



**ELECTORAL
COMMISSION**
TE KAITIAKI TAKE KŌWHIRI

Voter Assistant

Personal Instruction Manual
2023 General Election

Name:

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My voting place

Voting place name: _____

Address: _____

Voting Place Manager: _____

HQ Phone: _____

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

The voting place is

Accessible Accessible with assistance Not accessible

Electoralates

The voting place will issue ordinary voting ballot papers for:

Electorate number and name

Home general electorate	
Home Māori electoralates	
Other (shared) electoralates	

Foreword

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

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

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

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

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

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

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

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

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

Tēnā kāutau te hāpai tahi i te kaupapa nei

Ngā mihi

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

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

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

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

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

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

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

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

Thank you for joining us in this journey.



Karl Le Quesne

Āpiha Pōti Matua
Chief Electoral Officer



Introduction

Keep votes and other materials safe

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

Be security conscious

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

Keep yourself and voters healthy

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

Incident Management Handbook

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

The rights of the voter

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

Privacy

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

Secrecy

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

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

Roles in the voting place



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

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



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

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



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

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



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

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



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

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

Scrutineers



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

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

At the voting place

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

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

Electoralates



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

The election

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

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

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

No-one who wants to vote is turned away!

Enrolment

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

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

A photograph of a printed enrolment form with various fields and text.

Māori and general rolls

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

Grey materials:
Māori electorates



Orange materials:
general electorates



Voting information

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

EasyVote card:

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



Special Vote slip:

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



These voters are always issued a special vote.

Voting place card:

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



Tasks during voting

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

A Voter Assistant has 4 main tasks:



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

One Voter Assistant

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

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

Two Voter Assistants

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



Tasks:



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



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

If there is a third Voter Assistant:



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

1. Manage the VA station

Send to the correct queue

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

Send the voter to the correct queue

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

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

Provide an enrolment form

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

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

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

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

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

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

Enrolment form (ROE1)



ELECTORAL COMMISSION
TE Kaitiaki Take Kōwhiri

Get ready to vote

Enrol or update your details

Do it online at
vote.nz

Step 1
Your details

Please write clearly in blue or black pen

1

2

Step 2
Your New Zealand address

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

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

Step 3
Your postal address

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

Step 4
Your roll

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

Step 5
Sign and return

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

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questions? Please turn over for help with this form

Title: Mr Mrs Miss Ms Mr Other

Surname or family name:

First names:

Date of birth (dd/mm/yyyy): Occupation:

Mobile phone number: Other phone number:

Email address:

Current NZ home address:
New Zealand

Postal address:

Please tick ONE statement that applies to you.

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

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

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

I declare that:

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

Signature: Date (dd/mm/yyyy):

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

Step 2A
Current address under one month?

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

When did you move into your current home address?

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

Step 2B
Living overseas?

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

Are you a New Zealand citizen? Citizen Permanent resident

When did you last visit or live in New Zealand?

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

Please turn over to complete and sign your form

Māori descent

2. Manage queues

After welcoming the voter

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

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

Ordinary
vote
queue

Special
Vote
queue

Ordinary
vote
queue

Special
Vote
queue

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

Priority voters

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

Managing queues with eRoll



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



Yes



Direct to the appropriate queue



No

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

What is your:

- first name
- last name
- month of birth

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

Could you please confirm your address [check for match]

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

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

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

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

Turn over page

Electorate: **33 ŌHĀRIU** Page: [] Line: []

Ordinary vote Special vote

Initial: []

Not on printed roll Out of electorate

Enrolment



Direct to OV

Electorate: **33 ŌHĀRIU** Page: [] Line: []

Ordinary vote Special vote

Initial: []

Not on printed roll Out of electorate

Enrolment



Direct to SV

Voter has said they are on the unpublished roll

Electorate Unpublished Page Line

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

Initial



Direct to SV

Always follow the guidance given in eRoll - other examples:

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

Updating a voter's address with eRoll



Tap **Update**

Ask the voter the questions as prompted on the eRoll screen

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

Address change outside of their current electorate

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

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

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

I declare that:

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

Signature:

Clear signature

CONFIRM

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

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

Update Complete

Back to Start **New Search**

New address cannot automatically be linked to an electorate. Provide enrolment form and issue special vote.

Update Complete

Back to Start **New Search**

Now address is in the same electorate. Issue ordinary vote.

Electorate: **33 OHARIU**

Ordinary vote Special vote

Not on printed roll Out of electorate

Enrolment

Update Complete

Back to Start **New Search**

The voter has multiple addresses that do not match eRoll. Provide an enrolment form and issue a special vote.

Update Complete

Back to Start **New Search**

Now address is in a different electorate. Provide enrolment form and issue special vote.

Electorate: **42 REMUTAKA**

Ordinary vote Special vote

Not on printed roll Out of electorate

Enrolment

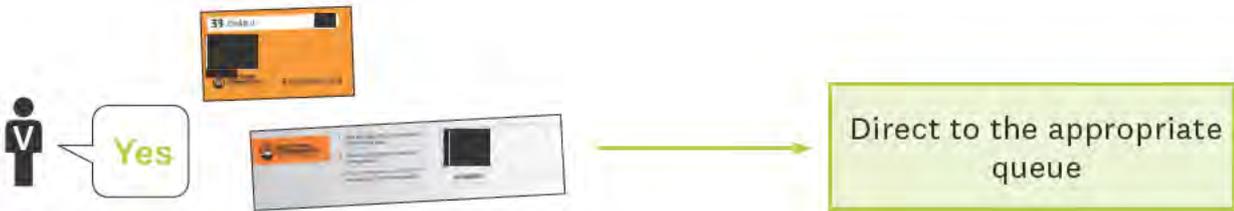
Update Complete

Back to Start **New Search**

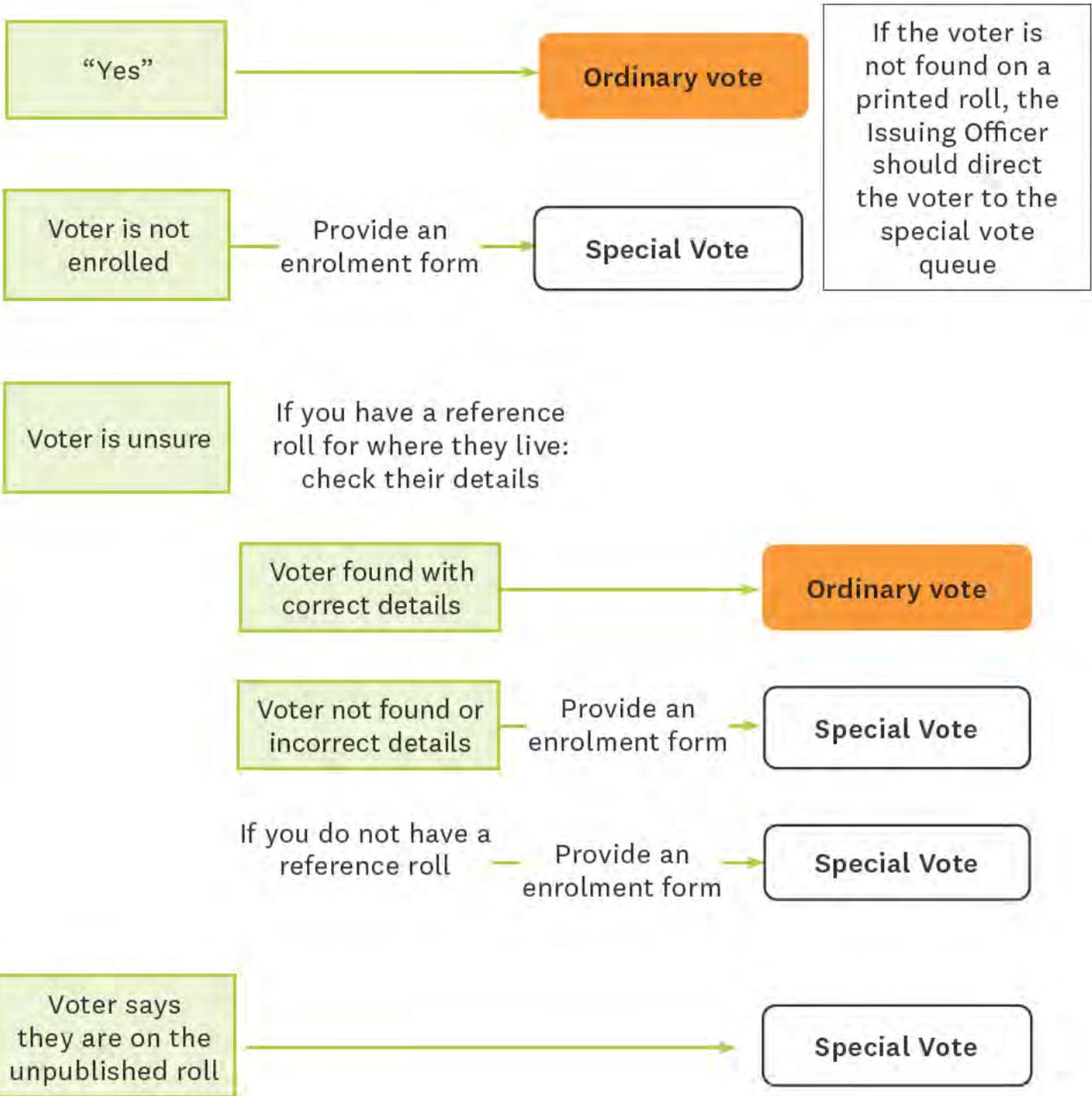
The voter's declared date of birth doesn't match the record being updated. Provide the voter an enrolment form and issue a special vote.

