processing activity for Port Waikato yet, as MIKE remains closed until the day after the GE23 Writ is returned. • To have further discussion on the use of eRoll for the by-election
IT	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Nothing significant to report for General Election activity • For the Port Waikato by election there is Download Voting Paper release tonight 6/11 to upload voting papers and various preparation tasks as part of readiness for Overseas voting, which starts on 8/11.
Comms & Education	<p>GENERAL UPDATE:</p> <p>Media</p> <p>Media interest in recounts. Chief Electoral Officer gave two interviews this morning, AM show and Morning Report and was able to explain the process for undertaking recounts.</p> <p>Port Waikato public information</p> <ul style="list-style-type: none"> • Voting starts soon advertising underway this week. Channels will include metro and local newspapers, radio, billboards and street posters, online display and social media including Facebook, Instagram and Neighbourly • Comprehensive by-election information available on vote.nz including voting places, candidates and information in alternate formats and other languages.
Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • No issues to report. • The Zendesk knowledge base has been updated for By-election. The team will move to Gibson Sheat on Wednesday.
Legal & Policy	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • No issues to report.
Strategic Engagement and Partnership	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • A notable lack of knowledge for many potential voters regarding the by-election. Community asking what it's all about, did not know some parties are not having candidates stand and asked why the Commission was still out and about when the GE was already done. • Concern expressed about access to advanced voting in Port Waikato itself.
Security	<p>GENERAL UPDATE</p>

	<ul style="list-style-type: none">• Confirming Regional Security and Resilience Advisor (RSRA) point of contact for any re-counts will be Toni [REDACTED]• RSRA roster for by-election confirmed – will be split between Blair [REDACTED] and Eddie [REDACTED]• Police support confirmed for by-election
People & Culture	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none">• No other issues to report.

07/11/2023 - E +24 SITREPS

As at 3.25pm on 07/11/2023 prepared by Crispian [REDACTED] approved by Anusha Guler

Distributed to	All GEDT/ELT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	E+23 SITREPS 9 06112023 - FINAL.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> Preparation for Port Waikato by-election Recount process
Voting Services	<p>GENERAL UPDATE</p> <p>Port Waikato By-election</p> <ul style="list-style-type: none"> By-election logins creating some issues for staff, not having access to apps that are required. Wifi coverage an issue at HQ, IT is investigating above mentioned issues. James [REDACTED] is assisting with the resilience plan to prepare for any weather related issues. <p>South Island Region</p> <ul style="list-style-type: none"> Nelson Recount: Judge from Wellington has been in contact with the Electorate Manager and will be arriving in Nelson tomorrow. He wants to start on Thursday (9 November) if possible and is keen to work through Saturday if needed. Regional Manager has called all counting staff to find out their availability from Thursday to Monday. We are assuming the judge is doing some preparatory work as the judge hasn't officially notified the Electoral Commission that an application for a recount has been lodged. Sue [REDACTED] from Enrolment will be at Nelson on Thursday to assist. <p>Auckland South Region</p> <ul style="list-style-type: none"> Preparing for Tāmaki Makaurau recount. Received information from Voting Services regarding information and materials required, receiving ballot papers across different HQs by Thursday. Extracting ballot boxes and material by tomorrow. Post election - Completion processes underway <p>Auckland North Region (Apology from Peter)</p> <ul style="list-style-type: none"> Nothing to report <p>Central North Island Region</p> <ul style="list-style-type: none"> Nothing to report. <p>Lower North Island Region</p> <ul style="list-style-type: none"> Post election - Completion activities underway across the region <p>Overseas Operations</p> <ul style="list-style-type: none"> Post election - Working on completion and recount materials. On track with overseas voting for by-election. To check in with Ross regarding availability of MIKE that will have an impact for overseas voters trying to download papers.
Enrolment	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Nothing to update To meet with Port Waikato EM and Principal Advisor VS to discuss the use of eRoll at voting places.
IT	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> General Election - Nothing significant to report

	<ul style="list-style-type: none"> • Port Waikato by-election – Download Voting Papers (DVP) System release successful on 6/11/23. • Port Waikato by-election - All prep for Overseas Application and Upload Voting papers complete set for go-live 8/11/23. • Port Waikato by-election – Customer Experience/Field Testing of mobile devices and Applications (eRoll and End of Day) commenced today, due to complete by 9/11. • Port Waikato by-election – eRoll Load Testing planned and scheduled to take place early next week.
Comms & Education	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Nothing to report.
Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • No issues to report. • To create FAQs for Overseas Voters re issue with downloading papers • Interpreter for te reo Maori - Tainui has been confirmed and available on demand
Legal & Policy	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • No issues to report. • No applications for recounts have been lodged.
Strategic Engagement and Partnership	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • Receiving feedback from community regarding incorrect te reo dialect on easy vote packs. • EC was aware of this and agreed with the te reo dialect. • Working on a response with Comms.
Security	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • Nothing significant to report
People & Culture	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Nothing significant to report



Issued: 1030hrs 30 Oct 2023

Authorised by: [REDACTED] – Watch Leader

Next update: 1030hrs 31 Oct 2023

Executive Summary

- Northern and eastern areas of the North Island will continue to be impacted by heavy rain and strong winds today. Watches and warnings are in place.

NEMA Operational Status

Operational Activity

- NCC is at Mode 1 (MAR Centre Monitoring).

On-Call Roster

Director	[REDACTED]
National Controller	[REDACTED]

Response Manager	[REDACTED]
Activation Coordinator	[REDACTED]

PIM	[REDACTED]
REMA North	[REDACTED]
REMA South	[REDACTED]

Response Activity

- Two of NEMA's Rapid Response Team are currently deployed to Vanuatu to assist with the response to impacts caused by Tropical Cyclone Lola.

Weather and Climate

Current Weather

A large, deep, complex low-pressure system just north of New Zealand is moving slowly south southeast. Fronts and troughs associated with this low are expected to bring heavy rain and severe gales to some northern and eastern North Island areas.

Heavy rain warnings

- Coromandel Peninsula from 0900hrs today until 0900hrs tomorrow. 100 to 120mm of rain is expected.
- Bay of Plenty, west of Matatā including Rotorua, from 0900hrs today until 0900hrs tomorrow. 90 to 120mm of rain is expected.
- Tairāwhiti, from Tolaga Bay northwards, from 0900hrs today until 1600hrs tomorrow. 130 to 160mm of rain is expected.
- Tairāwhiti, south of Tolaga Bay, from 1300hrs today until 1700hrs tomorrow. 100 to 140mm of rain is expected.
- Inland ranges of Hawke's Bay, south of State Highway 5, from 1400hrs today until 1700hrs tomorrow. 110 to 140mm of rain is expected.

Strong wind warnings

- Coromandel Peninsula from 0900hrs today until 1100hrs today.

Heavy rain watch

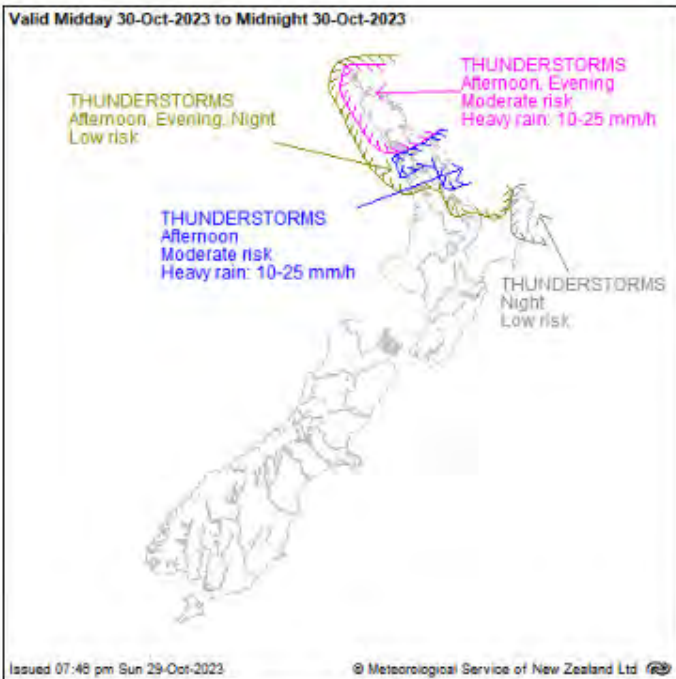
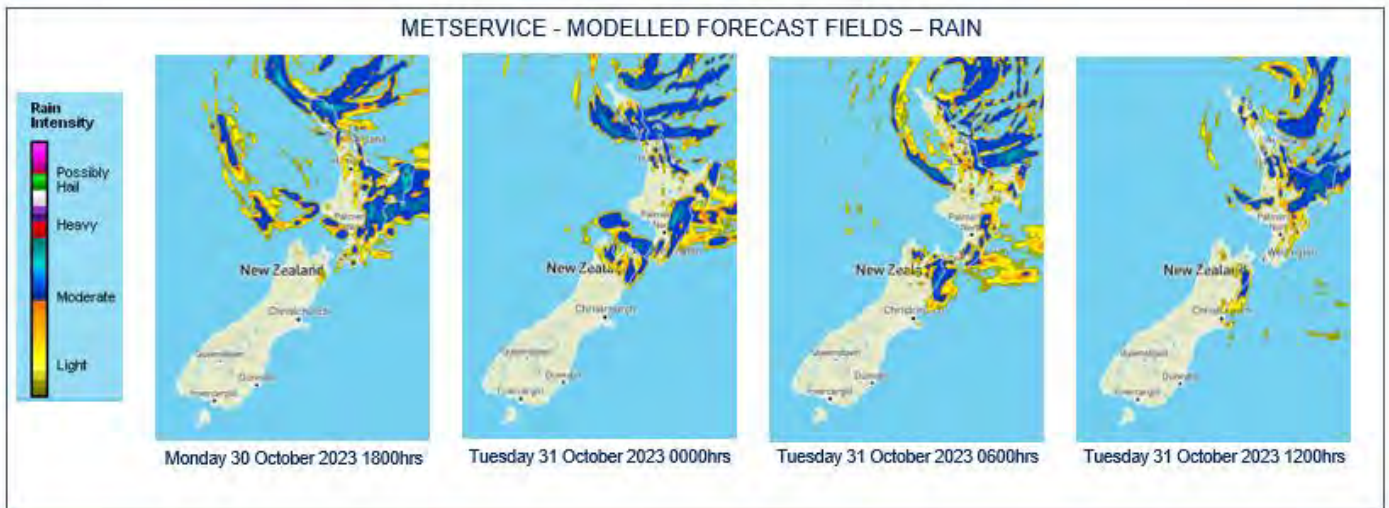
- Northland from 0900hrs today until 0800hrs tomorrow.

Strong wind watch

- The Kaimai Range and eastern Waikato from 0900hrs today - 1100hrs



Accurate from MetService as at 0918hrs today.

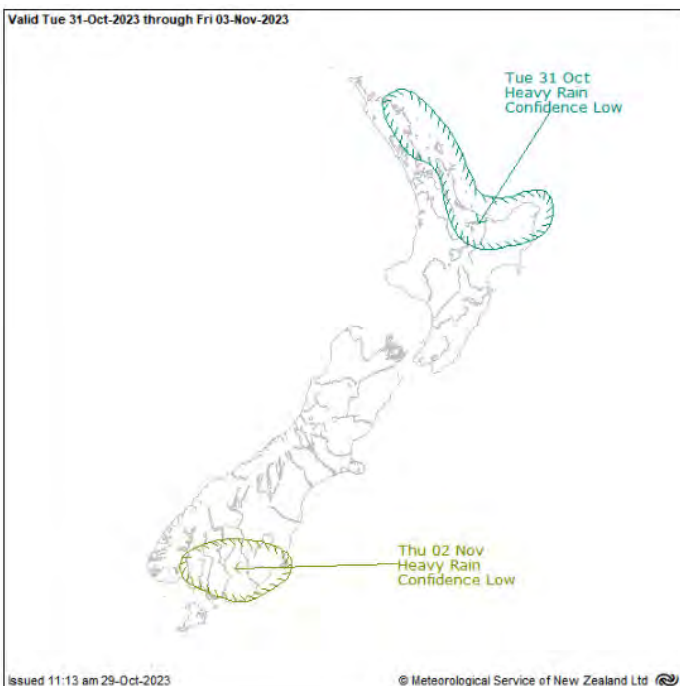


Thunderstorm Outlook

The active front continues southwards from Auckland into the Bay of Plenty and Tairāwhiti this afternoon and evening, preceded by heavy rain and easterly gales.

Behind this front, a slow moving low near Northland has associated troughs moving across the upper North Island throughout this period.

There is a moderate risk of thunderstorms over northern Auckland and Coromandel Peninsula in the afternoon, and over Northland in the afternoon through to evening. A low risk of thunderstorms extends across other areas of the upper North Island and northern Tairāwhiti.



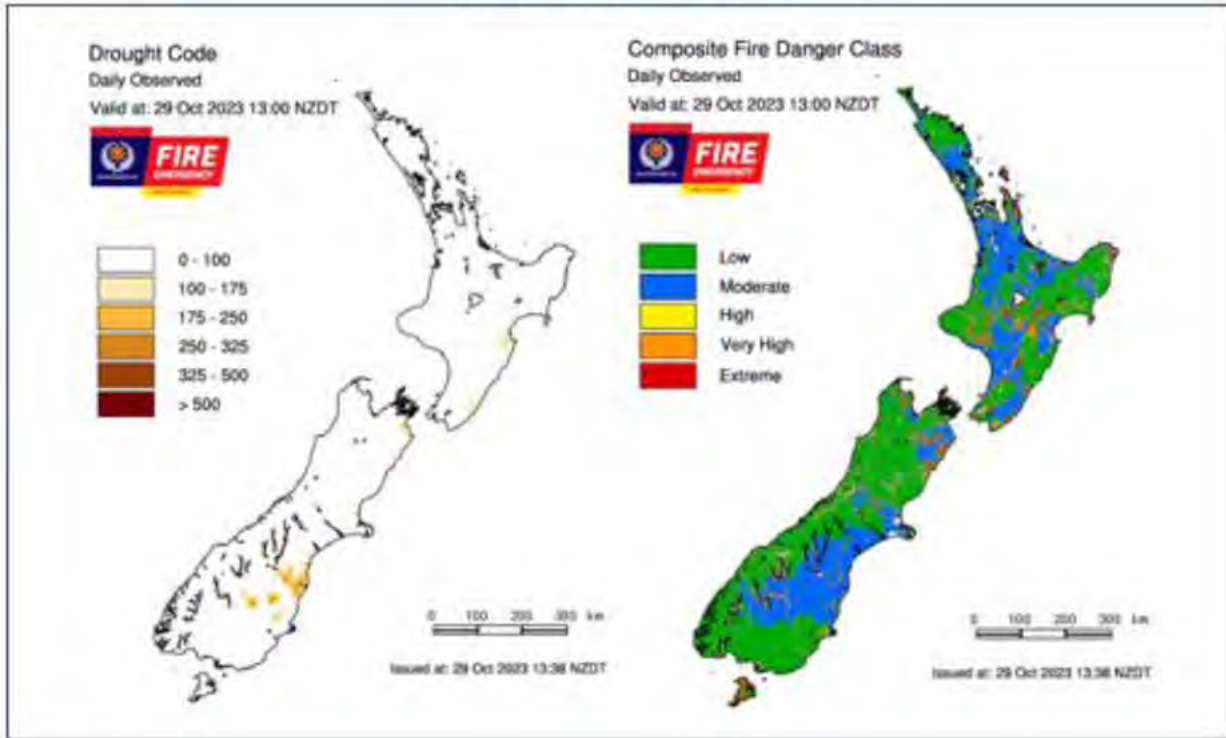
Severe Weather Outlook

A deep slow moving low of subtropical origin is expected to impact east of Northland on Tuesday, then weaken and move away to the southeast on Wednesday. Severe weather warnings and watches are in force for wind and rain associated with the low over parts of the northern and central North Island on Sunday and Monday.

There is low confidence that rainfall amounts about eastern Northland, northern Auckland, Great Barrier Island, Coromandel Peninsula, Bay of Plenty, Rotorua and northern Tairāwhiti could reach warning criteria on Tuesday.

A slow moving low is expected to impact the western side of the South Island from Wednesday to Friday, with associated rainbands moving over the country at times. There is low confidence that rainfall amounts in southern parts of Otago (including Dunedin) and Southland may reach warning criteria on Thursday.

Fire and Drought Risk



Source: NIWA Fire Weather

Geological

Volcanic Activity (Level 1 and above)

Volcano	Level	Volcanic Activity	Aviation Code
Whakaari/ White Island	2	Moderate to heightened volcanic unrest	Yellow
Ruapehu	1	Minor volcanic unrest	Green

GNS Alert Levels guide visit: <https://www.geonet.org.nz/about/volcano/val>

GNS Aviation Colour Codes visit: <https://www.geonet.org.nz/volcano/acc>

Other Events

Nothing to report.

Media

Live: Risk of flooding in Coromandel as severe weather hits NZ

Live updates on the large, deep, complex low pressure system currently moving over the North Island.

[Stuff](#)

Power cuts as ex-cyclone Lola lashes upper North Island

Thousands of homes are without power in the upper North Island and schools are closed in Coromandel as ex-cyclone Lola batters the regions.

[RNZ](#)

08/11/2023 - E + 25 SITREPS

As at 3.21pm on 08/11/2023 prepared by Grace [REDACTED] approved by Anusha Guler

Distributed to	All GEDT/ELT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	E+24 SITREPS 9 07112023 - FINAL.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> • Port Waikato by-election • Preparing for recount <ul style="list-style-type: none"> ○ Nelson recount scheduled to commence 9am Thursday 9 November ○ Tamaki Makaurau recount scheduled to commence 9am Monday 13 November
Voting Services	<p>GENERAL UPDATE</p> <p>Port Waikato By-election</p> <ul style="list-style-type: none"> • Escalated to IT for support due to issues. • Testing underway at voting places to ensure good connectivity (user experience + functionality) • Testing to be undertaken in relation to eRoll • Small risk if MIKE access is delayed going into SV Processing period (around lease, staffing etc) <p>South Island Region</p> <ul style="list-style-type: none"> • Judge Tuohy, will be at the HQ tomorrow at 9am, with the aim of count starting at 11am. At 9am he will meet with us about the process, he also mentioned about the recent admin error in other electorates and he will keep that in his mind for our recount. • Staged and ready to go for recount tomorrow. • Checking with Enrolment regarding Sue's availability in the morning by 9am. <p>Auckland South Region</p> <ul style="list-style-type: none"> • Confirmation of recount starts Monday 13th 9am. • Fiona from Enrolment will be at HQ to assist. <p>Auckland North Region</p> <ul style="list-style-type: none"> • The Mt. Albert electorate recount judge has been in contact with the EM (assuming there is a recount for Mt Albert) • Waiting for recount to be formalised. <p>Central North Island Region</p> <ul style="list-style-type: none"> • Nothing to report. <p>Lower North Island Region (Apology from Larissa)</p> <ul style="list-style-type: none"> • Nothing to report. <p>Overseas Operations</p> <ul style="list-style-type: none"> • Recount materials now with NO • Little activity around By Election.
Enrolment	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Discussion to be had with Karl on the use eRoll for the by-election.
IT	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • General Election – nothing significant to report • PW By-election - All systems live for Overseas voting • PW By-election – EMS Systems Release planned for 9/11 to support Advanced Voting

Comms & Education	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Claire will be checking with Justice for answers around recount process.
Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> No issues to raise. 2 new FAQs added to respond new questions received from the public – ‘Why are there voting places not listed in the Easyvote pack?’; and ‘Corrections to official results’.
Data & Insights	<p>GENERAL UPDATE</p> <p>Dashboards for the by-election are complete, with the exception of the enquiries dashboard which will be available later today. 2023 Port Waikato By-Election: Collection - Tableau Cloud</p>
Legal & Policy	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> Recount applications received this morning filed in the Auckland District Court by Peeni Henare for the Tamaki Makaurau electorate and in the Nelson District Court by Blair Cameron for the Nelson electorate Nelson recount scheduled to commence 9am Thursday 9 November Tamaki Makaurau recount scheduled to commence 9am Monday 13 November The Commission is being asked to resolve the Manurewa Marae complaint before the deadline for an election petition. The deadline is within 28 days after the day the Commission publicly notified the result of the poll (section 231 of the Electoral Act). The deadline is on 1 December 2023.
Strategic Engagement and Partnership	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> Nothing to update.
Security	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> Requested security during recounts for Tamaki Makaurau and Nelson District and national police have also been informed about these recounts.
People & Culture	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Nothing significant to report



Issued: 1030hrs 31 Oct 2023

Authorised by: [REDACTED] – Watch Leader

Next update: 1030hrs 01 Nov 2023

Executive Summary

- Moderate weather related impacts occurred in northern and eastern areas of the North Island yesterday.
- Eastern areas of the North Island will continue to be impacted by heavy rain today. Watches and warnings are in force.
- There is a moderate thunderstorm risk for much of the North Island and the northern South Island today.

NEMA Operational Status

Operational Activity

- NCC is at Mode 1 (MAR Centre Monitoring).

On-Call Roster

Director	[REDACTED]
National Controller	[REDACTED]

Response Manager	[REDACTED]
Activation Coordinator	[REDACTED]

PIM	[REDACTED]
REMA North	[REDACTED]
REMA South	[REDACTED]

Response Activity

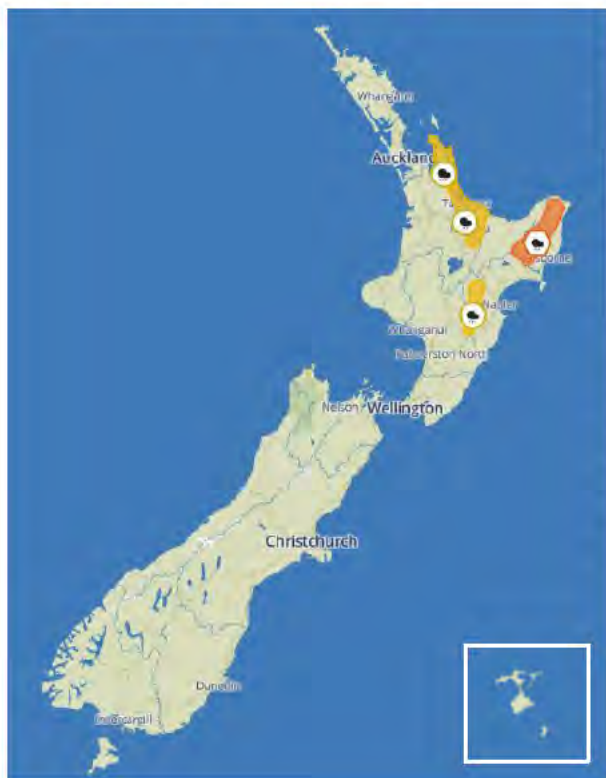
- Two of NEMA's Rapid Response Team are currently deployed to Vanuatu, embedded in the National Disaster Management Office (NDMO) to assist with the response to impacts caused by Tropical Cyclone Lola.

North Island Severe Weather

The weather system made up of remnants from Ex Tropical Cyclone Lola has caused moderate impacts, mainly throughout Northland and Waikato over the last 48 hours. The affected Groups monitored and dealt with impacts through business-as-usual arrangements, no activations were required. Approximately 2000 customers were without power in Northland yesterday morning after receiving strong winds overnight. This also led to the closure of some schools. These power outages have mostly been restored.

In Waikato, localised surface flooding in the Coromandel Peninsula led to the closures of some local roads and a couple of State Highway closures yesterday. SH 25 in Hikuai remains closed as flooding here did not subside overnight. Surface flooding driven by this morning's high tide may cause further local road closures. Residents in Coromandel Town, Matatoki, Puriri and Omahu are being asked to conserve water due to additional sediment. The NEMA MAR Centre continues to monitor as the weather system moves southeast.

Weather and Climate



Current Weather

A large, complex low-pressure system just northeast of the North Island is moving slowly southeast and weakening. Showers and possible thunderstorms are likely to affect many areas today, especially the eastern and central North Island.

Heavy rain warning

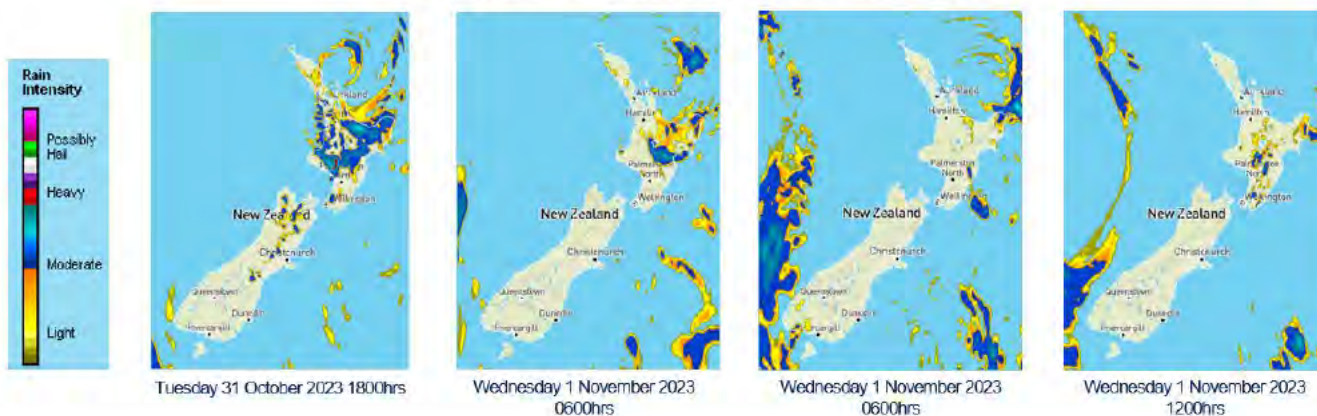
- Inland Tairāwhiti from 0900hrs today until 2100hrs tomorrow a further 70 to 90mm of rain is expected.

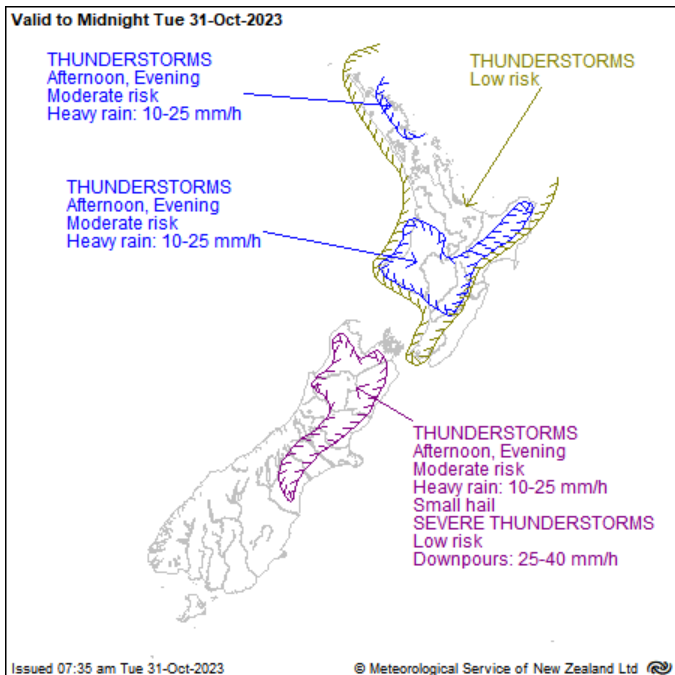
Heavy rain watches

- Coromandel Peninsula from 0900hrs today until 2000hrs tomorrow.
- Bay of Plenty west of Matatā including Rotorua from 0900hrs today until 2000hrs tomorrow.
- The ranges of Hawke's Bay south of State Highway 5 from 0900hrs today until 2100hrs tomorrow.

Accurate from MetService as at 0907hrs today.

METSERVICE – MODELLED FORECAST FIELDS – RAIN

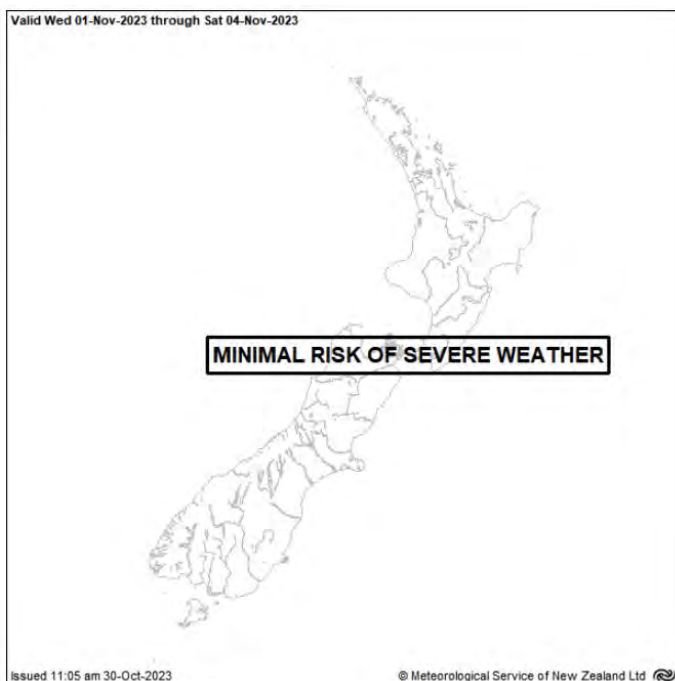




Thunderstorm Outlook

Thunderstorm risk is considered moderate this afternoon and early evening for eastern Northland, eastern Bay of Plenty, Waitomo, northern Manawatū, Gisborne, Taupō, Taumarunui, Taranaki, Whanganui, Taihape, and the ranges of Hawke's Bay.

There is also a moderate risk of thunderstorms for inland parts of the South Island from Inland Marlborough, Nelson, Buller, and the Canterbury High Country. Any thunderstorms that occur will bring localised heavy rain with rates of 10 to 25 mm per hour. For the South Island risk areas small hail is possible, and there is also a low risk of localised downpours (rainfall rates exceeding 25 mm per hour) from slow moving storms.

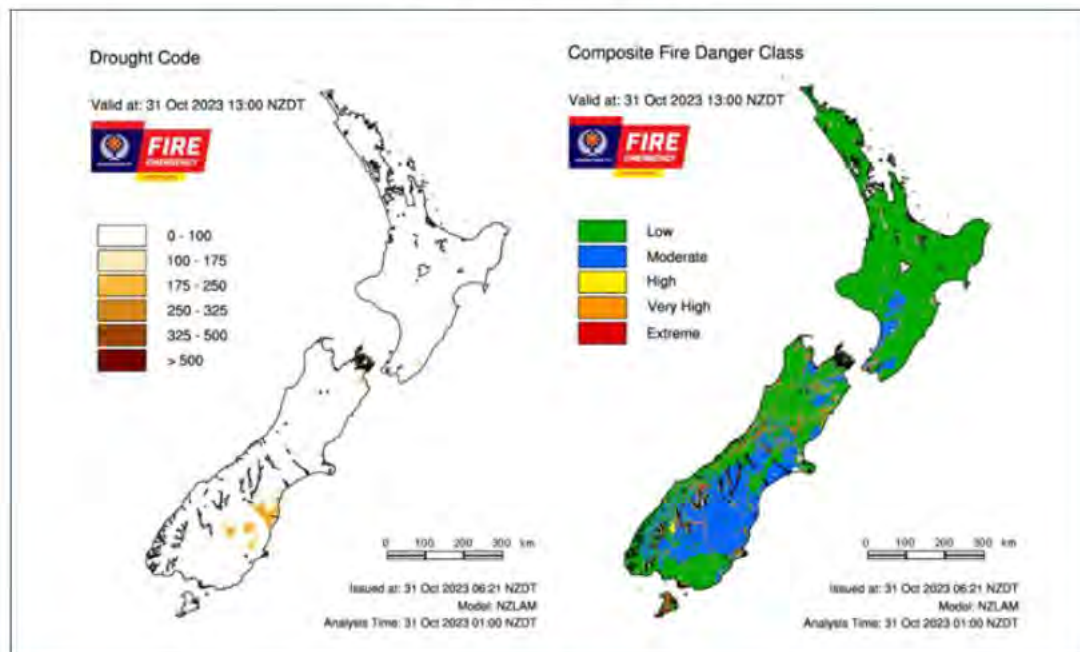


Severe Weather Outlook

A low will lie slow-moving in the Tasman Sea on Wednesday and Thursday, then weaken and move across New Zealand later Friday and Saturday. A colder southwest flow should then spread over the South Island later Saturday behind the low.

