ELECTORAL COMMISSION
TE KAITIAKI TAKE KŌWHIRI

STANDARD OPERATING PROCEDURE:

UNPUBLISHED

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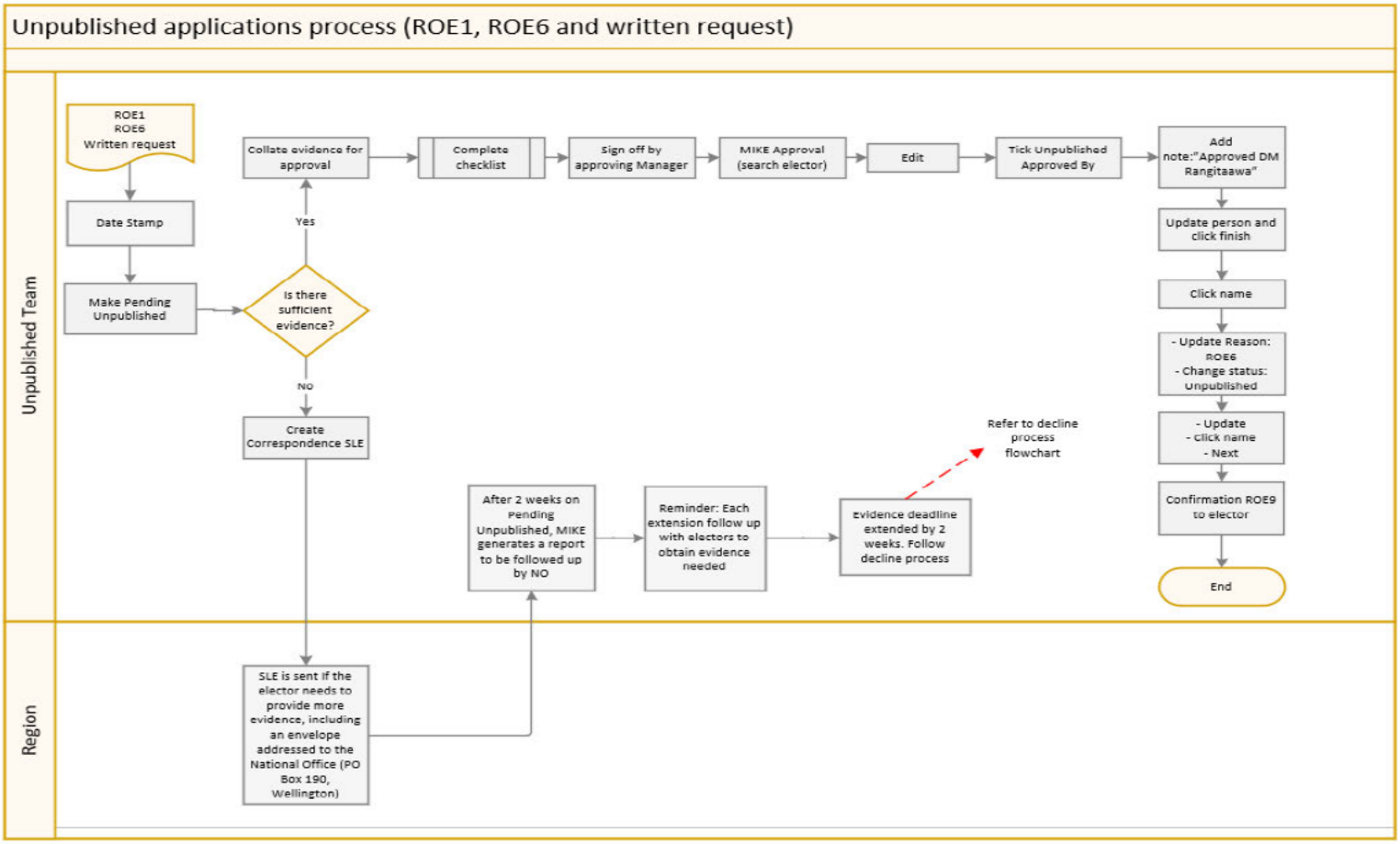
Purpose of document is to outline the Standard Operating procedure for the Unpublished roll.

2UNPUBLISHED REQUESTS PROCESS

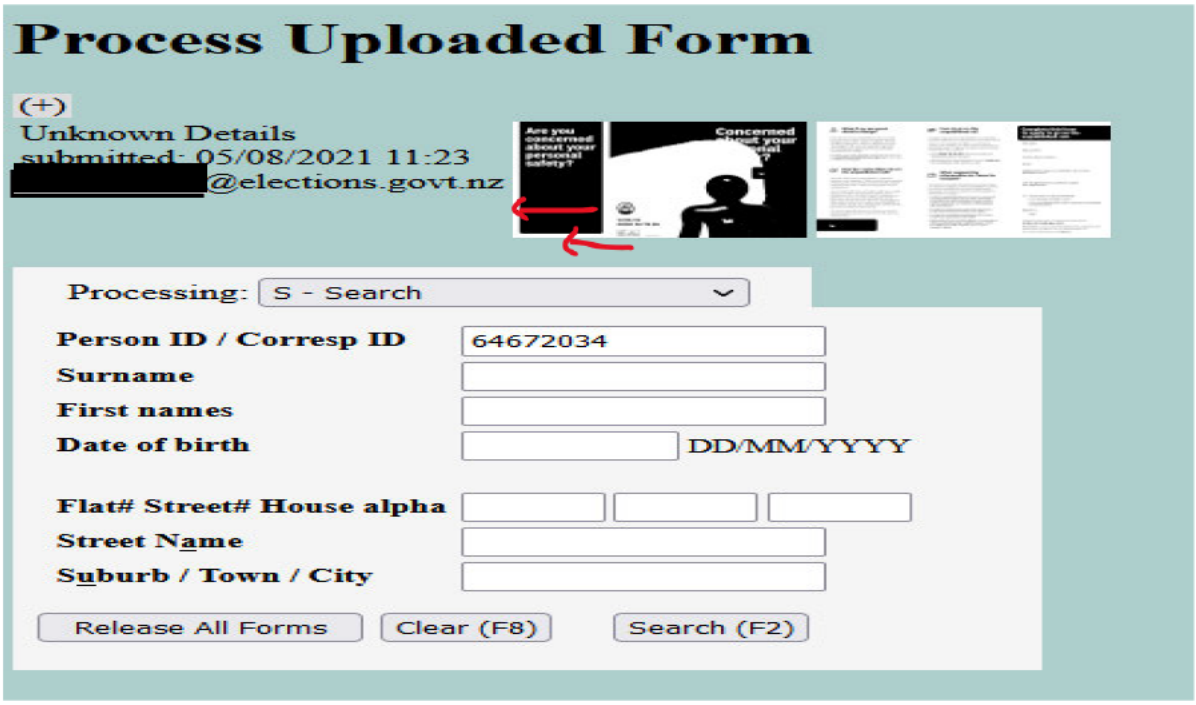


(X:\08-Enrolment and Engagement\04 - Operations\02 - Operations Support Team\04 - Unpublished\Unpublished Flowcharts Processes\Unpublished Requests process.vsdx)

UNPUBLISHED REQUEST

2.1 MAKE PENDING UNPUBLISHED:

a) Upload their ROE1, RO6 or written request into the Uploaded Forms Admin Queue.
b) Search elector in MIKE from the form.



c) Once the elector is found click on their name which will take you to their Maintain Person profile.

d) Update reason, ROE6 or Unpublished Application (i)

ELECTORAL COMMISSION
TE KAITIAKI TAKE KŌWHIRI

Unpublished App × + Add

Electoral Commission [redacted] NEW Ticket

Requester

[redacted]

Assignee take it

Unpublished Enrolment

Followers follow

Form

Enquiry

Tags

Enquiry Type

Enrolling to Vote or updating ...

Sub Enquiry Type (Enrolment)*

Unpublished Roll

Phone Number

Type

-

Priority*

Normal

Highly sensitive

Dissatisfaction

-

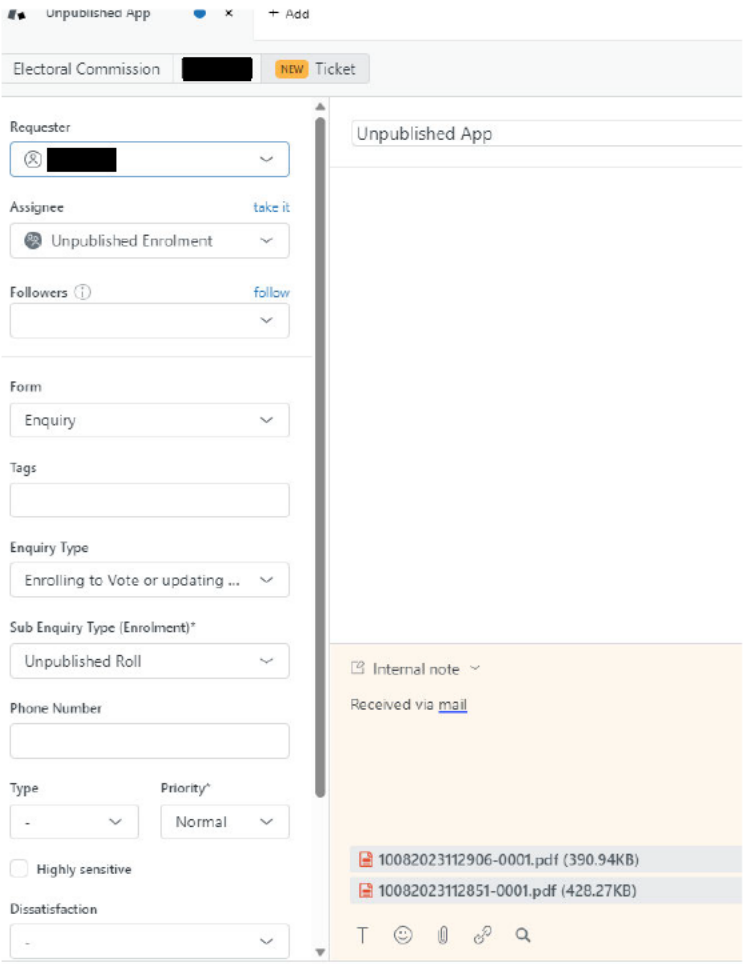
Unpublished App

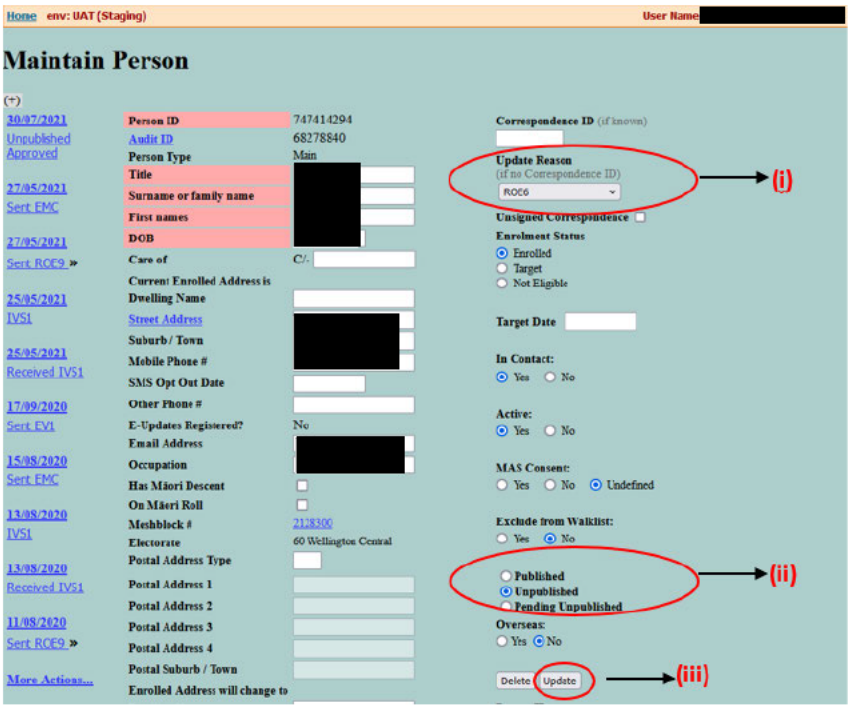
Internal note

Received via mail

10082023112906-0001.pdf (390.94KB)

10082023112851-0001.pdf (428.27KB)





e) Update their details accordingly. Refer to the link for what information can be updated from a ROE6 - [Updating electors details from an Unpublished application | ECHO (mcas.ms)]

f) Select 'Pending Unpublished' (ii) and then 'Update' (iii)

g) The elector will now show in the 'Unpublished Person Review Queue' under the filter 'Unpublished Pending'.

NOTES

- ***Once the transaction is completed, the system will automatically generate a ROE9 to the elector.***
- ***At the time of Roll Close, electors in the Pending Unpublished status will not be included in Roll print***
- ***If an Unpublished Application is received in a different format, please refer to section 3 and 4 for the correct steps to process. (2.3)***

2.2 COLLATING EVIDENCE: ACCEPTABLE FORMS OF EVIDENCE ARE:

- Any order issued by the Courts under Domestic Violence Act 1995 or Harassment Act 1997
- A letter explaining why your work or personal circumstances place you at risk. This letter could be from your employer, Justice of Peace, lawyer, social worker, advocate, or someone of standing in the community
- Information from a police officer or corrections officer explaining why publishing your name and address could prejudice you or your family's safety.
- Endorsements from our stakeholders. Please refer to 'Section 6 UNPUBLISHED STAKEHOLDERS - APPLICATIONS ENDORSEMENTS' below.