Managing queues without eRoll

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



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



Using eRoll

1

Tap

Login

Enter your user name
and password if prompted



TERMS & CONDITIONS

By signing in, you agree to

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

Login

2

Tap the electorates
your voting place is
issuing ordinary votes for

Tap

Save

Note: tap a highlighted
electorate to unselect

A screenshot of the 'Electorates' selection screen. The title is 'Electorates' with a back arrow. Below the title is the instruction: 'Select the electorates your voting place issues ordinary votes for'. There is a grid of 40 electorate buttons, numbered 01 to 40. Electorate 33, 'Ōhāriu', is highlighted in orange. At the bottom of the screen are two buttons: 'Clear' and 'Save'.

3

Check the correct electorates
are listed.

Tap

Go to search

A screenshot of the 'Start' screen. The title is 'Start' with a back arrow. Below the title is a button labeled 'Back to electorates'. Underneath is the text 'Ordinary vote electorates'. Below this text are two buttons: '33 Ōhāriu' (highlighted in orange) and '71 Te Tai Tonga' (highlighted in grey). At the bottom of the screen are two buttons: 'Unpublished' and 'Go to search'.

Using eRoll continued

4

Enter the voter's details into the search fields:

Only enter the first 4 letters and '.'

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

Tap **SEARCH**

All three fields need to contain information.

Search

Back to Start New Search

Person Search Address Lookup

Type the first 4 letters and .

First name(s)

Surname or family name

Voter has one name only

Month of birth

January February March

April May June

July August September

October November December

SEARCH

5

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

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

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

Search Results

New Search Refine Search

Search Details

First Name(s)	Surname	Month
[Redacted]	[Redacted]	October

Matching Details

Your search returned 1 result(s). Ask for the voter's address.

[Redacted]

Unpublished Enrolment

6

Copy the information shown on screen to a purple card and give it to the voter.

Direct them to the correct queue in the voting place.

Tap **New Search**

Voter's Details

New Search Back to Results

Voter Details

First Name(s)	Surname	Address
[Redacted]	[Redacted]	[Redacted]

Update

Electorate Page Line

33 OHARIU [Redacted]

Ordinary vote Special vote

Not on printed roll

Out of electorate

Enrolment

1

If there are no results that match the voter's details, ask the voter:

- if you have the correct spelling
- if they are known by any other names
- if they could be on the unpublished roll. If yes, tap **Unpublished**.
- if you still are unable to find the voter, tap **Enrolment**.

Search Results

New Search **Refine Search**

Search Details

First Name(s) | Surname | Month

No results found. Ask the voter:

- if known by other name(s)
- if spelling is correct
- if on unpublished roll

If you can't find the voter, use Enrolment

Unpublished **Enrolment**

2

If the voter only has one name then tap the **Person has one name only** tick box

Search

Back to Start **New Search**

Person Search **Address Lookup**

Type the first 4 letters and .

Name

Person has one name only

Month of birth

January February March

April May June

July August September

3

If there are more than 25 results from a search, you will get a red warning message above the results.

This could mean that the voter's details do not appear in this list.

Tap **Refine Search** and add more details to their name(s)

Search Results

New Search **Refine Search**

Search Details

First Name(s) | Surname | Month

Matching Details

Your search returned more than 25 results. The first 25 results are displayed

For a better outcome try:

- Using the voter's full first name
- Using the voter's full surname
- Using the voter's middle name

If you can't find the appropriate match, choose 'Enrolment'

Using eRoll - update address

1

If a voter gives you a different address from what is shown on screen you may be able to use eRoll to update their address.

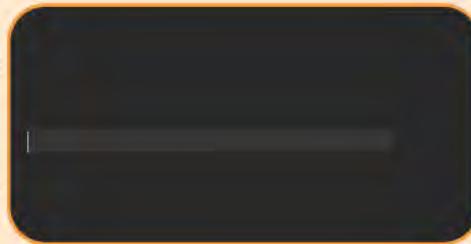
Confirm that the address is a previous address for the voter.

Then tap 



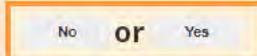
2

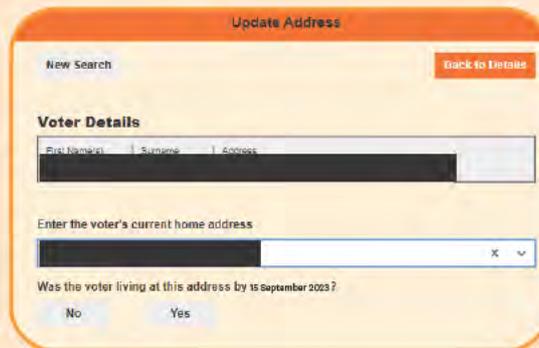
Start typing the voter's new address and select from the drop down list. *If the address does not appear then select "no matching address found" at the bottom of the list.*



3

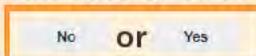
Ask the voter if they have been living at that address since 15 September this year and tap





4

Ask the voter to confirm their full date of birth and tap





Using eRoll - update address

5

Ask the voter for their mobile phone number.

Note: if the voter does not want to give their phone number or doesn't have a mobile phone select Voter has provided no additional contact info.

The screenshot shows the 'Update Details' screen. At the top, there are two buttons: 'New Search' and 'Back to Address'. Below this is a section titled 'Voter Details' with a table containing three columns: 'First Name', 'Surname', and 'Address'. The first two columns have redacted content. Below the table, there is a question: 'Ask the voter to confirm their full date of birth. Does it match: 06 April 1974?'. There are two buttons: 'No' and 'Yes'. Below that, another question asks for the voter's mobile phone number. There is a text input field with the placeholder 'Enter voter's mobile phone number ...'. At the bottom, there is a checkbox labeled 'Voter has provided no additional contact info.'.

6

Ask the voter to check their details on the screen, read the declaration and sign on the screen

Tap

The screenshot shows the 'Confirm Details' screen. At the top, there are two buttons: 'New Search' and 'Back to Details'. Below this is a pink box with the text: 'New address is in the same electorate. Ask the voter to sign to confirm the change to their current home address.' Below this are several input fields: 'First name:', 'Last name:', 'Date of Birth:' (with a dropdown menu showing 'April 1974'), 'Previous home address:', 'Current home address:', and 'Phone number:'. Below these fields is a declaration section: 'I declare that:' followed by a bulleted list: 'I am eligible to enrol at the address I provided in this application', 'All the information I have provided is true and correct, and', 'I understand that giving false or misleading information is a criminal offence.' Below the declaration is a 'Signature:' label and a large black redacted area. Below the signature area is a link 'Clear signature' and a 'CONFIRM' button.

Using eRoll - update address

7

Copy the information shown on screen to a purple card and give it to the voter. Then direct them to the queue for ordinary votes.

Tap 

Note: If the voter does not meet the criteria to complete an electronic update, the voter can fill in a paper enrolment form and receive a special vote



Update Complete

[Back to Start](#) [New Search](#)

New address is in the same electorate.
Issue ordinary vote.

Electorate	Page	Line
33 OHARIU		

Ordinary vote Special vote

Initial

Not on printed roll
 Out of electorate
 Enrolment

Providing language support



Language sheets will be available in the voting place to help you to support voters. Keep these in your drop file next to the information stand at the entrance to the voting place.



How to vote guide

in the following languages:

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

ELECTORAL COMMISSION
Te Kaitiaki Take Kōwhiri

M15-LGUIDE

If a voter does not appear to understand you, show them the language card (M15-LGUIDE) to identify if there is a language that can help them.

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

The language card should be tucked inside the mobile phone case, ready to use when helping people as they arrive at the voting place.

普通话 Chinese (Mandarin) Simplified

主要对话 / Key Phrases

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

回答 / 答案 / Answers

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

关键的指导短语 / Key Directive Phrases

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

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

The infographic pages include:

- Ordinary Vote (普通选票):** How to cast an ordinary vote, including steps for marking the ballot and placing it in the box.
- Special Vote (特别选票):** How to cast a special vote, including steps for marking the ballot and placing it in the box.
- How to vote (如何投票):** A general guide to the voting process, including where to go and what to bring.

Voter care

Follow the guidance below to provide assistance to voters.



Do



Don't

To help a voter:

Speak slowly and carefully

Ask short questions that require Yes/No answers or a shake of the head

Use hand gestures, for example, point to a voting screen or an EasyVote card

Be patient and listen attentively

Know what languages are spoken by other staff members

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

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

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

Shout or talk loudly at a person with language, visual or hearing difficulties

Use technical terms or jargon

Explain everything in detail, unless the voter requires that

Pretend to understand if you do not

Assist a person with a physical disability unless asked

Tap a person with a hearing impairment on the shoulder to get their attention

Helping a voter understand how to cast a vote

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

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

Frequently asked questions



Enrolment

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

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

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

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

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

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

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

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

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



Roll changes since the last election

"When can I make my roll choice?"

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

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

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

"What's changed for Māori voters?"

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

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

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

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



Home address

“What do I use as my home address?”

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

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

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

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

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

“I am a student living away from home”

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

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

“I have more than one house”

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



In temporary accommodation or without a fixed address

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

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

Use the address you last lived at least 1 month, even if that is some time ago.

If you are unable to provide this, then you can use the address where you spend a lot of your time.