Various associated fronts and rain-bands will spread across New Zealand from Thursday to Saturday, but at this stage the risk of rainfall amounts reaching warning criteria is considered minimal.

UNCLASSIFIED Fire and Drought Risk



Source: NIWA Fire Weather

Geological

Volcanic Activity (Level 1 and above)

Volcano	Level	Volcanic Activity	Aviation Code
Whakaari/ White Island	2	Moderate to heightened volcanic unrest	Yellow
Ruapehu	1	Minor volcanic unrest	Green

GNS Alert Levels guide visit: <https://www.geonet.org.nz/about/volcano/va/>

GNS Aviation Colour Codes visit: <https://www.geonet.org.nz/volcano/acc>

Other Events

Nothing to report.

Media

Our deep-ocean eyes and ears – Diving into the science keeping Aotearoa and the Pacific tsunami-safe

Our place in the Pacific puts us at risk from many different tsunami sources, but even some of the biggest earthquakes originating in the Kermadec Trench are not able to be strongly felt in New Zealand.

[GeoNet](#)

Australia firefighters call on kiwis to help battle deadly Queensland bushfires

Exhausted firefighters in Queensland have called on kiwi colleagues to help battle the deadly bushfires

[Newshub](#)

Trees down as ex-Tropical Cyclone Lola moves down east coast

Ex-Tropical Cyclone Lola has brought another night of heavy rain and strong winds to the North Island.

[Newshub](#)

09/11/2023 - E +26 SITREPS

As at 2.42pm on 09/11/2023 prepared by Crispian [REDACTED]

Distributed to	All GEDT/ELT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	E+25 SITREPS 9 08112023 - FINAL.docx
Overview	Summary of the current event <ul style="list-style-type: none">Port Waikato By-election – overseas voting has commencedRecounts for 3 electorates has been lodged – Nelson, Mt Albert and Tamaki Makaurau
Voting Services	GENERAL UPDATE Auckland North Region (apology) Mt Albert Recount <ul style="list-style-type: none">Meeting regarding the recount with the Mt Albert Judge at 12.30noon today.Will start the recount at 9am on Monday 13 November.Planning is underway. Auckland South Region Tāmaki Makaurau Recount <ul style="list-style-type: none">Planning is well underway for recount to commence on Monday at 9.00amBallot boxes (450+) are being collected today.Staff from National office to support the recount: Adele, Natalie, Fiona and RossHone will also be attending and doing a mihi whakatu to welcome the Judge. South Island Region Nelson Recount <ul style="list-style-type: none">Judge arrived at 9.00am. Preparatory session held to explain how we progress the count.Nelson recount commenced at 11:00am.Count is underway and progressing well. Note <ul style="list-style-type: none">Central North Island and Lower North Island regions no longer attending taskforce meetings as they are not currently impacted by the recounts.
Port Waikato by-election	Port Waikato by-election <ul style="list-style-type: none">All is tracking well to commence Advance Voting on Monday, 13 NovembereRoll will not be used.Nearly all IT issues have been resolvedReminder to add daily the reconciliation numbers and emphasis on Quality Assurance checksMartin to follow up on by-election dress rehearsal Overseas Operations <ul style="list-style-type: none">Low upload and download of ballot papers.
Enrolment	GENERAL UPDATE: (Not in attendance) <ul style="list-style-type: none">No updates.
IT	GENERAL UPDATE: <ul style="list-style-type: none">PW By-election – EMS (Election Management System) Systems Release planned for 9/11 deferred to accommodate recountsPW By-election – Wi-Fi issues because of the building construct have been addressed with a wired solution. 1 Phone still to be provisioned, due 10/11. All known Login issues resolved and working with EM (Electoral Manager) to try and get ahead of the users still to be onboarded.

Comms & Education	<p>GENERAL UPDATE: (Not in attendance)</p> <ul style="list-style-type: none"> • No updates
Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • No issues to raise.
Legal & Policy	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • Liaising with relevant people on the recounts • Justice Kelly has confirmed he would like Hone's assistance for the mihi whakatau for the Tamaki Makaurau recount. Hone has confirmed he can also be available for the close of the recount. • Nelson recount progressing well
Strategic Engagement and Partnership	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • Continuing feedback about perceived lack of access to advanced voting in more rural locations, this has been noted as areas having higher density of Tangata whenua and more elderly voters. • Team meeting with BE Electorate Manager today to co-ordinate responses and activities
Security	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • Nothing significant to report
People & Culture	<p>GENERAL UPDATE: (apology)</p> <ul style="list-style-type: none"> • Nothing to report.



Issued: 1030hrs 02 Nov 2023	Authorised by: [REDACTED] – Watch Leader	Next update: 1030hrs 03 Nov 2023
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Executive Summary

- There is currently a severe thunderstorm watch for the bottom of the South Island.

NEMA Operational Status

Operational Activity

- NCC is at Mode 1 (MAR Centre Monitoring).
- Two of NEMA’s Rapid Response Team remain in Vanuatu, embedded in the National Disaster Management Office (NDMO) to assist with the response to impacts caused by Tropical Cyclone Lola.

On-Call Roster

Director	[REDACTED]
National Controller	[REDACTED]

Response Manager	[REDACTED]
Activation Coordinator	[REDACTED]

PIM	[REDACTED]
REMA North	[REDACTED]
REMA South	[REDACTED]

Response Activity

Nothing to report.

Weather and Climate

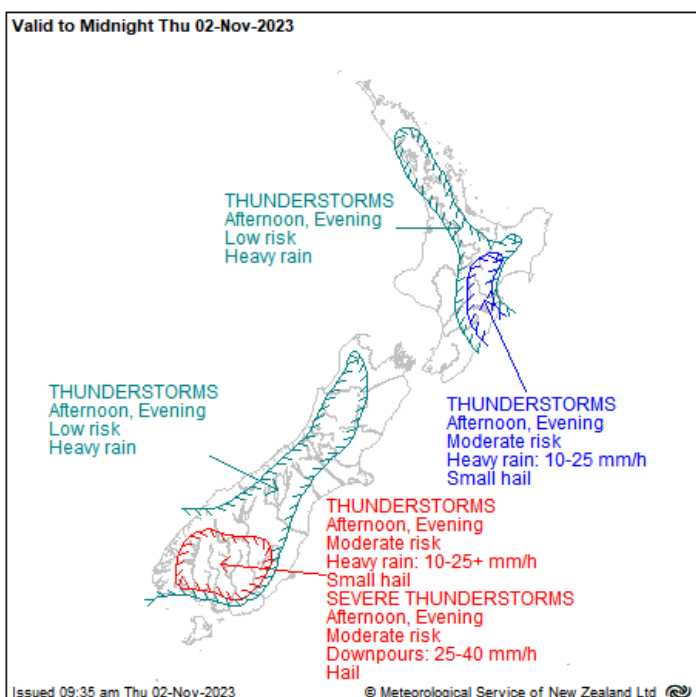
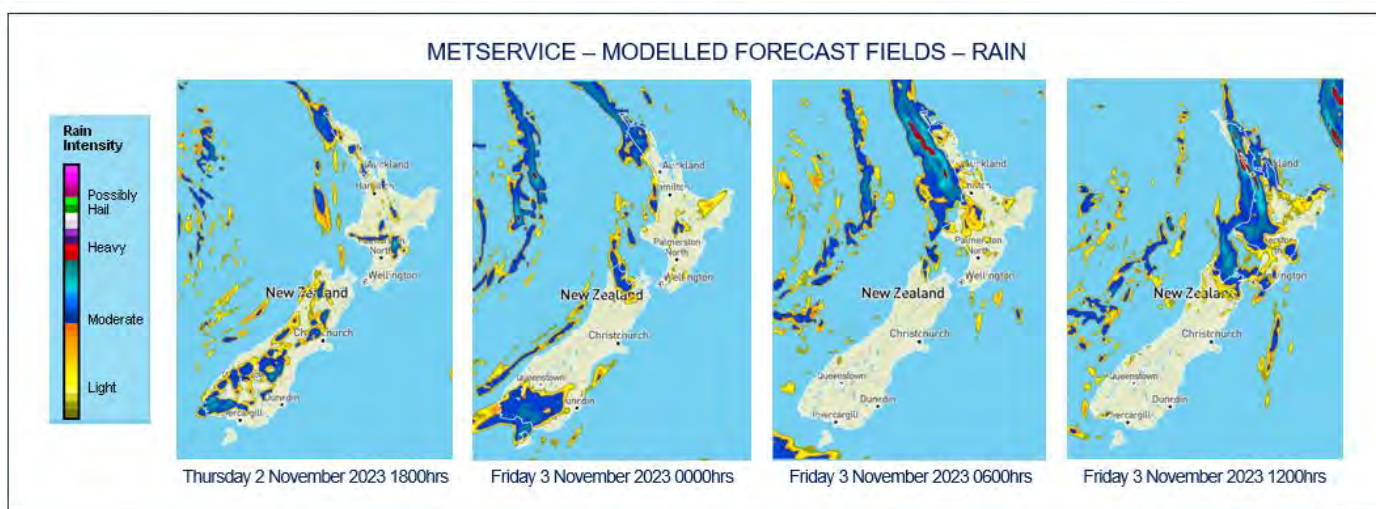
Current Weather

This afternoon, thunderstorms are expected to develop over the south of Otago, inland Dunedin, Clutha, Southland away from the coast, and the east of Fiordland.

From about 1500hrs today, there is a moderate risk that a few of these may be severe, bringing localised downpours with rainfall intensities of 25 to 40 mm/h. The storms should ease late this evening.



Accurate from MetService as at 1000hrs today.



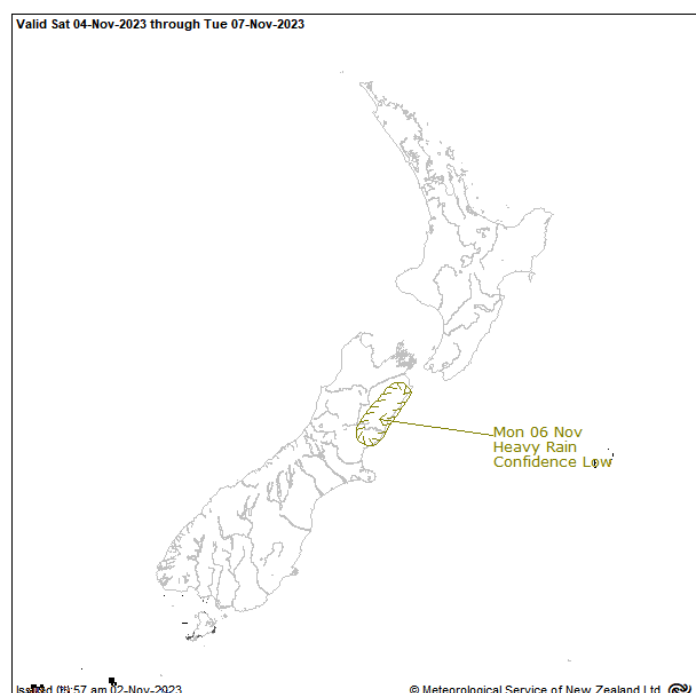
Thunderstorm Outlook

Fronts from the Tasman Sea move onto New Zealand today. Ahead of the fronts, showers are expected about inland areas of both islands.

For the North Island, the risk of thunderstorms is moderate for areas in the Hawke's Bay, the east of Taihape, and the east of Taupo. These thunderstorms are expected to bring heavy rain, with intensities of 15 to 25 mm/h, and hail. For the central North Island, there is a low risk of thunderstorms in the afternoon.

For the South Island, there is a moderate risk of thunderstorms during the afternoon for inland Southland, Fiordland, and the far south of Otago. These are expected to bring localised heavy rain, with intensities of 10 to 25 mm/h (possibly more for Southland), and small hail. There is a moderate risk of severe thunderstorms bringing downpours with hourly rainfall rates of 25 to 40 mm/h. A lower risk of thunderstorms covers much of the remaining inland South Island.

On Friday morning, a front move east onto the far north of the country, likely to be accompanied by bursts of heavy rain.



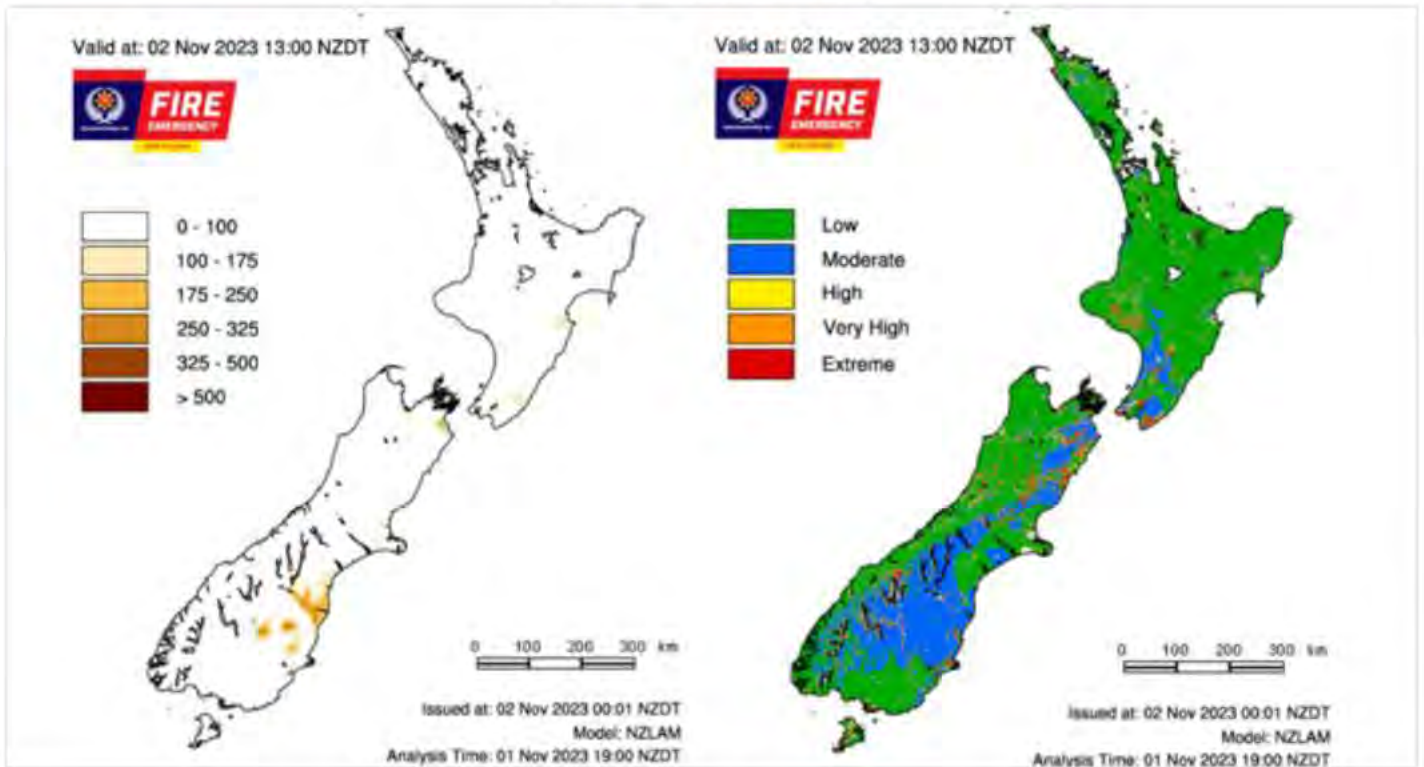
Severe Weather Outlook

A trough of low pressure is expected to move onto the South Island on Saturday.

From Sunday to Tuesday, the trough and an unsettled south to southeast flow affects central parts of Aotearoa, bringing rain or showers, especially to eastern areas.

At present there is uncertainty with which areas will see the most rain, and whether the rain will be heavy enough to require any rain warnings. However, for northern Canterbury and Marlborough on Monday, there is low confidence for significant amounts of heavy rain.

UNCLASSIFIED
Fire and Drought Risk



Source: NIWA Fire Weather

Geological

Volcanic Activity (Level 1 and above)

Volcano	Level	Volcanic Activity	Aviation Code
Whakaari/ White Island	2	Moderate to heightened volcanic unrest	Yellow
Ruapehu	1	Minor volcanic unrest	Green

GNS Alert Levels guide visit: <https://www.geonet.org.nz/about/volcano/val>

GNS Aviation Colour Codes visit: <https://www.geonet.org.nz/volcano/acc>

Other Events

Nothing to report.

Media

Expedition to reveal Hikurangi Subduction Zone's 'hidden' quakes.

Scientists are sailing into New Zealand's largest fault zone to get a deeper understanding of its potential to trigger enormous earthquakes.

[NZ Herald](#)

10/11/2023 - E +26 SITREPS

As at 2.49pm on 10/11/2023 prepared by Crispian [REDACTED] approved by Anusha Guler

Distributed to	All GEDT/ELT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	E+26 SITREPS 9 09112023 - FINAL.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> Port Waikato By-election – overseas voting has commenced Recounts for 3 electorates has been lodged – Nelson, Mt Albert and Tamaki Makaurau
Voting Services	<p>GENERAL UPDATE</p> <p>South Island Region</p> <p>Nelson Recount</p> <ul style="list-style-type: none"> Nelson recount is completed. Data has been entered into EMS and certificate has been printed for the judge. Judge is undertaking his process. <p>Auckland North Region</p> <p>Mt Albert Recount</p> <ul style="list-style-type: none"> We had a good meeting with the Judge yesterday Final preparations being put in place today The recount will start at 9am Monday, 13 November. Received all overseas votes at 4.30pm yesterday. <p>Auckland South Region</p> <p>Tāmaki Makaurau Recount</p> <ul style="list-style-type: none"> Received all ballot papers at Manurewa HQ at 8pm yesterday. Prepping for recount today. All set up for recount on Monday, 13 November. <p>Note</p> <ul style="list-style-type: none"> Central North Island and Lower North Island regions no longer attending taskforce meetings as they are not currently impacted by the recounts. With the release of the updated official result, the timeline for any new recount application will restart again. Any recount application will be treated as case-by-case basis.
Port Waikato by-election	<p>Port Waikato by-election</p> <ul style="list-style-type: none"> Nothing to report. All on track. <p>Overseas Operations</p> <ul style="list-style-type: none"> As at 9 November voting Papers downloads = 25. Uploads = 7 Dictation Vote = 1 Remote Vote = 1
Enrolment	<p>GENERAL UPDATE (apology from Ross)</p> <ul style="list-style-type: none"> The Post GE23 Review with permanent enrolment staff was completed in Wellington yesterday. The Auckland, Upper Hutt and Christchurch GE (General Election) enrolment processing centres are currently being decommissioned. The three teams will be moving back to the permanent EC (Electoral Commission) locations next week, with the Auckland and Christchurch teams on target to be operational on Tuesday 14 November Enrolment is supporting the recounts in Nelson, Mt Albert, and Tamaki Makaurau: <ul style="list-style-type: none"> Sue [REDACTED] in Nelson Michelle [REDACTED] and Sisela [REDACTED] in Mt Albert Fiona [REDACTED] and Ross McPherson in Tamaki Makaurau

IT	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Port Waikato By-election – EMS (Election Management System) Systems Release Implemented successfully on 9/11 included 9 stories (changes) required for the By-election and 5 for the General Election E9.
Comms & Education	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> A number of interviews have been given by the Chief Electoral Officer and Acting Board Chair following the release of amended official results, including Newstalk ZB and Checkpoint yesterday and Breakfast and AM show this morning. A media release on 'Port Waikato voting starting Monday' is ready to go out today. This media release includes messages about EasyVote and key election dates. Key messages for staff working for the PW by-election and use tools provided to manage difficult situation e.g de-escalation process
Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> The nature of enquiries has changed with sentiment moving to electoral integrity, in a tone of anger/disappointment. There has been more support for the team as it is becoming tough to deal with a stream of negative contacts.
Legal & Policy	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> Ongoing preparations for the recounts. Natalie and Kristina will be travelling to Auckland on Sunday morning. Once the count judgement is released the Commission can publish a media notice linking to the judgement. A Gazette notice of any amended result must then be published by the Commission
Strategic Engagement and Partnership	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> Some negative commentary toward staff regarding media coverage. Reassessing activities planned for the weekend to ensure safety. Shane to discuss with Sarah re security and safety for staff working with communities.
Security	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> All overseas ballots for Auckland recounts delivered to Tamaki Makaurau and Mt Albert HQs yesterday Guards at all Voting Places in Port Waikato.
People & Culture	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Nothing to report Some hours reported as unpaid. Investigation in progress.



Issued: 1030hrs 01 Nov 2023

Authorised by: [REDACTED] – Watch Leader

Next update: 1030hrs 02 Nov 2023

Executive Summary

- A severe thunderstorm watch is in force for east coast of the North Island.
- A magnitude 6.6 earthquake occurred off the coast of Chile early this morning and was assessed as no threat to New Zealand.

NEMA Operational Status

Operational Activity

- NCC is at Mode 1 (MAR Centre Monitoring).
- Two of NEMA's Rapid Response Team remain in Vanuatu, embedded in the National Disaster Management Office (NDMO) to assist with the response to impacts caused by Tropical Cyclone Lola.

On-Call Roster

Director	[REDACTED]
National Controller	[REDACTED]

Response Manager	[REDACTED]
Activation Coordinator	[REDACTED]

PIM	[REDACTED]
REMA North	[REDACTED]
REMA South	[REDACTED]

Response Activity

North Island Severe Weather

As the weather has eased in the North Island, power has been restored to a majority of the upper North Island, however isolated power outages remain with very few impacted. Over the past 24 hours the weather system has moved southeast, causing minimal surface flooding and damage to lifelines. All roads impacted by this weather event have been re-opened.

Magnitude 6.6 Chile Earthquake

At 0134hrs this morning, a magnitude 6.6 earthquake occurred off the coast of central Chile at a depth of 20 km. The MAR Centre was notified through the Pacific Tsunami Warning Centre (PTWC) notifications. It was assessed as no threat to New Zealand as it was below threshold. No reports of damage or destruction have been observed.

Weather and Climate

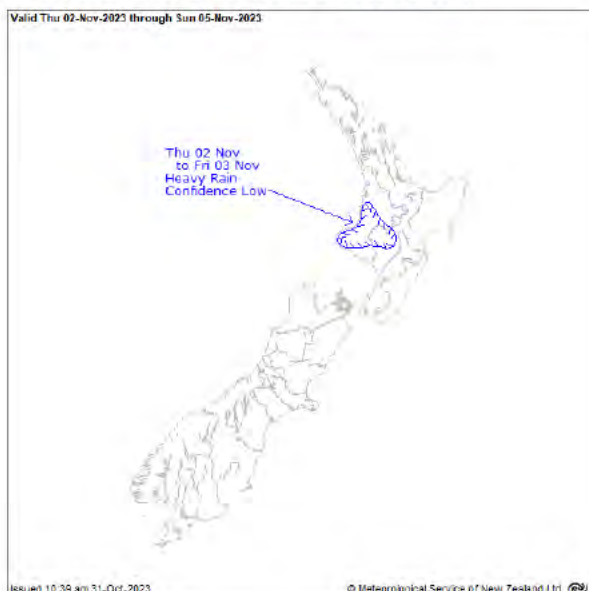


Accurate from MetService as at 1000hrs today.

Current Weather

It is generally fine across the country with cloud and scattered showers in some areas.

Thunderstorms are expected to develop over central and southern North Island this afternoon, bringing heavy rain. This is reported on in the thunderstorm outlook below.

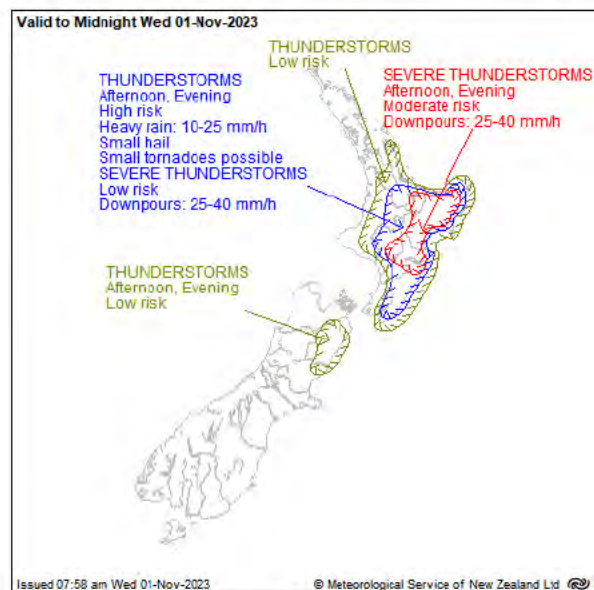


Severe Weather Outlook

A series of weak troughs and fronts are expected to move over Aotearoa during the outlook period. On Sunday, a high should develop over the South Island.

A front moving over the North Island late Thursday and during Friday could bring some heavy rain. There is low confidence that a heavy rainfall warning will be needed for the higher ground of Waitomo, Taranaki, and across to the Tongariro National Park.

Otherwise, afternoon warm air movement is expected in several inland areas during the outlook period and there may be localised heavy rain in some places, but widespread heavy rain is unlikely.



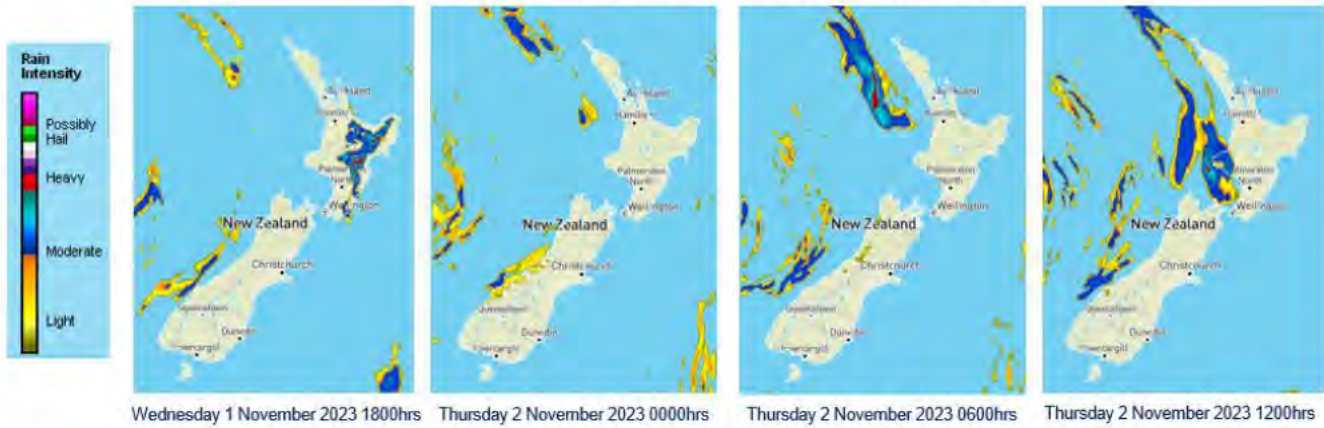
Thunderstorm Outlook

Scattered heavy showers and thunderstorms are expected about parts of the central and southern North Island today.

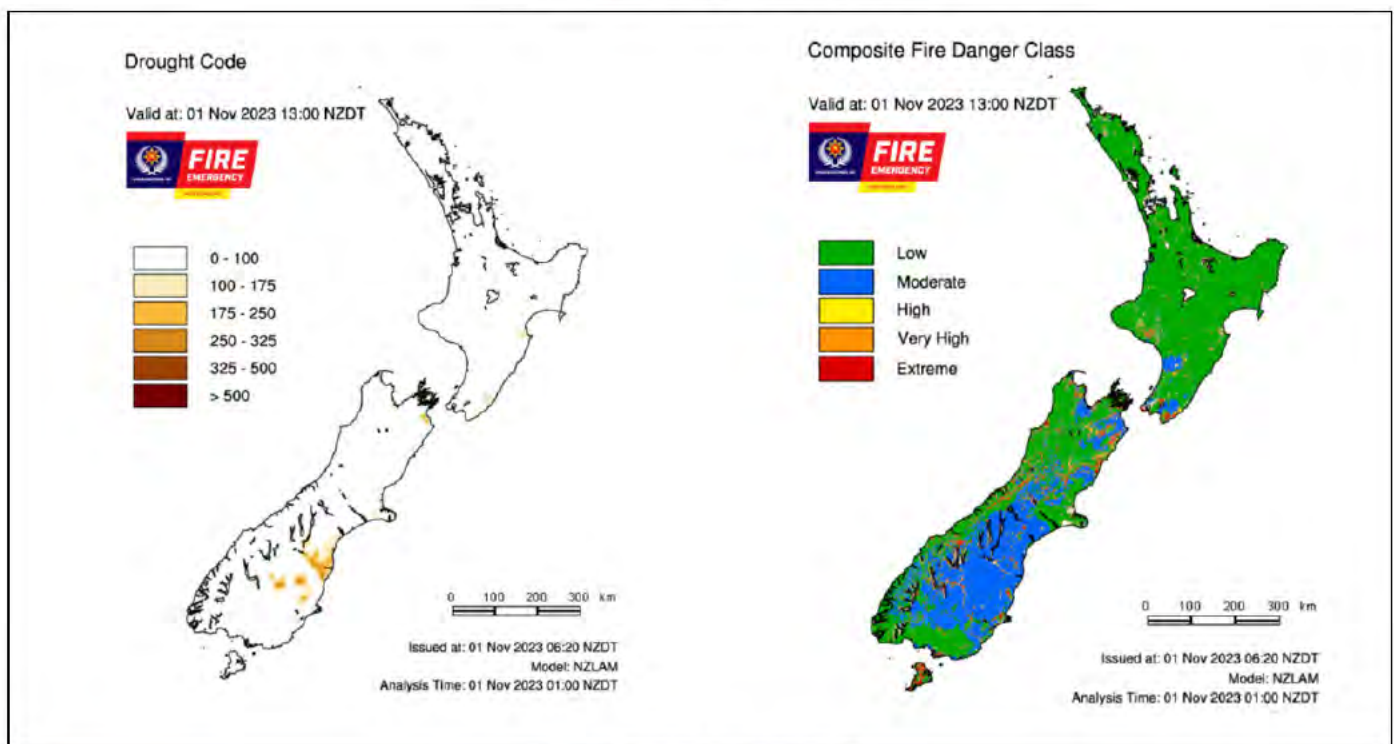
This afternoon, there is a high risk of thunderstorms from eastern Waikato, across inland Bay of Plenty, Rotorua to Gisborne, and south to inland Whanganui, Manawatu, Hawke's Bay, and Wairarapa. These thunderstorms will produce localised heavy rain of 10-25 mm/h, small hail, and even the risk of a small tornado. Additionally, there is a low risk that some of these thunderstorms could become severe and produce localised downpours of 25-40 mm/h.