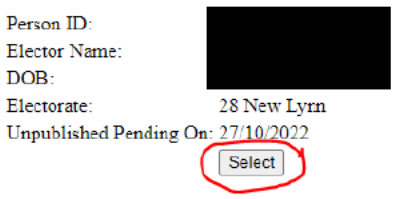
NOTE: If you are unsure about evidence, please confirm with the Unpublished Manager before following the ready for approval process.

2.3 READY FOR APPROVAL PROCESS:

This step is to be followed once we have received sufficient evidence to approval their application.

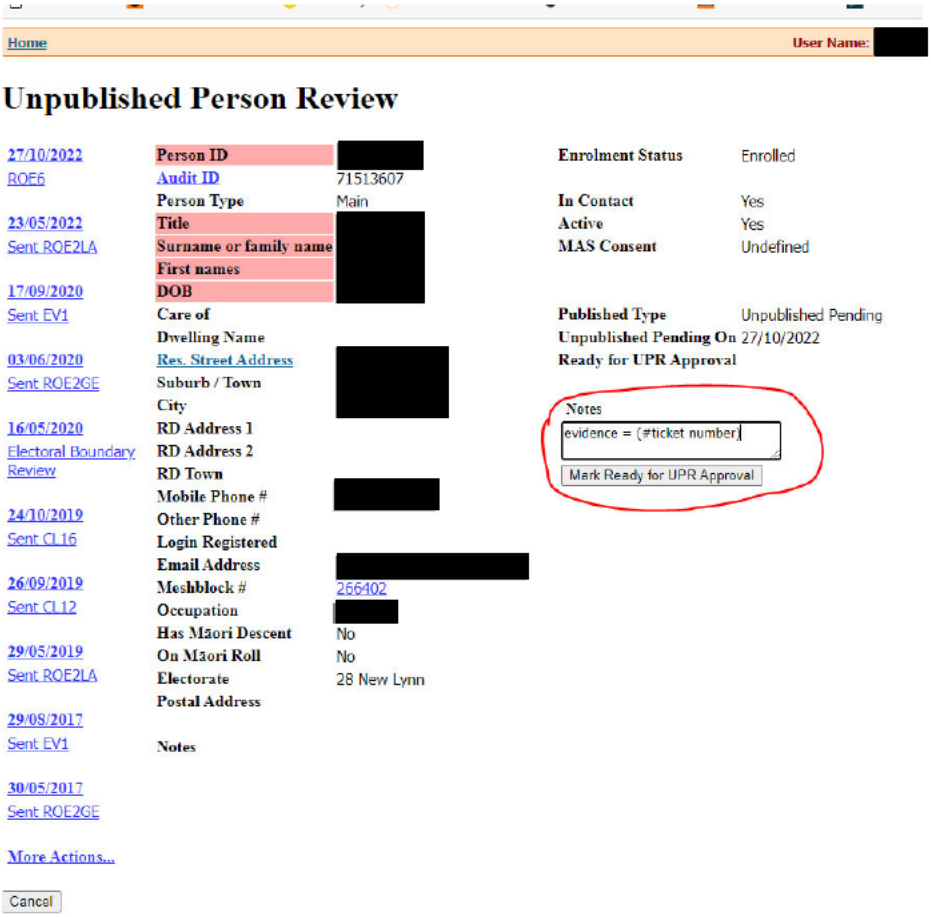
a) Find the elector in in the 'Unpublished Person Review Queue' under the filter 'Unpublished Pending'

b) Once the elector is found click on: Select button



c) Add notes: Insert a brief description of the evidence and/or the Zendesk ticket number.

d) Click 'Ready for UPR approval'



e) Click 'Mark ready for URR approval'.

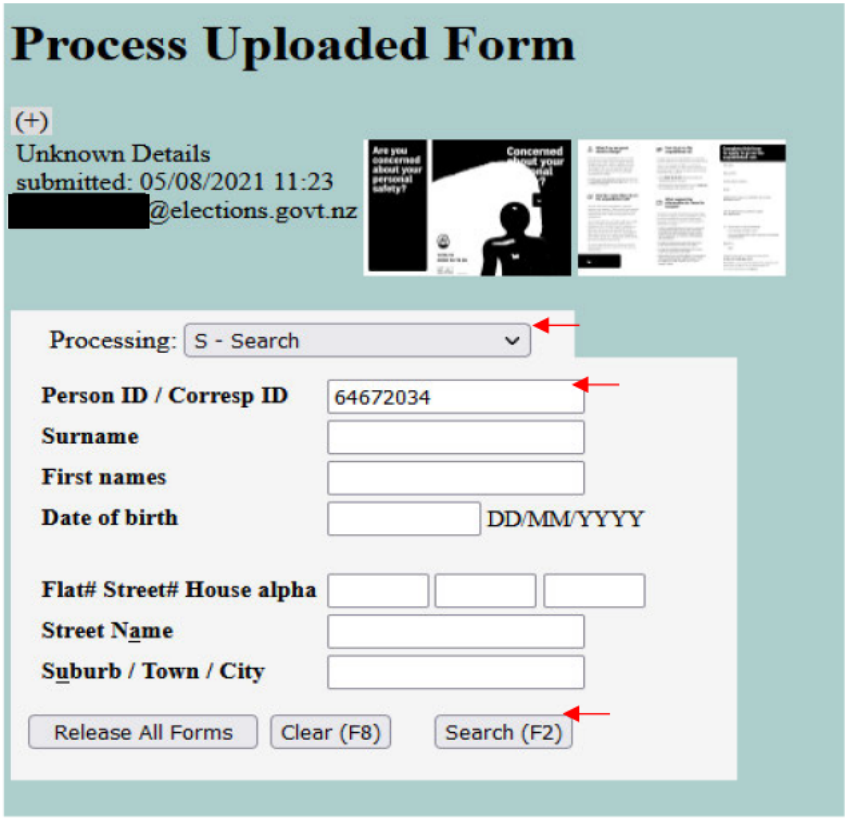
This person is now in 'Ready for UPR Approval' filter and awaiting approval from the Unpublished Manager.

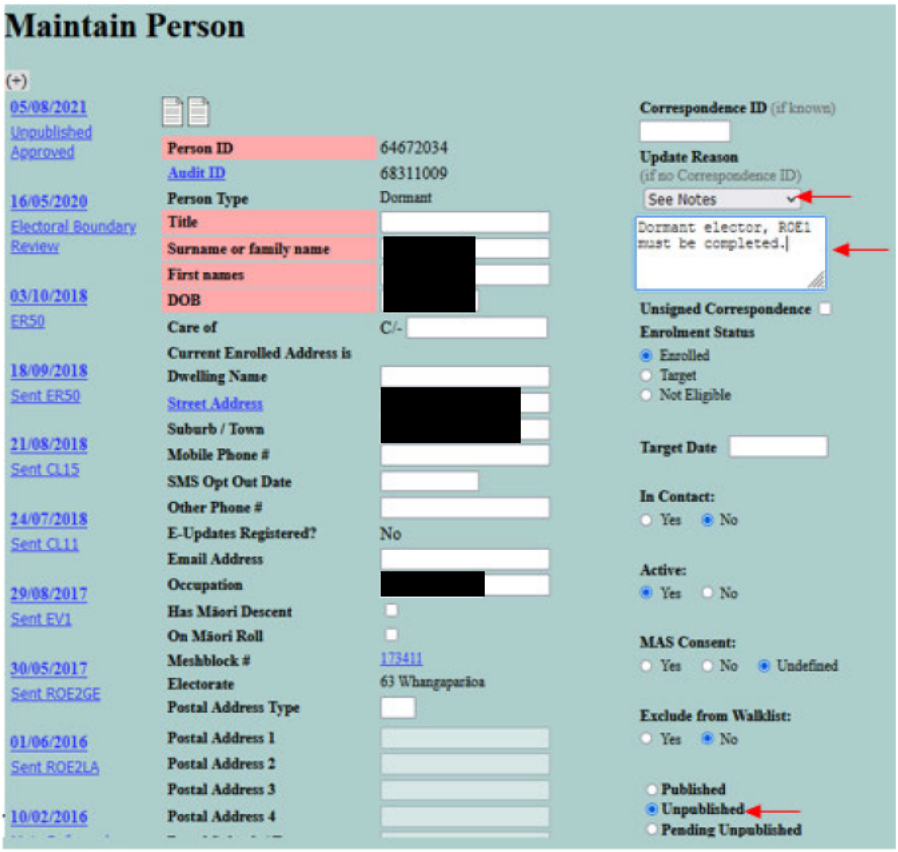
2.4 UNPUBLISHED REQUEST SITUATIONS AND FOLLOWING STEPS:

This table outlines different situations that can arise with Unpublished Applications, and the correct process that follows.

Refer to above steps for processing - 2.1 - Pending Unpublished and 2.2 – Ready for approval process.

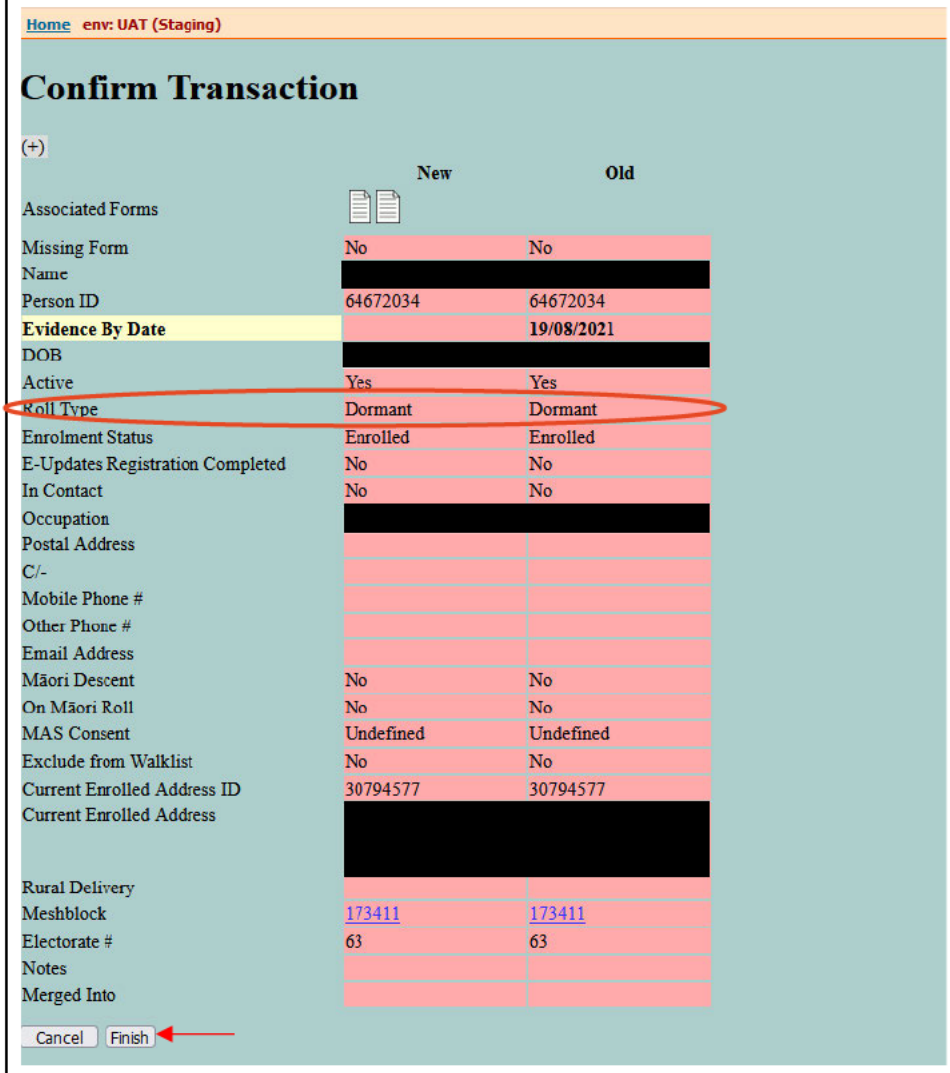
If ...	*And...*	*Then...*
We received a ROE6	Elector supplied enough evidence	1. Make Unpublished Pending. elector in now in 'Unpublished Person Review Queue' (2.1) 2. Make 'Ready for UPR approval' (2.2) 3. File accordingly (10)
We received a ROE6	Elector hasn't supplied enough evidence	1. Make Unpublished Pending. Elector in now in 'Unpublished Person Review Queue' (2.1) 2. Schedule a SLE to go out to elector's current address. See link for instructions: SLE - Unpublished roll: Request for further evidence | ECHO (mcas.ms) 3. Follow up with an email via Zendesk to inform elector we require them to provide evidence. Enter Macro 'Providing evidence'
We received a ROE6	Elector hasn't supplied enough evidence and is changing address outside their electorate	1. Make Unpublished Pending. Elector in now in 'Unpublished Person Review Queue' (2.1) 2. Schedule a SLRE to go out to elector's new address. SLRE - Unpublished roll: Request for further evidence and a completed ROE1 | ECHO (election.net.nz) 3. Refer to section (3) for steps on how to create correspondence. 4. Email the elector, via Zendesk to request a new ROE1 and supporting evidence. Enter and combine Macros 'Providing Evidence' and 'Update my details – Unpublished'
We received a ROE6	Elector hasn't supplied enough evidence and is changing address within their electorate	1. Make elector Unpublished Pending (2.1). 2. From a ROE6, an elector's address can be updated if it is within the same electorate. Please refer to this link for a full list of what information can be updated - Updating electors details from an Unpublished application | ECHO (mcas.ms) 3. Refer to section (3) for steps on how to create correspondence. 4. Follow up with an email viz Zendesk to inform elector we require them to provide evidence. Enter Macro 'Providing evidence'