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

“I live on a ship or boat”

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

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

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

Overseas



“I have recently returned from overseas”

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

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

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

Help to complete the enrolment form or special vote declaration



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

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

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

‘Voter with physical impairment – signed by their direction’

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



Different name

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

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

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

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



A voter has someone else's EasyVote card

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

Ask the voter why that might be.

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

- Stamp the front of the card
- Put the card in an Issuing Officer's disposal box, do not give it back to the voter
- Offer to find the voter's name on eRoll or the printed roll.

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

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



Takeaway vote

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

Ask the Voting Place Manager to assist the agent with a takeaway vote to take to the voter.

If the Manager is busy, ask the agent to wait in the special votes queue until the Manager is available.

"Can I return voting papers for my neighbour?"

Anyone can return a takeaway vote for another person.

They will put the voter's envelope with the voting papers into the special votes box.

If the agent brings back the voter's ballot paper and declaration without the outer envelope:

- ask the Voting Place Manager for an E79 (takeaway) envelope
- check the declaration for the voter's electorate, not the voting papers, to maintain the secrecy of the vote
- write the name of the voter's electorate on the envelope
- ask the agent to seal the declaration and ballot papers inside
- the agent can put the envelope in the Special Vote box.

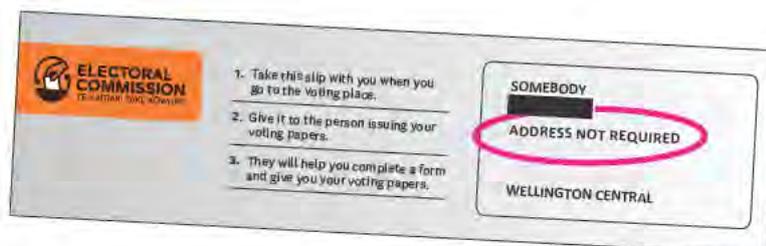


Unpublished roll

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

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

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



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

“How do I enrol on the unpublished roll?”

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



Leaving the voting place with papers issued to a voter

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

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

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

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

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



Disruptive behaviour

What if someone is behaving inappropriately or disturbing other voters?

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

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



Voter being influenced

If a support person is influencing a voter

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

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



Reading or marking a ballot paper for a voter

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

- Move to an area where you cannot be overheard
- Unless the voter knows who they want to vote for, you must read out the complete lists of all candidates and parties on the ballot paper
- You must mark the choice the voter has indicated to you
- You must not provide information about any of the candidates or parties other than what is written on the paper.
- Check that the voter's choice has been correctly marked
- Change the option marked if the voter agrees it has been incorrectly marked
- Don't allow an interpreter or any support person assisting the voter to:
 - interfere with the voter's choice about who to vote for
 - provide information that may influence their decision.



Photos taken in voting place

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

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



Two forms

"Why do I have to fill in two forms?"

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

Before leaving home

Check that you have:

- Enough time to get to the voting place.
For your first day of voting you will be advised when you need to arrive to set up, but expect that it will take up to 90 minutes
- Chosen clothes and shoes for comfort and warmth, that would not be considered inappropriate or politically biased.
As a Voter Assistant you will be on your feet for most of the day and could be outdoors, working with queues of voters
- Packed food and drink for the day
- Packed reading glasses (if required)
- Packed this manual

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



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

Your own vote

You may vote in your voting place at any time during opening hours. Check with the Voting Place Manager who will cover your duties while you vote.

Before voting starts

Check that you have:

- Signed in with the Manager on Form S
- Been shown where all the facilities are such as toilets and break rooms
- Received a briefing from the Manager about emergency procedures, the Incident Management Handbook, hazards and security
- Introduced yourself to other staff members and any scrutineers if present. Find out what languages other staff speak
- Know when your break times will likely be
Note: break times may need to change at short notice if the voting place is busier than expected
- Switched off your personal mobile phone or other electronic devices
- Checked that you have all the materials you need for your role: ask the Voting Place Manager for the mobile phone, log into eRoll and check that it is working
- Reviewed the Voter Assistant processes in this manual for your role.

Dropfile

You will have a dropfile at the Voter Assistant station at the entrance to the voting place. Locate it where it is available to you, but away from public access.

Put the following materials in the dropfile:

- enrolment form pad(s)
- cardboard clipboards (can be reused between voters)
- black pens for use with enrolment forms
- language support sheets in different languages
- spare E139-PURPLE cards for the mobile phone
- Incident Management Handbook



Integrity checks

On the first day of voting you will be asked to:

- 1 Get the sealed box that contains key voting materials and the tracking note from the Voting Place Manager



- 2 Break the tamper evident tape

- 3 Remove the materials and separate into piles by electorate

- 4 Check the quantity of each of the materials against the tracking note

E.g. 1 roll for Hutt South, 7 rolls for Mana, 1 roll for Ōhāriu, 2 ballot paper pads for Hutt South, 25 ballot paper pads for Mana.

Voting Materials Tracking						EMS-TV	
Electorate: 20 Mana		Tracking Note #: 6386		Date Created: 16/09/2020		11:35 am	
Receiver: A220 E021 Pātaka Art + Museum, Performing Arts Studio, Corner Norrie Street & Parumoana Street, Porirua						Phase: 1	
Materials Pick-up Check							
#	Electorate	Quantity	Number	OK	Barcode	Notes	
Electoral Roll							
14	Hutt South	1	13	✓	00 13		
			144	✓	01 44		
			185	✓	01 45		
			146	✓	01 46		
20	Mana	7	147	✓	01 47		
			148	✓	01 48		
			149	✓	01 49		
			150	✓	01 50		
33	Ōhāriu	1	4	✓	00 04		
34	Ōtaki	1	35	✓	00 35		
42	Remutaka	1	26	✓	00 26		
43	Rongotai	1	22	✓	00 22		
56	Wairarapa	1	51	✓	00 51		
60	Wellington Central	1	87	✓	00 87		
			925	✓	09 25		
69	Te Tai Hauāuru	4	926	✓	09 26		
			927	✓	09 27		
			928	✓	09 28		
71	Te Tai Tonga	1	250	✓	02 50		
Ballot Paper - General							
14	Hutt South	2	2601	✓	02 601		
			44751	✓	44 751		
20	Mana	25	34151	✓	34 151		
			34201	✓	34 201		
			34251	✓	34 251		
			34301	✓	34 301		
			34351	✓	34 351		
			34401	✓	34 401		
			34451	✓	34 451		
			38001	✓	38 001		
			38051	✓	38 051		
			38101	✓	38 101		
			38151	✓	38 151		
			38201	✓	38 201		
			38251	✓	38 251		
			38301	✓	38 301		
			38351	✓	38 351		
			50801	✓	50 801		
			50851	✓	50 851		

- 5 Check that all the ballot boxes are empty, if there are any scrutineers present, invite them to also check the ballot boxes. Seal the ballot boxes and complete the seal log on the back of the ballot box with an Issuing Officer.

Seal number	Sealed by	Checked by	Date	Reason for removal
32640	VA	IO	2/10/23	



Completing your timesheet

Timesheets are located in the Voting Place folder.

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

Electorate
no. and name
Voting place
no. and name

Employee full name:
Position or Role
Week ending date
Voting Place Manager

Voting Place Employee Timesheet

M37-VPTIME

Timesheet instructions:

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

Record your start and finish times to the closest 15mins

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

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

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

Make sure you sign your timesheet

Employee signature:

Date: 4/10/2023

Voting Place Manager signature:

Date: _____

Electorate Manager signature:

Date: _____

TOTAL HOURS for week 13hr 15mins

ELECTORAL COMMISSION
OF EAST AUNTHERLAND COUNCIL

Voting Place Employee Timesheet

M37-VPTIME

After voting finishes



1 At closing time bring in all of the signs from outside of the voting place.

2 The Voting Place Manager will give you the following from their supplies:

- All envelopes
- All ballot paper pads and declarations packs and cover sheets
- Takeaway votes satchel
- Scissors
- Plastic bags

3 Cut the cable ties that link the ballot boxes together and spread them out. Do not open the ballot boxes.

4 For the ordinary votes ballot box...

From each P4 envelope unpack and match to the correct ballot box:

- Reconciliation Form A and Form G
- Form J
- Voting Material Marker Cards (M14-VMMARKER)
- And the packing instructions (M14-PACKOV).

Place them separately in front of the ballot box as pictured.



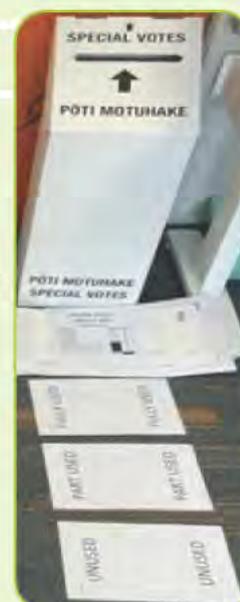
5 For the special votes ballot box...

From the S6 envelope, unpack the:

- Reconciliation Form B
- Voting Material Marker Cards (M14-VMMARKER)
- And packing instructions (M14-PACKSV).

Place them separately in front of the special vote ballot box as pictured.

Place the Takeaway votes satchel in front of the special votes ballot box.



Continued



6 Ask Issuing Officers to place their materials in separate piles in front of the appropriate ballot box as indicated by the marker cards:

- fully used
- part-used
- unused
- electoral rolls.

Check the materials have been placed on the correct marker card.

Issuing Officers will also place their S7 spoilt materials envelope in front of the special vote ballot box.