However, about the central and eastern areas of the North Island, the risk of severe thunderstorms increases to moderate, and a severe thunderstorms watch is in force. There are lower risks of thunderstorms across most of the North Island and inland Marlborough and North Canterbury.

METSERVICE – MODELLED FORECAST FIELDS – RAIN



Fire and Drought Risk



Source: *NIWA Fire Weather*

Geological

Volcanic Activity (Level 1 and above)

Volcano	Level	Volcanic Activity	Aviation Code
Whakaari/ White Island	2	Moderate to heightened volcanic unrest	Yellow
Ruapehu	1	Minor volcanic unrest	Green

GNS Alert Levels guide visit: <https://www.geonet.org.nz/about/volcano/va>

GNS Aviation Colour Codes visit: <https://www.geonet.org.nz/volcano/acc>

Other Events

Nothing to report.

Media

Kiwi help on its way for Australian firefighters battling wildfire raging for a week

New Zealand firefighters are due to arrive in Queensland to help battle a blaze that continues to threaten homes across the state.

Stuff

Mega game of pick-up sticks as work begins to clear cyclone-sunk Hawke's Bay bridge

The bridge - which for years acted as a key link between Wairoa and the rest of Hawke's Bay - was completely collapsed by Cyclone Gabrielle as raging floodwater and wooden debris tore through the gorge, isolating Wairoa from the rest of Hawke's Bay.

NZHerald

Powerful 6.6-earthquake strikes off coast of Chile and felt in neighbouring Argentina

A magnitude 6.6 earthquake has struck off the coast of northern Chile, and has been felt in several provinces of neighbouring Argentina

ABCNews

13/11/2023 - E +30 SITREPS

As at 2.26m on 13/11/2023 prepared by Crispian [REDACTED] approved by Anusha Guler

Distributed to	All GEDT/ELT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	E+27 SITREPS 9 10112023 - FINAL.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> Port Waikato By-election – overseas voting and advanced voting have commenced Recounts for 2 electorates – Mt Albert and Tamaki Makaurau Nelson recount has been completed
Voting Services	<p>GENERAL UPDATE</p> <p>Auckland North Region</p> <p>Mt Albert Recount</p> <ul style="list-style-type: none"> The counts are progressing at a steady pace, several small variances. The process on the informal votes is working well. At the current rate of progress, counting will continue tomorrow. <p>Auckland South Region</p> <p>Tāmaki Makaurau Recount</p> <ul style="list-style-type: none"> Recount has commenced, noted slow but steady progress. 60 out of 500 voting places has been processed. Count will continue tomorrow. <p>South Island Region</p> <p>Nelson Recount</p> <ul style="list-style-type: none"> Nelson recount completed. <p>Note</p> <ul style="list-style-type: none"> Central North Island and Lower North Island regions no longer attending taskforce meetings as they are not currently impacted by the recounts.
Port Waikato by-election	<p>Port Waikato by-election</p> <ul style="list-style-type: none"> Preparation for today has gone well. 5 voting places have opened today for advance voting. 2 more voting places will open later this week. Security guards are onsite at voting places and HQ. Distribution of materials for advance voting places were actioned over the weekend, remaining 2 will be collected this week Staff and resourcing are in place. There are no 'NO SHOWS' Able to secure an advance voting place in Tuakau at a late stage – it is on the website but not in the EasyVote pack. IT issues have been resolved. Training sessions have been completed, and 18 Nov has been set aside for an additional training date if required. Prepared for Election Day; staff lists from other electorates have been shared, in case we need additional staff on the day. There will be 2 sites for Election Day where Strategy, Engagement and Partnership team will trial online enrolment. Aware of increase in Covid 19 spread, need to have a contingency workforce to cover anyone who is unable to work.

	<p>Overseas Operations</p> <ul style="list-style-type: none"> • To date: Downloaded Voting Papers = 41. Uploaded Voting Papers = 17. • Dictation Registration = 1. Dictation Vote = 1. • eLearning Support = 10.
IT	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Nothing significant to report. • PW by-election: Working on connectivity issue for some voting places. • Raise the issue of the return of Writ and flow-on effect on processing of enrolment for the by-election.
Comms & Education	<p>GENERAL UPDATE:</p> <p>Port Waikato</p> <ul style="list-style-type: none"> • No issues to report. • Vote now messaging starts today on radio, OOH, social media and print. • Household mailbox drop to be delivered this week.
Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Since 6 November, the 0800-service received 258 calls and 24 emails. The Customer Service Team responded to 165 tickets for the by-election. • The top enquiry was about Updating details, followed by Where to Vote and How to Vote. The main reason for triggering the contact with us was by Receiving a letter from the EC (30%), our website (26%) and Word of mouth (25%).
Strategic Engagement and Partnership	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • Nothing of significance to report • Limited engagement over the weekend however 15+ engagements planned for the week ahead starting from today.
Security	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • Nothing significant to report
People & Culture	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Still investigating AMS payroll discrepancies for last week's pay run. Only Overseas and Fixed Term employees who worked overtime on the weekend before official Count seem to be affected by this.

14/11/2023 - E +31 SITREPS

As at 3.19pm on 14/11/2023 prepared by Crispian [REDACTED] approved by Anusha Guler

Distributed to	All GEDT/ELT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	E+30 SITREPS 10 13112023 - FINAL.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> Port Waikato By-election – overseas voting and advanced voting have commenced Recounts for 2 electorates underway – Mt Albert and Tamaki Makaurau Nelson recount has been completed
Key date:	Number of days to by-election – 12 days (25 Nov)
Voting Services	<p>GENERAL UPDATE</p> <p>Auckland North Region</p> <p>Mt Albert Recount</p> <ul style="list-style-type: none"> The counts are progressing at a steady pace. The informal votes have been looked at as the count has progressed. Will proceed with the enrolment decisions this afternoon. <p>Auckland South Region</p> <p>Tāmaki Makaurau Recount</p> <ul style="list-style-type: none"> We have completed the recount process. The judge will provide his judgement by tomorrow morning once he has completed checking the special votes. <p>South Island Region</p> <p>Nelson Recount</p> <ul style="list-style-type: none"> Nelson recount completed. <p>Note</p> <ul style="list-style-type: none"> Central North Island and Lower North Island regions no longer attending taskforce meetings as they are not currently impacted by the recounts.
Port Waikato by-election	<p>Port Waikato by-election</p> <ul style="list-style-type: none"> All 5 advance voting places are tracking well, total of 1322 ordinary votes (highest 441 at one advanced voting place), 23 special votes and 2 enrolments taken. Media presence at one voting place yesterday. They followed process and checked in with the Commission’s media team. Requests from political party to open 2 more advanced voting places for next week. Currently investigating this request, or else will issue take away votes if needed. Investigating the possibility of any of the advanced voting places opening on Sunday 19th November Post election training is being arranged for post-election manager/leaders (1 process leader has withdrawn) with National Office Positive COVID result for 1 HQ staff member, all remaining staff have tested and being monitored. We are increasing our contingency workforce at HQ and with stand by staff. <p>Overseas Operations</p> <ul style="list-style-type: none"> To date: Downloaded Voting Papers = 44. Uploaded Voting Papers = 17. Dictation Registration = 1. Dictation Vote = 1. eLearning Support = 11.
IT	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> General Election – Nothing Significant to report. PW By Election – Support for VS Readiness test today, all other tasks tracking to plan.

Notes: There were no issues to report from other units that formed part of this SITREP.

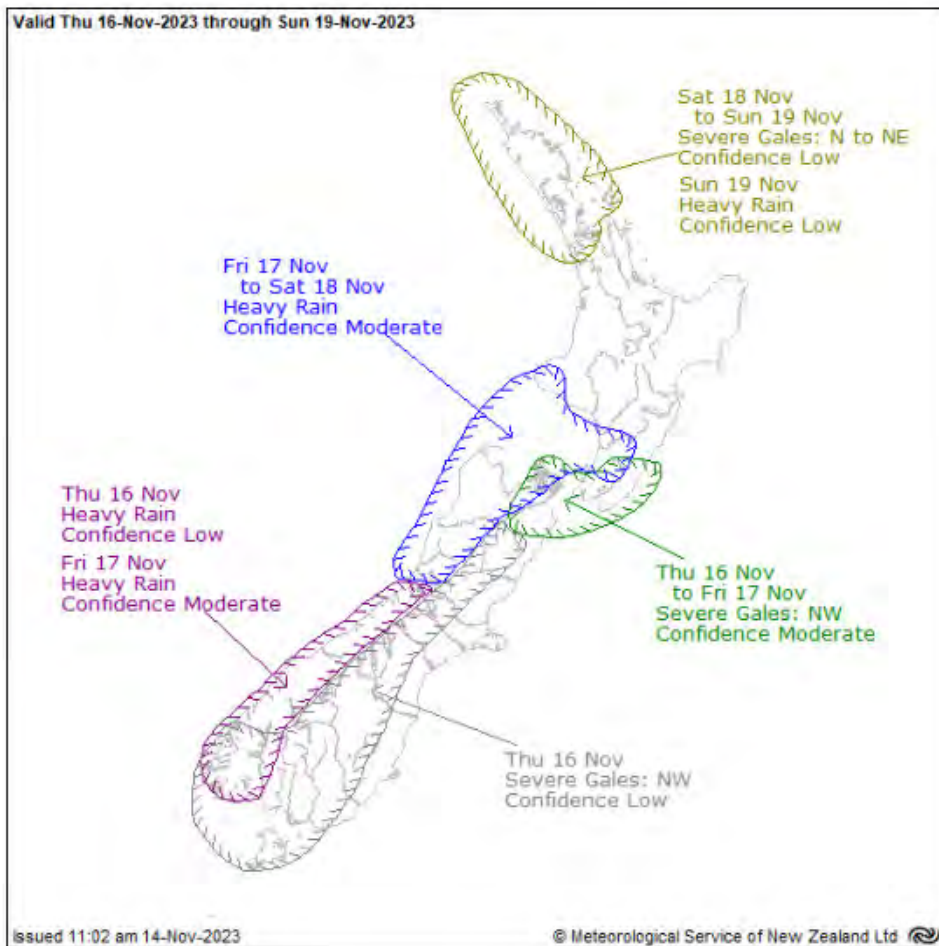
**Severe
Weather
Outlook**

During Thursday, northwesterlies should strengthen over the country as a front approaches the South Island. Heavy rain is also expected in western areas, especially as the front moves up the South Island during Friday. The front may become slow-moving near central New Zealand on Saturday.

There is low confidence that warning amounts of rain will fall in Fiordland and most of Westland on Thursday, increasing to moderate confidence on Friday. There is also moderate confidence that a rainfall warning will be needed for the Grey District, Buller, Tasman, western Marlborough, the Tararua Range and Mount Taranaki on Friday and Saturday. About Marlborough, Wellington and Wairarapa there is moderate confidence that northwest winds will reach warning strength on Thursday and Friday, while there is low confidence that warning strength winds will also affect Fiordland, Southland and inland areas of Otago and Canterbury on Thursday.

Snow may affect some of the higher roads of the southern South Island overnight Friday to Saturday, but it is unlikely that a widespread snow warning will be required.

A low may form over the northern Tasman Sea late in the week and move towards the North Island during the weekend. Currently, there is a lot of uncertainty about the forecast position and intensity of this low. There is low confidence that a warning for severe gale north to northeast winds will be needed in Northland and Auckland on Saturday and Sunday and that warning amounts of heavy rain will fall in these places on Sunday.



2023 Port Waikato By-Election Actuals vs. Estimates

[Dashboard Help](#)

Totals are Through 13/11/2023

Detail Level: Voting Place |
 Vote Type: Ordinary votes |
 Only Show Actuals Higher Than Estimates: No |
 Data Through: Yesterday

Ordinary Votes on a Voting Place Level



2023 Estimate By-Election



2023 Actual By-Election

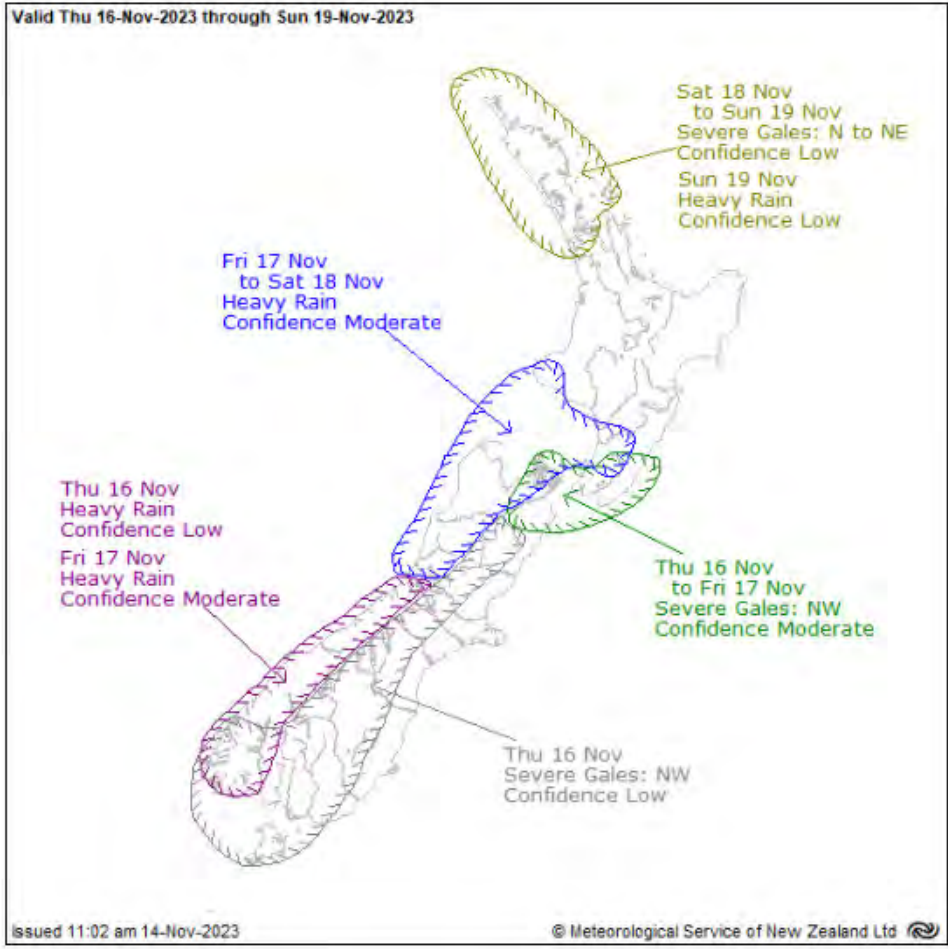


15/11/2023 - E +32 SITREPS

As at 1.38pm on 15/11/2023 prepared by Crispian [REDACTED] approved by Anusha Guler

Distributed to	All GEDT/ELT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	E+31 SITREPS 10 14112023 - FINAL.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> Port Waikato By-election – overseas voting and advanced voting have commenced. Recounts for 1 electorate is underway – Mt Albert Nelson and Tamaki Makaurau recounts have completed
Key date:	Number of days to election day – 11 days (25 Nov)
Voting Services	<p>GENERAL UPDATE</p> <p>Auckland North Region</p> <p>Mt Albert Recount</p> <ul style="list-style-type: none"> We have completed three recounts. The judge has signed the certificate. Lots of lessons to be learnt from the recount. Observation on the electorate that it was a well-run and a controlled electorate, but yet there were small errors in the count. Initial assessment of the recount is that the errors were identified within the large counts of 2k ballot boxes. Will need to rethink this for future process. The judge’s feedback on the election results is that no one should ever doubt the integrity of the electoral process and results. Mt Albert recount judgement is now published on the District Court's website: Re An Application by Melissa Lee for a Recount of Electorate Votes in the Mt Albert District [2023] NZDC 25093 The District Court of New Zealand (districtcourts.govt.nz) Special thanks to the team, including Christine [REDACTED] Michelle [REDACTED] and Kristina Temel <p>Auckland South Region</p> <p>Tāmaki Makaurau Recount</p> <ul style="list-style-type: none"> We have completed the recount. The judge has completed his final decision and signed the certificate. Similar observation around finding errors in the larger counts. Special thanks to the team, including Angel [REDACTED] Adele [REDACTED] Fiona [REDACTED] and Mark Lawson Re An Application for a Recount of Electorate Votes in the Māori Electorate of Tāmaki Makaurau [2023] NZDC 24875 The District Court of New Zealand (districtcourts.govt.nz) <p>South Island Region</p> <p>Nelson Recount</p> <ul style="list-style-type: none"> Nelson recount completed. <p>Note</p> <ul style="list-style-type: none"> Central North Island and Lower North Island regions no longer attending taskforce meetings as they are not currently impacted by the recounts. Next steps – Return of the writ, EMS is closed for reporting, publication of the gazette, Karl to return the Writ to Parliament and media release by 2.30pm tomorrow.
Port Waikato by-	<p>Port Waikato by-election</p> <ul style="list-style-type: none"> We have secured an advance voting place for this Sunday 19th November in Pukekohe. Confirmed staffing.

election	<ul style="list-style-type: none"> • Waiuku Netball is also available for this Sunday 19th, still confirming staff resources. • Total Votes taken yesterday 1140 ordinary votes, 64 special votes and 15 enrolments. • Political party request for 2 more advanced voting places for next week – have only been able to secure 1 for this Saturday (Naike) as an additional day and have managed to find staff for it. Take away votes still an alternative option. • Erin [REDACTED] Strategic Engagement and Partnership team is assisting with finding additional voting places and some staff from his team. • One staff may have come down with Covid 19. <p>Overseas Operations (apology from John)</p> <ul style="list-style-type: none"> • To date: Downloaded Voting Papers = 47. Uploaded Voting Papers = 18. • Dictation Registration = 1. Dictation Vote = 1. • eLearning Support = 12.
Comms & Education	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • No issues to report. • We are preparing to publish a news item to elections.nz about both recounts following the release of the decisions by the courts.
Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • By-election: No issues to report. • GE2023: Working with P&C on the electorate pay questions
<p>Note: IT, Strategic Engagement and Partnership, Security and People and Culture have no issues to report.</p>	
Severe Weather Outlook	<p>During Thursday, northwesterlies should strengthen over the country as a front approaches the South Island. Heavy rain is also expected in western areas, especially as the front moves up the South Island during Friday. The front may become slow-moving near central New Zealand on Saturday.</p> <p>There is low confidence that warning amounts of rain will fall in Fiordland and most of Westland on Thursday, increasing to moderate confidence on Friday. There is also moderate confidence that a rainfall warning will be needed for the Grey District, Buller, Tasman, western Marlborough, the Tatarua Range and Mount Taranaki on Friday and Saturday. About Marlborough, Wellington and Wairarapa there is moderate confidence that northwest winds will reach warning strength on Thursday and Friday, while there is low confidence that warning strength winds will also affect Fiordland, Southland and inland areas of Otago and Canterbury on Thursday.</p> <p>Snow may affect some of the higher roads of the southern South Island overnight Friday to Saturday, but it is unlikely that a widespread snow warning will be required.</p> <p>A low may form over the northern Tasman Sea late in the week and move towards the North Island during the weekend. Currently, there is a lot of uncertainty about the forecast position and intensity of this low. There is low confidence that a warning for severe gale north to northeast winds will be needed in Northland and Auckland on Saturday and Sunday and that warning amounts of heavy rain will fall in these places on Sunday.</p>



PW By 23 Voting | Voting & Enrolment | Progress to Estimates | Data Checks | Voting Place Details

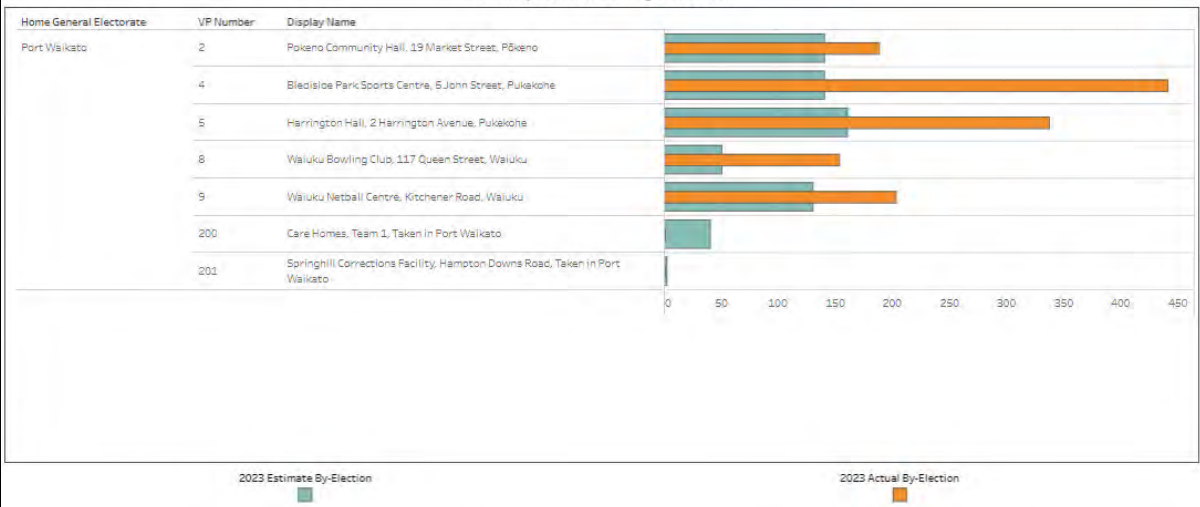
2023 Port Waikato By-Election Actuals vs. Estimates

[Dashboard Help](#)

Totals are Through 14/11/2023

Detail Level:
 Vote Type:
 Only Show Actuals Higher Than Estimates:
 Data Through:

Ordinary Votes on a Voting Place Level



16/11/2023 - E +33 SITREPS

As at 2.50pm on 16/11/2023 prepared by Crispian [REDACTED] approved by Anusha Guler

Distributed to	All GEDT/ELT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	E+32 SITREPS 10 15112023 - FINAL.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> • Recounts have been completed • Port Waikato by-election – overseas voting and advanced voting have commenced. • Return of the Writ – Thursday, 16 November • Gazette publication of List MPs completed
Key date:	Number of days to election day – 10 days (25 Nov)
Port Waikato by-election	<p>Port Waikato by-election</p> <ul style="list-style-type: none"> • Noted a small drop yesterday in ordinary votes taken at the busiest advance voting places. • Issue with reconciliation app, voting services is looking into this. • Confirmed Waiuku Netball as a voting place with staffing for this Sunday 19 November. • Political party request for 2 more advanced voting places for next week – have confirmed 1 of these sites, Naikē will open this Saturday, 18 November. • Strategic Engagement and Partnership team investigated the viability of other location requested by political party and recommended that Waikaretu isn't a suitable location. <p>Overseas Operations</p> <ul style="list-style-type: none"> • To date: Downloaded Voting Papers = 56. Uploaded Voting Papers = 20. • Remote vote = 1 • Dictation Registration = 1. Dictation Vote = 1. • eLearning Support = 13
Voting Services	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • Due to the return of the writ, EMS is closed for reporting, publication of the gazette and St Lague calculations • Karl to return the Writ to Parliament and media release by 3.45pm today.
Enrolment	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • Enrolment will be able to start processing again on Monday 20 November, with a sole focus on Port Waikato. • MIKE can be opened by midnight tomorrow. • No additional resources is required for processing enrolments for the by-election.
Comms & Education	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • No significant issues. • Completion of the recounts and media release on return of the Writ will go out today. • Website has been updated with the additional voting places for the by-election over the weekend
Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • No issues to report
IT	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Nothing significant to report
Strategic Engagement and Partnership	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Have had positive feedback regarding additional pop-up Voting Places being added for the weekend. Have had further requests for more AVPs in Port Waikato township.
Legal & Policy	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Nothing significant to report.

Security
GENERAL UPDATE:

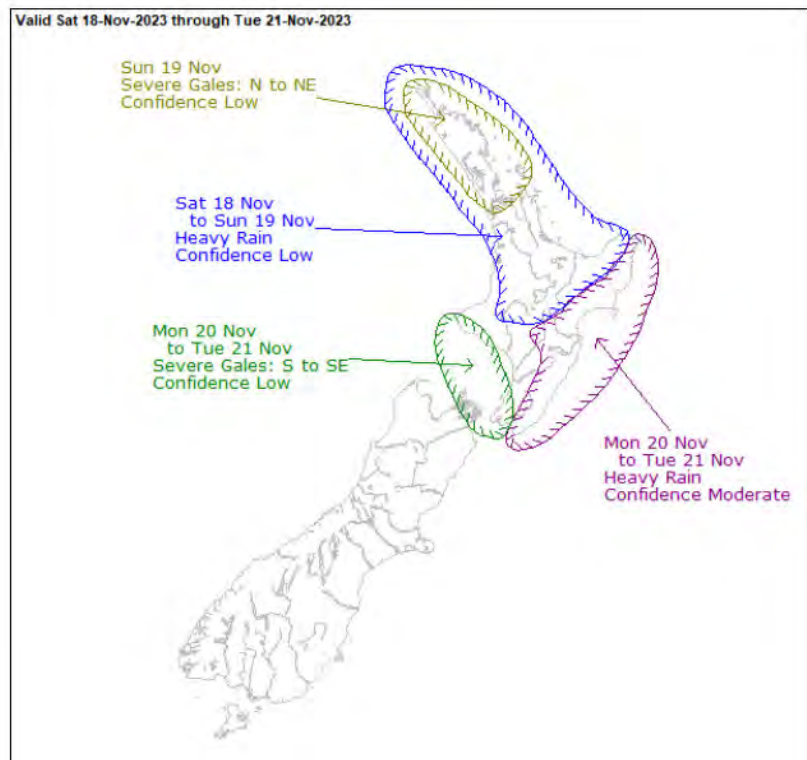
- Security guards have been arranged for additional voting places.

People & Culture
GENERAL UPDATE:

- No updates.

Severe Weather Outlook

A low is expected to develop west of the North Island during Friday and deepen on Saturday. The low should move over the North Island during Sunday, although the exact track is a little uncertain at this stage. There is low confidence that a heavy rainfall warning will be needed in Northland, Auckland, Coromandel Peninsula, Waikato, inland Waitomo, Bay of Plenty, Taumarunui and Taupō on Saturday and Sunday. The low may become slow moving north of Bay of Plenty or just east of the North Island on Monday. There is moderate confidence that heavy rain in Tairāwhiti, Hawke's Bay, Taihape and Wairarapa will require a warning on Monday and Tuesday. Strong to gale south to southeast winds are likely about the centre of the country and there is low confidence that a wind warning will be needed in southern Taranaki, Wellington and the Marlborough Sounds on Monday and Tuesday.



2023 Port Waikato By-Election Actuals vs. Estimates
 Totals are Through 15/11/2023

[Dashboard Help](#)

Detail Level:
 Vote Type:
 Only Show Actuals Higher Than Estimates:
 Data Through:

Ordinary Votes on a Voting Place Level



2023 Estimate By-Election

2023 Actual By-Election

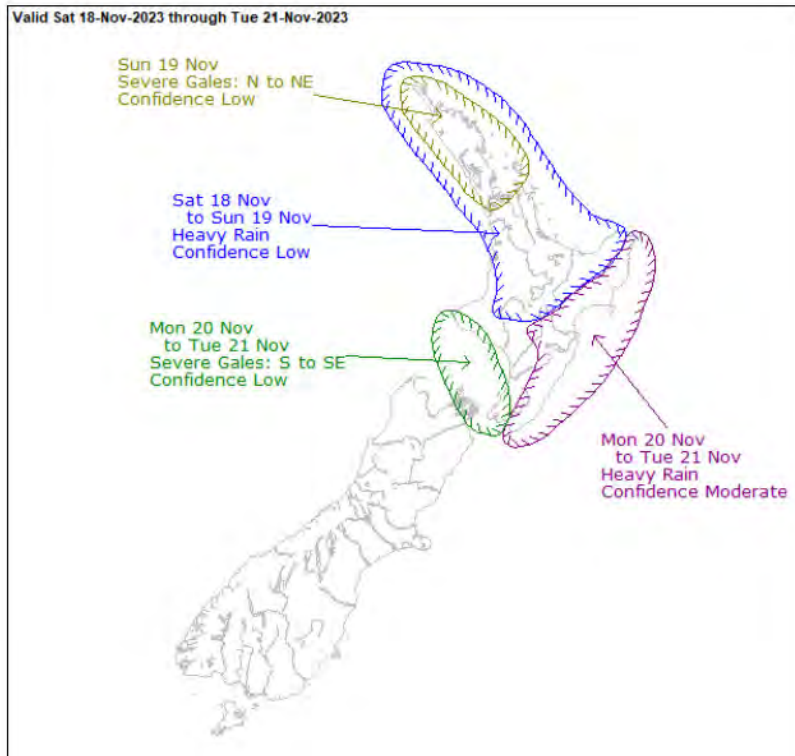
17/11/2023 - E +34 SITREPS

As at 2.39pm on 17/11/2023 prepared by Crispian [REDACTED] approved by Anusha Guler

Distributed to	All GEDT/ELT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	E+33 SITREPS 10 16112023 - FINAL.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> • Recounts completed • Port Waikato by-election – overseas voting and advanced voting have commenced. • Return of the Writ – Thursday, 16 November • Gazette publication of List MPs completed
Key date:	Number of days to election day – 9 days (25 Nov)
Port Waikato by-election	<p>Port Waikato by-election</p> <ul style="list-style-type: none"> • Total of ordinary Votes taken is currently 1214 • Awaiting fix for reconciliation app, voting services is looking into this. • Large number of votes at Pukekohe voting place at Bledisloe Park, there is phase change in progress to accommodate this. • Contingency planning will be undertaken for logistics and transport due to an accident at the motorway yesterday where there was traffic build-up caused a delay of 2-3 hours. • Request from enquiries team to include in the GEDT chat if there are any changes to VPs. <p>Overseas Operations</p> <ul style="list-style-type: none"> • To date: Downloaded Voting Papers = 59. Uploaded Voting Papers = 24. • Remote vote = 1 • Dictation Registration = 1. • Dictation Vote = 1. • eLearning Support = 14 <p>Note: No Taskforce hui over the weekend. Shereen to check in with Martin for support. If there is a need, we will convene a meeting and inform members through the GEDT chat.</p>
Voting Services	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • Regional Managers no longer required to attend the Taskforce hui, focus is now on the by-election.
Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • No issues to report • The Customer Service Team will be working to support the public enquiries between 10am and 3pm on Saturday and Sunday. • Included the information on the additional voting places over the weekend for by-election
IT	<p>GENERAL UPDATE: (apology from Paul)</p> <ul style="list-style-type: none"> • EMS Release required on Tuesday 21/11 to deliver a small number of changes ahead of PW By Election Day. • Mike will be re-opened post 2359 today ready for enrolment processing to recommence at 0800 on 20/11.
Security	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Nothing significant to report • Security staff working over the weekend.
	Notes: Enrolment, Comms & Education, Strategic Engagement and Partnership, Legal & Policy People & Culture had nothing significant to report.
Severe Weather	A low is expected to develop west of the North Island during Friday and deepen on Saturday. The low should move over the North Island during Sunday, although the exact track is a little uncertain at this stage. There is low confidence that a heavy rainfall warning will be needed in Northland, Auckland, Coromandel Peninsula,

Outlook

Waikato, inland Waitomo, Bay of Plenty, Taurarunui and Taupō on Saturday and Sunday. The low may become slow moving north of Bay of Plenty or just east of the North Island on Monday. There is moderate confidence that heavy rain in Tairāwhiti, Hawke's Bay, Taihape and Wairarapa will require a warning on Monday and Tuesday. Strong to gale south to southeast winds are likely about the centre of the country and there is low confidence that a wind warning will be needed in southern Taranaki, Wellington and the Marlborough Sounds on Monday and Tuesday.