We received a ROE6	Elector is dormant	1. Drag and drop ROE6 into 'uploaded forms admin queue' 2. Drop down box to: "Search", type the elector's PI and click search:  3. Change reason to "See notes" add: 'Dormant elector, ROE1 must be completed', change status to "Unpublished" and then click "Update"



4. Select elector's name and click Next

5. Make sure Roll Type still" Dormant" and then click Finish:

<table>
<tr>
<td></td>
<td></td>
<td>


Home env: UAT (Staging)

Confirm Transaction

(+)

	New	Old
Associated Forms		
Missing Form	No	No
Name	[redacted]	
Person ID	64672034	64672034
Evidence By Date		**19/08/2021**
DOB	[redacted]	
Active	Yes	Yes
Roll Type	Dormant	Dormant
Enrolment Status	Enrolled	Enrolled
E-Updates Registration Completed	No	No
In Contact	No	No
Occupation	[redacted]	
Postal Address		
C/-		
Mobile Phone #		
Other Phone #		
Email Address		
Māori Descent	No	No
On Māori Roll	No	No
MAS Consent	Undefined	Undefined
Exclude from Walklist	No	No
Current Enrolled Address ID	30794577	30794577
Current Enrolled Address	[redacted]	
Rural Delivery		
Meshblock	173411	173411
Electorate #	63	63
Notes		
Merged Into		

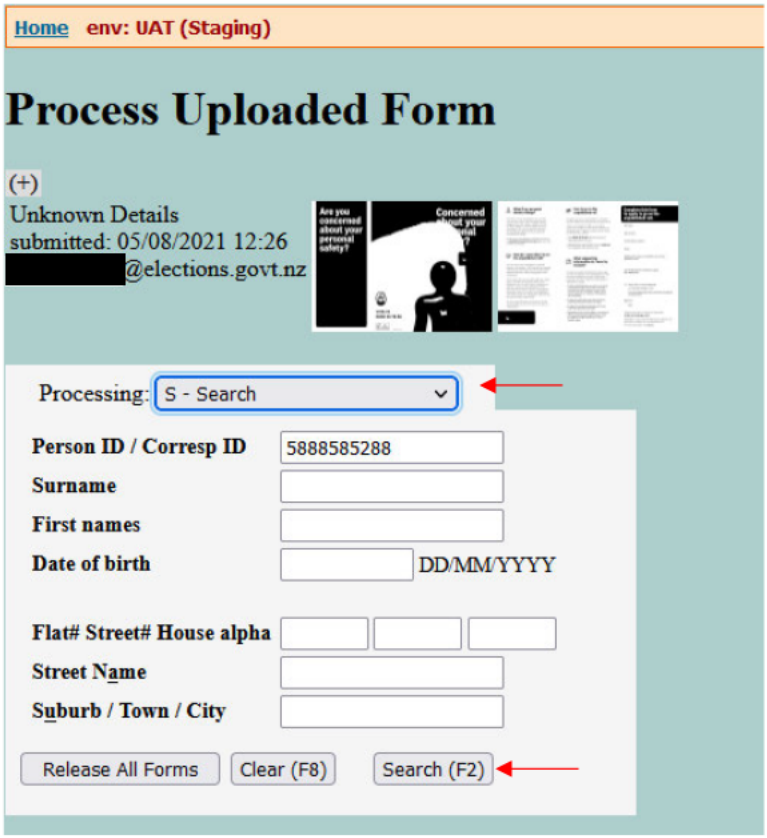
Cancel Finish

6. Go to Maintain Person screen and Create Correspondence. Refer to (3) for instructions on creating correspondence.

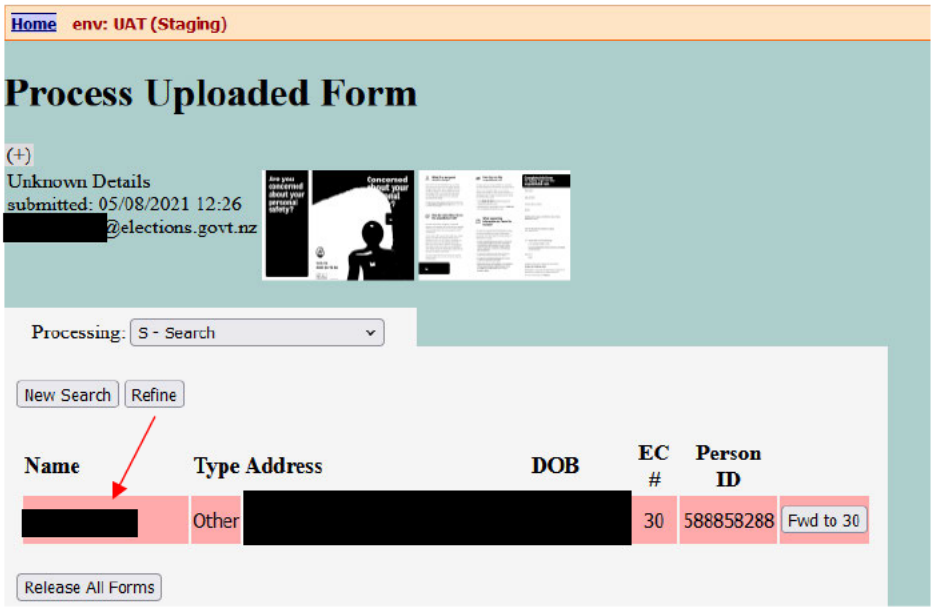
7. Select SLR – Unpublished Roll: Request for new ROE1

   - Untick “Send to current mailing address”
   - In Postal Address Type: “N”, and add the elector’s current residential address

11. And Click Finish in ALL transactions.
</td>
</tr>
<tr>
<td>We received a ROE6</td>
<td>Elector is OTHER</td>
<td>
1. Drag and drop ROE6 into the uploaded forms admin queue
2. Select form in queue
3. Drop down box to: “Search”, type the elector’s PI and click search:
</td>
</tr>
</table>

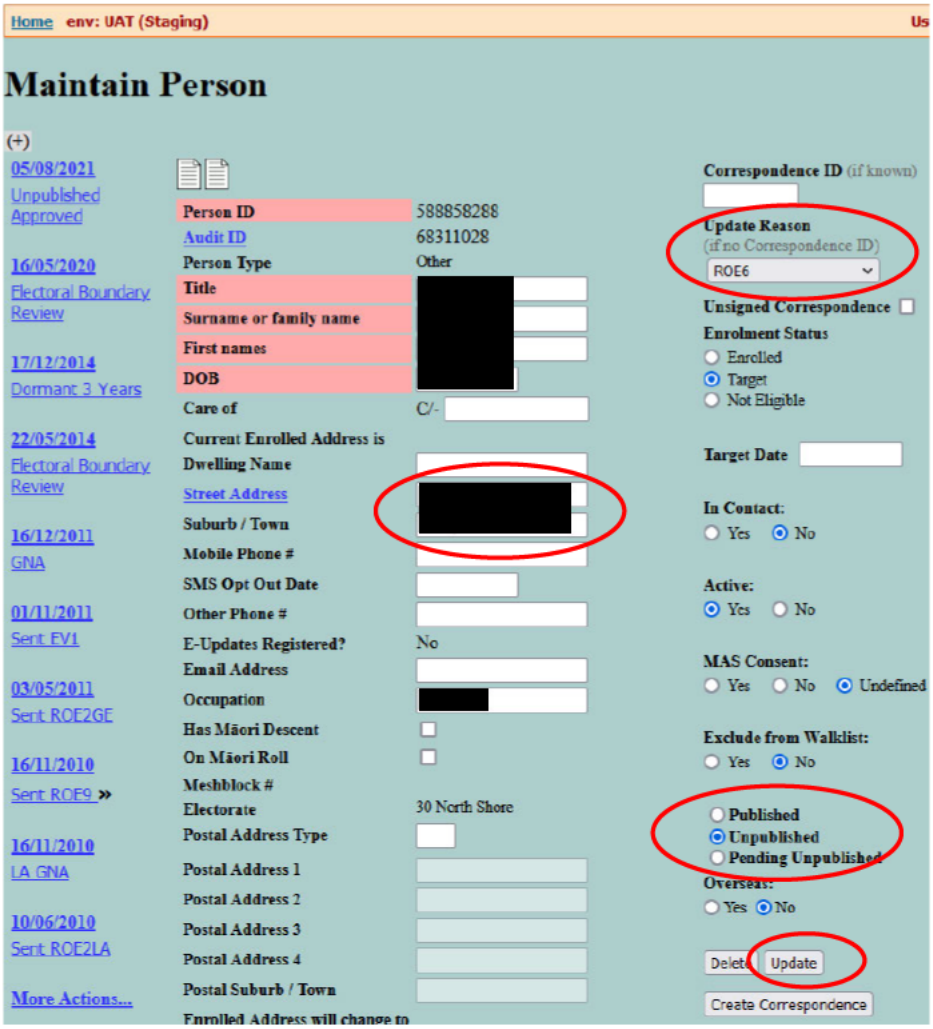


4. Select elector's name:

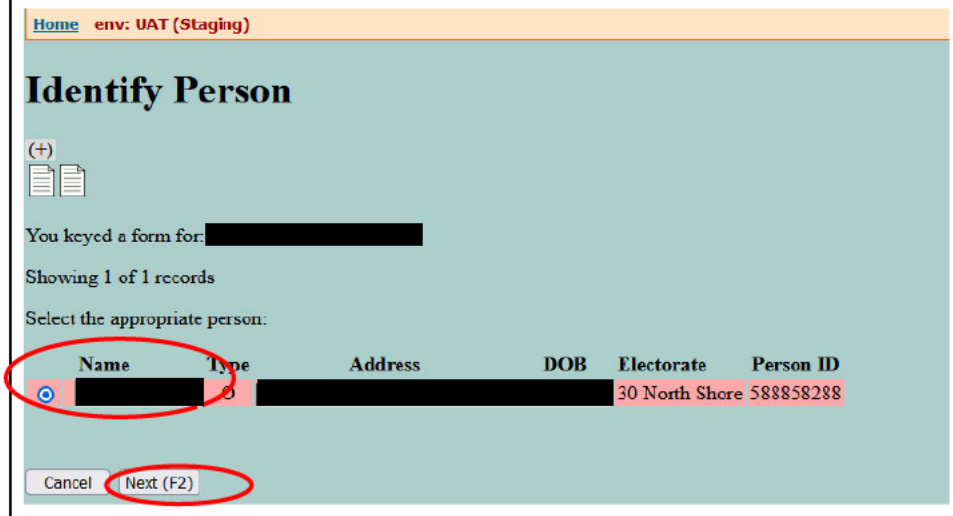


5. - Update Reason to: ROE6
   - Type elector's new address
   - Change Status to: Unpublished

- Click "Update"



6. Click on elector's name and click Next:



7. In Confirm Transaction Screen the system will generate a SLR to the elector's new residential address and the Roll Type will remain OTHER. Click Finish.