For shared ballot boxes make sure the materials are kept separate for each electorate.



7 Put the other materials from the Voting Place Manager on the marker card in front of the appropriate ballot box.



8 Assist the Voting Place Manager as directed with the reconciliation. You will be asked to:

- count the number of pads and declarations packs in each pile
- document the date and that number on the corresponding Voting Material Marker Cards (M14-VMMARKER) for each pile.

Then for:

Ordinary votes

- record the last two digits of the next remaining ballot paper in every part-used pad on the part-used Voting Material Marker Card

Special votes

- count the number of remaining declarations in each part-used pack and record on the part-used Voting Material Marker Card

9 Advance voting

- Pack up materials as directed by the Voting Place Manager

On Election Day

10 Assist the Voting Place Manager as directed with the preliminary count.

11 Once the votes are counted, work with the Issuing Officers to use the packing instructions (M14-PACKOV & M14-PACKSV) to pack the envelopes.

On the packing instructions, tick off each item 'Packed'.

Troubleshooting

1. Spoilt enrolment form

If a voter spoils their enrolment form

- 1 Write across the enrolment form: 'Spoilt by voter and a fresh enrolment form issued' and initial this
- 2 Give the spoilt enrolment form to an Issuing Officer for them to put in their Envelope S7
- 3 Issue a fresh enrolment form.

2. More complex situations

Most situations are routine. However a few may be more complex.

If there are any doubts, the Voting Place Manager should call the Electorate Manager using the voting place mobile phone.

The Voting Place Manager must contact the Electorate Manager if:

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

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

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

Glossary

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

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

Symbols used:



Voting Place Manager



Voter



Issuing Officer



Agent (for takeaway votes)



Issuing Support Officer



Mobile Support



Voter Assistant



Security Guard

Notes:

HEALTH AND SAFETY

Keep yourself and others safe in the voting place.

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

A hazard could be:

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

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

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

Accidents, other incidents and near misses

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

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

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

Before voting begins:

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

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

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

REMEMBER:

People are the priority.

Ensure you and those around you are safe.

DO NOT

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

REMAIN CALM

LEAVE THE VOTING PLACE QUICKLY

Electorate Manager's phone number



Outlook

FW: Draft Advance Voting and Election Day Voting Places

From Returns [REDACTED]**Date** Fri 6/30/2023 3:36 PM**To** Martin Rodaers [REDACTED] Adele [REDACTED] Kristina
Temel [REDACTED] Karl Le Quesne [REDACTED] Anusha Guler

2 attachments (283 KB)

Voting Place Assessment Criteria.pdf; Draft Voting Places 30.06.23.xlsx;

Kia ora,

Martin has asked I update everyone to confirm the draft voting places have been sent to the political parties. Please see the email below and corresponding attachments.

Have a good weekend.

Thanks,
Ashton

From: Returns [REDACTED]**Sent:** Friday, June 30, 2023 3:27 PM**Subject:** Draft Advance Voting and Election Day Voting Places

30 June 2023

Tēnā koutou katoa,

Please find attached a spreadsheet listing the draft advance and Election Day voting places for your feedback by **Monday 17 July 2023**.

The draft list is as of 20 June, with further voting places likely to be confirmed in the coming weeks. The spreadsheet has two tabs, one for Advance Voting and one for Election Day Voting.

The Commission releases this information to parties earlier than to the general public to give parties an opportunity to provide feedback and to assist parties with internal planning. Please keep this information confidential because we want to communicate it to the voting public once the voting places have been finalised.

Encouraging participation

One of our statutory objectives is to facilitate participation in Parliamentary elections. One way we achieve that is providing services that are easy for people to access and are simple to use. This contributes to high rates of participation in elections.

For this election the Commission has worked with PAK'nSAVE store owners in the North Island and The Warehouse nationally to provide voting services in their stores. These locations provide convenient opportunities for people to vote, and where we have used such locations in the past (e.g. in shopping centres, which we will use again this election), we have received a large number of votes.

To address areas of low turn-out, the Commission has also implemented a community led approach to provide voting services informed by their local community. This means offering voting services in locations and on dates and times

suitable to local communities. We are also working with these communities to recruit local people to work in our voting places.

Voting places open on Election Day

There may be instances on Election Day where we cannot conduct the preliminary count of votes in the actual voting place because it is still open to the public. For example, voting places within PAK'nSAVE stores. In these circumstances, the preliminary count will either be conducted securely nearby within the same building complex, or undertaken in an electorate headquarters. In such cases, the Electorate Manager will give notice to the constituency candidates or their scrutineers at the voting place, and afford the scrutineers present at the voting place the opportunity to accompany the ballot boxes to the counting place and observe the preliminary count.

Placeholders

You will notice in the spreadsheet that there are a number of sites described as 'Placeholders'. This is where a desirable location is known but a suitable venue has not yet been either identified or confirmed.

Assessing voting places

All voting places are assessed for suitability against standard assessment criteria and the proximity of other voting or advance voting places. The attached 'Voting Place Assessment Criteria' document lists the criteria used.

You will be provided with a final list of voting places and the coordinates for the sites by 6 September.

Next steps

Should your party wish to provide feedback, please do so through **one central point of contact who can speak on behalf of the party**. This will help ensure that each party has oversight of feedback that is being given for the party and means we can work through any comments in an efficient way.

All feedback should be emailed to [returns@\[REDACTED\]](mailto:returns@[REDACTED]) with the subject heading "Voting Places, Attn: Director, Voting Services" before the close of business on **Monday 17 July**. Please do not go directly to an Electorate Manager with your feedback.

We will carefully consider your feedback and act in response to it where possible.

As mentioned above, after final checks in August, confirmed advance and Election Day voting places will be released publicly via www.vote.nz on 6 September. This information will also be available from our call centre and will be included in the EasyVote information packs sent to all enrolled voters.

Nāku noa, nā

Anusha

Anusha Guler (she/her)

Deputy Chief Executive Operations | Electoral Commission | Te Kaitiaki Take Kōwhiri

PO Box 3220 | Level 10, 34 – 42 Manners Street | Wellington | 6140

| [REDACTED] | <http://www.elections.org.nz>





FW: Polling Booth at Koroneihana

From: Erin [REDACTED]
Date: Tue 8/5/2025 8:46 AM
To: Crispian [REDACTED]

Morena [REDACTED]

As requested email below

Nga mihi

Erin

From: Erin [REDACTED]
Sent: Monday, 4 August 2025 3:01 pm
To: Kate [REDACTED] <Kate [REDACTED]>
Cc: Gee Tatana [REDACTED]
Subject: FW: Polling Booth at Koroneihana

FYI

From: Gee Tatana [REDACTED]
Sent: Wednesday, 23 July 2025 8:00 am
To: Moko [REDACTED] Erin [REDACTED]
Subject: RE: Polling Booth at Koroneihana

Mōrena Moko,

Apologies for the delay in getting back to you regarding your email yesterday.

The Electoral Commission is keen to support whānau travelling from Tāmaki Makaurau to Tūrangawaewae Marae for Koroneihana by providing accessible voting services.

We are currently working to confirm a voting location at the Taupiri Soldiers and Settlers Hall, located at 12 Te Putu Street, Taupiri — approximately six minutes from the Marae. Subject to final confirmation, we are planning to offer voting at this site from **Tuesday 2nd September to Friday 5th September**, between **10:00am and 4:00pm** each day.

Additionally, voting will be available at various venues across Tāmaki Makaurau starting **25th August**. Once those venues and opening times are confirmed, I will share the details with you so they can be included in communications to whānau attending Koroneihana.

On **Election Day (Saturday 6th September)**, voting places will be open until **7:00pm**, and I'll also provide that list of confirmed venues once available.

How does this proposed arrangement sound to you? While we are still in the process of confirming final details, we expect to have more concrete information by early August.

Please let me know if there's anything else you need from me in the meantime.

Ngā mihi,
Georgia Tatana (Gee)
Electorate Manager – Tāmaki Makaurau Electorate
Electoral Commission

Georgia Tatana (Gee) (She/Her) | Regional Advisor/Electorate Manager (Tāmaki Makaurau By-Election)– Voting Services (Auckland) | Electoral Commission | Te Kaitiaki Take Kōwhiri | Private Bag 999025, Manukau, Auckland 2241 | [REDACTED] | Phone: [REDACTED] | vote.nz | elections.nz



From: Moko [REDACTED]
Sent: Tuesday, 22 July 2025 3:17 pm
To: Erin [REDACTED] <[REDACTED]> Gee Tatana [REDACTED]
Subject: Polling Booth at Koroneihana

Some people who received this message don't often get email from [REDACTED] [Learn why this is important](#)

EXTERNAL EMAIL WARNING: Do not open any **attachments** or **links** until you are certain they are safe. Beware of **phishing** attacks, check the sender address. Always report emails you are not certain are safe.

Ngā mihi nui ki a kōrua

I'm one of the organisers for Te Arikinui Kuini Nga wai hono i te po, first Koroneihana celebrations in September. The week long hui whakanui finishes on Saturday 6th September, the same day as our whānau from Tāmaki Makaurau need to vote in the Bi-election.

I'm reaching out because we would like a booth at Koroneihana so voting can take place and our kapa haka from Tāmaki can complete both kaupapa. Happy to take your steer on this being a possibility.

Look forward to your reply, Moko
p.s Thank you for supporting with your kaimahi at Hakangahau in June I also help run Comms and socials for Tāmaki Makaurau Senior Kapa Haka Society.