2023 Port Waikato By-Election Actuals vs. Estimates

[Dashboard Help](#)

Totals are Through 15/11/2023

Detail Level: |
 Vote Type: |
 Only Show Actuals Higher Than Estimates: |
 Data Through:

Ordinary Votes on a Voting Place Level



20/11/2023 - E +37 SITREPS

As at 9.44am on 20/11/2023 prepared by Crispian [REDACTED]

Distributed to	All GEDT/ELT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	E+34 SITREPS 10 17112023 - FINAL.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> Port Waikato by-election – overseas voting and advanced voting have commenced. Preparation for election day
Key date:	Number of days to election day – 6 days (25 Nov)
Port Waikato by-election	<p>Port Waikato by-election</p> <ul style="list-style-type: none"> Weekend voting went well – good number of voters Naikie slip due to weather, alternative route in place More Phase changes planned for today and tomorrow Enrolment forms, not scanning double sided working with IT to fix this. No further covid cases <p>Overseas Operations</p> <ul style="list-style-type: none"> To date: Downloaded Voting Papers = 68. Uploaded Voting Papers = 31 Remote vote = 1 Dictation Registration = 1. Dictation Vote = 1. eLearning Support = 14
Voting Services	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> .
Enrolment	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> .
Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> .
IT	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> EMS Release planned for 7pm tomorrow 21/11. No issues to report.
Comms & education	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> No issues to report.
Strategic Engagement and Partnership	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> No issues to report.
Legal & Policy	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Nothing significant to report
Security	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Nothing significant to report
People & Culture	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> .
Severe Weather Outlook	A slow-moving low-pressure system lies east of Northland and is gradually weakening. The system is bringing rain to parts of the North Island with warnings and watches for heavy rain currently in place. There is an orange heavy rain warning in place for Tairāwhiti, from Tolaga Bay northwards

until 1100hrs tomorrow, with 100 to 120mm of rain expected. An orange heavy rain warning is also in place for the Ruahine Range, and the inland ranges of Hawke's Bay until 0900hrs tomorrow, with 70 to 90mm of rain expected. Heavy rain watches are in place for many areas across the North Island including Tairāwhiti, south of Tolaga Bay, the Wairarapa from about Carterton northwards, the Tararua District not including the Ruahine Range and Hawke's Bay not including the inland ranges. A severe thunderstorm watch will also be in force today for Auckland, Coromandel Peninsula, Waikato and Bay of Plenty from 1400hrs to 2000hrs



2023 Port Waikato By-Election Actuals vs. Estimates

[Dashboard Help](#)

Totals are Through 19/11/2023

Detail Level:
 Vote Type:
 Only Show Actuals Higher Than Estimates:
 Data Through:

Ordinary Votes on a Voting Place Level



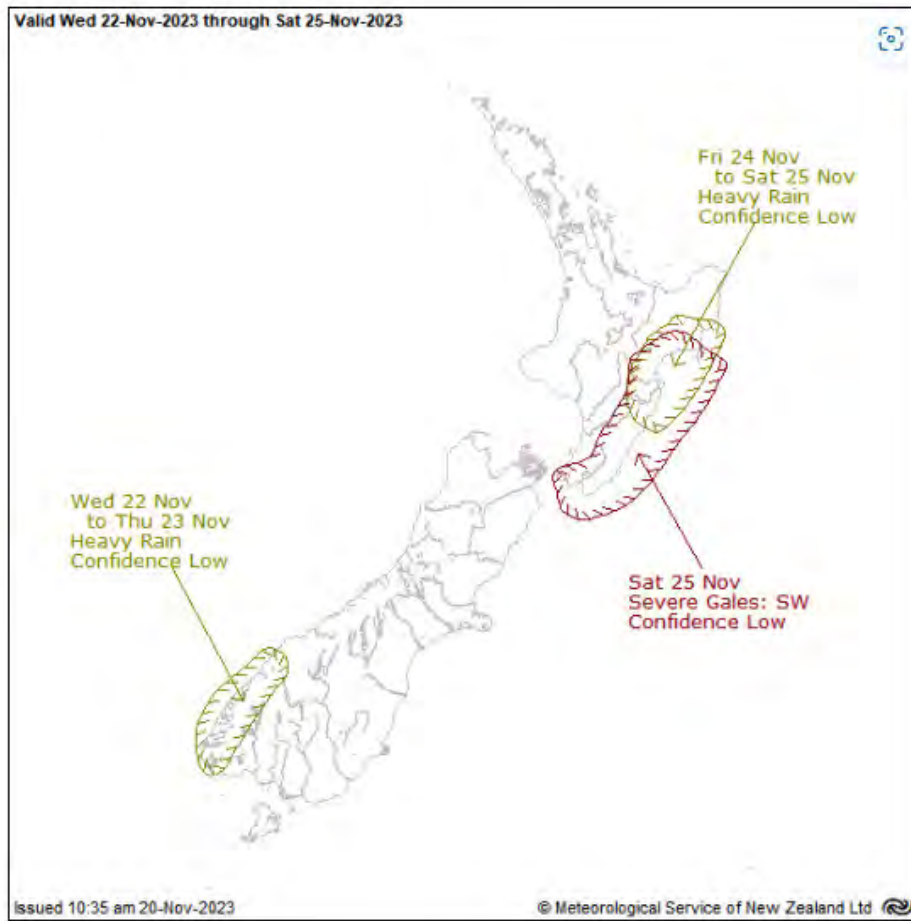
21/11/2023 - E + 38 SITREPS

As at 1.17pm on 21/11/2023 prepared by Crispian [REDACTED] approved by Martin Rodgers

Distributed to	All GEDT/ELT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	E+34 SITREPS 10 17112023 - FINAL.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> Port Waikato by-election – overseas voting and advanced voting have commenced. Preparation for election day
Key date:	Number of days to election day – 5 days (25 Nov)
Port Waikato by-election	<p>Port Waikato by-election</p> <ul style="list-style-type: none"> In preparation for Election night, 4 hunt phones were not working, awaiting IT to resolve the issue. Enrolment can provide GE Habitation index if required. <p>Overseas Operations</p> <ul style="list-style-type: none"> To date: Downloaded Voting Papers = 79. Uploaded Voting Papers = 32 Remote vote = 1 Dictation Registration = 1. Dictation Vote = 1. eLearning Support = 14.
Voting Services	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> Programme Director is producing an integrated run-sheet from Election Day to return of the Writ. To be completed by Wednesday and will circulate the run-sheet to the Taskforce
Enrolment	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> No issues to report. Enrolment was able to get back into MIKE yesterday. Enrolment requirements for Port Waikato are well in hand
Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> No issues to report.
IT	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> No significant issues to report. EMS Release scheduled for implementation at 7pm PW Waikato - Allocated 13 phones, 9 working fine, hardware issues with 4 phones
Comms & education	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> No issues to report
Strategic Engagement and Partnership	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Nothing of significance to report. Team have been preparing for enrolment support and checking everything is operational ahead of election day.
Legal & Policy	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Nothing significant to report
Security	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Nothing significant to report
People & Culture	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Nothing to report.
Severe Weather Outlook (Wed 22 Nov – Sat	<p>On Wednesday a ridge moves onto central and northern New Zealand, while a front moves onto Fiordland with low confidence of warning amounts of rain there late Wednesday and into Thursday. A series of cold fronts then sweep across the country on Thursday and Friday, bringing rain or showers to many areas. Models indicate a deep low may form east of the North Island late Friday and Saturday, bringing low confidence of warning amounts of rain to Hawke's Bay and southern Gisborne, along with low confidence of</p>

25 Nov)

severe southwest gales from Wellington to Wairarapa and Hawke's Bay on Saturday.



2023 Port Waikato By-Election Actuals vs. Estimates

Totals are Through 20/11/2023

[Dashboard Help](#)

Detail Level:
 Vote Type:
 Only Show Actuals Higher Than Estimates:
 Data Through:

Ordinary Votes on a Voting Place Level

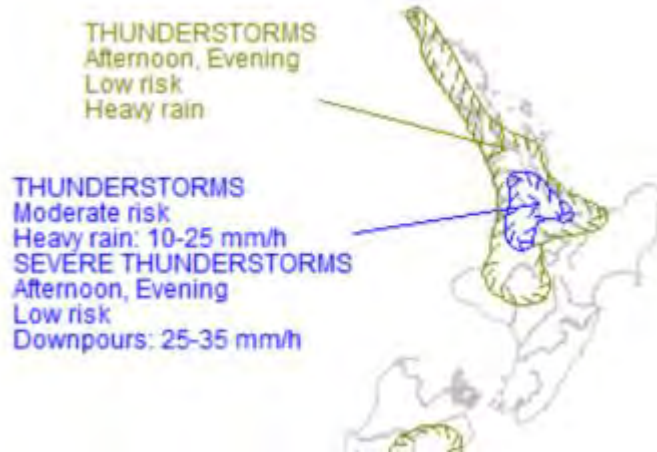


22/11/2023 - E +39 SITREPS

As at 1.33pm on 22/11/2023 prepared by Crispian [REDACTED] approved by Anusha Guler

Distributed to	All GEDT/ELT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	E+38 SITREPS 11 21112023 - DRAFT .docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> Port Waikato by-election – overseas voting and advanced voting have commenced. Preparation for election day
Key date:	Number of days to election day – 3 days (25 Nov)
Port Waikato by-election	<p>Port Waikato by-election</p> <ul style="list-style-type: none"> Number of advanced votes have dropped this week. All supplies have been packed and managers will start collecting from today onwards On track for Saturday. <p>Overseas Operations (apology from John)</p> <ul style="list-style-type: none"> To date: Downloaded Voting Papers = 83. Uploaded Voting Papers = 41 OVP Vote = 1 Remote Vote = 1 Dictation Registration = 1. Dictation Vote = 1. eLearning Support = 14
IT	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> General Election - EMS Release which included several changes to support delivery of E9 on 27/11/23 was successfully delivered on 21/11/23. General Election – Final QA of the E9 has highlighted a mismatch of 0.01% of 11 of 17 Party vote percentages, reported in 3 - E9 reports (1.1, 3.1 and 4.2) versus the official results website. Risk assessment and impact analysis underway, to inform the decision on the way forward. IVR – All 13 Hunt group phones are now working after configuration changes by One.NZ. All tested in the HQ.
Comms & education	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> No issues to report. Media release to be going out today – “Vote Now”, “Time is running out”. Media advisory guidance on what candidates and parties can or can’t do on election day. Media notice in local papers on updated list of voting places.
Severe Weather Outlook (Wed 22 Nov – Sat 25 Nov)	A strong southerly flow may reach gale thresholds from Friday through to Sunday morning, impacting Central and northern New Zealand A slow moving low is also forecast to form northeast of the North Island, likely to bring periods of heavy rain to eastern regions of the North Island. There is moderate confidence of warning amounts of rain for northern Hawke's Bay to southern Gisborne from Friday onwards and weather warnings may be issued in these areas.

There is a moderate risk of thunderstorms about inland Bay of Plenty and Rotorua (particularly near the ranges), Waikato and Waitomo this afternoon and evening, with a low risk covering other areas of the North Island. If thunderstorms do occur, they are likely to produce localised heavy rain, mainly in the 10-25mm/h range.



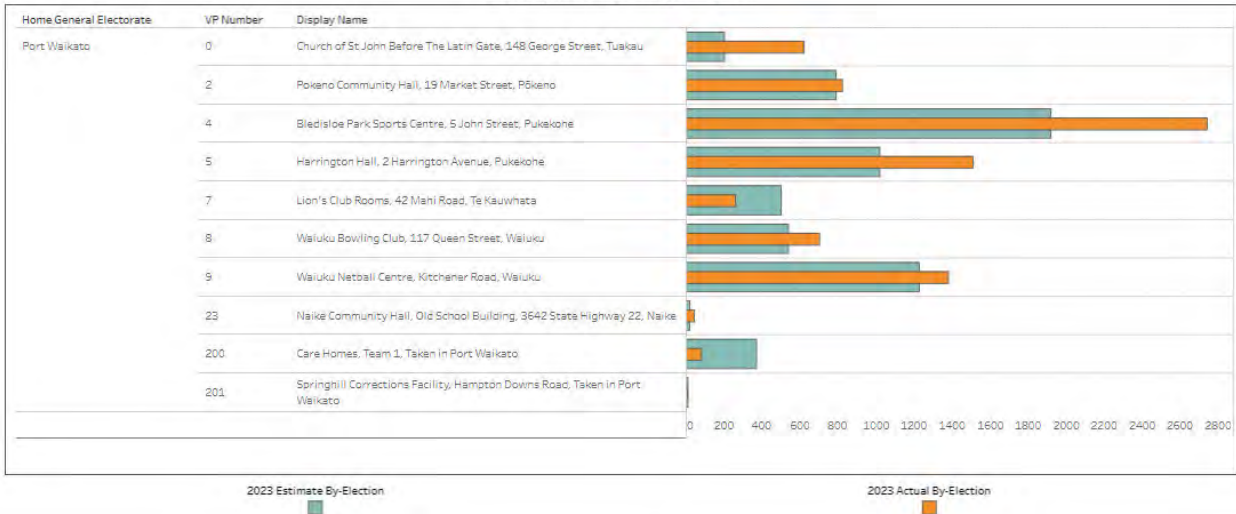
2023 Port Waikato By-Election Actuals vs. Estimates

Totals are Through 20/11/2023

[Dashboard Help](#)

Detail Level:
 Vote Type:
 Only Show Actuals Higher Than Estimates:
 Data Through:

Ordinary Votes on a Voting Place Level



23/11/2023 - E + 40 SITREPS

As at 2.13pm on 23/11/2023 prepared by Crispian [REDACTED]

Distributed to	All GEDT/ELT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	E+39 SITREPS 11 22112023 - FINAL.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> Port Waikato by-election – overseas voting and advanced voting have commenced. Preparation for election day
Key date:	Number of days to election day – 2 days (25 Nov)
Port Waikato by-election	<p>Port Waikato by-election</p> <ul style="list-style-type: none"> Voting going well Some covid cases in our voting places, the team is managing well. No security concerns at voting places. Access to eRoll for Voting services users has been blocked. No impact to community engagement use of the app <p>Overseas Operations</p> <ul style="list-style-type: none"> To date: Downloaded Voting Papers = 88. Uploaded Voting Papers = 43 OVP Vote = 1 Remote Vote = 1 Dictation Registration = 1. Dictation Vote = 1. eLearning Support = 14
IT	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> General Election – E9 reports versus the official results website party percentage mismatch, decision has been made to address long term solution post By Election. Decision on method to provide explanatory content either through EMS official results (technical change) or through Website (Content only change) pending. By Election - nothing significant to report.
Security	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Nothing significant to report Emails received by schools and hospitals containing threats and some facilities evacuated. Liaising with Police and no indication this will affect the EC or by-election locations. Will continue monitoring the situation until resolved.
	Note: Voting Services, People & Culture, Legal & Policy, Comms & Education, Enrolment and Customer Enquiries, Strategic Engagement & Partnership – nothing to update
Severe Weather Outlook (Wed 22 Nov – Sat 25 Nov)	A strong southerly flow may reach gale thresholds from Friday through to Sunday morning, impacting Central and northern New Zealand A slow moving low is also forecast to form northeast of the North Island, likely to bring periods of heavy rain to eastern regions of the North Island. There is moderate confidence of warning amounts of rain for northern Hawke's Bay to southern Gisborne from Frida onwards and weather warnings may be issued in these areas.

Valid Wed 22-Nov-2023 through Sat 25-Nov-2023



Wed 22 Nov to Thu 23 Nov
Heavy Rain
Confidence Low

Fri 24 Nov to Sat 25 Nov
Heavy Rain
Confidence Low

Sat 25 Nov
Severe Gales: SW
Confidence Low

Issued 10:35 am 20-Nov-2023

© Meteorological Service of New Zealand Ltd

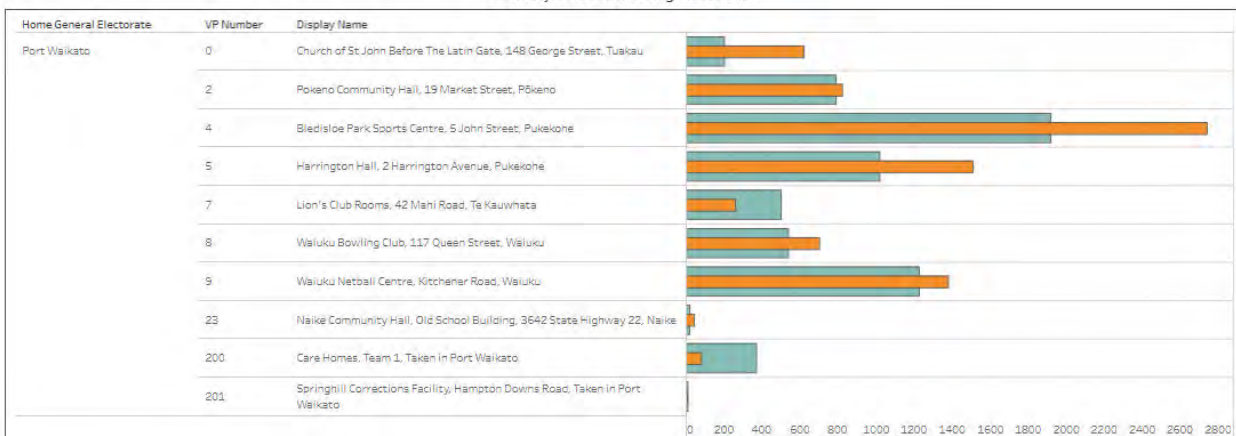
2023 Port Waikato By-Election Actuals vs. Estimates

Totals are Through 20/11/2023

[Dashboard Help](#)

Detail Level: Vote Type: Only Show Actuals Higher Than Estimates: Data Through:

Ordinary Votes on a Voting Place Level



2023 Estimate By-Election

2023 Actual By-Election

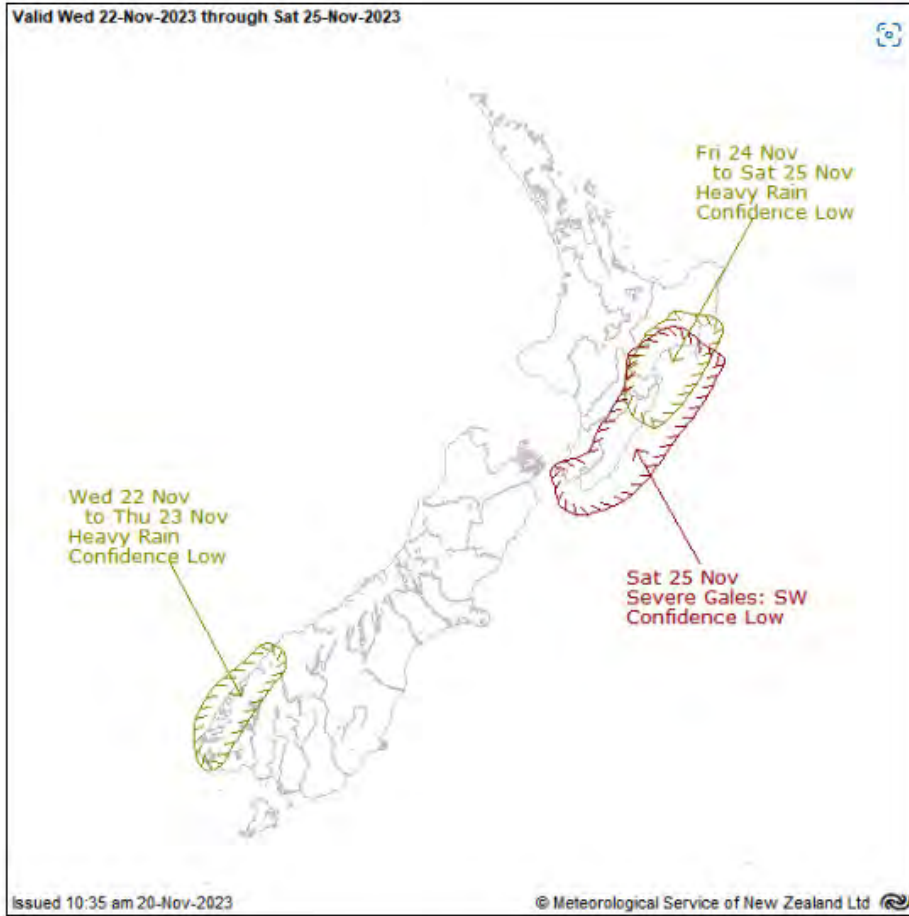
24/11/2023 - E + 41 SITREPS

As at 2.56pm on 24/11/2023 prepared by Crispian [REDACTED] approved by Anusha Guler

Distributed to	All GEDT/ELT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	E+40 SITREPS 11 23112023 - FINAL.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> Port Waikato by-election – overseas voting and advance voting have commenced. Preparation for election day, 25 November
Key date:	Number of days to election day – 1 day (25 Nov)
Port Waikato by-election	<p>Port Waikato by-election</p> <ul style="list-style-type: none"> All going well Voting materials have been delivered to voting places, except for 5 voting places. No request from scrutineers have been received yet. There are a few cases of C19, and the standby list for staff have been utilised. Currently short of Voting Place Managers as back up support. Will reach out to other electorates for assistance if required. Issue with motorway off and onramp access – there may be impact on transporting materials The counts will take place at voting places tomorrow. All advance votes should be back at HQs by tonight. Tomorrow, after the count ballot boxes will be dropped off at 3 hubs. Votes have dropped significantly this week, hard to predict turnout for tomorrow. <p>Overseas Operations</p> <ul style="list-style-type: none"> To date: Downloaded Voting Papers = 92. Uploaded Voting Papers = 49 OVP Vote = 1 Remote Vote = 1 Dictation Registration = 1. Dictation Vote = 1. eLearning Support = 14 Overseas Voting Place closes tonight Upload and download voting papers closes 7pm tmrw Dictation closes midday tomorrow
Voting Services	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> Detailed integrated run-sheet for Election Day and return of the Writ has been produced. Teams chat group to be set-up this afternoon - Individuals to tick off tasks as completed.
Enrolment	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> Will be on-call tomorrow if support is required.
IT	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> General Election – E9 reports versus the official results website party percentage mismatch, decision has been made to address long term solution post By Election and for Comms to put the explanation on the Website. By Election – All systems go, no issues to report.
Security	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Blair is Regional Security and Resilience Advisor on duty for by-election tomorrow. Sarah on-call for any issues or incidents that need escalating.
	Note: Comms & Education, Legal & Policy, Strategic Engagement & Partnership, Customer Services, People & Culture – nothing to report
Severe Weather	On Saturday, a strong south to southeast flow covers the North Island, while a ridge of high pressure lies over the South Island. There is a moderate confidence rainfall amounts will reach warning criteria about

Outlook (Sat 25 Nov)

Tairāwhiti and Hawke's Bay north of Napier, and an orange heavy rain warning is in force. In addition, there is low confidence of severe south to southeast gales about Bay of Plenty east of Ōpōtiki and Tairāwhiti north of Tolaga Bay.



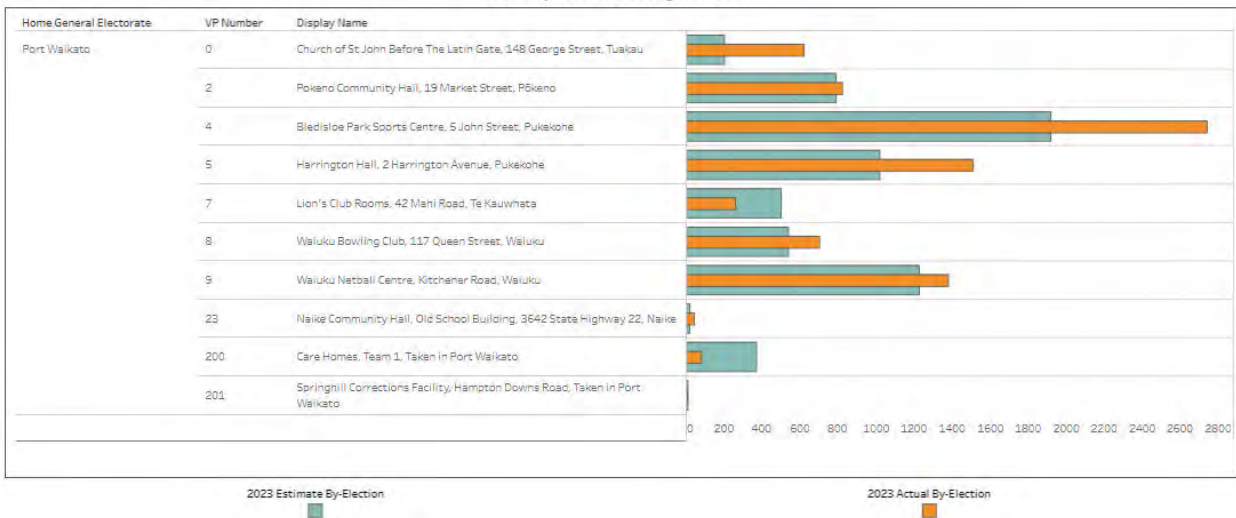
2023 Port Waikato By-Election Actuals vs. Estimates

Totals are Through 20/11/2023

[Dashboard Help](#)

Detail Level:
 Vote Type:
 Only Show Actuals Higher Than Estimates:
 Data Through:

Ordinary Votes on a Voting Place Level



25/11/2023 - E + 42 SITREPS

As at 3.24pm on 25/11/2023 prepared by Crispian [REDACTED] approved by Anusha Guler

Distributed to	All GEDT/ELT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	E+41 SITREPS 11 24112023 - FINAL.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> Election Day No queues, slow flow of voters at this stage. 1 scrutineer from the National Party has turned up.
Key event:	Election Day
Port Waikato by-election	<p>Port Waikato by-election</p> <ul style="list-style-type: none"> 3 voting place staff were no shows/sick. Replaced 1 staff. Guards have not shown at 3 voting places – Allied is resolving. All voting places opened on time. Feedback from Mobile Support team is that flow is slow and no queues at voting places. Special votes sort has been completed. Early count has commenced. 1 scrutineer from National party arrived late. There are 3 pick-up points to deliver to HQs. No delay expected to provide results. <p>Overseas Operations</p> <ul style="list-style-type: none"> To date: Downloaded Voting Papers = 95. Uploaded Voting Papers = 43+ (tba) OVP Votes = 2 Remote Vote = 1 Dictation Registration = 1 Dictation Vote = 1 eLearning Support = 17
IT	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> All activities completed on time successfully. No issues raised at 9am update with Voting Services, Catalyst, Computer Concepts Ltd (CCL), One.NZ, Apps and technical team No issues raised at 11am update with Voting Services, Catalyst, CCL, One.NZ, Apps and technical team
	Note: Security, Enrolment, Comms & Education, Legal & Policy, Strategic Engagement & Partnerships, Customer Services, People and Culture - Nothing to report.