<table>
<tr>
<td></td>
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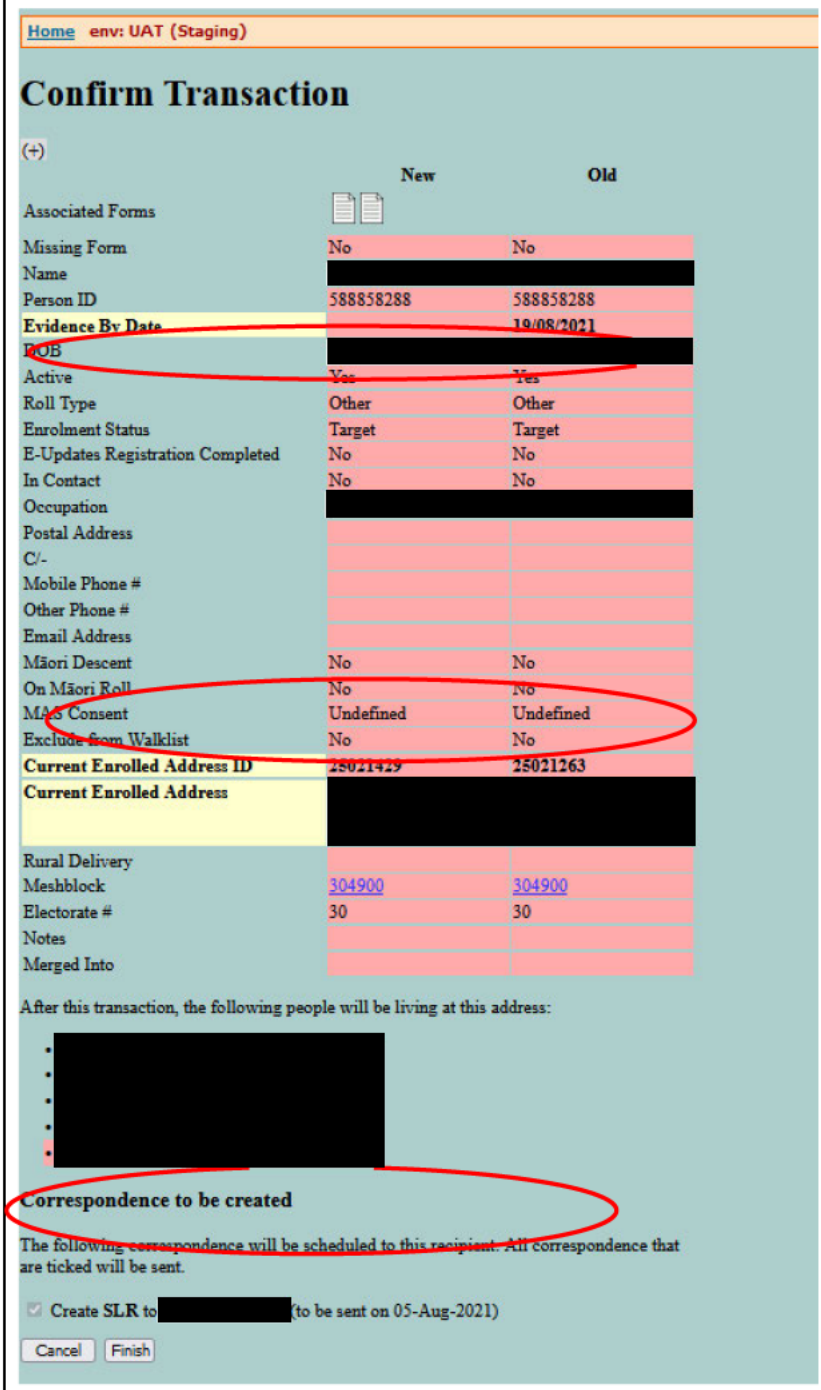
<td>

Home env: UAT (Staging)

Confirm Transaction

(+)

	New	Old
Associated Forms		
Missing Form	No	No
Name	[redacted]	
Person ID	588858288	588858288
Evidence By Date		19/08/2021
DOB	[redacted]	
Active	Yes	Yes
Roll Type	Other	Other
Enrolment Status	Target	Target
E-Updates Registration Completed	No	No
In Contact	No	No
Occupation	[redacted]	
Postal Address		
C/-		
Mobile Phone #		
Other Phone #		
Email Address		
Māori Descent	No	No
On Māori Roll	No	No
MAS Consent	Undefined	Undefined
Exclude from Walklist	No	No
Current Enrolled Address ID	25021429	25021263
Current Enrolled Address	[redacted]	
Rural Delivery		
Meshblock	304900	304900
Electorate #	30	30
Notes		
Merged Into		

After this transaction, the following people will be living at this address:

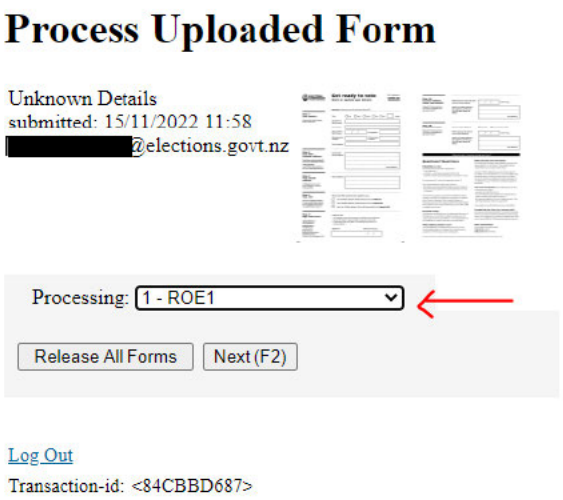
- [redacted]

Correspondence to be created

The following correspondence will be scheduled to this recipient. All correspondence that are ticked will be sent.

Create SLR to [redacted] (to be sent on 05-Aug-2021)

Cancel Finish
</td>
</tr>
<tr>
<td>We received a ROE1</td>
<td>There is an Unpublished Roll request on the form.</td>
<td>1) Drag and drop ROE1 into the uploaded forms admin queue
2) Select form in queue
3) Drop down box to: “ROE1”</td>
</tr>
</table>



4) Review '[Keying ROE1 Form | ECHO (election.net.nz)]' for processing a ROE1.

5) Through keying the ROE1, change the person status to Unpublished Pending and Insert comments if required.

6) If sufficient evidence is still required, continue with appropriate process to retrieve evidence (Send an SLE and follow up with an email, refer to above sections for processing steps)

7) If evidence has been received, continue with ready for UPR approval process (2.3)

4. UNPUBLISHED CORRESPONDENCE

Types of correspondence send to Unpublished Electors during the application process Include:

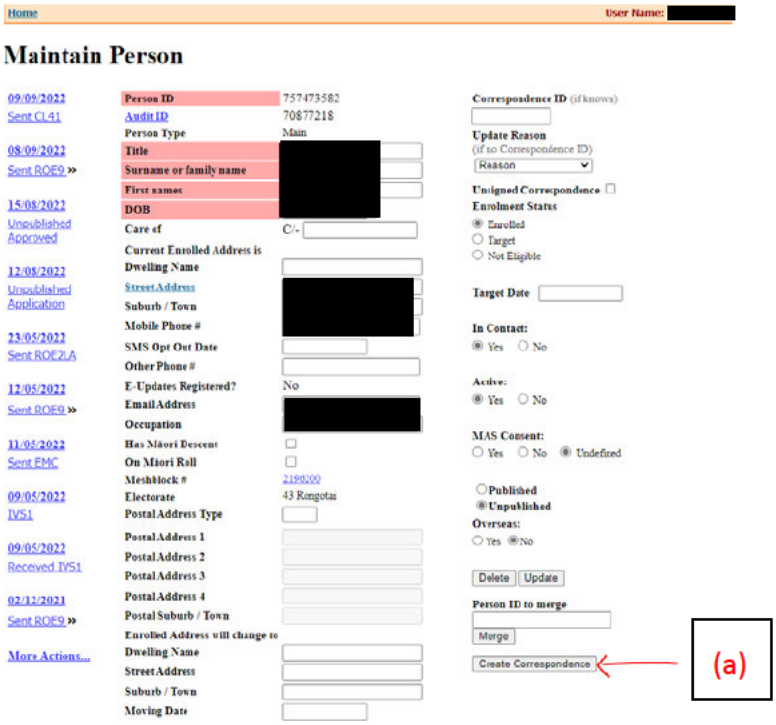
SLR - Unpublished roll: Request for new ROE1 | ECHO (election.net.nz)

SLE - Unpublished roll: Request for further evidence | ECHO (election.net.nz)

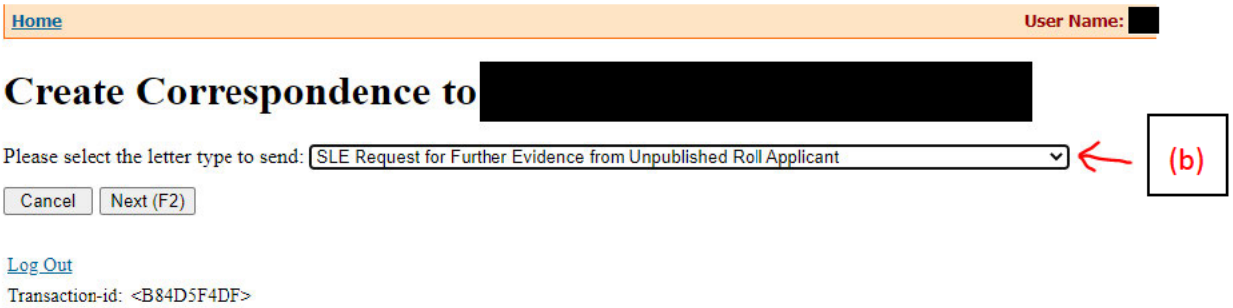
SLRE - Unpublished roll: Request for further evidence and a completed ROE1 | ECHO (election.net.nz)

SLDU - Unpublished roll: Application declined | ECHO (election.net.nz)

1) **On the maintain person screen, select create correspondence (a)**

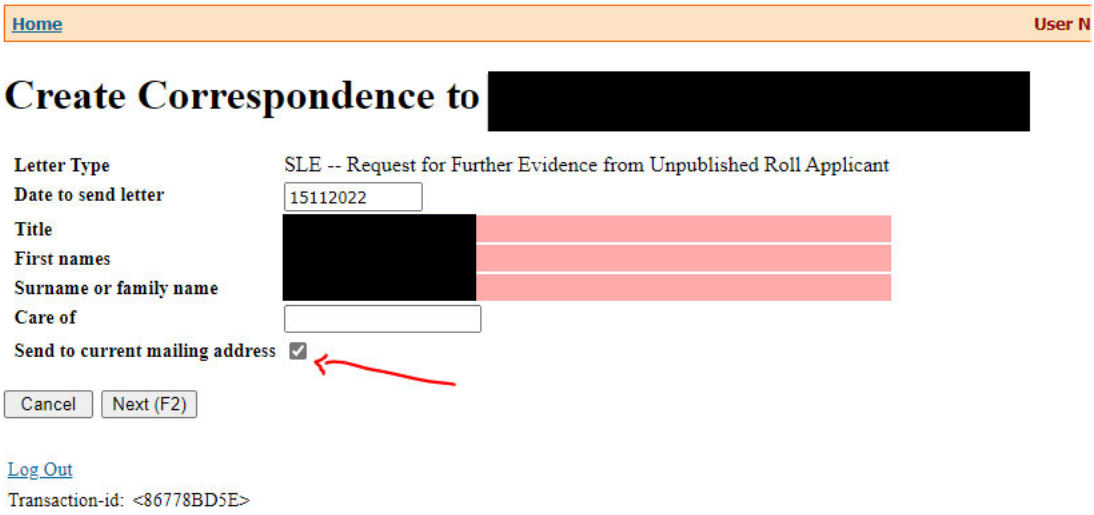


2) **Select the drop-down bar to choose which correspondence needs to be sent. (b)**



2) If the correspondence needs to be sent to an address that is not the electors current postal address, untick the radio button (c) and input the correct address.

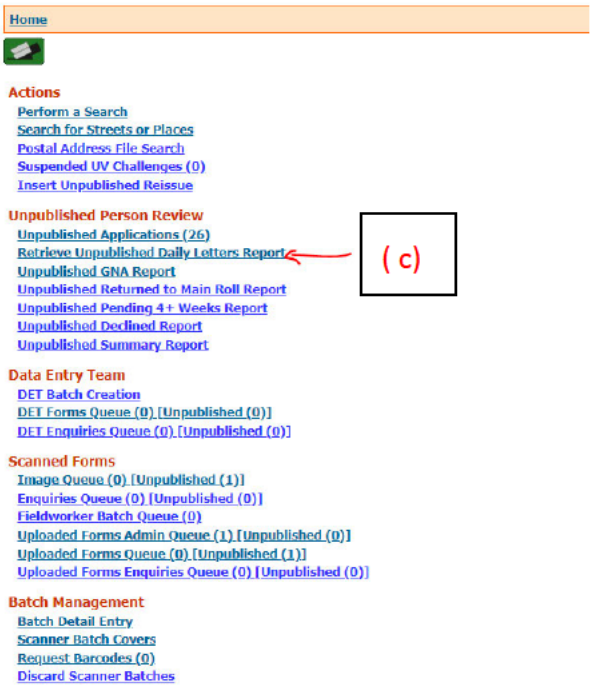
3) Select next, and then finish.



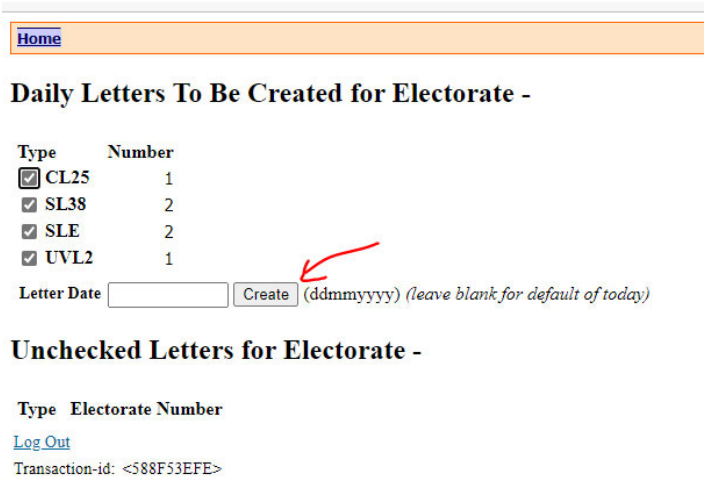
5. RETRIEVE UNPUBLISHED DAILY LETTER REPROT

Correspondence to Electors on the Unpublished Roll. Must be pulled and sent manually.