Moko [REDACTED]
Paapaho | Media Advisor

Te Tari o Te Kiingitanga | The Office of the Kiingitanga
Phone: [REDACTED] Mobile: [REDACTED] | Email: [REDACTED]
Postal: [REDACTED]
Office: [REDACTED]

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Please contact The Office of the Kiingitanga for more information.



**ELECTORAL
COMMISSION**
TE KAITIAKI TAKE KŌWHIRI

Mobile Support

Personal Instruction Manual
2023 General Election

Name:

Your role

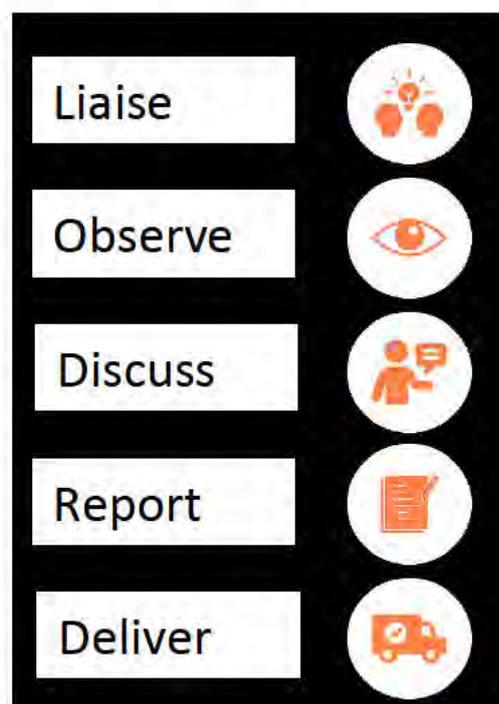
Your role as Mobile Support is to support Voting Place Managers in delivering voting services to your electorate. You will do this by:



- visiting voting places to check that these are operating as required.
- answering any questions that the Voting Place Manager may have and working with them to resolve issues.
- providing additional supplies to voting places when necessary.
- reporting to the Electorate Manager on the operation of voting places.

The duties to support Voting Place Managers can be broken down into 5 key areas.

- **Liaise** – You will support the Voting Place Manager by liaising between them and electorate headquarters so the manager can deliver the best voting experience at their Voting Place.
- **Observe** – You will observe how the voting place is functioning so you will know what questions to ask the Voting Place Manager to best support them.
- **Discuss** – To help the Voting Place Manager manage their voting place you will discuss viable solutions to problems or issues that the manager has raised, or you have observed.
- **Report** – You will pass information that you and the Voting Place Manager have discussed back to electorate headquarters so that the Electorate Manager or Voting Services Manager can assist with any problems or issues. A Daily Support Sheet (M41-DSS) is supplied in your Mobile Support folder to help with this.
- **Deliver** – You will deliver voting materials to voting places as required by electorate headquarters. This may be planned in advance or from the supplies that you will carry with you.



Your Tools

Your work as a Mobile Support starts before voting places open. The Mobile Support folder, eLearning, and the PIMs (Personal Instruction Manuals) will help you prepare so you are ready when voting starts.

Mobile Support folder

The Mobile Support folder contains all the paperwork and forms needed to complete your role.

It is important to review the contents of the folder to know what is required of you. Your folder will include:

- Mobile Support Plan – M40 MSPLAN
- Voting Place Assessment Form – M41 VPASSESS – for each voting place you visit
- Daily Support Sheets – M41 DSS
- HQ staff timesheet M37 TIME
- Expense claim form – M38-EXPENSE
- Scrutineer Handbook – E5 SCRUTINEER
- Incident and injury report – M33-INCIDENT
- Security incident report – [REDACTED]
- Lifting poster - M33-LIFT
- Safe Driving Policy - M33 DRIVE
- Take 5 – health and safety checks before heading out – M33 TAKE5
- Tracking note – EMS TN
- Consignment note – M46 MS
- Personal Instruction Manuals for all roles

Personal Instruction Manuals (PIMs)

Your role requires you to check that voting places operate as required, so it is important that you know what voting place staff are supposed to do.

You have PIMs for all voting place roles (Voting Place Manager, Voter Assistant, Issuing Votes) so that you can familiarise yourself with their work. Each PIM covers different topics, so you will need to know what is in each PIM, in order to support voting places. You will also have attended training sessions and completed eLearning.

Know your voting places

You will be assigned specific voting places to visit which will be listed on the Mobile Support Plan (M40-MSPLAN). Details include the voting place addresses, notes about parking, and the Voting Place Managers' names and phone numbers. The Mobile Support plan also may include a map of voting place locations and a suggested route for you to follow.

Take time to read the Voting Place Assessment forms (M41 VPASSESS) that have been completed for each voting place. Familiarise yourself with the contents, particularly the suggested layout of the voting place, the site map, and the summary on the last page.

Mobile Support mobile phone

Always have your Electoral Commission issued mobile phone on your person and have it switched on. Use Google Maps on the mobile phone if required to help you navigate between locations. Do not use your phone whilst driving unless you have hands free capability. Keep the phone charged.

Ensure that you have the phone numbers for electorate headquarters, the Electorate Manager and Logistics & Supplies Manager with you, preferably loaded into the contacts of the phone.

Your Supplies

You may also carry with you a selection of supplies to restock voting places. What you carry with you will depend on if you are in a rural or urban electorate and the distances that must be travelled. Details of how to issue supplies to voting places is covered later in this guide. You can restock your supplies from electorate headquarters as required.

Your Support Network

The role of a Mobile Support will see you frequently on the move, but you are not alone. You are supported at electorate headquarters by the Electorate Manager, Logistics & Supplies Manager and Voting Services Manager. There are also other Mobile Support in your electorate, that you can connect with.

Briefing from the Electorate Manager

You will be briefed by your Electorate Manager at least a day before voting starts. Usually, all Mobile Support are briefed together in person, but sometimes the briefing may be done using Microsoft Teams on your Electoral Commission mobile phone.

This briefing will cover logistics, any known issues or events in the electorate that may impact the voting service, any planned media visits, and voting places where a lot of scrutineers are expected. You will be given details of the voting places you will visit and if relevant also receive your materials and supplies.

The Electorate Manager will discuss communication between you, Voting Place Managers, and electorate headquarters. This will include whether Voting Place Managers should contact you directly for extra supplies, or whether the request should go through the Electorate Manager or Logistics & Supplies Manager. The Electorate Manager will also cover how and when to escalate any issues, and the chain of command for specific problems.

You may have a daily short meeting or 'stand up' using your phone and Microsoft Teams, with the other Mobile Support and the Electorate Manager.

The Mobile Support Team

There will be multiple Mobile Support operating in tandem, supporting different voting places, on different days. You will have an opportunity to meet at training and briefings and will also have contact numbers in your folder. Knowing which other Mobile Support are working and which Voting Place Managers and locations they have experience with, can be helpful if any issues arise, or you need advice. If one Mobile Support is busy, you may be asked to visit different voting places to support the managers there.

If you share the same voting places with other Mobile Support you will need to ensure that you handover any essential information at the end of the day, such as keys, information about the voting place (e.g., Health and Safety requirements or busy times) or changes in voting place staff.

Look after yourself

Be responsible for your own health and safety, including driving safely and taking sufficient rest breaks. Follow the M33 DRIVE Safe Driving Policy included in your folder.

Before the beginning of each day, you should complete the M33-TAKE5 in your folder. This is a health and safety master form with five key reminders:

- to check the weather conditions, you will be working in
- to remember to take a fully charged mobile phone and phone charger
- to bring a first aid kit
- to familiarise yourself with your vehicle before heading out for the day
- to be aware if you are expected to check in later in the day (M33 WELFARE)

Timesheet and expenses

If you are driving your own car, keep good records of your mileage and ensure you make a note of your odometer to record on a M38 EXPENSE claim form.

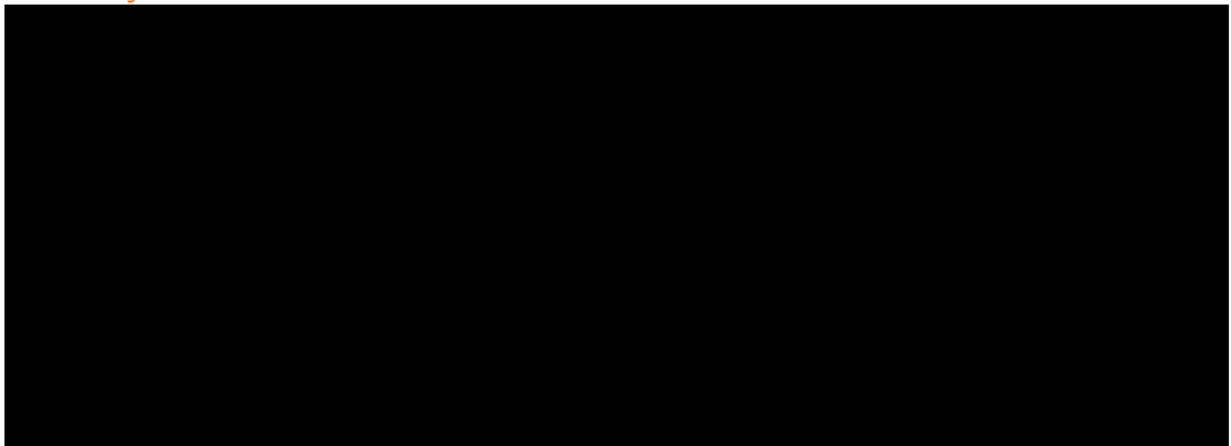
Log your hours of work on a M37-TIME against 'issuing votes'.