26/11/2023 - E + 1 SITREPS (PW)

As at 1.32pm on 26/11/2023 prepared by Crispian [REDACTED] approved by Anusha Guler

Distributed to	All GEDT/ELT members																																																																						
Key Contacts	Anusha Guler and Crispian [REDACTED]																																																																						
Previous ELT SITREP	E+42 SITREPS 11 25112023 - ELECTION .docx																																																																						
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> Post Election (E+1) 																																																																						
Port Waikato by-election	<p>Port Waikato by-election</p> <ul style="list-style-type: none"> All rolls, ballot boxes and cells phones scanned and accounted for on Saturday evening All advanced voting place (AVP) and Election Day enrolment forms scanned and uploaded to ROE Started scanning AVP rolls Materials collection from voting places has started and will take in a good part of the coming week Processing payroll for staff during AVP and election day. Tomorrow we will start preparing for special vote declarations (SVD) and Official count processes Scrutineer observed the process from 12.30noon until 7pm. <p>Overseas Operations (apology from John)</p> <table border="1"> <thead> <tr> <th>Voting Service</th> <th>Votes Issued</th> <th>Votes Returned</th> </tr> </thead> <tbody> <tr> <td>Overseas</td> <td>106</td> <td>78</td> </tr> <tr> <td>Remote</td> <td>1</td> <td>1</td> </tr> <tr> <td>Dictation</td> <td>1</td> <td>1</td> </tr> <tr> <td style="text-align: right;">Total</td> <td>108</td> <td>81</td> </tr> </tbody> </table> <p>Programme Director update:</p> <ul style="list-style-type: none"> Run sheet key activities were actioned as we progressed through different post elections phases. <table border="1"> <thead> <tr> <th>Task Description</th> <th>Date</th> <th>Start</th> <th>Finish</th> <th>Lead</th> </tr> </thead> <tbody> <tr> <td>Roll Close – Online restrictor</td> <td>25/11/2023</td> <td>11:59pm</td> <td></td> <td>Jeff / Jason</td> </tr> <tr> <td>E+1 SUNDAY</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>NOPT set-up complete</td> <td>Sun 26/11/23</td> <td></td> <td>Mon 27/11/23</td> <td>Nadia</td> </tr> <tr> <td>All enrolment forms received on Election Day have been scanned and uploaded</td> <td>Sun 26/11/23</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scan and upload enrolment forms for Enrolment team to process</td> <td>Sun 26/11/23</td> <td></td> <td>Sun 26/11/23</td> <td>Sarah [REDACTED]</td> </tr> <tr> <td>Complete initial load (Special votes sorting/EMS entry)</td> <td>Sun 26/11/23</td> <td></td> <td></td> <td>Sarah [REDACTED]</td> </tr> <tr> <td>Confirm roll allocation in ERSA before beginning to scan rolls</td> <td>Sun 26/11/23</td> <td></td> <td></td> <td>Sarah [REDACTED]</td> </tr> <tr> <td>Scan and upload rolls - general electorate</td> <td>Sun 26/11/23</td> <td></td> <td></td> <td>Sarah [REDACTED]</td> </tr> <tr> <td>Upload electoral rolls to ERSA</td> <td>Sun 26/11/23</td> <td></td> <td>Mon 27/11/23</td> <td>Rob [REDACTED]</td> </tr> <tr> <td>Start scanning voting place materials back into materials tracking</td> <td>Sun 26/11/23</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Voting Service	Votes Issued	Votes Returned	Overseas	106	78	Remote	1	1	Dictation	1	1	Total	108	81	Task Description	Date	Start	Finish	Lead	Roll Close – Online restrictor	25/11/2023	11:59pm		Jeff / Jason	E+1 SUNDAY					NOPT set-up complete	Sun 26/11/23		Mon 27/11/23	Nadia	All enrolment forms received on Election Day have been scanned and uploaded	Sun 26/11/23				Scan and upload enrolment forms for Enrolment team to process	Sun 26/11/23		Sun 26/11/23	Sarah [REDACTED]	Complete initial load (Special votes sorting/EMS entry)	Sun 26/11/23			Sarah [REDACTED]	Confirm roll allocation in ERSA before beginning to scan rolls	Sun 26/11/23			Sarah [REDACTED]	Scan and upload rolls - general electorate	Sun 26/11/23			Sarah [REDACTED]	Upload electoral rolls to ERSA	Sun 26/11/23		Mon 27/11/23	Rob [REDACTED]	Start scanning voting place materials back into materials tracking	Sun 26/11/23			
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Security	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> [REDACTED] <p style="text-align: center;">6(c)</p>																																																																						
	Note: No other updates from other members.																																																																						

27/11/2023 - E + 2 SITREPS (PW)

As at 1.21pm on 27/11/2023 prepared by Crispian [REDACTED] approved by Martin Rodgers

Distributed to	All GEDT/ELT members																							
Key Contacts	Anusha Guler and Crispian [REDACTED]																							
Previous ELT SITREP	E+1 SITREPS 11 26112023 - Post Election - FINAL.docx																							
Overview	Summary of the current event <ul style="list-style-type: none"> Post Election process 																							
Port Waikato by-election	Port Waikato by-election <ul style="list-style-type: none"> Scanning of rolls has started and will be completed by today Approximately 20,000 votes to count for Official count, predict that we will have that completed by COB Tuesday Special vote declarations processing has started The team is halfway through special votes All on track for count to start by tomorrow Overseas Operations <ul style="list-style-type: none"> Update at 1900 Sat 25/11 Downloaded Voting Papers = 104. Uploaded Voting Papers = 59 OVP Votes = 2 Remote Vote = 1 Dictation Registration = 1 Dictation Vote = 1 The count will start count once we've received the 2 OVP (either Wednesday or Thursday) Post-Election Actions: <ul style="list-style-type: none"> To include 3 days ahead for the Taskforce. <table border="1"> <thead> <tr> <th>Task Description</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>E + 1 (Sunday)</td> <td></td> </tr> <tr> <td>NOPT set-up complete</td> <td>Completed</td> </tr> <tr> <td>All enrolment forms received on Election Day have been scanned and uploaded</td> <td>Completed</td> </tr> <tr> <td>Scan and upload enrolment forms for Enrolment team to process</td> <td>Completed</td> </tr> <tr> <td>Complete initial load (Special votes sorting/EMS entry)</td> <td>In progress</td> </tr> <tr> <td>Confirm roll allocation in ERSA before beginning to scan rolls</td> <td>To start</td> </tr> <tr> <td>Scan and upload rolls - general electorate</td> <td>In progress</td> </tr> <tr> <td>Upload electoral rolls to ERSA</td> <td>In progress</td> </tr> <tr> <td>Start scanning voting place materials back into materials tracking</td> <td>In progress</td> </tr> <tr> <td>Change EMS to Official Count mode and clear down</td> <td>Completed</td> </tr> </tbody> </table>		Task Description	Status	E + 1 (Sunday)		NOPT set-up complete	Completed	All enrolment forms received on Election Day have been scanned and uploaded	Completed	Scan and upload enrolment forms for Enrolment team to process	Completed	Complete initial load (Special votes sorting/EMS entry)	In progress	Confirm roll allocation in ERSA before beginning to scan rolls	To start	Scan and upload rolls - general electorate	In progress	Upload electoral rolls to ERSA	In progress	Start scanning voting place materials back into materials tracking	In progress	Change EMS to Official Count mode and clear down	Completed
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Start scanning voting place materials back into materials tracking	In progress																							
Change EMS to Official Count mode and clear down	Completed																							
General	Auditor General observation: Kristen will contact staff who are needed for the observation.																							
Strategic Engagement & Partnerships	GENERAL UPDATE: <ul style="list-style-type: none"> No issues to report, enrolment support worked well. 																							
	NOTES: IT, Enrolment, Comms & Education, Customer Services, Legal & Policy, Security, People and Culture - Nothing significant to report																							

28/11/2023 - E + 3 SITREPS (PW)

As at 1.18pm on 28/11/2023 prepared by Crispian [REDACTED] approved Martin Rodgers

Distributed to	All GEDT/ELT members																						
Key Contacts	Anusha Guler and Crispian [REDACTED]																						
Previous ELT SITREP	E+2 SITREPS 12 27112023 - POST ELECTION.docx																						
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> Post Election process 																						
Port Waikato by-election	<p>Port Waikato by-election</p> <ul style="list-style-type: none"> Official count has started, 20 election day counts remaining after lunch, all AVP Official counts completed. Roll closed and SVD is at stage 2 of the process. Processing dual votes, 10 cases in the process, with 12 post writ transfers. Materials from 1 school to be collected. All election day and advanced voting materials have been collected. The Principal Advisor, VS is supporting the OAG observer who is onsite. Resolved all roll notes. <p>ACTION: Currently having some issues with staff ERSAs logins for SVD processing. Issue with login to the laptops that have the permissions group (adding 3 names to the group) setup. IT to look into this issue.</p> <p>ACTION: There was a post writ transfer confusion where we need enrolment to validate names from the list where voters had moved out from the electorate – Michelle from Enrolment to assist with this.</p> <p>Overseas Operations</p> <ul style="list-style-type: none"> Final Numbers. Uploaded Voting papers = 64 OVP Votes = 3 (1 Sydney late) Remote = 1 Dictation = 1 Beginning Validation/Qualification today. Count later in the week, Thursday/Friday. <p>Post-Election Actions:</p> <p>Note: Please update the master excel document for any updates and not this schedule.</p> <table border="1"> <thead> <tr> <th>Task Description</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td colspan="2">E + 1 (Sunday)</td> </tr> <tr> <td>Start scanning voting place materials back into materials tracking</td> <td>In progress</td> </tr> <tr> <td colspan="2">E + 2 (Monday)</td> </tr> <tr> <td>Post Writ Supps and Deletes Extract - first extract run and provided to VS</td> <td>Completed</td> </tr> <tr> <td>NOPT - Roll cleansing complete</td> <td>Completed</td> </tr> <tr> <td>ERSA Scrutiny of the roll complete</td> <td>Completed</td> </tr> <tr> <td>Complete validation checks in the field (SV)</td> <td>In progress</td> </tr> <tr> <td>Check 'Notes Action' report and resolve roll notes</td> <td>In progress</td> </tr> <tr> <td>Keying of all valid forms by Enrolment</td> <td>In progress</td> </tr> <tr> <td>Archive results website and publish with GE E9</td> <td>Completed</td> </tr> </tbody> </table>	Task Description	Status	E + 1 (Sunday)		Start scanning voting place materials back into materials tracking	In progress	E + 2 (Monday)		Post Writ Supps and Deletes Extract - first extract run and provided to VS	Completed	NOPT - Roll cleansing complete	Completed	ERSA Scrutiny of the roll complete	Completed	Complete validation checks in the field (SV)	In progress	Check 'Notes Action' report and resolve roll notes	In progress	Keying of all valid forms by Enrolment	In progress	Archive results website and publish with GE E9	Completed
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Archive results website and publish with GE E9	Completed																						

	E+3 (Tuesday)	
	Official Count prep	In progress
	Enable Results Entry EMS for OC	To start
	Check all Envelope P5 for questioned votes and pass them to dual votes team	To start
	Complete General electorate(s) official count - ordinary votes	In progress
	Qualify special votes in ERSA	In progress
	Print and apply ROE qualification decision stickers to declarations	To start
	Ensure all special votes are recorded in ERSA, including invalid	In progress
	Post Writ Supps and Deletes Extract - second extract run and provided to VS	To start
	IT run roll cleanse	To start
	Enrolment clear roll cleanses	To start
	Enrolment provide acquittance	To start
	Election Day roll close complete	To start
	E+4 (Wednesday)	
	Process ROE qualification decisions	To start
	Check the 'File Upload Status' report for upload failures	To start
	Confirm in the Roll Allocation screen that all used rolls have a status of Clean and no unresolved roll issues showing in the 'Notes Action' report	To start
	Scan and upload declarations not found in ERSA to the Registrar	To start
	Prepare special votes for the official count	To start
	Qualify special votes in ERSA by the field	To start
	MIKE locked and SVD queue released	To start
	SVD checking by Enrolment	To start
	All SVDs received for checking by 2pm Fri 1/12	To start
	Reasonableness check of Ordinary Vote counts commences.	To start
Enrolment	GENERAL UPDATE: <ul style="list-style-type: none"> Completed all valid enrolment forms. Roll cleansing process. 	
Customer Services	GENERAL UPDATE: <ul style="list-style-type: none"> No issues to report. The final SMEs network meeting for by-election was held this morning, and the customer service team will finish today. Transition to BAU is underway. 	
	NOTE: IT, Strategic Engagement & Partnerships, Comms & Edu, Legal & Policy, Security, People & Culture – Nothing to report	

29/11/2023 - E + 4 SITREPS (PW)

As at 1.15pm on 29/11/2023 prepared by Crispian [REDACTED] approved Martin Rodgers

Distributed to	All GEDT/ELT members																								
Key Contacts	Anusha Guler and Crispian [REDACTED]																								
Previous ELT SITREP	E+3 SITREPS 12 28112023 - POST ELECTION.docx																								
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> Post Election process 																								
Port Waikato by-election	<p>Port Waikato by-election</p> <ul style="list-style-type: none"> Official Count completed yesterday at 1.30pm All voting places have been cleared and materials collected as of COB yesterday Picked up on 1 data entry error on the certificate, but the votes comparison report didn't show the error. Starting to use the sign off check list created by Adele, VS as part of the sign off process. <p>ACTION: Currently having some issues with staff ERSA logins for SVD processing. Issue with login to the laptops that have the permissions group (adding 3 names to the group) setup. IT to look into this issue. RESOLVED</p> <p>ACTION: There was a post writ transfer confusion where we need enrolment to validate names from the list where voters had moved out from the electorate – Michelle from Enrolment to assist with this. RESOLVED</p> <p>Overseas Operations</p> <ul style="list-style-type: none"> Validation/Qualification completed as far as possible. Official Count will be on Monday 4/12. Waiting for arrival of London OVP vote. <p>Post-Election Actions:</p> <p>Note: Please update the master excel document for any updates and not this schedule.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Task Description</th> <th style="text-align: left;">Status</th> </tr> </thead> <tbody> <tr> <td colspan="2">E+3 (Tuesday)</td> </tr> <tr> <td>Official Count prep</td> <td>Completed</td> </tr> <tr> <td>Enable Results Entry EMS for OC</td> <td>Completed</td> </tr> <tr> <td>Check all Envelope P5 for questioned votes and pass them to dual votes team</td> <td>Completed</td> </tr> <tr> <td>Complete General electorate(s) official count - ordinary votes</td> <td>Completed</td> </tr> <tr> <td>Qualify special votes in ERSA</td> <td>In progress</td> </tr> <tr> <td>Print and apply ROE qualification decision stickers to declarations</td> <td>In progress</td> </tr> <tr> <td>Ensure all special votes are recorded in ERSA, including invalid</td> <td>Completed</td> </tr> <tr> <td>Post Writ Supps and Deletes Extract - second extract run and provided to VS</td> <td>Completed</td> </tr> <tr> <td>IT run roll cleanse</td> <td>Completed</td> </tr> <tr> <td> </td> <td> </td> </tr> </tbody> </table>	Task Description	Status	E+3 (Tuesday)		Official Count prep	Completed	Enable Results Entry EMS for OC	Completed	Check all Envelope P5 for questioned votes and pass them to dual votes team	Completed	Complete General electorate(s) official count - ordinary votes	Completed	Qualify special votes in ERSA	In progress	Print and apply ROE qualification decision stickers to declarations	In progress	Ensure all special votes are recorded in ERSA, including invalid	Completed	Post Writ Supps and Deletes Extract - second extract run and provided to VS	Completed	IT run roll cleanse	Completed		
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	Enrolment clear roll cleanses	Completed
	Enrolment provide acquittance	Completed
	Election Day roll close complete	Completed
	E+4 (Wednesday)	
	Process ROE qualification decisions	In progress
	Check the 'File Upload Status' report for upload failures	Completed
	Confirm in the Roll Allocation screen that all used rolls have a status of Clean and no unresolved roll issues showing in the 'Notes Action' report	Completed
	Scan and upload declarations not found in ERSA to the Registrar	In progress
	Prepare special votes for the official count	To start
	Qualify special votes in ERSA by the field	In progress
	MIKE locked and SVD queue released	Completed
	SVD checking by Enrolment	In progress
	All SVDs received for checking by 2pm Fri 1/12	In progress
	Reasonableness check of Ordinary Vote counts commences.	Completed
	E+5 THURSDAY	
	Prepare the ballot paper extraction list for confirmed duals and post-writ changes	To start
	Prepare extraction lists for dual and post-writ ballot paper extraction	To start
	SV - Scan to ROE	To start
	Complete investigations - Dual Vote	To start
	Run post writ changes	To start
	Post-writ changes report cleared	To start
	Apparent dual votes report cleared	To start
	Finalise apparent dual votes investigations and post-writ processes	To start
	Prepare extraction list for official count	To start
	E+6 FRIDAY	
	Enrolment provide acquittance to Anusha, Martin, Sheereen - all SVDs on hand completed	To start
	Validate special vote declarations	To start
Enrolment	GENERAL UPDATE:	
	<ul style="list-style-type: none"> SVD checking progressing well 	
	NOTE: IT, Customer Services, Strategic Engagement & Partnerships, Comms & Edu, Legal & Policy, Security, People & Culture – Nothing to report	

30/11/2023 - E + 5 SITREPS (PW)

As at 2.37pm on 30/11/2023 prepared by Crispian [REDACTED] approved Martin Rodgers

Distributed to	All GEDT/ELT members																																					
Key Contacts	Anusha Guler and Crispian [REDACTED]																																					
Previous ELT SITREP	E+4 SITREPS 12 29112023 - POST ELECTION.docx																																					
Overview	Summary of the current event <ul style="list-style-type: none"> Post Election process 																																					
Port Waikato by-election	Port Waikato by-election <ul style="list-style-type: none"> On track for SVD count this afternoon Processing the duals and post writs Everything is tracking well Overseas Operations <ul style="list-style-type: none"> Preparing for official count of Overseas Special Votes, which is scheduled for 1300 Monday 4/12. Post-Election Actions: <p>Note: Please update the master excel document for any updates and not this schedule. Please note that this is NOT a full exhaustive list of actions as it was partially extracted from the master run-sheet.</p> <ul style="list-style-type: none"> Need to add the quality assurance to the run sheet on all the documentation process. <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Task Description</th> <th style="text-align: center;">Status</th> <th style="text-align: center;">Note</th> </tr> </thead> <tbody> <tr> <td colspan="3">E+3 (Tuesday)</td> </tr> <tr> <td>Qualify special votes in ERSA</td> <td style="text-align: center;">Completed</td> <td></td> </tr> <tr> <td>Print and apply ROE qualification decision stickers to declarations</td> <td style="text-align: center;">In progress</td> <td style="text-align: center;">Processing few duals and SVD process.</td> </tr> <tr> <td colspan="3">E+4 (Wednesday)</td> </tr> <tr> <td>Process ROE qualification decisions</td> <td style="text-align: center;">In progress</td> <td></td> </tr> <tr> <td>Check the 'File Upload Status' report for upload failures</td> <td style="text-align: center;">Completed</td> <td></td> </tr> <tr> <td>Confirm in the Roll Allocation screen that all used rolls have a status of Clean and no unresolved roll issues showing in the 'Notes Action' report</td> <td style="text-align: center;">Completed</td> <td></td> </tr> <tr> <td>Scan and upload declarations not found in ERSA to the Registrar</td> <td style="text-align: center;">In progress</td> <td style="text-align: center;">Left with one.</td> </tr> <tr> <td>Prepare special votes for the official count</td> <td style="text-align: center;">Completed</td> <td style="text-align: center;">To start at 3pm today.</td> </tr> <tr> <td>Qualify special votes in ERSA by the field</td> <td style="text-align: center;">Completed</td> <td></td> </tr> <tr> <td>MIKE locked and SVD queue released</td> <td style="text-align: center;">Completed</td> <td></td> </tr> </tbody> </table>		Task Description	Status	Note	E+3 (Tuesday)			Qualify special votes in ERSA	Completed		Print and apply ROE qualification decision stickers to declarations	In progress	Processing few duals and SVD process.	E+4 (Wednesday)			Process ROE qualification decisions	In progress		Check the 'File Upload Status' report for upload failures	Completed		Confirm in the Roll Allocation screen that all used rolls have a status of Clean and no unresolved roll issues showing in the 'Notes Action' report	Completed		Scan and upload declarations not found in ERSA to the Registrar	In progress	Left with one.	Prepare special votes for the official count	Completed	To start at 3pm today.	Qualify special votes in ERSA by the field	Completed		MIKE locked and SVD queue released	Completed	
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	SVD checking by Enrolment	In progress	Processing dual votes
	All SVDs received for checking by 2pm Fri 1/12	In progress	If all on track with count, we will meet this dateline.
	Reasonableness check of Ordinary Vote counts commences.	Completed	
	E+5 THURSDAY		
	Prepare the ballot paper extraction list for confirmed duals and post-writ changes	To start	To start by today
	Prepare extraction lists for dual and post-writ ballot paper extraction	To start	To start by today
	SV - Scan to ROE	To start	Still ongoing
	Complete investigations - Dual Vote	To start	All completed, but left with one to process.
	Run post writ changes	Still in progress	1 deletion to be processed
	Post-writ changes report cleared	To start	
	Apparent dual votes report cleared	To start	
	Finalise apparent dual votes investigations and post-writ processes	To start	
	Prepare extraction list for official count	To start	
	E+6 FRIDAY		
	Enrolment provide acquittance to Anusha, Martin, Sheereen - all SVDs on hand completed	To start	
	Validate special vote declarations	To start	
	Note: Enrolment, IT, Comms & Education, Customer Services, Strategic Engagement & Partnerships, Legal & Policy, Security, People & Culture - Nothing to report		

01/12/2023 - E + 6 SITREPS (PW)

As at 1.14pm on 01/12/2023 prepared by Crispian [REDACTED] to be approved Anusha Guler

Distributed to	All GEDT/ELT members																											
Key Contacts	Anusha Guler and Crispian [REDACTED]																											
Previous ELT SITREP	E+5 SITREPS 12 30112023 - POST ELECTION.docx																											
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> Post Election process No meetings over the weekend. Shereen to raise anything through the chat and Martin to support if anything comes up. 																											
Port Waikato by-election	<p>Port Waikato by-election</p> <ul style="list-style-type: none"> Progressing with extracting deletions Encountered issues with recording, transfers and deletions - working to resolve Completed Special Vote Declaration (SVD) count Payroll was delayed this morning as we've encountered issues with payroll issue last night Resolving 2 new dual votes on the report this morning Contacted Mainfreight to collect previous GE materials from voting places. <p>Post-Election Actions:</p> <p>Note: Please update the master excel document for any updates and not this schedule. Please note that this is NOT a full exhaustive list of actions as it was partially extracted from the master run-sheet.</p> <ul style="list-style-type: none"> Need to add the quality assurance to the run sheet on all the documentation process. <table border="1" data-bbox="304 1211 1453 2027"> <thead> <tr> <th>Task Description</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td colspan="2">E+3 (Tuesday)</td> </tr> <tr> <td>Print and apply ROE qualification decision stickers to declarations</td> <td>Completed</td> </tr> <tr> <td colspan="2">E+4 WEDNESDAY</td> </tr> <tr> <td>Process ROE qualification decisions</td> <td>Completed</td> </tr> <tr> <td>Scan and upload declarations not found in ERSA to the Registrar</td> <td>Completed</td> </tr> <tr> <td>Prepare SV for official count</td> <td>Completed</td> </tr> <tr> <td>SVD checking by Enrolment</td> <td>Completed</td> </tr> <tr> <td>All SVDs received for checking by 2pm Fri 1/12</td> <td>Completed</td> </tr> <tr> <td colspan="2">E+5 THURSDAY</td> </tr> <tr> <td>Prepare the ballot paper extraction list for confirmed duals and post-writ changes</td> <td>Completed</td> </tr> <tr> <td>Prepare extraction lists for dual and post-writ ballot paper extraction</td> <td>Completed</td> </tr> <tr> <td>SV - Scan to ROE</td> <td>Completed</td> </tr> </tbody> </table>		Task Description	Status	E+3 (Tuesday)		Print and apply ROE qualification decision stickers to declarations	Completed	E+4 WEDNESDAY		Process ROE qualification decisions	Completed	Scan and upload declarations not found in ERSA to the Registrar	Completed	Prepare SV for official count	Completed	SVD checking by Enrolment	Completed	All SVDs received for checking by 2pm Fri 1/12	Completed	E+5 THURSDAY		Prepare the ballot paper extraction list for confirmed duals and post-writ changes	Completed	Prepare extraction lists for dual and post-writ ballot paper extraction	Completed	SV - Scan to ROE	Completed
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	Complete investigations - Dual Vote	Completed
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	Finalise apparent dual votes investigations and post-writ processes	Completed
	Prepare extraction list for official count	Completed
	E+6 FRIDAY	
	Enrolment provide acquittance to Anusha, Martin, Sheereen - all SVDs on hand completed	Completed
	Validate special vote declarations	Completed
	E+8 SUNDAY	
	All ballot papers have been extracted from the counts	To start
	Make adjustments to official count due to extractions	To start
	E+9 MONDAY	
	Book in Catalyst to prepare website for Wednesday am	To start
	Overseas to perform Official count	To start
	Complete parliamentary official count - special votes	To start
	Extraction day	To start
	Reconciliation of candidate total votes QA	To start
	Reasonableness check of SV counts (Monday and Tuesday, depending on timing)	To start
	Create Gazette notice form	To start
Security	GENERAL <ul style="list-style-type: none"> Last day today for Steve [REDACTED] Police Liaison Officer 	
People & Culture	GENERAL <ul style="list-style-type: none"> Payroll file was approved and actioned this morning instead of yesterday due to slow file upload speeds yesterday. We are keeping an eye on enquiries that may result from the delay. 	
	Note: Overseas Operation, IT, Comms & Edu, Customer Services, Enrolment, Strategic Engagement & Partnerships, Legal & policy - Nothing to report	

04/12/2023 - E + 9 SITREPS (PW)

As at 1.49pm on 04/12/2023 prepared by Grace [REDACTED] approved by Paul [REDACTED]

Distributed to	All GEDT/ELT members																						
Key Contacts	Anusha Guler and Crispian [REDACTED]																						
Previous ELT SITREP	E+6 SITREPS 12 01122023 - POST ELECTION.docx																						
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> Post Election process Official results week 																						
Port Waikato by-election	<p>Port Waikato by-election</p> <ul style="list-style-type: none"> VS has completed the QA on the official count. Currently waiting for the overseas count to be completed. Tracking well. Query around signing off overseas certificate, John [REDACTED] confirmed it was the Electorate Manager to sign it off. <p>Overseas</p> <ul style="list-style-type: none"> Official count of overseas votes starting shortly today but are waiting for auditors to arrive. All tracking well. <p>Post-Election Actions:</p> <p>Runsheet PW By-election Nov 23.xlsx (sharepoint.com)</p> <p>Note: Please update the master excel document for any updates and not this schedule. Please note that this is NOT a full exhaustive list of actions as it was partially extracted from the master run-sheet.</p> <ul style="list-style-type: none"> Need to add the quality assurance to the run sheet on all the documentation process. <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Task Description</th> <th style="text-align: left;">Status</th> </tr> </thead> <tbody> <tr> <td colspan="2">E+8 SUNDAY</td> </tr> <tr> <td>All ballot papers have been extracted from the counts</td> <td>Completed</td> </tr> <tr> <td>Make adjustments to official count due to extractions</td> <td>Completed</td> </tr> <tr> <td colspan="2">E+9 MONDAY</td> </tr> <tr> <td>Book in Catalyst to prepare website for Wednesday am</td> <td>Completed</td> </tr> <tr> <td>Overseas to perform Official count</td> <td>In Progress</td> </tr> <tr> <td>Complete parliamentary official count - special votes</td> <td>To start</td> </tr> <tr> <td>Extraction day</td> <td>To start</td> </tr> <tr> <td>Reconciliation of candidate total votes QA</td> <td>To start</td> </tr> <tr> <td>Reasonableness check of SV counts (Monday and Tuesday, depending on timing)</td> <td>To start</td> </tr> </tbody> </table>	Task Description	Status	E+8 SUNDAY		All ballot papers have been extracted from the counts	Completed	Make adjustments to official count due to extractions	Completed	E+9 MONDAY		Book in Catalyst to prepare website for Wednesday am	Completed	Overseas to perform Official count	In Progress	Complete parliamentary official count - special votes	To start	Extraction day	To start	Reconciliation of candidate total votes QA	To start	Reasonableness check of SV counts (Monday and Tuesday, depending on timing)	To start
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	Create Gazette notice form	To start
	Update SDV disallowed in EMS	To start
	E+10 TUESDAY	
	Attach completed M91-OPS checklist (if you have kept a copy before returning the information to Wellington)	In progress
	EMS82 - CERT reasonableness checks	In progress
	QA of Final Cert, prior to signing by EM and JP	In progress
	Final Cert sign off	To start
	After National Office instructs, complete your parliamentary official final certificate of results (EMS82-FINAL) Scan the certificate and attach to task.	To start
	Electorate official result certificates	To start
	QA Gazette Notice against list of successful candidates	To start
	Send Gazette notice xlsx to DIA though portal	To start
	E+11 WEDNESDAY	
	Official results provided to C&E for input into media release	To start
	QA of official results statistics posted on website	To start
	Official/Prelim Comparison and key stats provided to C&E for input into media release	To start
	Receive extract from IT	To start
	Receive Gazette proof from DIA	To start
	Approve DIA proof for publishing	To start
	Declaration of official results - Gazette Notice to be signed by Karl	To start
	Publish Gazette Notice	To start
	Official results media release signed off by C&E Manager	To start
	Official results media release approved	To start
	Official results media release provided to media	To start
	EC prepare website	To start
	Official results published to electionresults.govt.nz	To start
	Official results media release uploaded to elections.nz	To start
Security	GENERAL <ul style="list-style-type: none"> Nothing significant to report other than raising awareness around protest around midday tomorrow across the country (particularly Wellington). 	

People & Culture	GENERAL <ul style="list-style-type: none">• Payroll issues have been resolved.
	Note: Enrolment, IT, Strategic, Engagement & Partnerships, Customer Services, Legal & Policy – Nothing to report

05/12/2023 - E + 10 SITREPS (PW)

As at 1.37pm on 05/12/2023 prepared by Crispian [REDACTED] approved by Anusha Guler

Distributed to	All GEDT/ELT members												
Key Contacts	Anusha Guler and Crispian [REDACTED]												
Previous ELT SITREP	E+9 SITREPS 13 04122023 - POST ELECTION.docx												
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> Post Election process Official results week Reschedule final meeting tomorrow to start at 10.30am 												
Port Waikato by-election	<p>Overseas</p> <ul style="list-style-type: none"> Waiting for a vote from London current eta is 4.30pm today. Will inform taskforce of the status of the vote (allowed or disallowed) straight after receiving it. JP will sign the partial certificate this afternoon, after it has been updated. Enrolment will be on standby to support. <p>Voting Services</p> <ul style="list-style-type: none"> Reasonableness checking on results has been completed. ERSA data to be imported into EMS this afternoon, once Overseas data is finalised. <p>Port Waikato by-election</p> <ul style="list-style-type: none"> Resolved issue with ERSAs/ Post Writ Day (PWD) extract with Adele Waiting on Overseas disallowed votes numbers to be sent to Electorate Manager Will sign off final certificate, with all overseas data included, around 10am tomorrow - JP to be arranged. There will be final checks by the Data Insights team before Comms releases the official results at 5.00pm (tomorrow). <p>Post-Election Actions:</p> <p>Runsheet PW By-election Nov 23.xlsx (sharepoint.com)</p> <p>Note: Please update the master excel document for any updates and not this schedule. Please note that this is NOT a full exhaustive list of actions as it was partially extracted from the master run-sheet.</p> <ul style="list-style-type: none"> Need to add the quality assurance to the run sheet on all the documentation process. <table border="1"> <thead> <tr> <th>Task Description</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>E+8 SUNDAY</td> <td></td> </tr> <tr> <td>All ballot papers have been extracted from the counts</td> <td>Completed</td> </tr> <tr> <td>Make adjustments to official count due to extractions</td> <td>Completed</td> </tr> <tr> <td>E+9 MONDAY</td> <td></td> </tr> <tr> <td>Book in Catalyst to prepare website for Wednesday am</td> <td>Completed</td> </tr> </tbody> </table>	Task Description	Status	E+8 SUNDAY		All ballot papers have been extracted from the counts	Completed	Make adjustments to official count due to extractions	Completed	E+9 MONDAY		Book in Catalyst to prepare website for Wednesday am	Completed
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Overseas to perform Official count	In progress
Complete parliamentary official count - special votes	In progress
Extraction day	Completed
Reconciliation of candidate total votes QA	To start
Reasonableness check of SV counts (Monday and Tuesday, depending on timing)	Completed
Create Gazette notice form	In progress
Update SDV disallowed in EMS	To start
E+10 TUESDAY	
Last day to receive postal votes from NZ	In progress
Last day to receive postal votes from overseas	In progress
E + 11 WEDNESDAY	
Attach completed M91-OPS checklist (if you have kept a copy before returning the information to Wellington)	In progress
EMS82 - CERT reasonableness checks	In progress
QA of Final Cert, prior to signing by EM and JP	In progress
Final Cert sign off	To start
After National Office instructs, complete your parliamentary official final certificate of results (EMS82-FINAL) Scan the certificate and attach to task.	To start
Electorate official result certificates	To start
QA Gazette Notice against list of successful candidates	To start
Send Gazette notice xlsx to DIA though portal	To start
Sign off QA documentation to confirm QA is complete	To start
Official results provided to C&E for input into media release	To start
QA of official results statistics posted on website	To start
Official/Prelim Comparison and key stats provided to C&E for input into media release	To start
Receive Gazette proof from DIA	To start
Approve DIA proof for publishing	To start
Declaration of official results - Gazette Notice to be signed by Karl	To start
Publish Gazette Notice	To start

	Official results media release signed off by C&E Manager	To start	
	Official results media release approved	To start	
	Official results media release provided to media	To start	
	EC prepare website	To start	
	Official results published to electionresults.govt.nz	To start	
	Official results media release uploaded to elections.nz	To start	
	Official Result – 6 December 5.00pm	To start	
	Note: People & Culture, Security, Enrolment, IT, Strategic, Engagement & Partnerships, Customer Services, Legal & Policy – Nothing to report		

06/12/2023 - E + 10 SITREPS (PW- Official Result)

As at 11.39am on 06/12/2023 prepared by Crispian [REDACTED]

Distributed to	All GEDT/ELT members																
Key Contacts	Anusha Guler and Crispian [REDACTED]																
Previous ELT SITREP	E+10 SITREPS 13 05122023 - POST ELECTION.docx																
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> Post Election process Release of official results at 5.00pm 																
Port Waikato by-election	<p>Overseas</p> <ul style="list-style-type: none"> Final certificate signed by Electorate Manager and Justice of Peace this morning. <p>Voting Services</p> <ul style="list-style-type: none"> Currently, undertaking final checks between VS and Data Insights. Noting 12noon dateline to provide Communication and Education with the final data To provide Karl for the final sign off once VS and Data Insights have finalised official results Key activities are as follows: Karl to sign off final certificate, then information on the website, media release, and gazette notice to be released at the same time (5.00pm) <p>Port Waikato by-election</p> <ul style="list-style-type: none"> Overseas vote verified and entered the EMS system yesterday. <p>Post-Election Actions:</p> <p>Runsheet PW By-election Nov 23.xlsx (sharepoint.com)</p> <p>Note: Please update the master excel document for any updates and not this schedule. Please note that this is NOT a full exhaustive list of actions as it was partially extracted from the master run-sheet.</p> <ul style="list-style-type: none"> Need to add the quality assurance to the run sheet on all the documentation process. <table border="1"> <thead> <tr> <th>Task Description</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>E+9 MONDAY</td> <td></td> </tr> <tr> <td>Book in Catalyst to prepare website for Wednesday am</td> <td>Completed</td> </tr> <tr> <td>Overseas to perform Official count</td> <td>Completed</td> </tr> <tr> <td>Complete parliamentary official count - special votes</td> <td>Completed</td> </tr> <tr> <td>Extraction day</td> <td>Completed</td> </tr> <tr> <td>Reconciliation of candidate total votes QA</td> <td>Completed</td> </tr> <tr> <td>Reasonableness check of SV counts (Monday and Tuesday, depending on timing)</td> <td>Completed</td> </tr> </tbody> </table>	Task Description	Status	E+9 MONDAY		Book in Catalyst to prepare website for Wednesday am	Completed	Overseas to perform Official count	Completed	Complete parliamentary official count - special votes	Completed	Extraction day	Completed	Reconciliation of candidate total votes QA	Completed	Reasonableness check of SV counts (Monday and Tuesday, depending on timing)	Completed
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	Official Result – 6 December 5.00pm	To start	
	Note: Communications and Education, People & Culture, Security, Enrolment, IT, Strategic, Engagement & Partnerships, Customer Services, Legal & Policy – Nothing to report		

General Election Delivery Taskforce Agenda

Date: 11 - 18 September 2023

Time: 1pm

Members: Beth Kreitzer, James [REDACTED], Anne [REDACTED], Jeremy Kannemeyer, John [REDACTED], Peter [REDACTED], Grace Chiang, Ross McPherson, Suzanne Knight-Tinirau, Sarah [REDACTED], Natalie [REDACTED], Shane Whitfield, Martin Rodgers, Adele [REDACTED], Paula-Ann [REDACTED], Emma Gillard, Larissa [REDACTED], Dean [REDACTED], Benjamin [REDACTED], Izak [REDACTED], Paul [REDACTED], Crispian [REDACTED]

Chairperson: Anusha Guler, DCE Operations

Item	Who
Welcome	Anusha
Apology	Anusha
Action Register – Follow Up	Anusha
Daily Update Discussion	All
Staffing Matters	All
Emerging Trends	All
General Information – Dashboard	All
Close	Anusha

Annex

1. Action Register Log
2. Karakia

Opening Karakia:

Pou Hihiri. Pou Rarama.
Tena te pou,
Te Poutokomanawa o tēnei whare
Te pou Tūhonohono
Te pou Arataki
Te pou Uakaha
Te pou Manaaki
Te pou o te Tika
Te pou ka toko, ka hiki, ka eke.
Ū te pou. Maia te pou. Rarawe te pou
Hui te mārama. Hui te ora.
Whano, whano! Haramai te toki – Haumi e!
Hui e – Tāiki e!