1) On your MIKE home screen, select 'Retrieve Unpublished Daily Letter Report'



2) Leave letter date blank and click create.



3. A report letter will be sent to your email. These letters need to be printed and placed into envolepes with the adress window showing.

4. Drop these off to your nearest mailroom to be sent out to electors.

Note – Read the letters and if a ROE1 or return envolpe is required ensure these are placed into the envlope with the letter to be sent. This should be completed at the end of each day

6. UNPUBLISHED STAKEHOLDERS

- MSD - [redacted] - [redacted]@msd.govt.nz.
- DEPARTMENT OF CORRECTIONS - [redacted]@corrections.govt.nz , [redacted]@corrections.govt.nz
- NEW ZEALAND POLICE – [redacted]@police.govt.nz , [redacted]@police.govt.nz
- MINISTRY OF JUSTICE – If applicant is a member of the judiciary or a judicial officer =

  [redacted]@justice.govt.nz , [redacted]@justice.govt.nz

  If applicant is not = [redacted]@justice.govt.nz
- ACC – [redacted] - [redacted]@acc.co.nz. [redacted]@acc.co.nz
- ORANGA TAMARIKI – [redacted]@ot.govt.nz.
- SHAMA – [redacted] - manager@shama.org.nz, info@shama.org.nz, fvsvmanager@shama.org.nz.
- ENGLISH LANGUAGE PARTNERS - [redacted]@englishlanguage.org.nz
- WOMEN'S REFUGE - [redacted]@refuge.org.nz

7. UNPUBLISHED STAKEHOLDERS - APPLICATIONS ENDORSEMENTS

SOP Unpublished Process FV.docx

If an endorsement is needed for a staff member from one of the organizations mentioned above, we need to send an email to our KEY contacts to endorse accordingly.

NOTE: Depending on the quantity of applications received, collect a list to provide weekly to our stakeholders, rather than contacting for each application.

- *"Good afternoon,*

  I have received the following application to be on the unpublished electoral roll:

  (Elector's name)

  (CITY)

  If you are satisfied that the applicant's personal safety is at risk by having their name published on the electoral roll, please endorse the application accordingly."

  Regards,

Steps to follow after we recevied a confirmation from our KEY contacts:

1. Print the email confirmation with the the elector's name removed.
2. We attached the email confirmation to the elector's Unpublished application.
3. Unpublished Coordinator will complete the Unpublished Application procees in MIKE (2.1 and 2.2)

Police additionally have their own application form found here. If received filled out correctly (both sections signed), they can be placed straight on to the unpublished roll.

6. UNPUBLISHED DECLINE PROCESS

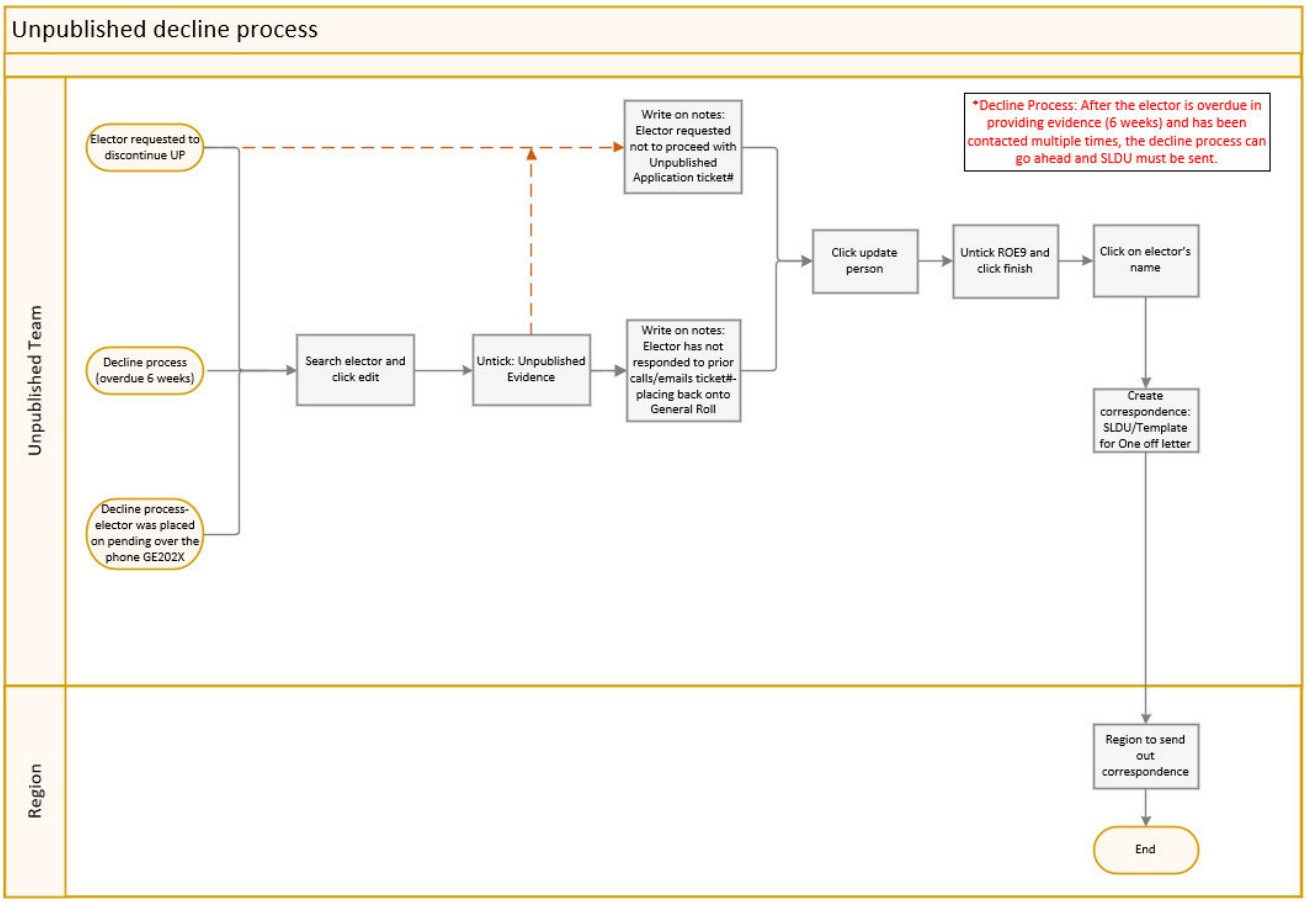
When an elector is overdue in providing evidence (6 weeks) and the elector has been contacted several times by email or by phone, and an SLE has been sent, we can go ahead and decline the elector's application. Make sure you get approval from the Unpublished Manager first.

This process is also followed when an elector wishes to disconinue with their Unpublished Application.

MIKE Instructions:

1. Open the elector from the Unpublished Pending queue
2. Write in the notes field 'Declined [date] by [Unpublished Manager]'
3. Click 'Ready for UPR approval'

The manager will then decline the application in MIKE, and the SLDU letter will be scheduled automatically.



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Template for One off letter Wording:

Further to your application to be on the Unpublished electoral roll.

Under section 115 of the Electoral Act states that the Electoral Commission may include you on the Unpublished Roll if it is prejudicial to your personal safety, or your family, to have your details on the printed roll.

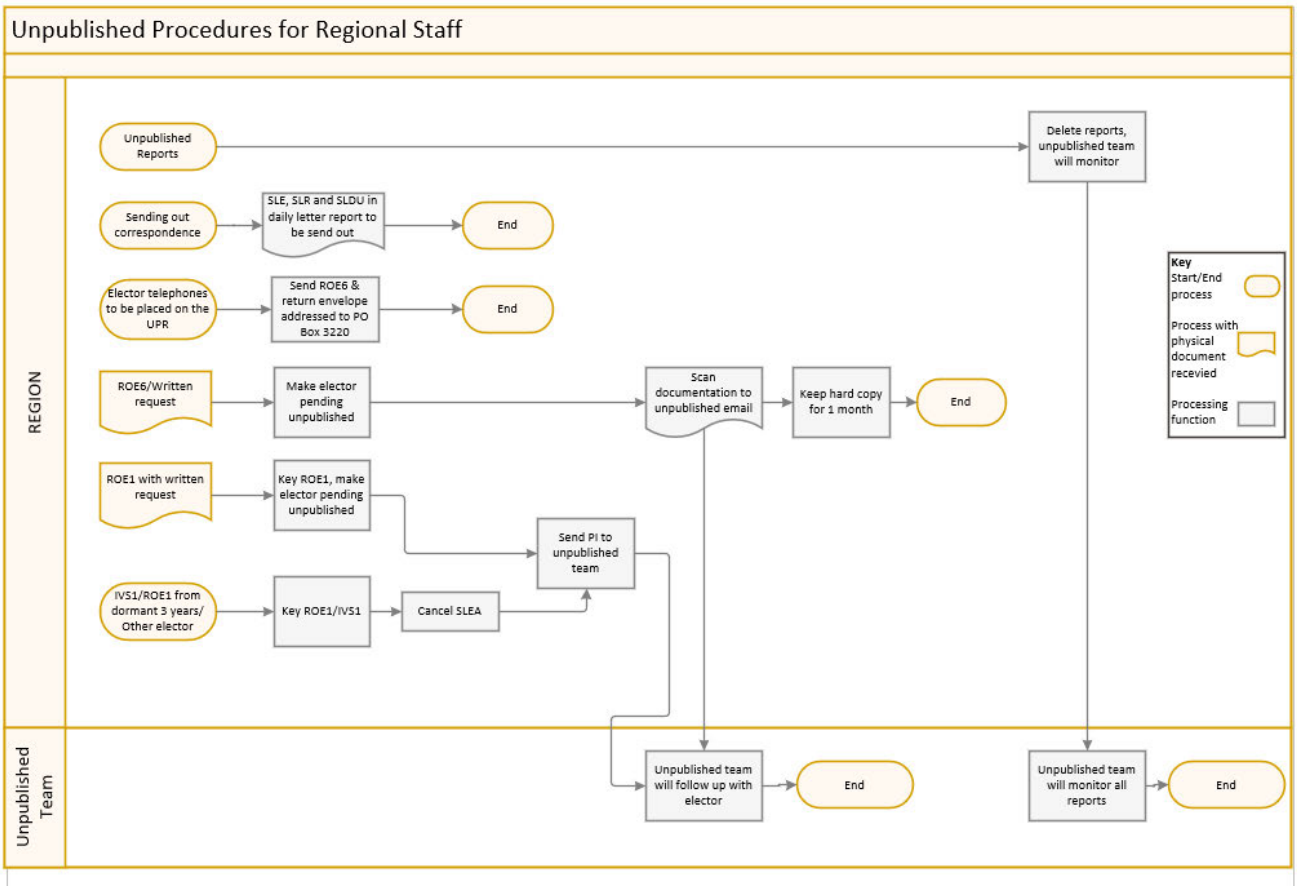
Unfortunately, as you have not provided enough evidence to support your application, I am unable to meet your request at this stage.

However, if you feel you may require this service at a later date please feel free to submit your application again.

Get in touch if you have questions
If you have any questions, please contact us. We're here to help.

Phone: 0800 36 76 56
Email: unpublished.roll@elections.govt.nz.

7. UNPUBLISHED PROCEDURES FOR REGIONAL STAFF



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8. UNPUBLISHED CONFIRMATION LETTER

When an Unpublished elector request a confirmation of being on the Unpublished Roll, we can send out this confirmation by email as a PDF file.

1. We require a form of ID to confirm the elector's identity. Macro for wording - confirmation of being on Unpublished Roll.

   - *Kia ora (xxx)*

     Thanks for getting in touch.
     To proceed with your request, you are required to provide some form of I.D (e.g Drivers License, Passport).Please return a photo copy to this email address at your earliest convenience.
     We can then confirm your status on the electoral roll.
     Hope to hear back from you soon.

     Ngā mihi,

2. Once we confirm the elector's identity and their electoral roll status, we can provide them with a pdf letter confirming their status on the Unpublished Roll.

Template letter can be found here-> LINK: X:\08-Enrolment and Engagement\04 - Operations\02 - Operations Support Team\04 - Unpublished\Unpublished Confirmations.

UP Confirmation 2022

After sending out an unpublished confirmation by email, please save the document into the appropriate folder.