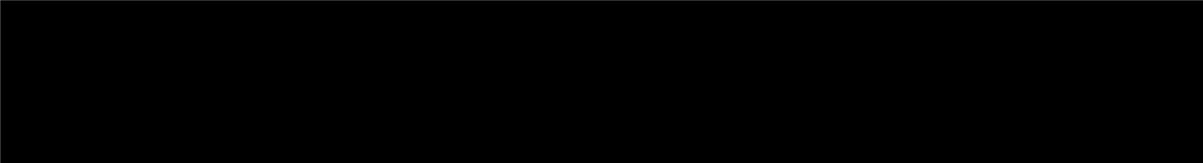
During voting

During voting, you will visit each voting place as scheduled on your Mobile Support Plan. These visits may be every day in the case of larger voting places, or every few days for smaller voting places. In your briefings with electorate headquarters, your Electorate Manager will let you know if you are needed to cover breaks at any locations.

On Election Day in urban areas, you will visit each voting place twice, and ideally three times. In rural areas you will visit each voting place at least once and ideally twice. The first visit is likely to be a quick one to ensure that voting places are set up properly and to answer any questions the Voting Place Managers may have. The second visit will be longer, allowing for replenishing supplies (if necessary) and ensuring the Voting Place Manager is prepared for election night. In some instances, you may do your catch ups via phone.

Security





Questions from the public

You may be asked by members of the public about your role or what you are doing with election materials outside of the voting place. Give a short polite answer and provide the person with the Electorate Manager's phone number if they are insistent with their questioning.

Electioneering

You may notice candidate or political party activity as you travel around the electorate.

During advance voting, election material must not be displayed or distributed within 10 metres of the entrance to the voting place.

On election day there is a ban on electioneering activity and voters must not be obstructed as they approach the voting place.

If you are made aware of any activities or see signage or other materials that are not compliant, contact your Electorate Manager. They may ask you to take a photo with your mobile phone and text this image to them

Your day

At the start of your day, review your Mobile Support Plan (M40-MSPLAN), to determine which voting places you will be visiting and how frequently. Frequency of visits will depend on several factors including:

- Requests from the Electorate Manager or electorate headquarters,
- the opening hours of a voting place,
- phase changes,
- staffing changes,
- any extra support needed at busy times,
- if and when supplies need replenishing,
- questions from Voting Place Managers,
- relocation of materials at the end of day.

You should plan which voting place you will start the day at, and which voting place you will aim to be at for reconciliation. Review any of your notes from previous days, to anticipate the needs of the voting places, or get a handover from the previous Mobile Support. If it is the first day of voting, anticipate that there may be technical issues, and it is best to start at the largest/busiest voting place. Ensure you allow time for your own breaks and travel time.

Some electorates may choose to have a daily briefing, ensure to factor this into your planning for the day.

Before you start for the day, ensure you make a note of your odometer for mileage claims.

If you need to return to headquarters to restock on supplies for a voting place, consider phoning other voting places to see if anyone else needs additional supplies.

Notify the Electorate Manager if you are unable to visit all voting places and why (e.g., traffic on route, additional support required for certain voting places etc).

The voting place visit

Remembering the 5 key aspects of your role, will help you in managing your voting place visits.

Right from the time that you park your car at a voting place, you can begin observations. How easy is parking, is signage easy to follow, are there queues outside?

Once inside, introduce yourself and sign in on the Form S – Staff Sign-in on arrival at each voting place.

Meet with the Voting Place Manager first and deliver any key voting materials that you may have been asked to provide. The Voting Place Manager will need to account for this first. Then you can ask the manager if they have any concerns. They may have already spotted something that needs attending to or that they need assistance with.

You should then have a walk around observing the voting place. After, discuss your observations with the manager and address any issues or concerns.

Support to the voting place

You will need to check several items for the Daily Support sheet (M41 DSS). When you have completed the form, you will discuss it with the Voting Place Manager and you both will sign it.

- External signage**
 This should be placed so that it can be clearly seen from the street, pointing voters to the voting place. The site map in the M41 VPASSESS form recommends where voting signs should be placed.
- Voting place set-up**
 Check that the layout allows for a good voter flow, that the internal signage is clear and effective with visible signs at all issuing points, and that tables and voting screens are set up correctly. Refer to the M41 VPASSESS form for a diagram showing how the voting place should be laid out

ELECTORAL COMMISSION				MOBILE SUPPORT – Daily Support Sheet				M41-DSS			
Voting Place Name Main School West						Date 01/06/2023					
Voting Place Manager name [Redacted]						Mobile Support Name [Redacted]					
Time: 9:00 am		Time:		Time:		Time:		Time:		Time:	
Visit: <input checked="" type="checkbox"/>		Phone: <input type="checkbox"/>		Visit: <input type="checkbox"/>		Phone: <input type="checkbox"/>		Visit: <input type="checkbox"/>		Phone: <input type="checkbox"/>	
2-minute observation of the voting place:											
Is the internal & external signage clear and effective?		Does layout allow good voter flow?		Is there a hard table for tablet voting?		Are ballot boxes and other voting materials secure?					
Yes <input checked="" type="radio"/> No <input type="radio"/>		Yes <input checked="" type="radio"/> No <input type="radio"/>		Yes <input type="radio"/> No <input checked="" type="radio"/>		Yes <input checked="" type="radio"/> No <input type="radio"/>					
Notes from observation:											
What's going well? Note any discussion points.											
Sandwich board at entrance to school hidden by parked cars – Moved to more visible spot. Internal signage clear.											
Suggest shuffling special vote desk to one side to allow for more seating in queues.											
Boxes not cable tied together.											
Good Atmosphere – Friendly, inviting											
Voting Place folder – check for completion of:											
Form L – Process check: (Review for all staff) Yes <input checked="" type="radio"/> No <input type="radio"/>			Sign in, staff time sheets and breaks: Yes <input checked="" type="radio"/> No <input type="radio"/>			Form Q – Daily report: Form U – Voting Place check: Yes <input checked="" type="radio"/> No <input type="radio"/>			Form P – Hazard notice: Yes <input checked="" type="radio"/> No <input type="radio"/>		
Notes about the Voting Place folder:											
What's going well? Note any discussion points.											
All staff checks completed.											
Sentry hasn't signed in.											

- **Voting Place Folder**
You will need to ask the Voting Place Manager for the Voting Place Folder. Check that the process checks (Form L) have been completed regularly for every staff member, that everyone is signing in and out (Form S), that time sheets are being completed and break times are being given (VP Roster).

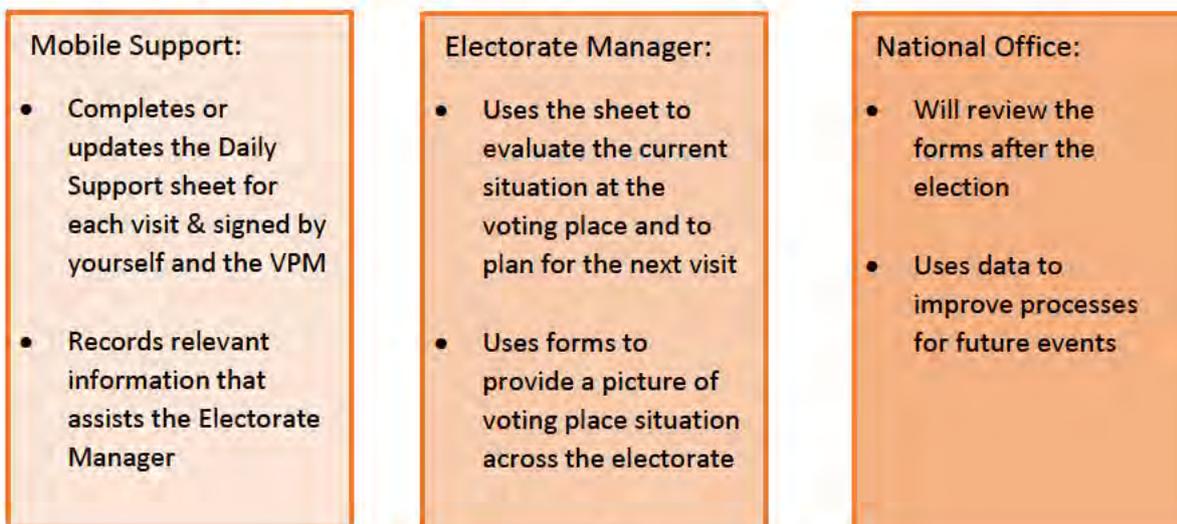
Also read the Manager's report (Form Q) for any points that would be helpful to discuss with them, and check that the daily voting place checks (Form U) and reconciliation forms (Form A, B & G) have been completed.

- **Hazards and risks**
Any hazards and risks to staff and voters should be actively managed. Ensure that Hazard Notice (Form P) has been completed and placed on a wall inside the voting place. Check that there are not any unidentified hazards in or around the voting place and determine how to mitigate these or make others aware of them.
- **Voting place phone**
This should be switched on and actively managed i.e., worn on the lanyard by a Voter Assistant or the Voting Place Manager if the Voter Assistant is on a break.