Closing Karakia:

Koia tēnei te whakairi ake i te kete whakaaro, i te kete kōrero ki te epa o te whare
Karakia whakamutunga
Tēnei te whakamoe tai o tēnei o ngā whare kōrero
Whakamoe tai
Whakamoe ahiahi/kaupapa
Whakamoe tēnei whare kōrero
Ko lo te pū, lo tā koutou weu, lo tā koutou tāmōre
Tēnei te hau
Tēnei te hau kiwi, te hau weka
Tēnei te hau ka kawea mai, ka tau mai, ka mārire mai, ka māhaki mai
Māhaki ki te rangi
Māhaki ki te whenua
Māhaki ki ngā tāngata katoa
E Rongo, whakairihia te kete kōrero ki runga, kia Tina – Tina!
Hui e – Tāiki e!

General Election Delivery Taskforce Agenda

Date: 18 - 24 September 2023

Time: 1pm

Members: Beth Kreitzer, James [REDACTED], Anne [REDACTED], Jeremy Kannemeyer, John [REDACTED], Peter [REDACTED], Grace Chiang, Ross McPherson, Suzanne Knight-Tinirau, Sarah [REDACTED], Natalie [REDACTED], Shane Whitfield, Martin Rodgers, Adele [REDACTED], Paula-Ann [REDACTED], Emma Gillard, Larissa [REDACTED], Dean [REDACTED], Benjamin [REDACTED], Izak [REDACTED], Paul [REDACTED], Crispian [REDACTED]

Chairperson: Anusha Guler, DCE Operations

Item	Who
Welcome	Anusha
Apology	Anusha
Action Register – Follow Up	Anusha
Daily Update Discussion	All
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General Information – Dashboard	All
Close	Anusha

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2. Karakia

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Pou Hihiri. Pou Rarama.

Tena te pou,

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Te pou Manaaki

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Te pou ka toko, ka hiki, ka eke.

Ū te pou. Maia te pou. Rarawe te pou

Hui te mārama. Hui te ora.

Whano, whano! Haramai te toki – Haumi e!

Hui e – Tāiki e!

Closing Karakia:

Koia tēnei te whakairi ake i te kete whakaaro, i te kete kōrero ki te epa o te whare
Karakia whakamutunga
Tēnei te whakamoe tai o tēnei o ngā whare kōrero
Whakamoe tai
Whakamoe ahiahi/kaupapa
Whakamoe tēnei whare kōrero
Ko lo te pū, lo tā koutou weu, lo tā koutou tāmōre
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Tēnei te hau kiwi, te hau weka
Tēnei te hau ka kawea mai, ka tau mai, ka mārire mai, ka māhaki mai
Māhaki ki te rangi
Māhaki ki te whenua
Māhaki ki ngā tāngata katoa
E Rongo, whakairihia te kete kōrero ki runga, kia Tina – Tina!
Hui e – Tāiki e!

General Election Delivery Taskforce Agenda

Date: 25 September – 1 October 2023

Time: 1pm

Members: Beth Kreitzer, James [REDACTED], Anne [REDACTED], Jeremy Kannemeyer, John [REDACTED], Peter [REDACTED], Grace Chiang, Ross McPherson, Suzanne Knight-Tinirau, Sarah [REDACTED], Natalie [REDACTED], Shane Whitfield, Martin Rodgers, Adele [REDACTED], Paula-Ann [REDACTED], Emma Gillard, Larissa [REDACTED], Dean [REDACTED], Benjamin [REDACTED], Izak [REDACTED], Paul [REDACTED], Crispian [REDACTED]

Chairperson: Anusha Guler, DCE Operations

Item	Who
Welcome	Anusha
Apology	Anusha
Action Register – Follow Up	Anusha
Daily Update Discussion	All
Staffing Matters	All
Emerging Trends	All
General Information – Dashboard	All
Close	Anusha

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Whano, whano! Haramai te toki – Haumi e!
Hui e – Tāiki e!

Closing Karakia:

Koia tēnei te whakairi ake i te kete whakaaro, i te kete kōrero ki te epa o te whare
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Māhaki ki te rangi
Māhaki ki te whenua
Māhaki ki ngā tāngata katoa
E Rongo, whakairihia te kete kōrero ki runga, kia Tina – Tina!
Hui e – Tāiki e!

General Election Delivery Taskforce Agenda

Date: 02 October – 8 October 2023

Time: 1pm

Members: Beth Kreitzer, James [REDACTED],
Anne [REDACTED], Jeremy
Kannemeyer, John [REDACTED], Peter
[REDACTED] Grace Chiang, Ross
McPherson, Suzanne Knight-
Tinirau, Sarah [REDACTED],
Natalie [REDACTED], Shane
Whitfield, Martin Rodgers,
Adele [REDACTED], Paula-Ann
[REDACTED], Emma Gillard,
Larissa [REDACTED], Dean
[REDACTED] Benjamin [REDACTED], Izak
[REDACTED], Paul [REDACTED], Crispian
[REDACTED]

Chairperson: Anusha Guler, DCE Operations

Item	Who
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Ū te pou. Maia te pou. Rarawe te pou
Hui te mārama. Hui te ora.
Whano, whano! Haramai te toki – Haumi e!
Hui e – Tāiki e!

Closing Karakia:

Koia tēnei te whakairi ake i te kete whakaaro,
i te kete kōrero ki te epa o te whare
Karakia whakamutunga
Tēnei te whakamoe tai o tēnei o ngā whare
kōrero
Whakamoe tai
Whakamoe ahiahi/kaupapa
Whakamoe tēnei whare kōrero
Ko lo te pū, lo tā koutou weu, lo tā koutou
tāmore
Tēnei te hau
Tēnei te hau kiwi, te hau weka
Tēnei te hau ka kawea mai, ka tau mai, ka
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Māhaki ki te rangi
Māhaki ki te whenua
Māhaki ki ngā tāngata katoa
E Rongo, whakairihia te kete kōrero ki runga,
kia Tina – Tina!
Hui e – Tāiki e!

Item #: 23.05-07
Item: **Oversight arrangements for GE2023 delivery**
To: Electoral Commission
For: Board meeting, 15 June 2023
Prepared by: Anusha Guler, DCE Operations

Recommendations

It is recommended that the Board:

1. **note** that oversight arrangements for the General Election 2023 (GE2023) have been developed including a General Election Delivery Taskforce (GEDT)
2. **provide** feedback on the proposed oversight arrangements for GE2023 and the draft GEDT Terms of Reference

Purpose

1. This report seeks the Board's feedback on the proposed oversight arrangement structure for GE2023 delivery and the draft GEDT Terms of Reference (ToR).

Background

Purpose of General Election Delivery Taskforce

2. The purpose of the GEDT is to provide regular updates to the Executive Leadership Team (ELT) on the day-to-day delivery across the regions by Regional Managers (RMs) closer to the election date. GEDT will be a forum for decision makers to inform and raise issues and risks that may affect election delivery.
3. The secondary purpose of GEDT is to provide trust and confidence that the organisation is well prepared and ready to mitigate any real-time issues and risks whilst it is delivering the election on the ground. GEDT is a point of coordination and advice to support the RMs and ELT.

Oversight arrangement structure

4. The proposed structure consists of five groups/levels:
 - Electoral Commission Board
 - ELT
 - GEDT
 - Managers reporting to GEDT – managing their teams and delivery
 - External partners – through the NZ Strategic Crisis Management System (ODESC) and Risk and Security Working Group.

i. Electoral Commission Board

Key focus areas for the Board are:

- Assure overall delivery of GE2023
- Monitor overall delivery of GE2023 against statutory requirements

- Make decisions reserved to the Board
- Provide direction and/or decisions on the most significant risks and issues
- Brief Prime Minister, Ministers and leaders of parties as required
- Support and advise the Chief Electoral Officer/Chief Executive (CEO) on exercise of his delegations.

ii. Executive Leadership Team

Key focus areas for ELT are:

- Support and advise the Board and CEO on achieving their GE2023 accountabilities and any other matters as required
- Provide strategic leadership, management and/or advice on significant issues as determined by CEO or DCE, Operations
- Ensure operational delivery and resolution of significant issues are adequately resourced and supported.

iii. General Election Delivery Taskforce

Key focus areas for GEDT are:

- Oversight and management of operational delivery of GE2023 from writ day to return of writ
- Monitor, assure and allocate resources to support successful delivery
- Support decision-making delegated to DCE Operations, Directors, RMs, etc
- Escalate significant issues to CEO, ELT and/or Board
- Advise CEO, ELT and Board on delivery progress and resolution of issues
- Support and coordinate field delivery by RMs.

iv. Managers and field staff

- Each member of GEDT will have “Daily Stand-Ups” prior to attending GEDT meetings to provide ‘live’ input to GEDT on key relevant topics/events whilst delivering the election.
- An example of this is, the five RMs and Overseas Operations Manager receive updates from Electorate Managers on any issues/risks within each region. This is escalated and discussed at GEDT.

v. External partners

- The Commission has partnered with other agencies across government to support the Electoral Commission (EC) on any security and safety risk, major events, crisis and possible threat to GE2023.
- The NZ Strategic Crisis Management System (ODESC) is responsible for developing plans specific for the hazards and threats they manage, and for acting as the ‘Lead Agency’ responsible for coordinating the all-of-government planning and response to any disruptive event, with other agencies acting in ‘support’.
- The CEO chairs Officials Committee which provides advice on planning (from an election perspective) for responses to disruptive events that may impact the GE. The Committee includes representation from Ministry of Justice, Department of Prime Minister and Cabinet (including National Emergency Management Agency), Government Communications Security Bureau, New Zealand Security Intelligence Service, Te Puni Kōkiri, Ministry for Foreign Affairs and Trade, and New Zealand Police.
- EC has also established a Risk and Security Working Group to support the delivery of GE2023. This includes representatives from agencies on the Senior Officials Committee and staff from the Commission.

5. GEDT will comprise of three Directors of the Operations Group (Enrolment, Voting Services and Strategic Engagement and Partnerships), ICT, People & Culture, Comms & Education, Legal & Policy, Data Insights, Overseas Operations Manager, Security, Principal Advisor Voting Services and the five RMs. GEDT will provide regular updates to the ELT Stand-Up with actions and mitigations and escalate any risks/issues to the CEO or the ELT for decision.

6. GEDT is chaired by the DCE Operations. The Deputy Chair will be the Director of Voting Services.
7. The ELT Stand-Up consists of members of the ELT and will be chaired by the CEO.
8. The CEO will provide updates to the Electoral Commission Board as and when required.
9. The proposed oversight arrangement structure for GE2023 is included as **Appendix A** and a draft GEDT Terms of Reference is included (**Appendix B**) for the purpose of transparency and clarity of the function of the model.



Roles and responsibilities

10. The table below provides a summary of roles, membership and key purpose:

Group	Who is responsible	Members	Purpose:
EC Board	Chairperson of EC Board	Chairperson Deputy Chair CEO	Overall accountability for delivery of GE2023.
Chief Electoral Officer/Chief Executive (CEO)	CEO of EC	CEO	Escalation of risks and issues to Board, as appropriate. Decision-making within delegations. Keeps Board informed.
Executive Leadership Team Stand-Up	CEO	Full Membership of ELT Chair: CEO	Provide support to the organisation. Support CEO and the Board on achieving all GE accountabilities. Provide strategic leadership to GEDT.
General Election Delivery Taskforce (GEDT)	DCE Operations	Three Directors of the Operations Group, ICT, People & Culture, Comms & Education, Legal & Policy, Data Insights, Overseas Ops Manager, Security, Principal Advisor Voting Services, and five Regional Managers	Provide operational and tactical support to GEDT. Escalate significant issues to ELT Stand-Up for decision making. 10 Sep - 26 Sep – Meets 3 times a week 27 Sep – 30 Oct – Meets daily
Management Stand-ups	Members of GEDT	Each member of GEDT will have “Daily Stand-Ups” prior to attending GEDT to provide ‘live’ input to GEDT on key relevant topics/events whilst delivering the election	Provide operational support to Electorate Managers across the region. Meets daily from 10 Sep – 30 Oct
NZ Strategic Crisis Management System (ODESC system)	DPMC	NZ Police, NZSIS, GCSB, DPMC, other agencies as required, EC staff (CE, Deputy Chief Electoral Officer)	Provide all government support to EC on any risk, major events and crisis and possible threat. Will provide information on security and safety. ODESC system is only activated when a threat or incident threshold is reached

Group	Who is responsible	Members	Purpose:
Senior Officials Committee (SOC)	CEO	DPMC, Ministry of Justice, Te Puni Kokiri, NZSIS, GCSB, NZ Police, NEMA, Ministry of Health, MFAT Leigh Deuchars, Mark Lawson from EC	The SOC will provide advice on planning (from an elections perspective) for responses to disruptive events that may impact the GE process. The CEO is the chair of this committee.
Risk & Security Working Group	Chief Electoral Advisor	DPMC, Ministry of Justice, NZ Police, Ministry of Health, MFAT, NEMA, GCSB, NZSIS, Waka Kotahi - NZ transport Agency, Sarah [REDACTED], Martin Rogers, Suzanne Knight-Tinirau, Shane Whitfield, Lucy Hickman from EC	The overall purpose of the Risk and Security Working Group is to support the successful delivery of the 2023 General Election, where integrity and security of the electoral system and public and political confidence is maintained.

Discussion

How will GEDT work?

11. GEDT is a strategic advisory and decision-making forum and provides updates to the ELT Stand-Ups to assist the CEO and ELT in delivering the Commission's day-to-day operations of the General Election.
12. The proposed cadence for GEDT is:

Cadence for GEDT:	Notes:
ELT Stand Up – Led by CEO - 9am (15m) GEDT – Led by DCE Operations - 1pm (30m) ELT Stand Up – Led by CEO – 4.30pm (15m)	GEDT commences at 1.00pm daily and receives current information and actions. ELT is kept abreast with current information. The morning stand-up allows ELT to discuss actions/updates from the previous day and the afternoon stand-up is to check-in on the actions. The CEO provides updates to the Electoral Commission Board

13. The role of the GEDT Chairperson is to lead GEDT and facilitate the effective contribution of all members to update GEDT on events, reach robust decisions and ensure outcomes and actions are linked to a staff with timeframes. GEDT will be supported with a secretariat to provide administrative support.
14. The key role of the Chairperson is to work closely with the Programme Director and ELT on any significant issues that are raised at GEDT.
15. Each member and their respective team are expected to have their own stand-up meetings to identify and raise issues/incidents and oversee issue resolution. This will provide senior managers with the information they need to report into the Situation Report (SitRep).
16. A SitRep will be captured daily including decisions and action register. SitRep will include confirmation of any actions, due date, accountable member and the person responsible for implementation of the action item.
17. A SitRep with outcomes will be provided to ELT Stand-Up.
18. The suggested inputs that GEDT will be seeking are as follows:
 - Trends from dashboards
 - Risks
 - Staffing challenges across the regions
 - Health and safety
 - Media (including other channels e.g. social media trends, issues)
 - Call Centre stats
 - Supply chain issues/updates
 - Roothing and transportation issues
 - Materials update
 - IT issues
 - Security and safety.
19. The above is not an exhaustive list as it is dependent on events and timeline of the election and some of the above items may no longer be relevant closer to the election date.

What happens when there is a security crisis or a major incident?

20. If there is major security crisis, critical risk, national event or crisis that requires all-government response (e.g. national security risk, cyber-attack, riot, terrorism, etc), this is managed by the NZ Strategic Crisis Management System (ODESC) which is run by the Department of the Prime Minister and Cabinet (DPMC) with other relevant government agencies in supporting the delivery of the General Election.
21. Any risk or event that can/may contribute to a disruption of delivering the General Election, or affect the reputation of EC and trust in democracy, or critical information that is relevant to GE, e.g. loss of ballot boxes within an electorate, problems with voting place/s that can affect a site (security, roof leaks, entire staff safety etc), negative social media trend, constant negative behaviour of a certain group of people, break-in of a location, spread of Covid 19 within a team, major weather event, etc will be managed by GEDT.
22. ODESC provides the governance and response architecture to mitigate and manage hazards and threats which have the potential to disrupt the electoral process. Within the ODESC system, individual government agencies are responsible for developing plans specific for the hazards and threats they manage, and for acting as the 'Lead Agency' responsible for coordinating the all-of-government planning and response to any disruptive event created by that hazard or threat, with other agencies acting in 'support'.
23. ODESC system will support the EC as the parliamentary electoral events meets the threshold for central government and inter-agency support through the National Security System (NSS).
24. The ODESC System will be triggered when Lead Agencies escalate concerns about emerging national security risk/events for appropriate consideration and possible activation. If the threat could impact the GE2023 process, the Lead Agency will contact the EC to discuss that the situation warrants the activation of ODESC System.
25. The Senior Officials Committee (SOC) and Risk & Security Working Group provide support for the delivery of the GE2023 process. The chairs of these two bodies report into the National Security System governance system.
26. The SOC will provide advice on planning (from an election perspective) for responses to disruptive events that may impact the GE2023 process. The SOC also ensures the EC and government agencies are clear on their individual and shared responsibilities for the management of, and response to, disruptive events.
27. The Risk & Security Working Group keeps the SOC, wider ODESC system and other required agencies/entities informed of the risk profile and inter-agency preparedness for the election. Through the Working Group, the EC will work with other government agencies to understand current threshold, authorities, freedoms, limitations and constraints granted by legislation.

When will GEDT take place?

28. The CEO receives the writ from the Governor-General on Sunday, 10 September 2023. The suggested timeline to activate GEDT is from Sunday, 10 September to Saturday, 27 September. GEDT will meet three times a week (Monday, Wednesday and Friday). If required, depending on current event, we can change this to a daily event.
29. Closer to the election, from Saturday, 27 September to Friday, 20 October, GEDT will meet daily.

Next steps

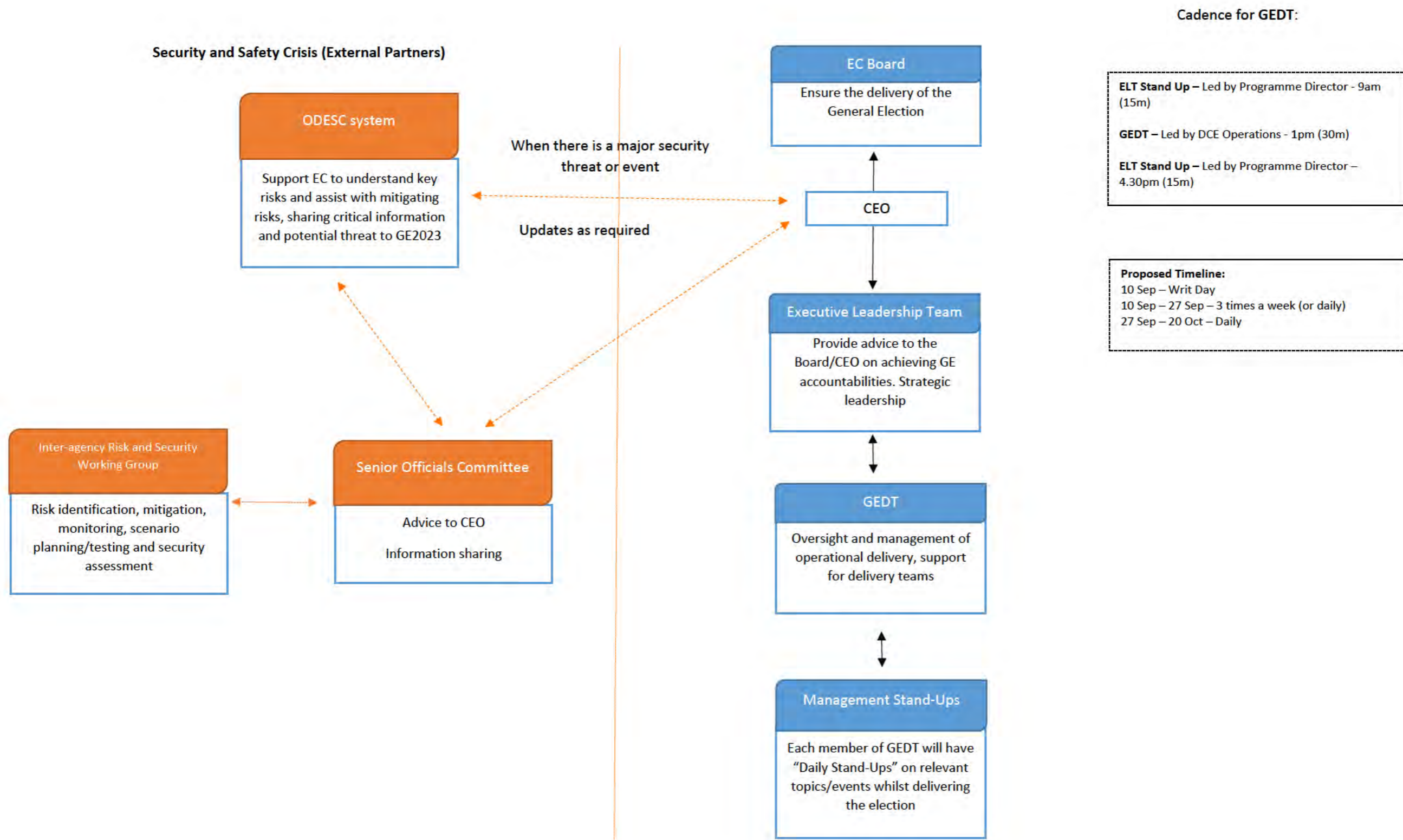
30. Once the oversight arrangement structure is finalised, the DCE Operations will socialise this with the relevant parties and set up and test the structure.

Appendices

A: Oversight arrangement structure

B: Terms of Reference for GEDT

Appendix A – Oversight arrangement structure



Appendix B: DRAFT Terms of Reference

General Election Delivery Taskforce (GEDT)

Purpose:

The overarching purpose of the General Election Delivery Taskforce is to assist and enable the Electoral Commission to fulfil its key areas of focus:

- Provide assurance to ELT and the Board on the status of election activities across the country
- Provide trust and confidence in the General Election
- Provide a point of escalation of issues and risks
- Provide support and solutions to field staff

Functions:

The GEDT is responsible for:

- Driving, coordinating, monitoring the conduct of the electoral event/s across the country, to ensure consistent election delivery;
- Managing key operational risks and ensuring the effectiveness of the controls;
- Driving coordinated and consistent progression of activities against the Writ to Writ timetable;
- Identifying, raising and discussion issues in a timely manner;
- Exemplifying leadership and best practise in the management of GE operations and delivery;
- Ensuring fit for purpose briefings on new and emerging issues impacting on election delivery;
- Ensuring awareness of media coordination and responses; and
- Ensuring where appropriate awareness of security issues.

Members

Members of the General Election Delivery Taskforce are as follows:

- Deputy Chief Executive Operations (Chairperson),
- Director Voting Services (Deputy Chairperson)
- Director Enrolment
- Director Strategic Engagement and Partnerships
- Chief Information Officer
- Manager People and Culture
- Manager Communications and Education

- Principal Advisor Legal
- Principal Advisor Data Insights
- Manager Finance and Administration
- Overseas Operations Manager
- Senior Advisor Security
- Principal Advisor Voting Services
- 5 Regional Managers
- Secretariat - Principal Advisor Operations and Executive Assistant to DCE.

Member responsibilities are to provide updates on areas of responsibility as required and ensure the completion of relevant action items raised at meetings. Each member and their respective team are expected to have their own stand-up meetings to identify and raise issues/incidents and oversee issue resolution. This will provide members of GEDT with the information they need to report into SitRep.

Members are expected to attend all meetings and are required to send a representative if they are unable to attend.

A majority members of the GEDT forms the quorum of the meeting.

Role of the Chairperson:

The role of the Chairperson is to lead GEDT and facilitate the effective contribution of all members to update GEDT on events, reach robust decisions and ensure outcomes and actions are linked to a staff with timeframe.

The Chairperson's role includes the following:

- Hold responsibility for facilitating the effectiveness of the meeting and its outcomes
- Evaluate options, identify problems and provide the relevant resources to support the delivery of the election
- Monitor and mitigate any risks escalated to GEDT
- Assess any critical issues and escalate to CE and ELT
- Liaison between GEDT, ELT and the Programme Director
- Provide updates at ELT Stand-Up.

Post GEDT update, the Chairperson will attend the afternoon ELT Stand-Up to provide a summary update, lessons learnt, assessment of the day and urgent request/decision that has been highlighted in the Actions Register from ELT.

ELT Stand-Up will be provided with the daily SitRep and Actions Register. The focus for ELT for the Stand-Up is on (critical) risks and challenges that are beyond the scope and functions of GEDT.

The Chairperson of GEDT is the Deputy Chief Executive Operations. Deputy Chairperson is the Director of Voting Services.

GEDT will be supported with a secretariat to provide administrative support.

Administration:

Meeting Frequency:

Once the Chief Electoral Officer has received the Writ (10 September 2023), GEDT will be activated. GEDT will meet 3 times a week (Monday, Wednesday and Friday) until 27 September 2023.

Closer to the election date, from 27 September to 20 October, GEDT will be daily at 1pm daily, including weekend meetings.

Structure of Meetings:

Meetings are a mix of face-to-face and virtual platform.

Agenda:

The secretariat will provide an agenda to all members at an agreed time.

Situation Report (SitRep):

A decision/actions register will be created which will document all relevant items from the daily updates. SitRep will capture the following:

- Decision and action register
- Confirmation of any actions
- Due date
- Accountable GEDT member
- The person responsible to implement the action.

The secretariat will provide the SitRep of the day and Actions Register for the afternoon ELT Stand-Up. These documents will be saved in a folder that will be accessible to all members of GEDT.

To: Executive Leadership Team

File reference:

From: Anusha Guler, DCE Operations Group

Action required by:

CC:

Date: 29 May 2023

Subject: Oversight arrangements for Election delivery

Attachments:

For: Approval Comment Action Noting

Recommendations

It is recommended that ELT:

1. **agree** with the amended oversight arrangements for GE2023 to include external partners
2. **note** that the Chief Electoral Officer will liaise and update the Electoral Commission Board
3. **note** that the Programme Director has responsibility for the ELT Stand-up meetings
4. **agree** with the establishment of the General Election Delivery Taskforce (GEDT) and its terms of reference.

Purpose

1. The purpose of this memo is to seek approval for the amended governance structure for the 2023 General Election delivery.

Background

Why:

2. This paper provides an overview of governance arrangements across the Electoral Commission during the general Election, with specific focus on the establishment of the General Election Delivery Taskforce and its function.
3. The purpose of the General Election Delivery Taskforce (GEDT) is to provide regular updates to the Executive Leadership Team on the day-to-day delivery by regional managers across the regions closer to the election date. GEDT will be a forum for decision makers to inform and raise issues that may affect election delivery.
4. The secondary purpose of GEDT is to provide trust and confidence that the organisation is well prepared and ready to mitigate any real time risks and issues whilst it is delivering the election on the ground. GEDT is a point of coordination and advice to support the Regional Managers (RMs) and Executive Leadership Team (ELT).

What:

5. The proposed governance structure consists of five different groups/levels:
 - Electoral Commission Board
 - Executive Leadership Team

- General Election Delivery Taskforce,
- Managers reporting to GEDT - managing their teams and delivery
- External Partners – through the NZ Strategic Crisis Management System or ODESC, Senior Officials Committee and Risk and Security Working Group

i. Electoral Commission Board

Key focus areas for the **Board** are:

- Assure overall delivery of GE
- Monitor overall delivery of GE against statutory requirements
- Make decisions reserved to Board
- Provide direction and/or decisions on the most significant risks and issues
- Brief Prime Minister, Ministers and leaders of parties as required
- Support and advise CEO on exercise of reserved delegations.

ii. Executive Leadership Team

Key focus areas for **ELT** are:

- Support and advise Board and CEO on achieving their GE accountabilities and any other matters as required
- Provide strategic leadership, management and/or advice on significant issues as determined by CEO or DCE, Ops
- Ensure operational delivery, and resolution of significant issues are adequately resourced & supported.

iii. General Election Delivery Taskforce:

Key focus areas for **GEDT** are:

- Oversight and management of operational delivery of GE from writ day to return of writ
- Monitor, assure and allocate resources, to support successful delivery
- Support decision making delegated to DCE Ops, Directors, Relationship Managers (RMs) etc
- Escalate significant issues to CEO, ELT and or Board
- Advise CEO, ELT and Board on delivery progress and resolution of issues
- Support and coordinate field delivery by RMs.

iv. Managers and field staff:

- Each member of GEDT will have “Daily Stand-Ups” prior to attending GEDT to provide ‘live’ input to GEDT on key relevant topics/events whilst delivering the election.