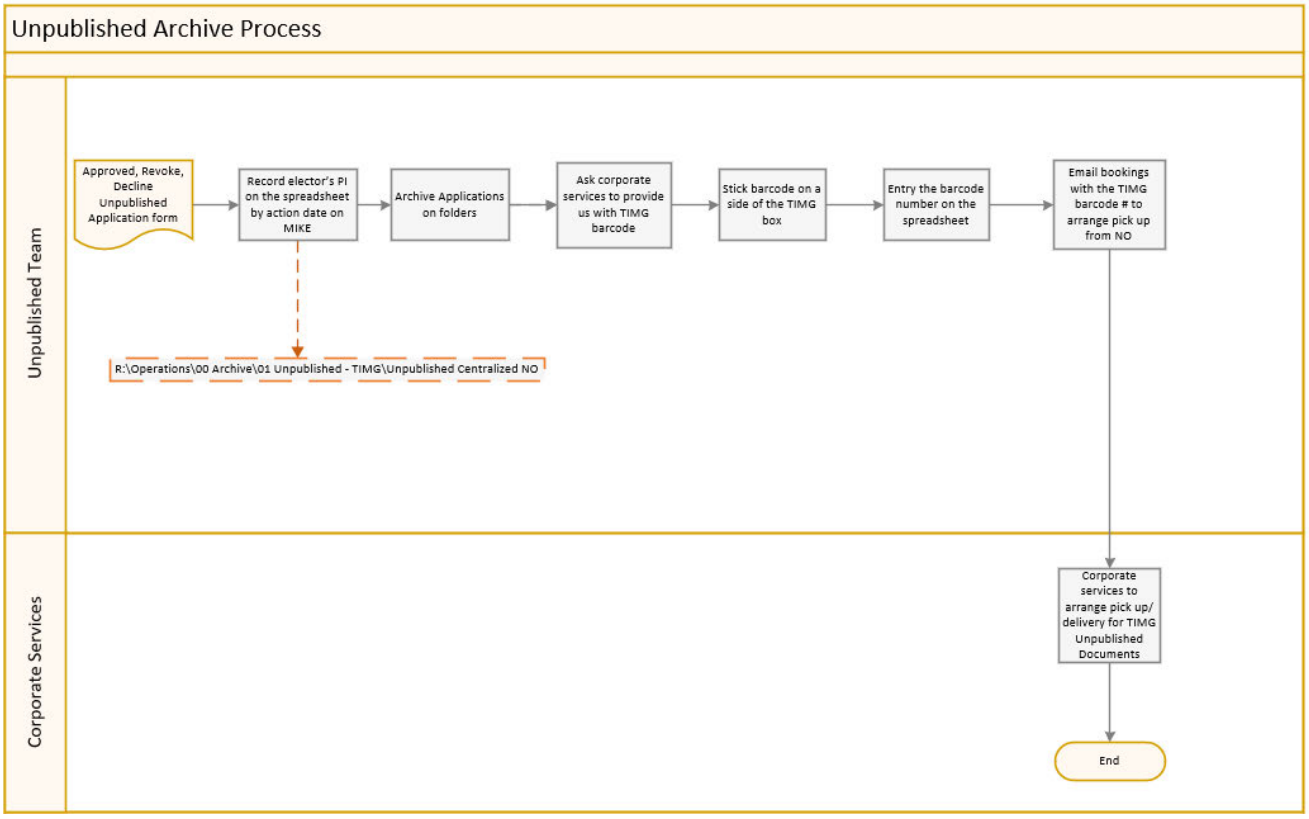
9. UNPUBLISHED FILING AND ARCHIVING PROCESS WITH TIMG

Each Unpublished Application is filed accordingly and sent to TIMG for storage.

When an application is received, both the application (ROE6, ROE1 Or written request) must be printed, along with their evidence.

These can be attached to a pink checklist - [Enrolment & Community Engagement - Unpublished - pink checklist.pdf - All Documents (sharepoint.com)]

This is to ensure each step of the process is followed correctly.



(X:\08-Enrolment and Engagement\04 - Operations\02 - Operations Support Team\04 - Unpublished\Unpublished Flowcharts Processes)

LINK: R:\Operations\00 Archive\01 Unpublished - TIMG\Unpublished Centralized NO

Passwords for:

- NO Prisoners Unpublished → [redacted]
  - TIMG Barcode: WNQ-00641
- NO Unpublished 2019 → [redacted]
  - TIMG Barcode: WNQ-00599
- NO Unpublished 2020 → [redacted]

- Jan-Feb 2020 TIMG Barcode: WNQ-00600
- Mar-Apr-Jun 2020 TIMG Barcode: WNQ-00611
- July 2020 TIMG Barcode: WNQ-00610
- Aug 2020 TIMG Barcode: WNQ-00607
- Sep 2020 TIMG Barcode: WNQ-00601
- Oct 2020 TIMG Barcode: WNQ-00608
- Nov-Dec 2020 TIMG Barcode: WNQ-00642

➢ NO Unpublished 2021 → [redacted]

- Jan-Feb 2021 TIMG Barcode: WNQ-00643
- March-April 2021 TIMG Barcode: WNQ-00644
- May-June-July 2021 TIMG Barcode: WNQ-00612
- Aug – Dec 2021 TIMG Barcode: WNQ-00647

➢ NO Unpublished 2022 → [redacted]

Jan 2022 TIMG Barcode: WNQ-00647
Feb 2022 TIMG Barcode: WNQ-00647
March 2022 TIMG Barcode: WNQ-00647
April 2022 TIMG Barcode: WNQ-00647
May 2022 TIMG Barcode: WNQ-00613
June 2022 TIMG Barcode: WNQ-00613
July 2022 TIMG Barcode: WNQ-00613
Aug 2022 TIMG Barcode: WNQ-00614
Sep2022 TIMG Barcode: WNQ-00614
October 2022 TIMG Barcode: WNQ-00614

➢ Unpublished 2023

November 2022 to May 2023 – TIMG Barcode: WNQ-01057

March 2023 to August 2023 – TIMG Barcode: WNQ-01058

August 2023 to September 2023 – TIMG Barcode: WNQ-01059

September 2023 to TBC

➢ When you have a TIMG box full of applications please email bookings to [redacted]@elections.govt.nz and request a TIMG barcode.

Once the barcode is received:

1. Stick this on a side of the TIMG Box.
2. Record barcode number above
3. Seal the TIMG box with a security tape.

4. Email bookings to request: “A box to be taken to TIMG which contains Unpublished documents, TIMG Barcode XXXX-XXXX”(please include the box barcode #).
5. Bookings will organize the pickup of the TIMG Box and will let you know the time.

10. UNPUBLISHED REVOCATION

Unpublished Revocation occurs when an Unpublished elector request to be placed back on the Main roll.

We require a signed request from the elector stating the no longer need to be on the Unpublished Roll.

When an elector makes his request, the following macro can be sent:

- *Kia ora,*

  If you wish to return to the main roll, you will need to submit a signed request stating that you no longer need to be on the Unpublished Roll.

  You can scan or take a picture of your signed request, and email it to unpublished.roll@elections.govt.nz

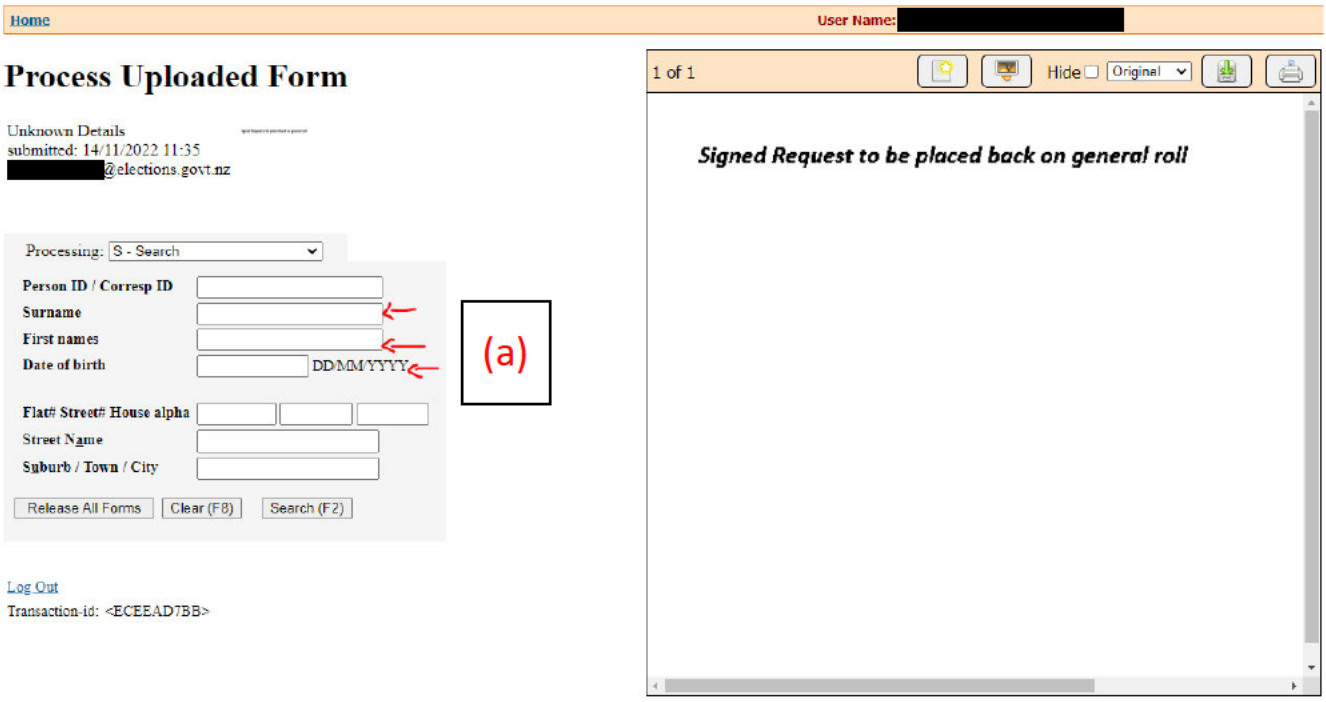
As soon as we receive your signed request, we will process it and a confirmation letter will be sent to you.

Please don’t hesitate to contact me if you have any questions.

Ngā mihi

1. Once a signed request is received from the elector, it can be uploaded into the ‘Uploaded Forms Admin Queue’

2. Search the electors’ details against the signed request. (a) Once you have found the correct elector select their name.



3. Once you are in the 'Maintain Person' page for the correct elector.

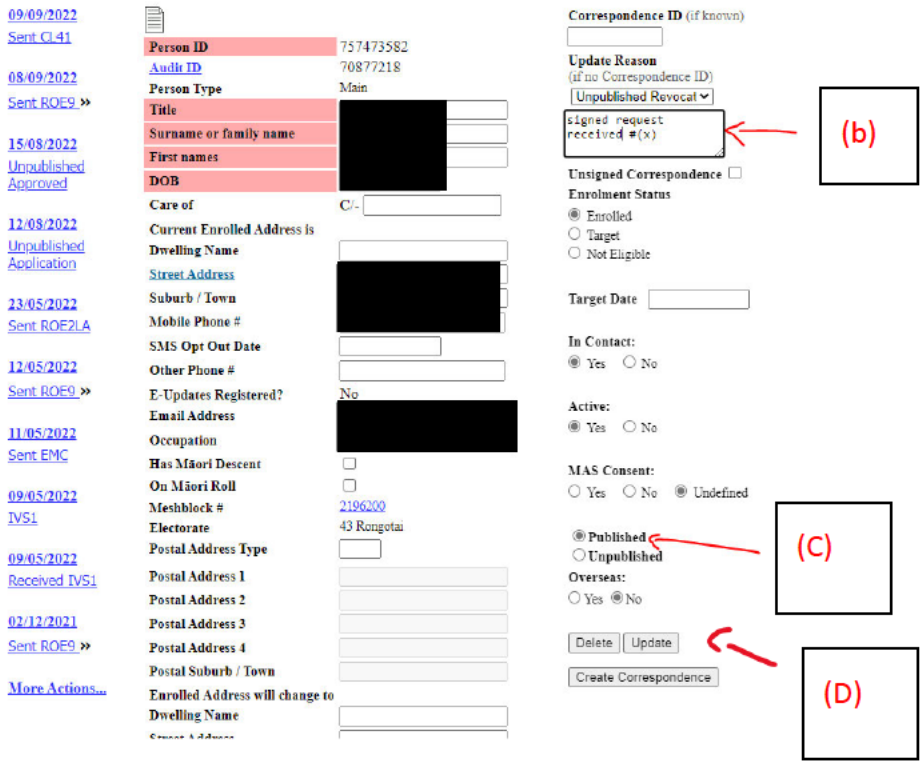
4. Select update reason 'Unpublished Revocation'. Into the notes area, input how the signed request was received. (For example, via postal box or Zendesk Ticket Number) (b)