ELECTORAL COMMISSION		M41-DSS	
Discuss with the Voting Place Manager and note observations, actions and solutions			
Health & Safety: Any concerns/support needed; any risks; any incidents?			
Mats from caretaker ready if rain becomes heavier.			
Voting place functions: with (check) items questions asked; any processes from work/schedule of technology skills/responsibilities			
Might need ordinary votes for neighbouring electorate, check at 10:30 if there are still queues for special votes (lots of people at sports field). Phone going well for eRoll			
Other notes:			
Any supplies/materials needed?			
Items: None at the moment - Possibly ordinary votes for neighbouring electorate.			
Mobile Support and Voting Place Manager to confirm discussion: (initial)			
DATE	MOBILE SUPPORT	VPM	VPM
HQ contacted & supplies ordered:		Confirmed with:	Time:
Outcome:			
Notes for the Electorate Manager:			
HQ User resolved by:		Date:	

Your Electorate Manager will let you know how frequently they would like the Daily Support sheets (M41 DSS) returned to headquarters. These forms are used by the Electorate Manager during the voting period and by National Office after the election.

Lifecycle of the Daily Support Sheet



Issues or concerns

Issues that may arise include there not being enough staff in the voting place, security or safety considerations, or a staff member not coping.

Try to deal with any issues or concerns as they arise. If you are not sure what is the best action, call your Electorate Manager.

All incidents must be recorded on the appropriate form (M33 INCIDENT for accident or injuries, [REDACTED] for security incidents).

Some issues can be resolved on the spot (e.g., health and safety issues, breaks not scheduled correctly) and can be reported to the Electorate Manager at daily briefings, other issues should be notified straight away. Issues that require immediate notification to the Electorate Manager include:

- Any Health and Safety incidents where someone (staff member, voter, or other person) is injured.
- Long lines of voters at a voting place.
- Electioneering that is in breach of regulations.
- Concerns about scrutineer behaviour in a voting place.
- Staff behaviour problems that the manager and you are unable to resolve.
- Security concerns for staff, voters, or materials.

Phone Check in

As the voting period progresses, the Electorate Manager may decide that some voting places need fewer visits, and support to the voting place manager can be provided. It is important that these phone check ins, maintain the focus on support and not become an inquisition.

Before calling you should have the Daily Support Sheets (M41 DSS) for the voting place, and review for any key trends, or issues that you observed or were raised by the manager at previous visits. Once you call the Voting Place Manager, ensure that they have the time to have a chat, or ask them to call you back shortly if they are busy. Using previous notes as a guide ask:

- How the Voting Place Manager is going, how they are feeling, would they like you to come in person, or do they have any issues they need help with?
- How busy have they been – are staffing levels still appropriate, has everyone had breaks?
- Are there any new Health and Safety issues, or existing issues that have re emerged?
- Any questions relating to key trends for the voting place.
- How are the plans for the end of day tasks?

Information should be recorded on the form as you would of during an in person visit. If the Voting Place Manager needs additional supplies, or requires an in person visit, it is important to establish timeframes for when this can happen.

Takeaway votes

You may be called on, particularly in rural electorates, if a person needs their vote delivered and/or picked up to their letterbox.

You should:

- Where possible, work in pairs; this may require having a staff member from a voting place or electorate headquarters travel with you to the voter's address
- Wear your orange Electoral Official vest and name label, clearly identifying yourself as an electoral official.

Phase changes and return of other supplies

On some days, you may need to help the Voting Place Manager return the following to the electorate HQ:

- full special vote ballot boxes
- enrolment forms
- voting materials at a phase change.

Some of these processes are described in more detail in pages 42-43 of the Voting Place Manager's PIM.

Return of enrolment forms

The Voting Place Manager will count the completed enrolment forms

Some days you will need to collect completed enrolment forms and return them to the electorate HQ so they can be scanned and uploaded to the Registrar of Electors to process.

1. Seal envelope [REDACTED]
2. Complete the enrolment form tracking on Form O in the Voting Place folder with the
Date
- Number of forms in the envelope
[REDACTED]
Your name and signature as the person transporting the forms

Enrolment form tracking				
Date	Number of forms	[REDACTED]	Transported by (staff name)	Signature
8/9/20	26	[REDACTED]	M-Manager	MM

Return of special vote ballot boxes

If a voting place issues many special votes, you may be asked to collect these for [REDACTED]. The Voting Place Manager will secure the special votes ballot box and update Form O Return of Materials. You will sign this and immediately return the sealed special vote ballot box to electorate headquarters. If collecting a special vote ballot box, you should ensure that the voting place has a new one to replace it with.

Phase change of materials – ordinary votes

Busier voting places that are expected to issue more than 2,000 ordinary votes are likely to complete a phase change for voting materials. You will assist the Voting Place Manager with this process, following the instructions on pages 42-43 of the Voting Place Manager PIM. Once the materials have been packed, you should immediately return them to [REDACTED].

Ensure that the voting place has access to a new set of materials for the next day of voting.

After voting on Election Day

After voting closes, you may be expected to assist in various places. Your Electorate Manager will inform you where you are expected to be. This may be at a voting place assisting with the count, or back at electorate headquarters. In a rural area, you may assist by bringing voting place supplies back to an intermediate supply depot.

You will need to hand your materials and supplies back to electorate headquarters, together with an up to-date EMS TN Tracking Note. You will also need to give your folder with completed daily support sheets to the Electorate Manager

Troubleshooting

You provide the main support to Voting Place Managers when they come up against any issues. You are not expected to solve all problems yourself but know where to turn to for help.

Technical Problems

Each voting place will have at least one phone that will be used by the Voter Assistant to look up voters on eRoll and by the Voting Place Manager to use the Reconciliation App. The phone is an extremely useful tool for voting places but like all technology, problems can occur. Ensure you are familiar with the Mobile Phone Guide (M14-VPPHONE) which has step by step instructions and troubleshooting solutions.

Staffing Problems

It is important that Voting Place Managers address any issues (e.g., timeliness, not following processes) on day 1 to ensure mistakes do not compound. If a manager is having problems with a staff member, first take the time to fully listen to the issue, what they have tried and what they are thinking they would like to happen next. Observe the staff member discreetly and discuss with the manager your observations. Next steps will be dependent on what the Voting Place Manager would like to happen next, but could include:

- Voting Place Manager to have a meeting with the staff member to discuss issue. Mobile Support may accompany for this meeting or cover the voting place if required.
- Mobile Support to lead a meeting with both the staff member and Voting Place Manager to discuss the issue.
- Mobile Support to meet with the staff member on behalf of the Voting Place Manager.
- Issue is escalated to the Electorate Manager if it is unresolved, or of a serious nature.

Security

-
-

- [Redacted]
- [Redacted]

Any security issue that cannot be resolved during your visit, should be raised immediately with the Electorate Manager.

Vote Issuing Process Questions

Voting Place Managers may be asked process questions about issuing votes from their staff. The answers for these are found in the Vote Issuing PIM. Managers should be familiar not only with the core processes, but also the location of the Common Situations and Troubleshooting sections of this PIM. All questions from what address should a voter use to how to deal with a spoilt ballot paper are addressed in these sections.

Equipment and supplies

You may be issued with a selection of equipment and supplies for replenishing voting places as and when they need them. Check the items you have been given against the EMS-TN Tracking Note and M46-MS Consignment Note, tick in the OK box for each item. Make sure your supplies are organised so that you can easily find required items.

You are required to account for materials at the end of voting and this will be easier if you have maintained an organised system. Some materials, such as stationery, can be provided

Voting Materials Tracking					EMS-TN
Electorate: 65 Wigram		Tracking Note #: 750		Date Created: 26/06/2020 02:48 pm	
Receiver: [Redacted]					
Material's Pick-up Check					
EP	Section	Quantity	Number	OK	Barcode
Electoral Roll					
65	Wigram	4	13	<input checked="" type="checkbox"/>	80 15
			14	<input checked="" type="checkbox"/>	80 14
			15	<input checked="" type="checkbox"/>	80 15
			16	<input checked="" type="checkbox"/>	80 16
			17	<input checked="" type="checkbox"/>	80 17
Ballot Paper - General					
65	Wigram	4	1051	<input checked="" type="checkbox"/>	01 751
			1701	<input checked="" type="checkbox"/>	01 701
			1751	<input checked="" type="checkbox"/>	01 751
			1801	<input checked="" type="checkbox"/>	01 801
Cell Phone					
80	Nationwide	4	1933	<input checked="" type="checkbox"/>	19 33
			1934	<input checked="" type="checkbox"/>	19 34
			1935	<input checked="" type="checkbox"/>	19 35
			1936	<input checked="" type="checkbox"/>	19 36
Ballot Box Label					
90	Nationwide	4	2573	<input checked="" type="checkbox"/>	02 573
			2574	<input checked="" type="checkbox"/>	02 574
			2575	<input checked="" type="checkbox"/>	02 575
			2576	<input checked="" type="checkbox"/>	02 576
E81-AV SVD Pack					
00	Nationwide	4	38641	<input checked="" type="checkbox"/>	0 039 641
			38667	<input checked="" type="checkbox"/>	0 039 667
			38681	<input checked="" type="checkbox"/>	0 039 681
			38701	<input checked="" type="checkbox"/>	0 039 701
E82-AV SVD Pack					
00	Nationwide	4	39841	<input checked="" type="checkbox"/>	0 039 841
			39861	<input checked="" type="checkbox"/>	0 039 861
			39881	<input checked="" type="checkbox"/>	0 039 881
			39701	<input checked="" type="checkbox"/>	0 039 701
E83-ED SVD Pack					
00	Nationwide	4	39841	<input checked="" type="checkbox"/>	0 039 841
			39861	<input checked="" type="checkbox"/>	0 039 861
			39881	<input checked="" type="checkbox"/>	0 039 881
			39701	<input checked="" type="checkbox"/>	0 039 701
E84-ED SVD Pack					
00	Nationwide	4	39841	<input checked="" type="checkbox"/>	0 039 841
			39861	<input checked="" type="checkbox"/>	0 039 861
			39881	<input checked="" type="checkbox"/>	0 039 881
			39701	<input checked="" type="checkbox"/>	0 039 701

to a voting place as required. If you need to provide additional key voting materials to a voting place from your supplies, note the voting place number and name on the EMS-TN Tracking Note, and ask the Voting Place Manager to sign for them.