- An example of this is, the five Regional Managers and Overseas Operations Manager receive updates from Electorate Managers on any issues/risks within each region. This is escalated and discussed at GEDT.

v. External Partners

- The Commission has partnered with other agencies across government to support the Electoral Commission on any security and safety risk, major events, crisis and possible threat to the General Election 2023 event.
 - NZ Strategic Crisis Management System (ODESC) is responsible for developing plans specific for the hazards and threats they manage, and for acting as the 'Lead Agency' responsible for coordinating the all-of-government planning and response to any disruptive event, with other agencies acting in 'support'.
 - Chief Electoral Officer is represented and Chairperson of the Senior Officials Committee, to provide advice on planning (from an elections perspective for responses to disruptive events that may impact the General Election. This includes representation from Ministry of Justice, Department of Prime Minister and Cabinet (including National Emergency Management Agency), Government Communications Security Bureau, New Zealand Security Intelligence Service, Te Puni Kōkiri, Ministry for Foreign Affairs and Trade and New Zealand Police.
 - EC has also established a Risk and Security Working Group to support the delivery of the 2023 GE. This includes representatives from agencies from Senior Officials Committee and internal staff from the Commission.
6. GEDT membership will comprise representatives of three Directors of the Operations Group (Enrolment, Voting Services and Strategic Engagement and Partnerships), ICT, People & Culture, Comms & Education, Legal & Policy, Data Insights, Overseas Operations Manager, Security Advisor, Principal Advisor Voting Services, and five Regional Managers. GEDT will provide regular updates to the ELT Stand-Up with actions and mitigations and escalate any risk issues to the Chief Electoral Officer or the ELT for decision.
 7. GEDT is chaired by the Deputy Chief Executive Operations. The Deputy Chair will be the Director of Voting Services.
 8. ELT Stand Up consist of members of the Executive Leadership Team and led by the Programme Director.
 9. The Chief Electoral Officer/Chief Executive will provide updates to the Electoral Commission Board as and when required.
 10. The proposed oversight arrangements structure for GE23 is included as **Appendix A** and a draft Terms of Reference for GEDT is included (**Appendix B**) for the purpose of transparency and clarity of the function of the model.

Roles and accountabilities:

11. The table below provides a summary of role, membership and key purpose:

Group	Who is responsible	Members	Purpose:
EC Board	Chairperson of Electoral Commission Board	Dame Marie Shroff (Chairperson) Jane Meares Karl Le Quesne (Chief Electoral Officer)	Overall delegated authority to delivery GE
Chief Executive	Chief Executive of Electoral Commission	Chief Executive	In a crisis incident, the Chief Executive is the Senior Responsible Owner for any decision making powers and to advise the Board (only required when there is a major event/crisis)
Executive Leadership Team Stand Up	Chief Executive of Electoral Commission	Full Members of ELT and Programme Director Chief Executive Electoral Commission	Provide support to the organisation Support CE and the Board on achieving all GE accountabilities. Provide strategic leadership to GEDT
General Election Delivery Taskforce	Deputy Chief Executive Operations Group	Three Directors of the Operational Group, ICT, People & Culture, Comms & Education, Legal & Policy, Data Insights, Overseas Ops Manager, Security, Principal Advisor Voting Services, and five Regional Managers	Provide operational and tactical support to GEDT. Update the Programme Director on key matters. Escalate significant issues to ELT stand up for decision making. 10 Sep - 26 Sep – Meets 3 times a week 27 Sep – 30 Oct – Meets Daily
Management Stand-ups	Members of GEDT	Each member of GEDT will have “Daily Stand-Ups” prior to attending GEDT to provide ‘live’ input to GEDT on key relevant topics/events whilst delivering the election	Provide operational support to Electorate Managers across the region. Meets daily from 10 Sep – 30 Oct
NZ Strategic Crisis Management System (ODESC system)	DPMC	NZ Police, NZSIS, GCSB, DPMC, other agencies as required	Provide all government support to EC on any risk, major events and crisis and possible threat. Will provide information on security and safety. ODESC system is only activated when a threat or incident threshold is reached
Senior Officials Committee	Karl Le Quesne	DPMC, Ministry of Justice, Te Puni Kokiri, NZSIS, GCSB, NZ Police, NEMA, Ministry of Health, MFAT Leigh Deuchars, Mark Lawson from EC	The Chief Executive is the Senior Responsible Owner for this group. The SOC will provide advice on planning (from an elections perspective) for responses to disruptive events that may impact the GE process.
Risk & Security Working Group	Mark Lawson	DPMC, Ministry of Justice, NZ Police, Ministry of Health, MFAT, NEMA, GCSB, NZSIS, Waka Kotahi - NZ transport Agency Sarah [REDACTED] Martin Rogers, Suzanne Knight-Tinirau, Shane Whitfield, Lucy Hickman from EC	The overall purpose of the Risk and Security Working Group is to support the successful delivery of the 2023 General Election, where integrity and security of the electoral system and public and political confidence is maintained.

How GEDT works?

12. GEDT is a strategic advisory and decision-making forum and provides updates to the ELT Stand-Ups to assist the Chief Executive and ELT in delivering the Commission’s General Election.

13. The suggested cadence for GEDT:

Cadence for GEDT:	Notes:
<p>ELT Stand Up – Led by Programme Director - 9am (15m)</p> <p>GEDT – Led by DCE Ops Groups - 1pm (30m)</p> <p>ELT Stand Up – Led by Programme Director – 4.30pm (15m)</p>	<p>GEDT starts in the middle of the day and receives current information and actions. ELT is kept abreast with current information. The morning stand-up allows ELT to discuss actions/updates from the previous day and the afternoon stand-op is to check-in on the actions.</p> <p>The Chief Electoral Officer provides updates to the Electoral Commission Board</p>

14. The role of the Chairperson is to lead GEDT and facilitate the effective contribution of all members to update GEDT on events, reach robust decisions and ensure outcomes and actions are linked to a staff with timeframes. GEDT will be supported with a secretariat to provide administrative support.

15. Each member and their respective team are expected to have their own stand-up meetings to identify and raise issues/incidents and oversee issue resolution. This will provide senior managers with the information they need to report into the Situation Report (SitRep).

16. A Situation Report (SitRep) will be captured daily including decisions and action register. SitRep will include confirmation of any actions, due date, accountable member and the person responsible for implementation of the action item.

17. A SitRep with outcomes will be provided to ELT Stand-Up.

18. The suggested input that GEDT will be seeking for are as follows:

- Trends from dashboards
- Risks
- Staffing challenges across the regions
- Health and Safety
- Media (including other channels e.g social media trends, issues,)
- Call Centre stats
- Supply Chain issues/updates
- Roading and Transportation issues
- Materials update
- IT issues
- Security.

19. The above is not a full exhaustive list as it is dependent on events and timeline of the election and some of the above items may no longer be relevant closer to the election date.

What happens when there is a security crisis or a major incident?

19. If there is major security crisis or event that requires all-government response (e.g national security risk, cyber-attack, etc), this is managed by the NZ Strategic Crisis Management System (ODESC) which is run by the Department of the Prime Minister and Cabinet (DPMC) with other relevant government agencies in supporting the delivery of the General Election.
20. ODESC provides the governance and response architecture to mitigate and manage hazards and threats which have the potential to disrupt the electoral process. Within the ODESC system, individual government agencies are responsible for developing plans specific for the hazards and threats they manage, and for acting as the 'Lead Agency' responsible for coordinating the all-of-government planning and response to any disruptive event created by that hazard or threat, with other agencies acting in 'support'.
21. ODESC system will support the Electoral Commission as the parliamentary electoral events meets the threshold for central government and inter-agency support through the National Security System (NSS).
22. The ODESC System will be triggered when Lead Agencies escalate concerns about emerging national security risk/events for appropriate consideration and possible activation. If the threat could impact the 2023 GE process, the Lead Agency will contact the EC to discuss that the situation warrant the activation of ODESC System.
23. The Senior Officials Committee (SOC) and Risk & Security Working Group provide support for the delivery of the 2023 GE process. The Chairs of these two bodies report into the National Security System governance system.
24. The SOC will provide advice on planning (from an election perspective) for responses to disruptive events that may impact the GE23 process.
25. The SOC ensures the EC and government agencies are clear on their individual and shared responsibilities for the management of, and response to, disruptive events.
26. The Risk & Security Working Group keeps the Senior Officials Committee (SOC), wider ODESC system and other required agencies/entities informed of the risk profile and inter-agency preparedness for the election. Through the Working Group, the EC will work with other government agencies to understand current threshold, authorities, freedoms, limitations and constraints granted by legislation.

When to activate GEDT?

24. The Chief Electoral Officer receives the writ from the Governor-General on Sunday, 10 September 2023. The suggested timeline to activate GEDT is from Sunday, 10 September to Saturday, 27 September. GEDT will meet three times a week (Monday, Wednesday and Friday). If required, depending on current event, we can change this to a daily event.
25. Closer to the election, from Saturday, 27 September to Friday, 20 October, GEDT will meet daily.

Discussion

26. We are seeking approval on the amended oversight arrangements for GE2023 and the establishment of the General Election Delivery Taskforce.

27. The DCE has consulted with individual key ELT members, Programme Director and key staff on the proposal and had received their feedback.

Timeframe

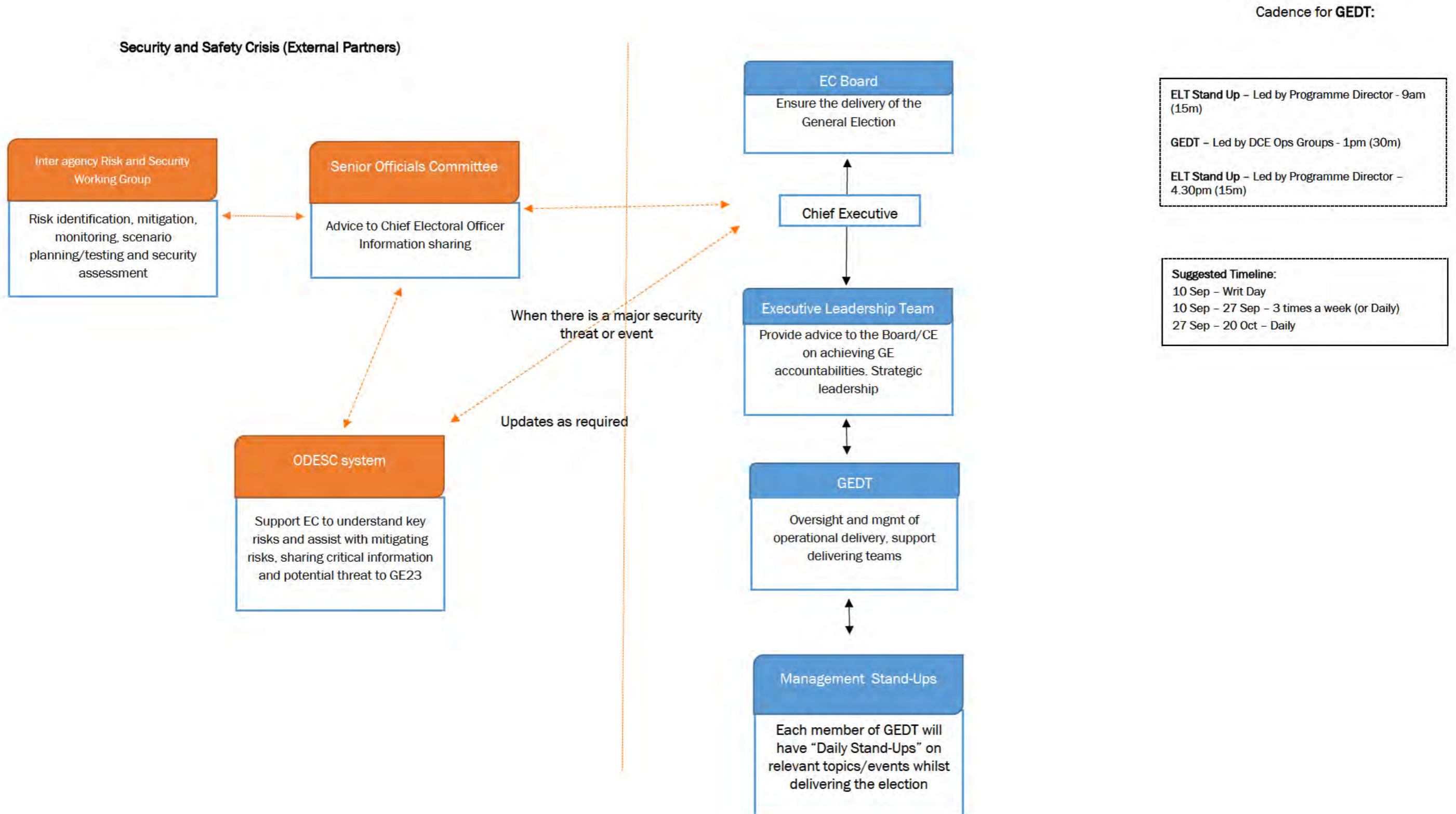
28. When as required.

Next steps

29. To brief the Electoral Commission Board at the next Board meeting

30. Present to the Regional and Overseas Operations managers the governance structure, purpose and how GEDT will work and timeline to stand up the group.

Appendix A: Oversight arrangements structure for GE23 delivery



Appendix B:

DRAFT Terms of Reference

General Election Delivery Taskforce (GEDT)

Version 1 – 3 May 2023

Version 2 – 8 May 2023

Version 3 – 10 May 2023

Version 4 – 23 May 2023

Version 5 – 29 May 2023

Purpose:

The overarching purpose of the General Election Delivery Taskforce is to assist and enable the Electoral Commission to fulfil its key areas of focus:

- Provide assurance to ELT and the Board on the status of election activities across the country
- Provide trust and confidence in the General Election
- Provide a point of escalation of issues and risks
- Provide support and solutions to field staff

Functions:

The GEDT is responsible for:

- Driving, coordinating, monitoring the conduct of the electoral event/s across the country, to ensure consistent election delivery;
- Managing key operational risks and ensuring the effectiveness of the controls;
- Driving coordinated and consistent progression of activities against the Writ to Writ timetable;
- Identifying, raising and discussion issues in a timely manner;
- Exemplifying leadership and best practise in the management of GE operations and delivery;
- Ensuring fit for purpose briefings on new and emerging issues impacting on election delivery;
- Ensuring awareness of media coordination and responses; and
- Ensuring where appropriate awareness of security issues.

Members

Members of the General Election Delivery Taskforce are as follows:

- Deputy Chief Executive Operations Group (Chairperson),
- Director Voting Services (Deputy Chairperson)
- Director Enrolment
- Director Strategic Engagement and Partnerships
- Chief Information Officer,
- P&C Manager,
- Comms & Education Manager,
- Legal & Policy Manager,
- Principal Advisor Data Insights,
- Manager Finance and Administration,
- Overseas Operations Manager,
- Senior Advisor Security,
- Principal Advisor Voting Services,
- 5 Regional Managers
- Secretariat - Principal Advisor Operations and Executive Assistant to DCE

Member responsibilities are to provide updates on areas of responsibility as required and ensuring the completion of relevant action items raised at meetings. Each member and their respective team are expected to have their own stand-up meetings to identify and raise issues/incidents and oversee issue resolution. This will provide members of GEDT with the information they need to report into SitRep.

Members are expected to attend all meetings and are required to send a representative if they are unable to attend.

Majority members of the GEDT form the quorum of the meeting.

Role of the Chairperson:

The role of the Chairperson is to lead GEDT and facilitate the effective contribution of all members to update GEDT on events, reach robust decisions and ensure outcomes and actions are linked to a staff with timeframe.

The Chairperson's role includes the following:

- Hold responsibility for facilitating the effectiveness of the meeting and its outcomes;
- Evaluate options, identify problems and provide the relevant resources to support the delivery of the election

- Monitor and mitigate any risks escalated to GEDT
- Assess any critical issues and escalate to CE, and ELT.
- Liaison between GEDT, ELT and the Programme Director.
- Update the Programme Director and ELT Stand Up on GEDT's response

Post GEDT update, the Chairperson will attend the afternoon ELT Stand Up to provide a summary update, lessons learnt, assessment of the day and urgent request/decision that has been highlighted in the Actions Register from ELT.

ELT Stand Up will be provided with the daily SitRep and Actions Register. The focus for ELT for the Stand Up are on (critical) risk and challenges that is beyond the scope and functions of GEDT.

The Chairperson of GEDT is the Deputy Chief Executive of the Operations Group. Deputy Chairperson is the Director of Voting Services.

GEDT will be supported with a secretariat to provide administrative support.

Administration:

Meeting Frequency:

Once the Chief Electoral Officer has received the Writ (10 September 2023), GEDT will be activated. GEDT will meet 3 times a week (Monday, Wednesday and Friday) until 27 September 2023.

Closer to the election date, from 27 September to 20 October, GEDT will be daily at 1pm daily, including weekend meetings.

Structure of Meetings:

Meetings are a mix of face-to-face and virtual platform.

Agenda:

The secretariat will provide an agenda to all members at an agreed time.

Situation Report (SitRep):

A decision/actions register will be created which will document all relevant items from the daily updates. SitRep will capture the following:

- Decision and action register
- Confirmation of any actions
- Due date
- Accountable GEDT member
- The person responsible to implement the action.

The secretariat will provide the SitRep of the day and Actions Register for the afternoon ELT Stand Up. These documents will be saved in a folder that will be accessible to all members of GEDT.

Item: Clarity of roles and functions between the General Election Delivery Taskforce (Taskforce) and Incident Management Team (IMT) in managing disruptive incidents

To: Electoral Commission Board

For: 28 August 2023

Prepared by: Anusha Guler, Deputy Chief Executive, Operations

Recommendations

It is recommended that the Board:

1. **Note** the report entitled, “Clarity of roles and functions between the General Election Delivery Taskforce (Taskforce) and Incident Management Team (IMT) in managing disruptive incidents” for their information.
2. **Note** the difference in the roles and functions between the General Election Delivery Taskforce (Taskforce) and Incident Management Team (IMT) to manage any disruptive incidents in accordance with the Incident Management Framework.

Purpose

1. The purpose of the paper is to inform the Board on roles and functions of the Taskforce and IMT across different categories of incidents specified by the Incident Management Framework.

Background

2. In preparation for the delivery of the 2023 General Election, the Commission has set up the Taskforce to provide oversight management for the delivery of the General Election.
3. The purpose of the Taskforce are as follows:
 - Monitor delivery progress, manage and support de-escalation of issues and risks within the TOR of the Taskforce;
 - Provide effective collaboration and coordination of responses across groups; and
 - Escalate specific matters to the relevant governance group (e.g ELT, CE) if they are outside the mandate of the Taskforce to manage.
4. The purpose of the Incident Management Team (IMT) is to provide a coordinated response when the Commission’s critical functions have been compromised. These events are likely categorised as a Level 3 Major, or Level 4 Severe in the Incident Management Framework, although some events categorised as a Level 2 Moderate may also be escalated to the IMT. The IMT will be activated by the Chief Electoral Officer on advice.
5. There are different categories of events/incidents/issues identified in the Incident Management Framework and each structure provides a different level of response. This paper provides guidance to the Board on different roles and functions across different categories as described in the Incident Management Framework.

Discussion

6. Delivering any general election is a complex exercise and requires thorough planning and extensive governance structures to support the operational delivery, the tactical support and decision-making responsibilities.
7. The interdependencies of different oversight structures across the Commission are connected based on the type of events and issues. How these events impact the critical functions of the Commission will require a different oversight group to manage in line with the categories described in the Incident Management Framework.

General Election Delivery Taskforce (Taskforce)

8. The Taskforce has oversight and makes decisions to support field staff to deliver the 2023 General Election. The function of the Taskforce is to provide regular updates to the Executive Leadership Team (ELT) on a day-to-day basis and escalate/resolve any issues that may affect the election delivery.
9. The Taskforce oversees all operational support at a national level and escalates issues when required to ELT and/or Board to make a decision that is outside the Taskforce mandate.
10. The Taskforce only supports (and/or monitors) issues that are operational (BAU decisions), Level 1 Minor incidents that affects teams and Level 2: Moderate incidents that affects groups as per the Incident Management Framework (although there may be some incidents affecting groups that could be escalated to the IMT).
11. The Taskforce does not manage any Level 3: Major incidents that has a national impact or Level 4: Severe incidents that involved the ODESC system/All of Government, but it may be kept informed from time to time and will provide support if required.
12. When there is a Level 3 or Level 4 incident, the Taskforce focuses on areas that are not affected by the L3 or L4 incident and continues to deliver the election.

Incident Management Team (IMT)

13. The National Incident Management Plan (NIMP) clearly defines three levels of responses:
 - i. A local response: which is led by a site lead. The Incident Response Lead is responsible for operational decisions onsite. At this level, it might be an Electorate Manager, or the relevant staff members (team) depending on the incident. (Level 1)
 - ii. Functional response: where an incident causes disruption to one of the Commission's critical functions. The relevant Business Continuity Plan (BCP) will be activated and led by the plan owner (group), who is also responsible for requesting support from IMT if necessary. (Level 2)
 - iii. National response: The Chief Electoral Officer will activate the IMT if the situation requires. The IMT will manage the response to this incident. (Level 3)
14. The NIMP states that an IMT is activated by the following triggers:
 - An incident has or might have an impact on the safety and wellbeing of our people or members of the public at one or more of our locations, and a response is not manageable within available resources at a site level. In this scenario the IMT may activate either to monitor and support the local response, or to manage the response from a national level. This will depend on the scale of the incident.
 - An incident has or might disrupt our ability to carry out one or more of our critical functions, for an intolerable length of time, or a response is not manageable within available resource at an operational level.
 - An incident has or might cause significant financial and/or reputational harm to our organisation.
 - An incident has or might have a national impact on the safety and wellbeing of our staff or members of the public.

- An incident has or may result in an increase in requests for support, advice and/or information from the Electoral Commission at a level beyond which our teams are able to manage within their usual resources. These requests may come from lead and/or support agencies, Ministers/Government and/or media.

15. The Incident Management Framework prescribes the following supporting plans to support field staff and the organisation across different levels of incidents:

- Operations Manual, Incident Management Handbook and Personal Incident Manual
- VP Incident Response Procedure
- HQ Emergency Procedures
- Unit Business Continuity Plan and Group Business Continuity Plan
- Incident Communications Toolkit
- National Incident Management Plan
- GE2023 Business Continuity Plan
- Adjournment Guidelines
- Pandemic Plan

Scenarios across different incident categories, roles and functions

16. The table below provides different scenarios across different levels of incident as described in the Incident Management Framework to provide a high-level understanding between roles, functions and who makes the final decision to manage and/or de-escalate issues.

17. The table does not cover all types of incidents but provides examples of the escalation points, who specifically manages the issues and where issues are escalated to if they require a response.

Scenario	Situation	Objective	Roles/Responsibilities	ELT/CE/ Board – Decision makers
<p>Scope – Standard Operational Issue Background – Delay in delivery of unmarked ballot papers due to an incident on Election Day at the motorway and there will be a major delay. Currently, there is only one major road to Napier due to Cyclone Gabrielle. Location – Napier People – Courier driver, Logistics and Supplies Manager (LSM), Electorate Manager, Mobile Support Managers</p>	<p>Who – Courier driver company to inform Electorate Manager of delay and possible delivery time. What – Electorate Manager to decide if Mobile Support Manager could deliver some extra unmarked ballot papers to voting places. When – As soon as possible and as voting place stocks get low, use the Mobile Support Manager. How - Mainfreight’s advice is if roads become unusable there’s a 2 day delivery alternative.</p>	<p>Outcomes: What are the critical elements + desired outcome/s Voting Places have sufficient ballot papers for voting purposes. The EM can use the delayed papers at HQ to restock. With Napier’s road (single arterial road due to cyclone Gabrielle), RM and EMs are clear around turnaround time if this road is no longer usable, and have their mitigation process around logistics.</p>	<p>Who makes the decision? Electorate Manager to work with LSM as they have the ability to redistribute unmarked ballot papers around the electorate. The process of escalation is provided in the Ops Manual – Chapter 15 Materials Tracking and Flowchart Movement of materials. What is their role? The Electorate Manager’s role is to assess the stock level within the voting place and make the call when to re-distribute unmarked ballot papers stored at HQ and also make the call to utilise the Mobile Support Managers while the courier driver provides their status of their logistic plan/s. INFORM - EM, who will inform RM, who will inform National Office and GEDT through a daily update report.</p>	<p>What is your role? Notified through the Taskforce SITREP report and further updates of the situation. INFORM - Members are only notified and no further action is required from ELT/Board.</p>
<p>Scope – Level of incident categorised between Green and Orange in the NIMP (Level 1 minor) Background - Staff were infected with an infectious disease (e.g influenza) and a number of staff are away. Getting additional staff from other offices to assist. Location - Auckland South, Voting Place People - Recruitment and Rostering Manager, Electorate Manager and Regional Manager</p>	<p>Who: Staff at the Auckland South Voting Place were infected with a flu like disease and will be away until they are safe to return back. What: The Voting Place is not operationally running at an efficient level as it is a busy office with a large number of voters from diverse backgrounds. When: The Electorate Manager raises this with the Regional Manager and suggests whether other Electorate Managers can roster staff and assist with the shortfall. Refer to Te Whatu Ora manuals and also activate local BCP plan as it is a minor to moderate incident.</p>	<p>Outcomes: What are the critical elements + desired outcome/s It is a gradual disruptive event which can escalate to a major issue. Two desired outcomes: - To get the office running at an efficient level, - Manage the spread of the infectious disease</p>	<p>Who makes the decision? Recruitment and Rostering Manager, Electorate Manager and Regional Manager. Each unit has its own BCP plan. Further to that, there is also a National Incident Management Plan to provide definitions of different levels of incident escalation. In the NIMP, this is categorised as Minor to Moderate and suggests a local led response or activation of BCP. Ops Manual – Chapter 17 – Rostering What is their role? <ul style="list-style-type: none"> EM – activate the local BCP plan to manage the spread of influenza on-site. Work with staff to follow Te Whatu Ora Manuals/guidelines. Inform the Commission’s Incident Response email and provide details. Isolate unwell staff Provide guidance to staff regarding cleanliness in the office Identify any possible spread and work with the cleaners to disinfect the office site. RM – To work with RRM and other EMs to find a solution –rostering staff across the nearby electorates and additional staff from HQ.</p>	<p>What is your role? Notified through the Taskforce SITREP report, monitor the situation and receive further updates of the situation. INFORM - Members are only notified and no further action is required from ELT/Board. As it is a local BCP plan, no need to activate IMT through the Incident Controller. CE approval is not required. The GEDT will monitor the situation and response and escalate if required.</p>

Scenario	Situation	Objective	Roles/Responsibilities	ELT/CE/ Board – Decision makers
			<p>Update the Taskforce that the local BCP plan has been activated and a solution for supporting the Auckland South office has been found.</p> <p>INFORM – The Taskforce through a daily report. Taskforce to follow up on actions, progress and check in with RM for any additional support.</p>	
<p>Scope – Security and Safety Issue Leel 2: Moderate) Background– An individual threatens a staff member at a voting place. There are intelligence indications that this may be part of a coordinated disruption attempt. Location – Invercargill voting place, South Island People – An individual, Issuing Officer, Voting Place Manager, Electorate Manager, Police, Regional Manager</p>	<p>Who: An Issuing Officer has been threatened by a member of the public.</p> <p>What: The Voting Place Manager informed the Electorate Manager at the initial stage about the situation and tried to de-escalate in line with the guidance in the Incident Management Handbook. But when it is escalated to a level where there was a threat to personal safety, the Voting Place Manager rang the Police (111 Emergency) and then updated the EM.</p> <p>A partner agency provides intelligence through the Chief Electoral Advisor indicating that this event may be the first incident of a coordinated disruption.</p> <p>When: In the first response, the Voting Place Manager contacted the Electorate Manager to inform them about the situation. When the incident was escalated to an unsafe level, they called 111 Police.</p>	<p>Outcomes: What are the critical elements + desired outcome/s The Incident Management Handbook (IMH) outlines that the first priority is the safety of people and property. If this is not under immediate threat, de-escalation options are outlined in the IMH. If these are not successful, the Electorate Manager is called. If at any point the situation deteriorates and puts safety at risk, the Police will be called.</p> <p>As there was a threat to safety to people and staff, the objective was to ensure the safety of people and to immediately contact the Police to manage the situation.</p> <p>The next priority is ensuring lines of communication with key partner agencies and preparing for all-staff comms if the situation widens.</p>	<p>Who makes the decision? Staff at the incident area as the threat was imminent.</p> <p>Only inform their Electorate Manager when it is safe to do so.</p> <p>What is their role? The Voting Place Manager is to assess the situation on-site and follow the instructions in the IMH handbook and make the call as they are on-site. Safety is paramount in this scenario. Communicate to their team, police and manager. Manage the issue and de-escalate the issue using their handbook.</p> <p>Electorate Manager to inform Regional Manager. Regional Manager to get advice from Regional Security and Resilience Advisors on any extra security mitigations that may be needed. Regional Manager to report to National Office for further reporting to GEDT</p> <p>INFORM – EM, who will inform RM, who will inform National Office and GEDT through a daily update report.</p> <p>Chief Electoral Advisor to be the conduit for feeding information from partner agencies into the GEDT and advising the Chief Electoral Officer if IMT is required.</p>	<p>What is your role?</p> <p>Notified through the daily updates and receive further updates of the situation.</p> <p>INFORM – Once intelligence indicates a possible larger operations, Chief Electoral Officer activates IMT to monitor the situation and prepare response options if the situation escalates.</p>
<p>Scope – Level of incident categorised as RED in the NIMP (Level 3: major/significant) Background – An outbreak of an infectious disease (e.g influenza) at Auckland South Voting Place has spread to wider electorates as staff who were rostered to support the Auckland South office unknowingly had spread the infectious disease back to their own electorates. This is now categorised as a significant event as 5 other electorates have been infected. Location – Multiple electorates across Auckland North and South region. People – Staff across 5 electorates and members of the public, IMT</p>	<p>What - Staff from other electorates who were rostered to assist at the Auckland South Voting Place have infected their own electorate Voting Places teams across the region – Auckland North and South Voting Places electorates.</p> <p>When - This is during the advance voting period.</p> <p>How - Clear steps were provided to mitigate the Auckland South site but unfortunately, staff unknowingly were infected and were not aware even though steps were taken and had spread it back to their own electorate offices.</p>	<p>Outcomes: What are the critical elements + desired outcome/s The spread was sudden and escalated across the region. It is at a significant level and has compromised staff resourcing, voting, health and safety and it is a prolonged event. This trigger will require the activation of IMT as it is above and beyond the limits of the current team/s to manage the spread.</p> <p>The desired outcomes:</p> <ul style="list-style-type: none"> - Manage and stop the spread referring to Te Whatu Ora manuals and protocols, - Reduce the reputational risk to the Commission as the public could view the Commission as not having the proper 	<p>Who makes the decision? GEDT recommends activation of IMT. Chief Executive activates IMT.</p> <p>Incident Controller will need to assess the situation and then seek approval from the Chief Executive to activate IMT.</p> <p>What is their role? Incident Controller to seek approval from CE. Set-up IMT to provide manage the event through different phases of the situation:</p> <ul style="list-style-type: none"> - Monitor - Respond - Recovery 	<p>What is your role?</p> <p>APPROVE: The CE will need to provide approval to the Incident Controller to activate IMT to manage, mitigate and deescalate the event.</p> <p>INFORM: The Board will be informed of the steps taken by IMT through regular SITREP updates.</p>