5. Ensure the radio button 'Published' is selected (c)

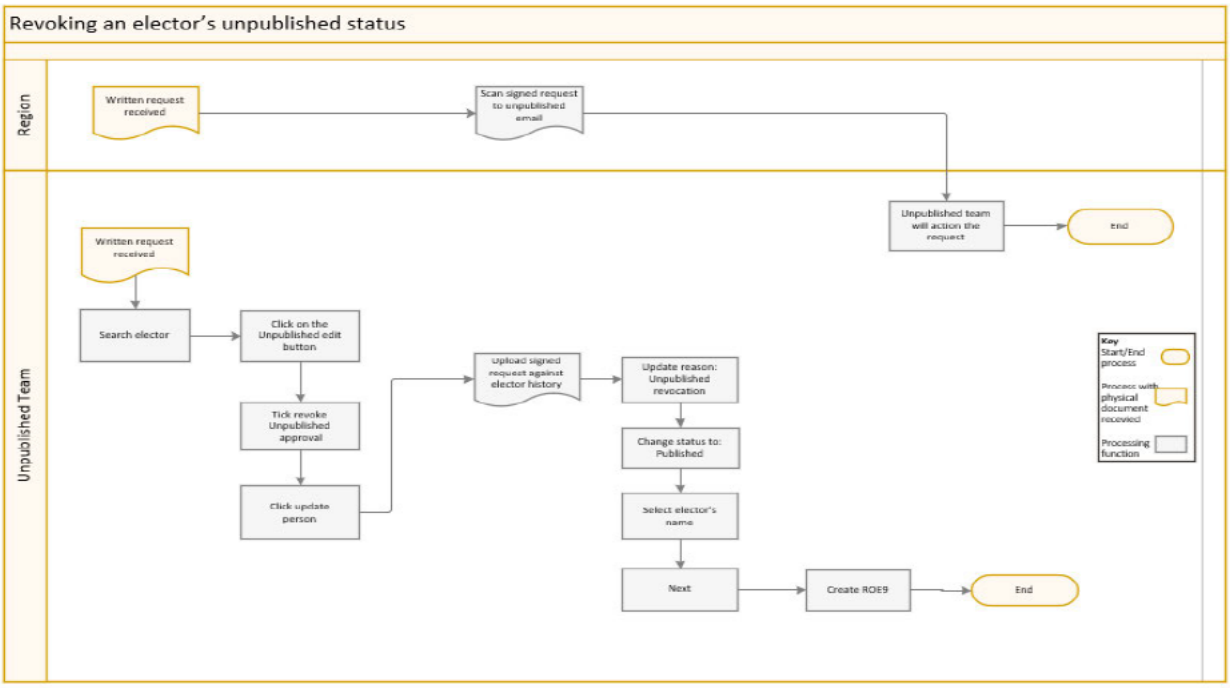
6. Select 'Update' (d)

Note: If the signed request was received by Zendesk, respond the elector confirming their request has been received and actioned, and that they will receive a confirmation in the post.

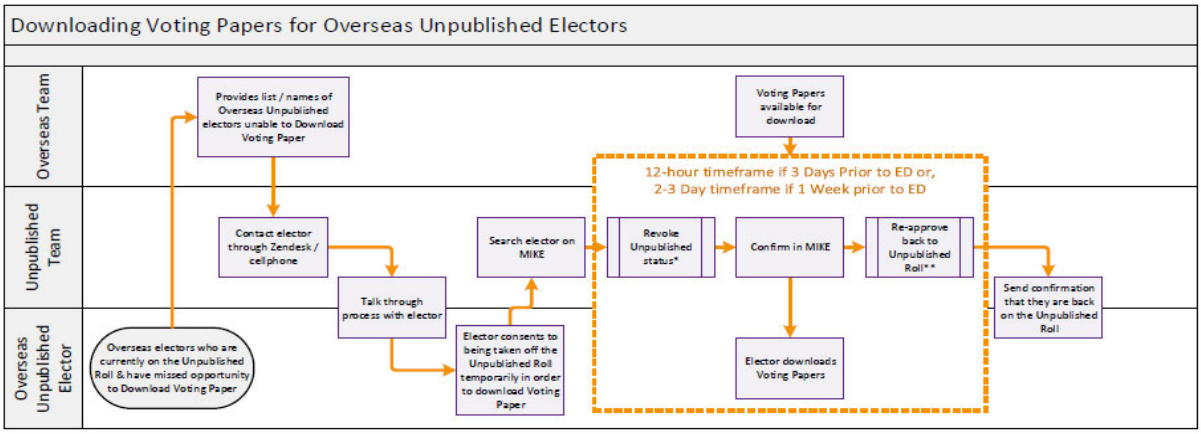
Maintain Person



(X:\08-Enrolment and Engagement\04 - Operations\02 - Operations Support Team\04 - Unpublished\Unpublished Flowcharts Processes)



11. UNPUBLISHED DVP PROCESS (DOWNLOADING VOTING PAPERS)



* See Notes: Elector to download Voting Papers

** See Notes: Elector requested to download Voting Papers

An overseas Unpublished electors must enrol as soon as eligible and advise ROE's of any changes to their details so the electoral rolls used on election day are as up to date as possible.

An elector who is overseas who: has missed the opportunity to access voting papers via post; is unable to vote at an overseas post; does not qualify for remote voting services; and who is currently on the Unpublished Roll - has requested to be taken off the Unpublished roll for a 'window of opportunity' to down load voting papers.

Access the download service within the timeframe arranged.

The Overseas Voting team will respond to voter that they will be forwarded to the unpublished roll team who will arrange with them to be taken off the Unpublished roll for a 'window of opportunity'. Also adds info about returning their voting papers with timing information.

Forwards the email/details to the Unpublished Roll Co-ordinator.

The Unpublished Co-ordinator with the elector will arrange a time for them to be taken off the unpublished roll.

Ensure elector is placed back on the Unpublished roll after delegated time.

Clear ROE Transaction Status report after elector has been made Unpublished > Main and then Main > Unpublished

11.1 SCRIPT / EMAILS TO SEND TO UNPUBLISHED ELECTORS:

Script / Email template 74	*Kia Ora [insert name]* *The Overseas team have passed your email on to me to contact you.* I understand you wish to download voting papers. *Understandably, we place high importance on security for electors on the Unpubli-----shed Roll. This means you cannot search your details online, and consequently are not able to download voting papers.* *However we can temporarily take you off the unpublished roll and placed on the main roll for a period of time. This will allow you to download your voting paper. We can then return you to the unpublished roll once you have download your papers.* *To reassure you, even though you will be temporarily placed on the Main Roll, this does not mean your details are made available to the public or included on the printed roll.* *How do you feel about that?* *Just so you are aware you can start voting from overseas Wednesday 30 September.* *If you are happy with the process please provide a timeframe (e.g. a day, or two days) and confirmation that you give your consent to be placed on the main roll to download voting papers by return email [unpublished.roll@elections.govt.nz]* *I will need you to confirm your full name, the residential address you are enrolled at, your date of birth and, timeframe.* *Once this process is complete, I will advise Overseas team.* *If you have any concerns you can contact us at unpublished.roll@elections.govt.nz.* *Ngā Mihi*

12. UNPUBLISHED PRISONERS

When a prisoner wants to apply to be on the Unpublished roll, a ROE1+ROE6 needs to be completed and a support letter must be accompanying with their application.

The prisoner voting liaison is in charge to assist a Prisoner with their request to be include on the Unpublished Roll. **Only one form of supporting information is required.** If the applicant has a court order or other information that would satisfy the grounds, use I.06.Form 05.

DEPARTMENT OF CORRECTIONS

I.06.Form.05

Electoral Commission
PO Box 3220
Wellington 6140

Email: [redacted]@elections.org.nz

Supporting information for unpublished roll application.

Pursuant to section 115 of the Electoral Act 1993, the purpose of this letter is to provide supporting information regarding the following person's application to go on the unpublished roll.

(Name & date of birth of applicant)
Surname:
Given names:
Date of Birth:

The abovenamed wishes to have their details secured on the unpublished roll as publication of their name and address will prejudice:

- ☐ Their personal safety
- ☐ The safety of their family

This is due to: (the reason must be entered here - guidance is on page 2)

Attached to this letter is the applicant's:

- ☐ enrolment form
- ☐ application form to go on the unpublished roll

Yours sincerely

Name:
Position:
Date:

POM-
Last updated: 26 May 2020

I.06.Form.05 Supporting information for unpublished roll application

Once the ROE1, ROE6 are completed and signed by prisoner and the Corrections Supporting letter (I.06.Form 05) signed by completing staff, these can be scan and email to: [redacted] @elections.org.nz to be processed accordingly.

Once the application is received and processed, we can proceed with the Unpublished archiving process.

Prisoner family members who are enrolled at the same address as the prisoner are eligible to apply, once the prison has been approved.

13. NOTIFICATION OF SENTENCE – PSELECTORL

Notifications of Sentences are received when a person has received a custodial sentence of 3 years of more, which disqualifies them from registering to vote until released (Section 81 of Electoral Act 1993).

The Department of Corrections sends these to [redacted]@elections.org.nz

The Unpublished Roll coordinator is also responsible for PS elector inbox on Zendesk.

Once this is received, this must be sent onto the correct electorate that the prison is in.

A list of penal institutions, and their addresses can be found here: List of Penal Institutions | ECHO (mcas.ms)

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DEPARTMENT OF CORRECTIONS

I.06.Form.02

27 October 2022

Chief Register of Electors
Electoral Enrolment Centre
P.O. Box 190
Wellington 6140

Email: [redacted]@elections.org.nz

Notification of sentence

Pursuant to Section 81 of the Electoral Act 1993, the purpose of this notification is to advise that the following person has been sentenced to a custodial sentence of imprisonment which disqualifies them from registering to vote until released.

Surname:
Given names:
Date of Birth:

[redacted]

Residential Address *(Prior to custody)* :
Street Address:
Town / City:

[redacted]

Name of Prison: HAWKES BAY PRISON
Postal Address: MANGAROA ROAD
BRIDGE PA
HASTINGS

Yours sincerely

Name: [redacted]
Position: Receiving Officer

Please refer to Zendesk training material on how to side conversation this notification to the correct electorate.

14. UNPUBLISHED TSR

The Operations Support team is responsible for checking Unpublished Transaction Status Reports.

1) TSRs can be found on MIKE, under reporting. Select Online Transaction Status report.

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Reporting

- Retrieve Daily Letters Report
- Online Transaction Status Report (308) [Unpublished (0)]
- Forms To Pull Report
- Address Point Report
- Electorate Summary Report
- GNA Report
- Fieldworker Activity Report
- Māori Descent Report
- Local Authority Entitlements Report
- Management Statistics Report
- Local Authority Management Statistics Reports
- Missing Forms Report
- Address Point Creation Report
- Unqualified Voter Statistics Report
- Historic Forms Imaging Reports

2) Select Unpublished

Home

Transaction Status Review

Electorate	Count	
Unpublished	1	Select
1 Auckland Central	1	Select
2 Banks Peninsula	1	Select
3 Bay of Plenty	0	Select
4 Botany	0	Select
5 Christchurch Central	14	Select
6 Christchurch East	3	Select
7 Coromandel	5	Select
8 Dunedin	0	Select
9 East Coast	10	Select
10 East Coast Bays	0	Select
11 Epsom	0	Select

3) TSRs that need to be cleared will be here. Select review to see transaction.

Transaction Status Review Summary

Filter by: Update reason [All] User [All] Batch ID [All]
Filter Reset

Review All Cancel
<< >>
1 to 1 of 1

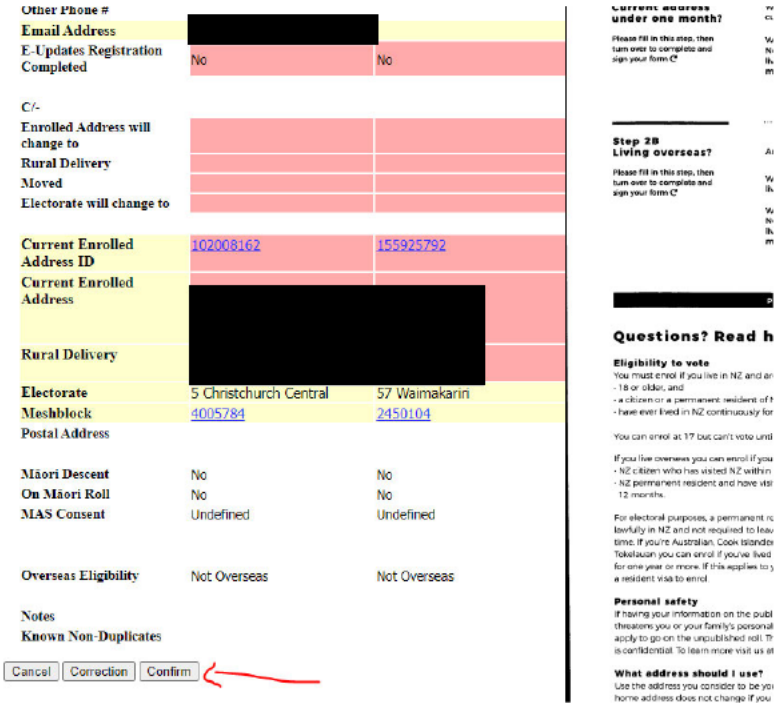
Show 50 results per screen

Unpublished Persons

Keying user: [redacted] Head Office
Update type: ROE1
M U 5 663871589 | D U 57 663871589
[redacted] | [redacted] Review
Scheduled: ROE9

Log Out

4) Read transaction and identify if any errors were made. If transaction was correct, select confirm to proceed to the next transaction.
5) If an error was made, select correction to correct the keying error. This will create another TSR.



Other Phone #		
Email Address	[redacted]	
E-Updates Registration Completed	No	No
C/-		
Enrolled Address will change to		
Rural Delivery		
Moved		
Electorate will change to		
Current Enrolled Address ID	102008162	155925792
Current Enrolled Address	[redacted]	
Rural Delivery		
Electorate	5 Christchurch Central	57 Waimakariri
Meshblock	4005784	2450104
Postal Address		
Māori Descent	No	No
On Māori Roll	No	No
MAS Consent	Undefined	Undefined
Overseas Eligibility	Not Overseas	Not Overseas
Notes		
Known Non-Duplicates		

Cancel Correction Confirm

under one month?

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

Step 2B
Living overseas?

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

Questions? Read h

Eligibility to vote
You must enrol if you live in NZ and ar
- 18 or older, and
- a citizen or a permanent resident of t
- have ever lived in NZ continuously for

You can enrol at 17 but can't vote until

If you live overseas you can enrol if you
- NZ citizen who has visited NZ within
- NZ permanent resident and have visi
12 months.

For electoral purposes, a permanent re
lawfully in NZ and not required to leav
time. If you're Australian, Cook Islander
Tokelauan you can enrol if you've lived
for one year or more. If this applies to y
a resident visa to enrol.

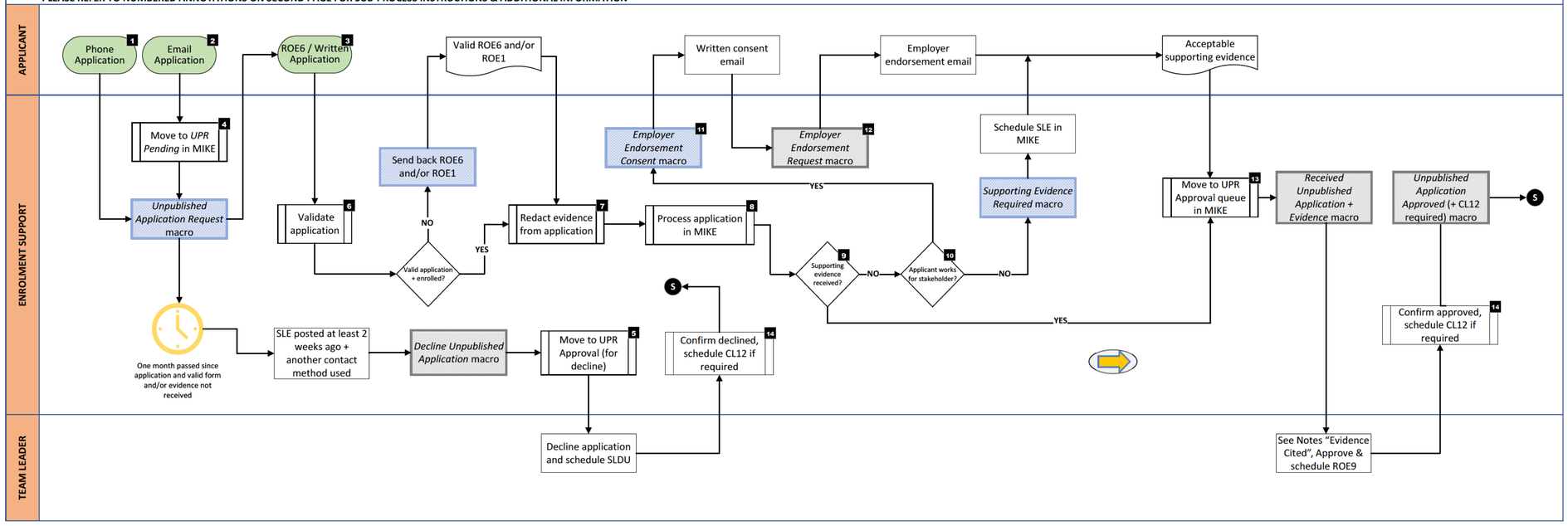
Personal safety
If having your information on the publ
threatens you or your family's personal
apply to go on the unpublished roll. Th
is confidential. To learn more visit us at

What address should I use?
Use the address you consider to be you
home address does not change if you

NOTE: a TSR should not be cleared by the individual who actioned the transaction. The team is responsible for clearing each other's transactions.

UNPUBLISHED APPLICATION PROCESS MAP

PLEASE REFER TO NUMBERED ANNOTATIONS ON SECOND PAGE FOR SUB-PROCESS INSTRUCTIONS & ADDITIONAL INFORMATION



ANNOTATIONS:

1 **Phone call application received:** Applicant cannot be moved to *Pending Unpublished* in MIKE and still requires a ROE6 or written request on another enrolment form or letter.

2 **Email application received:** Applicant can be moved to *Pending Unpublished* in MIKE but still requires a ROE6 or written request on another enrolment form or letter.

3 **ROE6 application / ROE1 with written request / written signed letter application received:** Applicant can be moved to *Pending Unpublished* in MIKE and application can be progressed to only requiring evidence (if not already received with application.)

4 **Move to UPR Pending in MIKE:** Use *See Notes* with ticket number (assuming you are able to identify the applicant in MIKE from the information provided, otherwise skip this step.)

5 **Move to UPR Approval queue (for decline):**
1. Open the *Unpublished Applications (XXX)* queue in MIKE and select the elector.
2. In the *Notes* field, enter any relevant information the Team Leader needs to know and click *Mark Ready for UPR Approval*. This note will not be recorded on the elector's MIKE history. Example note:
"Decline - SLE sent and emailed multiple times, no response, applied over a month ago - ticket XXXXX"

6 **Validate application:**
ROE6 - Check that the mandatory fields which are name and signature, are filled out. The other fields including address and evidence description are not mandatory (you must be sure you have identified the correct elector, otherwise request further information.)
ROE1 with a written application - The form itself doesn't need to be valid; it can still be accepted as a written unpublished application as long as it has their name and signature. Do not process it as a ROE1 in that instance, use *See Notes*.
Written letter application - Needs their name and a signature only (assuming you are able to identify them from that.)
If the applicant is not yet enrolled, they will need to provide a ROE1 first. Note that we can approve Other/Target applicants for unpublished but it is preferable to receive their ROE1 to re-enrol them first.
Check the signature is physically or digitally drawn by the elector themselves and not pp etc (typed signatures are invalid.)
NOTE: There are several other stakeholder specific ROE6 forms, see section below map.

7 **Redact evidence from application:**
1. Open Snipping Tool and select the ROE6 / application.
2. Black out the evidence description and anything else related to reason for applying.
3. Save it and upload to *Uploaded Forms Admin Queue* in MIKE (delete the file after.)

8 **Process application:**
1. Select the ROE6 / application in *Uploaded Forms Admin Queue*.
2. Add a note to form with the Zendesk ticket number.
3. Search for the correct elector.
4. Update all the fields if it is a ROE6, **EXCEPT** the address field if it is a change of address into a new electorate; a CL12 will need to be scheduled later in the process. Edit the form note to say that the address is in a new electorate so it cannot be updated with a ROE6.
5. Change the *Update Reason* to ROE6 or use *See Notes* with the ticket number if it is an email application / written signed letter.
6. Select the *Pending Unpublished* radio button.
7. Click on *Update*.

9 **Supporting evidence received?**
See section below map for the acceptable evidence threshold requirement.

10 **Applicant works for stakeholder?**
See section below map of unpublished stakeholder employers and emails.

11 **Employer Endorsement Consent Required macro:** Some ROE6 forms are stakeholder specific and will already have prefilled consent to do this (you can skip this step in that instance)

12 **Employer Endorsement Request macro:** New Zealand Police and the Department of Corrections have side conversation macros with the stakeholder contact emails prefilled: *Police Endorsement Request* and *Corrections Endorsement Request*.

13 **Move to UPR Approval queue:**
1. Open the *Unpublished Applications (XXX)* queue in MIKE and select the elector.
2. In the *Notes* field, enter any relevant information the Team Leader needs to know and click *Mark Ready for UPR Approval*. This note will not be recorded on the elector's MIKE history. Examples of notes include:
"Approve - Evidence received on ticket XXXXX"
"Approve - Family member PI XXXXXXXXXX is unpublished and applicant lives at the same address - ticket XXXXX."

14 **Schedule CL12 if required:** On ROE6 or written letter applications, check that the enrolled address in MIKE matches what they have indicated. If not, schedule a CL12 to their new address (OK to cancel the scheduled correspondence.)

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Legend
Initiation event | Activity | Decision | Subprocess | Document | Next Page Connector

Zendesk Ticket Status
Pending | On-hold | Solved

Acceptable forms of supporting evidence include:

1. A copy of any order issued by the Courts with their name on it under the Family Violence Act 2018 or Harassment Act 1997.
2. A letter explaining why their work or personal circumstances place them at risk. This letter could be from their employer, Justice of Peace, lawyer, social worker, advocate, or someone of standing in the community. It must be signed by them and ideally on a letterhead. Applicants cannot endorse their own applications.
3. Information from a police officer or corrections officer explaining why publishing their name and address could prejudice their or their family's safety.
4. An endorsement email from one of our employer key stakeholders, see next section.
5. Other forms of evidence can be accepted in special circumstances, ask Team Leader if unsure.

Key Stakeholder List

1. Department of Corrections: [redacted] @corrections.govt.nz
Macro = Corrections Endorsement Request
2. New Zealand Police: [redacted] @police.govt.nz
Macro = Police Endorsement Request
3. Ministry of Social Development: [redacted] @msd.govt.nz
4. Ministry of Justice: [redacted] @justice.govt.nz & [redacted] @justice.govt.nz
5. Accident Compensation Corporation: [redacted] @acc.co.nz & [redacted] @acc.co.nz
6. Oranga Tamariki: [redacted] @ot.govt.nz & [redacted] @ot.govt.nz
7. SHAMA: manager@shama.org.nz & info@shama.org.nz
8. English Language Partners: [redacted] @englishlanguage.org.nz
9. Women's Refuge: [redacted] @refuge.org.nz

Other Application Form Types

Found in SharePoint: Ops Support General > Unpublished > Application Process
1. Stakeholder Forms with prefilled consent to share details with employer
2. Council application form
3. NZ Police application form
4. Staff application form

MIKE Terms Glossary

Further details found in ECHO
1. ROE1 = Get ready to vote form (for enrolling first time and updating details)
2. ROE6 = Standard unpublished roll application form
3. CL12 = Pre-printed ROE1 change of details form, scheduled from PI
4. ROE9 = Confirmation of details letter, includes unpublished status

Process Owner: Fiona Strang, Team Leader Enrolment Processing & Enrolment Support
Author: Matthew Brown, Enrolment Support

Date: March 2025
Version: v1.0

Are you concerned about your personal safety?

Not everyone feels safe enough to have their details publicly available on the electoral roll, but that doesn't mean they lose the right to vote.

If you're concerned about your personal safety, or that of your family, you can apply to go on the confidential unpublished roll. Your enrolment details will be kept secure and not given to anyone.

Concerned about your personal safety?

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vote.nz
0800 36 76 56

ROE47B 06/23

What if my personal details change?

Once you're on the unpublished roll, you need to let us know if any of your enrolment details change, such as your name or address. You can do that by filling in a new enrolment form and returning it to us. You can also ask to go back on the publicly available roll if your personal circumstances change.

Contact the Electoral Commission or email us at **unpublished.roll@elections.govt.nz** if you need to make any changes.

How do I vote when I'm on the unpublished roll?

You can vote at any voting place in a general election or by-election. You'll need to cast a special vote because your details won't be on the printed electoral roll used to issue voting papers at the voting place.

You'll need to fill in an extra form with your voting paper to confirm the electorate where you're enrolled to vote. You don't need to complete the address or previous name information on the form if you don't want to. However, providing this information helps us to confirm your eligibility to vote. When you get to a voting place, someone will be there to show you what to do.

To vote in local elections, you'll need to ask the electoral officer at your local council to send you voting papers.

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How to go on the unpublished roll

To apply to go on the unpublished roll, complete the form attached to this brochure and return to us.

If you're not already enrolled, or you need to update your details, you also need to complete an enrolment form. To get an enrolment form, choose one of these two options:

- call **0800 36 76 56** and we'll post an enrolment form to you
- download an enrolment form at **vote.nz** to complete and return to us.

What supporting information do I need to include?

You need to provide information that shows why you need to register on the unpublished roll. Here are some examples of the type of information to include. (You don't need all of these types of information to apply.)

- **A letter explaining why your work or personal circumstances place you at risk. This letter could be from your employer, lawyer, social worker, advocate, or someone of standing in the community.**
- **A copy of a protection order that is in force under the Family Violence Act 2018.**
- **A copy of a restraining order that is in force under the Harassment Act 1997.**
- **Information from a police officer or corrections officer explaining why publishing your name and address could prejudice you or your family's safety.**

Complete this form to apply to go on the unpublished roll.

Full name:

Date of birth:

Contact phone number:

Email:

Address where you are enrolled to vote or have applied to enrol:

List the information provided to support your application:

✓ **Please tick one of the following:**

☐ **I am already enrolled to vote**

☐ **I am not enrolled and I have enclosed a completed enrolment form**

Signature

Date

Complete and return to Electoral Commission,
PO BOX 3220, Wellington 6140

Remember to return any information that supports your application to register on the unpublished roll.

For more information visit **vote.nz**