Scenario	Situation	Objective	Roles/Responsibilities	ELT/CE/ Board – Decision makers
		<p>process to mitigate the spread and it could have a major impact on voting,</p> <ul style="list-style-type: none"> - Continue to open voting places with appropriate staff support - The current Group BCP and resources are not sufficient to stop the spread, quick activation of IMT for further support. 	<ul style="list-style-type: none"> - Deactivation <p>For this incident, IMT will be in response phase.</p> <p>The Taskforce will be informed by the IMT of the current situation. The Taskforce will continue to focus on other areas that are not affected by the L3 incident.</p> <p>ACTIVATE – IMT to manage major events. IMT will immediately set-up a team as per the NIMP and respond to the situation and provide updates to ELT and the Taskforce.</p>	
	<p>Who – The Minister of Emergency Management Minister Kieran McAnulty signed the declaration at 7.43am on 13 October.</p> <p>The National Emergency Management Agency (NEMA) will be the lead agency to manage all the responses to the situation with the Director of Civil Defence Emergency Management in command control.</p> <p>What – The national event is across the country and is categorised as Level 4 severe in the Commission’s Incident Management Framework. The National State of Emergency provides the national director of the relevant government agencies and their national controller legal authority to allocate further resources across the country and set priorities in support of a national level response. The national emergency period will last for 7 days.</p> <p>The Beehive Bunker is the coordination centre.</p> <p>The Commission’s IMT is activated by CE.</p> <p>When - During the advanced voting period 1 day out from Election Day.</p>	<p>Outcomes: What are the critical elements + desired outcome/s</p> <p>This is a national event which will require an all-of-government response with NEMA as the lead agency.</p> <p>NEMA advise the following:</p> <ul style="list-style-type: none"> - Put safety first. Act quickly if water is rising. - Stay at home if it is safe to do so and have an evacuation plan if your place is unsafe - If you have been evacuated, please stay safe where you are until you are given the all-clear to go home - Stay updated with the forecasts from MetService and advice from Civil Defence and emergency services - Do not walk, play, swim or drive in floodwater. <p>IMT will be activated to manage the Electoral Commission’s response to the weather situation and implications for the continuation of the Election.</p> <p>Chief Electorate Advisor will request and coordinate inter-agency support and nominate an EC representative to the National Coordination Centre (NCC).</p> <p>Prioritise safety of people and staff at Voting Places across the affected area.</p> <p>Provide options for alternative voting places and resources required if it is safe to do so.</p>	<p>Who makes the decision?</p> <p>NEMA leads the all-of-government response to the national emergency.</p> <p>The national controller has legal authority to apply further resources across the country and set priorities in support of a national level response.</p> <p>IMT will be activated to manage the Electoral Commission’s response to the weather situation and implications for the continuation of the Election.</p> <p>Chief Electorate Advisor will request and coordinate inter-agency support and nominate an EC representative to the National Coordination Centre (NCC).</p> <p>The Chief Electoral Officer will need to decide whether to exercise his powers under section 195A or 195B to modify or adapt and/or adjourn voting for specific voting places across multiple cities as it is a 7-day national emergency.</p> <p>What is their role?</p> <p>IMT will be activated to manage the Electoral Commission’s response to the weather situation and implications for the continuation of the Election.</p> <p>Chief Electorate Advisor will request and coordinate inter-agency support and nominate an EC representative to the National Coordination Centre (NCC).</p> <p>The Taskforce will focus on other regions that are not affected by the L4 incident and continue to deliver the election.</p>	<p>What is your role?</p> <p>INFORM: The Chief Electoral Officer will inform the Board of the situation, risks profile, mitigation steps, decision on voting places, safety of its staff, agencies that will be supporting event etc.</p> <p>APPROVE: The Chief Executive request the Incident Controller to immediately activate IMT.</p> <p>APPROVE: The Chief Electoral Officer can exercise his powers under section 195A or 195B to adjourn voting for specific voting places across multiple cities. The Chief Electoral Officer will need to seek approval from the Board if this is exercised as it is a 7-day national emergency.</p> <p>APPROVE: The Board will need to provide approval to the Chief Electoral Officer to exercise his powers to adjourn voting and understand the duration of the adjournment, impact of this decision (e.g the formation of Government is delayed), deferrals of release of information of preliminary results, public notification of the threat, mitigation process to resume voting, safety and other relevant steps and information.</p> <p>The Board and ELT will have an oversight role.</p>

Scenario	Situation	Objective	Roles/Responsibilities	ELT/CE/ Board – Decision makers
		<p>The Election Commission’s role is to deliver the general election or alternatively adjourn voting at specific voting places where the Chief Electoral Officer will need to exercise his powers under section 195A or 195B as it is a 7-day national emergency.</p> <p>Comms will need to ensure the EC’s public messaging aligns with NEMA’s messaging.</p> <p>Consult with the Prime Minister and Leader of the Opposition if voting day is adjourned for specific voting places across different cities.</p>		

Acronyms:

- GEDT – General Election Delivery Taskforce
- IMT – Incident Management Team
- NIMP – National Incident Management Plan
- BCP – Business Continuity Plan
- SITREP – Situation Report
- CE – Chief Executive
- RRM – Recruitment and Rostering Manager
- LSM – Logistics and Supply Manager
- EM – Electorate Manager
- RM – Regional Manager
- HQs - Headquarters
- IMH – Incident Management Handbook

Item: Clarity of roles and functions between the General Election Delivery Taskforce (Taskforce) and Incident Management Team (IMT) in managing disruptive incidents

To: Executive Leadership Team (ELT)

For: 15 August 2023

Prepared by: Anusha Guler, Deputy Chief Executive, Operations

Recommendations

It is recommended that the ELT:

1. **Note** the difference in the roles and functions between the General Election Delivery Taskforce (Taskforce) and Incident Management Team (IMT) to manage any disruptive incidents in accordance with the Incident Management Framework.
2. **Approve** the report for the Board's agenda.

Purpose

1. The purpose of the paper is to inform the Executive Leadership Team on roles and functions of the Taskforce and IMT across different categories of incidents specified by the Incident Management Framework.

Background

2. In preparation for the delivery of the 2023 General Election, the Commission has set up the Taskforce to provide oversight management for the delivery of the General Election.
3. The purpose of the Taskforce are as follows:
 - Monitor delivery progress, manage and support de-escalation of issues and risks within the TOR of the Taskforce;
 - Provide effective collaboration and coordination of responses across groups; and
 - Escalate specific matters to the relevant governance group (e.g ELT, CE) if they are outside the mandate of the Taskforce to manage.
4. The purpose of the Incident Management Team (IMT) is to provide a coordinated response when the Commission's critical functions have been compromised. These events are likely categorised as a Level 3 Major, or Level 4 Severe in the Incident Management Framework, although some events categorised as a Level 2 Moderate may also be escalated to the IMT. The IMT will be activated by the Chief Electoral Officer on advice.
5. There are different categories of events/incidents/issues identified in the Incident Management Framework and each structure provides a different level of response. This paper provides guidance to the Board on different roles and functions across different categories as described in the Incident Management Framework.

Discussion

6. Delivering any general election is a complex exercise and requires thorough planning and extensive governance structures to support the operational delivery, the tactical support and decision-making responsibilities.
7. The interdependencies of different oversight structures across the Commission are connected based on the type of events and issues. How these events impact the critical functions of the Commission will require a different oversight group to manage in line with the categories described in the Incident Management Framework.

General Election Delivery Taskforce (Taskforce)

8. The Taskforce has oversight and makes decisions to support field staff to deliver the 2023 General Election. The function of the Taskforce is to provide regular updates to the Executive Leadership Team (ELT) on a day-to-day basis and escalate/resolve any issues that may affect the election delivery.
9. The Taskforce oversees all operational support at a national level and escalates issues when required to ELT and/or Board to make a decision that is outside the Taskforce mandate.
10. The Taskforce only supports (and/or monitors) issues that are operational (BAU decisions), Level 1 Minor incidents that affects teams and Level 2: Moderate incidents that affects groups as per the Incident Management Framework (although there may be some incidents affecting groups that could be escalated to the IMT).
11. The Taskforce does not manage any Level 3: Major incidents that has a national impact or Level 4: Severe incidents that involved the ODESC system/All of Government, but it may be kept informed from time to time and will provide support if required.
12. When there is a Level 3 or Level 4 incident, the Taskforce focuses on areas that are not affected by the L3 or L4 incident and continues to deliver the election.

Incident Management Team (IMT)

13. The National Incident Management Plan (NIMP) clearly defines three levels of responses:
 - i. A local response: which is led by a site lead. The Incident Response Lead is responsible for operational decisions onsite. At this level, it might be an Electorate Manager, or the relevant staff members (team) depending on the incident. (Level 1)
 - ii. Functional response: where an incident causes disruption to one of the Commission's critical functions. The relevant Business Continuity Plan (BCP) will be activated and led by the plan owner (group), who is also responsible for requesting support from IMT if necessary. (Level 2)
 - iii. National response: The Chief Electoral Officer will activate the IMT if the situation requires. The IMT will manage the response to this incident. (Level 3)
14. The NIMP states that an IMT is activated by the following triggers:
 - An incident has or might have an impact on the safety and wellbeing of our people or members of the public at one or more of our locations, and a response is not manageable within available resources at a site level. In this scenario the IMT may activate either to monitor and support the local response, or to manage the response from a national level. This will depend on the scale of the incident.
 - An incident has or might disrupt our ability to carry out one or more of our critical functions, for an intolerable length of time, or a response is not manageable within available resource at an operational level.
 - An incident has or might cause significant financial and/or reputational harm to our organisation.
 - An incident has or might have a national impact on the safety and wellbeing of our staff or members of the public.

- An incident has or may result in an increase in requests for support, advice and/or information from the Electoral Commission at a level beyond which our teams are able to manage within their usual resources. These requests may come from lead and/or support agencies, Ministers/Government and/or media.

15. The Incident Management Framework prescribes the following supporting plans to support field staff and the organisation across different levels of incidents:

- Operations Manual, Incident Management Handbook and Personal Incident Manual
- VP Incident Response Procedure
- HQ Emergency Procedures
- Unit Business Continuity Plan and Group Business Continuity Plan
- Incident Communications Toolkit
- National Incident Management Plan
- GE2023 Business Continuity Plan
- Adjournment Guidelines
- Pandemic Plan

Scenarios across different incident categories, roles and functions

16. The table below provides different scenarios across different levels of incident as described in the Incident Management Framework to provide a high-level understanding between roles, functions and who makes the final decision to manage and/or de-escalate issues.

17. The table does not cover all types of incidents but provides examples of the escalation points, who specifically manages the issues and where issues are escalated to if they require a response.

Scenario	Situation	Objective	Roles/Responsibilities	ELT/CE/ Board – Decision makers
<p>Scope – Standard Operational Issue Background – Delay in delivery of unmarked ballot papers due to an incident on Election Day at the motorway and there will be a major delay. Currently, there is only one major road to Napier due to Cyclone Gabrielle. Location – Napier People – Courier driver, Logistics and Supplies Manager (LSM), Electorate Manager, Mobile Support Managers</p>	<p>Who – Courier driver company to inform Electorate Manager of delay and possible delivery time. What – Electorate Manager to decide if Mobile Support Manager could deliver some extra unmarked ballot papers to voting places. When – As soon as possible and as voting place stocks get low, use the Mobile Support Manager. How - Mainfreight’s advice is if roads become unusable there’s a 2 day delivery alternative.</p>	<p>Outcomes: What are the critical elements + desired outcome/s Voting Places have sufficient ballot papers for voting purposes. The EM can use the delayed papers at HQ to restock. With Napier’s road (single arterial road due to cyclone Gabrielle), RM and EMs are clear around turnaround time if this road is no longer usable, and have their mitigation process around logistics.</p>	<p>Who makes the decision? Electorate Manager to work with LSM as they have the ability to redistribute unmarked ballot papers around the electorate. The process of escalation is provided in the Ops Manual – Chapter 15 Materials Tracking and Flowchart Movement of materials. What is their role? The Electorate Manager’s role is to assess the stock level within the voting place and make the call when to re-distribute unmarked ballot papers stored at HQ and also make the call to utilise the Mobile Support Managers while the courier driver provides their status of their logistic plan/s. INFORM - EM, who will inform RM, who will inform National Office and GEDT through a daily update report.</p>	<p>What is your role? Notified through the Taskforce SITREP report and further updates of the situation. INFORM - Members are only notified and no further action is required from ELT/Board.</p>
<p>Scope – Level of incident categorised between Green and Orange in the NIMP (Level 1 minor) Background - Staff were infected with Covid-19 and a number of staff are away. Getting additional staff from other offices to assist. Location - Auckland South, Voting Place People - Recruitment and Rostering Manager, Electorate Manager and Regional Manager</p>	<p>Who: Staff at the Auckland South Voting Place were infected with C19 and will be away until they are safe to return back. What: The Voting Place is not operationally running at an efficient level as it is a busy office with a large number of voters from diverse backgrounds. When: The Electorate Manager raises this with the Regional Manager and suggests whether other Electorate Managers can roster staff and assist with the shortfall. Refer to the current C19 guidelines (including MOH guidelines) and also activate local BCP plan as it is a minor to moderate incident.</p>	<p>Outcomes: What are the critical elements + desired outcome/s It is a gradual disruptive event which can escalate to a major issue. Two desired outcomes: - To get the office running at an efficient level, - Manage the spread of C19</p>	<p>Who makes the decision? Recruitment and Rostering Manager, Electorate Manager and Regional Manager. Each unit has its own BCP plan. Further to that, there is also a National Incident Management Plan to provide definitions of different levels of incident escalation. In the NIMP, this is categorised as Minor to Moderate and suggests a local led response or activation of BCP. Ops Manual – Chapter 17 – Rostering What is their role? <ul style="list-style-type: none"> EM – activate the local BCP plan to manage the spread of C19 on-site. Work with staff to follow the instructions for C19 – follow instructions by health professionals. Inform the C19 Incident Response email and provide details. Isolate unwell staff for 7 days Testing as required to return to work Wear a mask and wash hands in the office Identify any possible spread and work with the cleaners to disinfect the office site. RM – To work with RRM and other EMs to find a solution –rostering staff across the nearby electorates and additional staff from HQ.</p>	<p>What is your role? Notified through the Taskforce SITREP report, monitor the situation and receive further updates of the situation. INFORM - Members are only notified and no further action is required from ELT/Board. As it is a local BCP plan, no need to activate IMT through the Incident Controller. CE approval is not required. The GEDT will monitor the situation and response and escalate if required.</p>

Scenario	Situation	Objective	Roles/Responsibilities	ELT/CE/ Board – Decision makers
			<p>Update the Taskforce that the local BCP plan has been activated and a solution for supporting the Auckland South office has been found.</p> <p>INFORM – The Taskforce through a daily report. Taskforce to follow up on actions, progress and check in with RM for any additional support.</p>	
<p>Scope – Security and Safety Issue Leel 2: Moderate) Background– An individual threatens a staff member at a voting place. There are intelligence indications that this may be part of a coordinated disruption attempt . Location – Invercargill voting place, South Island People – An individual, Issuing Officer, Voting Place Manager, Electorate Manager, Police, Regional Manager</p>	<p>Who: An Issuing Officer has been threatened by a member of the public.</p> <p>What: The Voting Place Manager informed the Electorate Manager at the initial stage about the situation and tried to de-escalate in line with the guidance in the Incident Management Handbook. But when it is escalated to a level where there was a threat to personal safety, the Voting Place Manager rang the Police (111 Emergency) and then updated the EM. A partner agency provides intelligence through the Chief Electoral Advisor indicating that this event may be the first incident of a coordinated disruption.</p> <p>When: In the first response, the Voting Place Manager contacted the Electorate Manager to inform them about the situation. When the incident was escalated to an unsafe level, they called 111 Police.</p>	<p>Outcomes: What are the critical elements + desired outcome/s The Incident Management Handbook (IMH) outlines that the first priority is the safety of people and property. If this is not under immediate threat, de-escalation options are outlined in the IMH. If these are not successful, the Electorate Manager is called. If at any point the situation deteriorates and puts safety at risk, the Police will be called.</p> <p>As there was a threat to safety to people and staff, the objective was to ensure the safety of people and to immediately contact the Police to manage the situation.</p> <p>The next priority is ensuring lines of communication with key partner agencies and preparing for all-staff comms if the situation widens.</p>	<p>Who makes the decision? Staff at the incident area as the threat was imminent.</p> <p>Only inform their Electorate Manager when it is safe to do so.</p> <p>What is their role? The Voting Place Manager is to assess the situation on-site and follow the instructions in the IMH handbook and make the call as they are on-site. Safety is paramount in this scenario. Communicate to their team, police and manager. Manage the issue and de-escalate the issue using their handbook.</p> <p>Electorate Manager to inform Regional Manager. Regional Manager to get advice from Regional Security and Resilience Advisors on any extra security mitigations that may be needed. Regional Manager to report to National Office for further reporting to GEDT</p> <p>INFORM – EM, who will inform RM, who will inform National Office and GEDT through a daily update report.</p> <p>Chief Electoral Advisor to be the conduit for feeding information from partner agencies into the GEDT and advising the Chief Electoral Officer if IMT is required.</p>	<p>What is your role?</p> <p>Notified through the daily updates and receive further updates of the situation.</p> <p>INFORM – Once intelligence indicates a possible larger operations, Chief Electoral Officer activates IMT to monitor the situation and prepare response options if the situation escalates.</p>
<p>Scope – Level of incident categorised as RED in the NIMP (Level 3: major/significant) Background - The C19 at Auckland South Voting Place has spread to wider electorates as staff who were rostered to support the Auckland South office unknowingly had spread C19 back at their own electorates. This is now categorised as a significant event as 5 other electorates have been infected. Location – Multiple electorates across Auckland North and South region. People – Staff across 5 electorates and members of the public, IMT</p>	<p>What - Staff from other electorates who were rostered to assist at the Auckland South Voting Place have infected their own electorate Voting Places teams across the region – Auckland North and South Voting Places electorates.</p> <p>When - This is during the advance voting period.</p> <p>How - Clear steps were provided to mitigate the Auckland South site but unfortunately, staff unknowingly were infected and were not aware even though steps were taken and had spread it back to their own electorate offices.</p>	<p>Outcomes: What are the critical elements + desired outcome/s The spread was sudden and escalated across the region. It is at a significant level and has compromised staff resourcing, voting, health and safety and it is a prolonged event. This trigger will require the activation of IMT as it is above and beyond the limits of the current team/s to manage the spread.</p> <p>The desired outcomes:</p> <ul style="list-style-type: none"> - Manage and stop the spread through correct C19 protocol, - Reduce the reputational risk to the Commission as the public could view the Commission as not having the proper 	<p>Who makes the decision? GEDT recommends activation of IMT. Chief Executive activates IMT.</p> <p>Incident Controller will need to assess the situation and then seek approval from the Chief Executive to activate IMT.</p> <p>What is their role? Incident Controller to seek approval from CE. Set-up IMT to provide manage the event through different phases of the situation:</p> <ul style="list-style-type: none"> - Monitor - Respond - Recovery 	<p>What is your role?</p> <p>APPROVE: The CE will need to provide approval to the Incident Controller to activate IMT to manage, mitigate and deescalate the event.</p> <p>INFORM: The Board will be informed of the steps taken by IMT through regular SITREP updates.</p>

Scenario	Situation	Objective	Roles/Responsibilities	ELT/CE/ Board – Decision makers
		<p>process to mitigate the spread and it could have a major impact on voting,</p> <ul style="list-style-type: none"> - Continue to open voting places with appropriate staff support - The current Group BCP and resources are not sufficient to stop the spread, quick activation of IMT for further support. 	<ul style="list-style-type: none"> - Deactivation <p>For this incident, IMT will be in response phase.</p> <p>The Taskforce will be informed by the IMT of the current situation. The Taskforce will continue to focus on other areas that are not affected by the L3 incident.</p> <p>ACTIVATE – IMT to manage major events. IMT will immediately set-up a team as per the NIMP and respond to the situation and provide updates to ELT and the Taskforce.</p>	
	<p>Who – The Minister of Emergency Management Minister Kieran McAnulty signed the declaration at 7.43am on 13 October.</p> <p>The National Emergency Management Agency (NEMA) will be the lead agency to manage all the responses to the situation with the Director of Civil Defence Emergency Management in command control.</p> <p>What – The national event is across the country and is categorised as Level 4 severe in the Commission’s Incident Management Framework. The National State of Emergency provides the national director of the relevant government agencies and their national controller legal authority to allocate further resources across the country and set priorities in support of a national level response. The national emergency period will last for 7 days.</p> <p>The Beehive Bunker is the coordination centre.</p> <p>The Commission’s IMT is activated by CE.</p> <p>When - During the advanced voting period 1 day out from Election Day.</p>	<p>Outcomes: What are the critical elements + desired outcome/s</p> <p>This is a national event which will require an all-of-government response with NEMA as the lead agency.</p> <p>NEMA advise the following:</p> <ul style="list-style-type: none"> - Put safety first. Act quickly if water is rising. - Stay at home if it is safe to do so and have an evacuation plan if your place is unsafe - If you have been evacuated, please stay safe where you are until you are given the all-clear to go home - Stay updated with the forecasts from MetService and advice from Civil Defence and emergency services - Do not walk, play, swim or drive in floodwater. <p>IMT will be activated to manage the Electoral Commission’s response to the weather situation and implications for the continuation of the Election.</p> <p>Chief Electorate Advisor will request and coordinate inter-agency support and nominate an EC representative to the National Coordination Centre (NCC).</p> <p>Prioritise safety of people and staff at Voting Places across the affected area.</p> <p>Provide options for alternative voting places and resources required if it is safe to do so.</p>	<p>Who makes the decision?</p> <p>NEMA leads the all-of-government response to the national emergency.</p> <p>The national controller has legal authority to apply further resources across the country and set priorities in support of a national level response.</p> <p>IMT will be activated to manage the Electoral Commission’s response to the weather situation and implications for the continuation of the Election.</p> <p>Chief Electorate Advisor will request and coordinate inter-agency support and nominate an EC representative to the National Coordination Centre (NCC).</p> <p>The Chief Electoral Officer will need to decide whether to exercise his powers under section 195A or 195B to modify or adapt and/or adjourn voting for specific voting places across multiple cities as it is a 7-day national emergency.</p> <p>What is their role?</p> <p>IMT will be activated to manage the Electoral Commission’s response to the weather situation and implications for the continuation of the Election.</p> <p>Chief Electorate Advisor will request and coordinate inter-agency support and nominate an EC representative to the National Coordination Centre (NCC).</p> <p>The Taskforce will focus on other regions that are not affected by the L4 incident and continue to deliver the election.</p>	<p>What is your role?</p> <p>INFORM: The Chief Electoral Officer will inform the Board of the situation, risks profile, mitigation steps, decision on voting places, safety of its staff, agencies that will be supporting event etc.</p> <p>APPROVE: The Chief Executive request the Incident Controller to immediately activate IMT.</p> <p>APPROVE: The Chief Electoral Officer can exercise his powers under section 195A or 195B to adjourn voting for specific voting places across multiple cities. The Chief Electoral Officer will need to seek approval from the Board if this is exercised as it is a 7-day national emergency.</p> <p>APPROVE: The Board will need to provide approval to the Chief Electoral Officer to exercise his powers to adjourn voting and understand the duration of the adjournment, impact of this decision (e.g the formation of Government is delayed), deferrals of release of information of preliminary results, public notification of the threat, mitigation process to resume voting, safety and other relevant steps and information.</p> <p>The Board and ELT will have an oversight role.</p>

Scenario	Situation	Objective	Roles/Responsibilities	ELT/CE/ Board – Decision makers
		<p>The Election Commission’s role is to deliver the general election or alternatively adjourn voting at specific voting places where the Chief Electoral Officer will need to exercise his powers under section 195A or 195B as it is a 7-day national emergency.</p> <p>Comms will need to ensure the EC’s public messaging aligns with NEMA’s messaging.</p> <p>Consult with the Prime Minister and Leader of the Opposition if voting day is adjourned for specific voting places across different cities.</p>		

Acronyms:

- GEDT – General Election Delivery Taskforce
- IMT – Incident Management Team
- NIMP – National Incident Management Plan
- BCP – Business Continuity Plan
- ODESC – National Security System
- SITREP – Situation Report
- CE – Chief Executive
- RRM – Recruitment and Rostering Manager
- LSM – Logistics and Supply Manager
- EM – Electorate Manager
- RM – Regional Manager
- HQs - Headquarters
- MOH – Ministry of Health
- C19 – Covid 19
- IMH – Incident Management Handbook

General Election Delivery Taskforce - Roles and responsibilities

Taskforce Stand-Ups August 2023

Role	Role Description
Chairperson Anusha Guler, DCE Operations	<ul style="list-style-type: none"> • Direct, monitor and provide advice across the daily updates, SITREP and incident report. • Approve the response action plan and ensure it can be executed within timeframes and resource availability. • Liaise with the Executive Leadership Team, Board and Incident Management team to provide regular updates. • Escalation of issues to CE, ELT and/or Board. • Ensure Taskforce structure reflects scale and priorities. • Provide support and check-in on staff wellbeing, pastoral care
Deputy Chairperson Martin Rodgers Director Voting Services	<ul style="list-style-type: none"> • Provide insight to the Chair on any reputational risks, operational issues, and/or opportunities for the response from Voting Services • Escalation of issues to Taskforce from Voting Services • Acting Chairperson in the absence of the Chairperson
Taskforce Support Crispian ██████ Principal Advisor Operations	<ul style="list-style-type: none"> • Assist the Chair with the management of tasks and the operation of Taskforce. • Ensure each function understands their role and the actions required. • Ensure information flows are effective between functions. • Ensure functions are appropriately resourced and resolve any internal conflicts.
Executive Assistant Paula-Ann, Executive Assistant Operations	<ul style="list-style-type: none"> • managing the administrative arrangements for the Taskforce
Operations Strategic Engagement and Partnerships Director Enrolment Director	<ul style="list-style-type: none"> • Support of operational aspects of the delivery of General Election through enrolment and engagement teams (to be incorporated into voting services team during the election period) • Provide insight and data on processing of enrolment forms
Customer Services Grace ██████ Business Enablement Manager	<ul style="list-style-type: none"> • Collect information on Customer enquiries to inform the Intel and enquiry function. • Update on Day-to-day response activities • Provide trends to affected functions (including locations) via Customer Enquiries platform to Taskforce
Communications Suzanne Knight-Tinirau, Manager Communications and Education	<ul style="list-style-type: none"> • Manage internal and external messages • Determine key messages in association with the Taskforce • ensuring these are accessible, updated, and consistent. • Prepare media releases and briefings if required • Monitor media views/comments to identify any risks.
Intelligence Beth ██████ Principal Advisor Data and Insights	<ul style="list-style-type: none"> • Production and dissemination of the Dashboard • Collect information to provide situational awareness to the response and inform the Action Plan. • Ensure accuracy and usability of response information.

Business Unit Representatives

Overseas Voting Services Manager

John [REDACTED] Mgr Overseas VS

- Field staff delivering the General Election
- Provide insight into the overseas operational delivery of the General Election
- Coordination day-to-day operations activities

Regional Manager Voting Services

RMs VS

- Field staff delivering the General Election
- Provide insight into the operational delivery of the General Election across the country
- Coordination day-to-day operations activities

Principal Advisor Voting Services

Adele [REDACTED] Principal Advisor VS

- Subject matter expert on processes and manuals for Voting Services

Legal and Policy

Legal Team

- Provide legal and policy advice, guidance and updates on legal matters.
- Investigate and respond to complaints about possible breaches of electoral rules

Senior Advisor Security

Sarah [REDACTED] Senior Advisor, Ops, Security and Resilience

- Provision of security support and advice to the Chairperson and other functions
- Provide information from intra-agency

Finance

Emma Gillard, Mgr Finance and Admin

- Provision of finance support to the Chairperson and other functions

Information Technology

James [REDACTED] CIO

- Provision of IT and systems support to the Chairperson and other functions
- Analyse, prioritise and understand issues of internal systems

People and Culture

Izak [REDACTED] P&C Mgr

- Provision of HR, ER, and recruitment advice to the Controller and other functions.
 - Analyse, prioritise, and understand the needs of affected staff.
 - Liaise with unions/associations
-

Appendix B: DRAFT Terms of Reference

General Election Delivery Taskforce (GEDT)

Purpose:

The overarching purpose of the General Election Delivery Taskforce is to assist and enable the Electoral Commission to fulfil its key areas of focus:

- Provide assurance to ELT and the Board on the status of election activities across the country
- Provide trust and confidence in the General Election
- Provide a point of escalation of issues and risks
- Provide support and solutions to field staff

Functions:

The GEDT is responsible for:

- Driving, coordinating, monitoring the conduct of the electoral event/s across the country, to ensure consistent election delivery;
- Managing key operational risks and ensuring the effectiveness of the controls;
- Driving coordinated and consistent progression of activities against the Writ to Writ timetable;
- Identifying, raising and discussion issues in a timely manner;
- Exemplifying leadership and best practise in the management of GE operations and delivery;
- Ensuring fit for purpose briefings on new and emerging issues impacting on election delivery;
- Ensuring awareness of media coordination and responses; and
- Ensuring where appropriate awareness of security issues.

Members

Members of the General Election Delivery Taskforce are as follows:

- Deputy Chief Executive Operations (Chairperson),
- Director Voting Services (Deputy Chairperson)
- Director Enrolment
- Director Strategic Engagement and Partnerships
- Chief Information Officer
- Manager People and Culture
- Manager Communications and Education
- Manager Business Enablement
- Principal Advisor Legal

- Principal Advisor Data Insights
- Manager Finance and Administration
- Overseas Operations Manager
- Senior Advisor Security
- Principal Advisor Voting Services
- 5 Regional Managers
- Secretariat - Principal Advisor Operations and Executive Assistant to DCE.

Member responsibilities are to provide updates on areas of responsibility as required and ensure the completion of relevant action items raised at meetings. Each member and their respective team are expected to have their own stand-up meetings to identify and raise issues/incidents and oversee issue resolution. This will provide members of GEDT with the information they need to report into SitRep.

Members are expected to attend all meetings and are required to send a representative if they are unable to attend.

A majority members of the GEDT forms the quorum of the meeting.

Role of the Chairperson:

The role of the Chairperson is to lead GEDT and facilitate the effective contribution of all members to update GEDT on events, reach robust decisions and ensure outcomes and actions are linked to a staff with timeframe.

The Chairperson's role includes the following:

- Hold responsibility for facilitating the effectiveness of the meeting and its outcomes
- Evaluate options, identify problems and provide the relevant resources to support the delivery of the election
- Monitor and mitigate any risks escalated to GEDT
- Assess any critical issues and escalate to CE and ELT
- Liaison between GEDT, ELT and the Programme Director
- Provide updates at ELT Stand-Up.

Post GEDT update, the Chairperson will attend the afternoon ELT Stand-Up to provide a summary update, lessons learnt, assessment of the day and urgent request/decision that has been highlighted in the Actions Register from ELT.

ELT Stand-Up will be provided with the daily SitRep and Actions Register. The focus for ELT for the Stand-Up is on (critical) risks and challenges that are beyond the scope and functions of GEDT.

The Chairperson of GEDT is the Deputy Chief Executive Operations. Deputy Chairperson is the Director of Voting Services.

GEDT will be supported with a secretariat to provide administrative support.

Administration:

Meeting Frequency:

Once the Chief Electoral Officer has received the Writ (10 September 2023), GEDT will be activated. GEDT will meet daily from 10 September until 20 October at 1pm, including weekend meetings.

Structure of Meetings:

Meetings are a mix of face-to-face and virtual platform.

Agenda:

The secretariat will provide an agenda to all members at an agreed time.

Situation Report (SitRep):

A decision/actions register will be created which will document all relevant items from the daily updates. SitRep will capture the following:

- Decision and action register
- Confirmation of any actions
- Due date
- Accountable GEDT member
- The person responsible to implement the action.

The secretariat will provide the SitRep of the day and Actions Register for the afternoon ELT Stand-Up. These documents will be saved in a folder that will be accessible to all members of GEDT.