The key voting materials you are likely to resupply to voting places are ballot papers and special vote declarations.

You will need to provide this information to electorate headquarters so they can update EMS (Elections Management System) with who is responsible for these materials.

At remote rural voting places that you may only visit once

on Election Day, or infrequently during the advance voting period, it can be better to oversupply if you are able to.

For Mobile Support working in rural areas where you are a distance from electorate headquarters, you may be asked to photograph the tracking note and send this by text (SMS) to the Electorate Manager or Logistics and Supplies Manager.

If you are Mobile Support during the advance voting period, you may be given specific supplies to deliver to voting places, with a separate tracking note. You will ask the Voting Place Manager to check and tick off the supplies on one copy of the tracking note and return the tracking note to the electorate headquarters. The Voting Place Manager will file the second copy in the Voting Place folder.

Auckland Central

2023 Electorate Plan for Service Delivery

This electorate plan has been broken into the following sections, covering how services will be planned:

1. Voting services expectations
2. Electorate overview
3. Planning your voting services
4. Confirming your voting service
5. Building your electorate team
6. Risks
7. Review

This plan is an integral part of the overall planning for the general election. It is based on your Regional Plan and combines with other electorate plans to provide a regional approach.

List of changes

Version no.	Consulted with / changes made	Date
1.0		
2.0		
3.0		

1 Voting services expectations

My electorate's voting services will:

- 1** Meet the needs of the community
- 2** Be available in locations convenient to voters where they live, work and play
- 3** Prioritise Māori voters, diverse communities and target groups by providing services informed by the community
- 4** Be staffed to reflect the diversity of my local community
- 5** Offer shared electorate voting at locations where voters are expected to vote
- 6** Operate at times convenient to voters, including late nights and weekends

2 Electorate overview

2.1 Overview

Region	Auckland Central	
Electorate profile	Urban	
Home Māori electorate(s)	Tamaki Makaurau – CBD and Waiheke Island Te Tai Tokerau – Great Barrier Island (Aotea) and Rakino Island	
Neighbouring electorates	Tamaki (Only at the Judges Bay/Orakei waterfront), Epsom and Mt Albert	
Shared electorates	My electorate will provide services for which other electorates voters	Which electorates will provide services for my voters
	Epsom, Mt Albert, Tamaki	Epsom, Mt Albert
	North Shore, Northcote	Tamaki
	Te Atatu, Kelston, New Lynn	North Shore
	Mt Roskill, Maungakiekie	East Coast Bays, Upper Harbour

2.2 Enrolment and turn-out rates

This table compares the nationwide 2020 enrolment and turn-out rates with your electorate's rates.

	Nationwide average in 2020	Your electorate in 2020	Your electorate compared to the nationwide average
Enrolment rate	94.1%	72.5%	21.6% less
Turn-out rate	82.2%	84.0%	1.8% more
Turn-out split (AV% vs ED%)	68%/32%	72.24%/27.76%	Higher advance voting

2.3 Key characteristics

Refer to the questions in section 4.3 of Chapter 4 in the operations manual when completing these questions.

Q#	Question	Identify	So what?
My electorate and how I fit into my region			
1	How does my electorate fit into the regional plan for delivering voting services?	Akld C has many of the major infrastructures of the Auckland region eg. Akld Uni, Akld City Hospital and entertainment venues as well as numerous multi story commercial buildings and apartment blocks.	There are a large number of non-electorate workers and visitors. There is a high need for shared voting
2	What are the logistical challenges of my electorate's geography?	The biggest challenges are the supply and recovery of voting materials from Aotea (Great Barrier Island) and Waiheke Island. Challenges in the CBD are traffic congestion and lack of parking	Recovery may be weather dependent. Providing three vans for supply and recovery from CBD voting places
3	What will my electorate need to do to recruit the most appropriate staff?	The electorate has not faced challenges in recruiting staff prior to 2023 but the generally tight labour market applies to Auckland Central	

Demographic considerations			
4	What is my electorate's ethnic make-up?	<p>European 59%</p> <p>Asian 33%</p> <p>Maori 6%</p> <p>Pasifika 4%</p>	There are a large number of other nationalities. For example Freemans Bay School has a roll that includes 62 nationalities
5	Where are young people located?	Auckland University and AUT are centres for the young	Both will provide advanced votinh places
Turnout considerations			
6	What are my electorate's turnout rates?	The turnout rate was 84%.	
7	What are my electorate's enrolment rates?	The enrolment rate was 72.5%.	The low enrolment rate was due to the large number of young first time voters. This was also reflected in the high special vote take in 2017 at Auckland University and AUT.

2.4 Voting services

Refer to the questions in section 4.4 of Chapter 4 in the operations manual when completing these questions.

Locations of service			
1	Where are the high foot traffic areas within your electorate? e.g., malls	Queen Street and surrounding streets are traditionally high volume areas but new developments like Commercial Bay are attracting large numbers. Viaduct Basin is a popular restaurant/entertainment area.	Atrium on Elliot is planned to be an advanced and election day voting place.
2	What are the major transportation routes within your electorate?	Motorway SH1 runs from the Harbour Bridge roughly through the centre of the electorate. Britomart is the main train terminal and Sky City is the Intercity Bus terminal.	
3	What businesses and/or organisations which are significant employers in my electorate? E.g., forestry, manufacturing, large office buildings Note: all voting services must be accessible to the general public and not behind locked doors (excluding hospitals, care homes etc).	All major corporates are based in Auckland Central	

4	What are the geographical challenges for voters in my electorate to access voting services?	<p>It is planned to have a single advanced visit to Rakino Island.</p> <p>Supply and resupply of VPs and the return of voting materials from Waiheke Is and GBI. It is planned to have a Mobile Support on each island with a robust amount of additional material.</p> <p>Due to the compact nature of the city part of the electorate and its position straddling the major transportation routes there are major vulnerabilities around traffic congestion.</p>	<p>A charter boat will be used to position the voting team to Rakino Is.</p> <p>Plan is to return voting material by van on the car ferry from Waiheke and by plane from GBI on E+!. The GBI return has the added risk of bad weather, in which case the ferry will be utilised.</p> <p>Three vans will be employed to supply VPs. Each van will require a three person crew. Driver and two supply hands to deliver/collect the voting material</p>
5	What has changed in my electorate since GE2020?	<p>Commercial Bay has been completed and is an attractive centre. The CRL is an impediment to movement around the city.</p>	
6	Where are the high foot traffic locations and major transportation routes neighbouring my electorate?	<p>St Lukes Mall (Mt Albert) and Westfield Mall Newmarket (Epsom) are popular large malls. Sylvia Park, Westgate, Takapuna and Milford Malls are also reasonably close.</p>	<p>Shared voting will take place on in all named malls.</p>

Services offered			
7	What voting services will be provided to meet the needs of Māori voters?	In 2020 the following VPs were the three locations recording the highest % of Maori voters: Aotea Nurses Cottage GBI 31.7%; Okiwi School GBI 18.8% and Surfdale Hall Waiheke Is 15.1%.	There was nil advanced voting on GBI in 2020. Two AVPs will be located on GBI: Mulberry Grove School and Aotea Council Buildings
8	What specialist services do you need to deliver in your electorate?	Auckland City Hospital is the country's largest hospital with over 40 wards.	ADHB has offered a room for Adv and ED voting as well as support for a number of mobile teams to visit the wards of patients who are immobile. Support was twofold; a room to act as a base and a person to accompany each mobile team to ensure all medical protocols are observed in each ward.
9	Where and what shared electorate voting will be offered to meet the demand of voters?		
Hours of service			
10	When and where should hours of voting services be offered?	A few late night openings but generally AVPs open for normal hours	The majority of opening times will be skewed towards "normal" hours.

11	How will you provide a consistent service?	AVPs opening hours will reflect the business conducted in their vicinity. For example Akld Uni and AUT will not be open on the weekend 7/8 Oct. However Akld Hospital will be open every day.	
12	When and where should extended hours of voting services be offered? <ul style="list-style-type: none"> • early morning • late nights 	There is unlikely to be large numbers of shift workers within the electorate	There will be a large number of shared votes as a large number of voters will commute into the city
13	When and where should weekend hours of voting services be offered?	Schools in the residential western half of the city will be open for the weekend as their programmes allow.	

2.5 Hubs and secure storage

Use this section to think and plan how your electorate may use a hub and/or secure storage (if applicable). Refer to section 5 of Chapter 4 in the operations manual when completing this section.

With a strong emphasis on security the HQ will be used where there is any doubt about the security of voting materials, The three vans (each manned with three people) will be utilized to assist AVP staff to return and distribute voting materials at the end and beginning of each day.

Aotea Great Barrier Island. Given the distances between isolated settlements all AVP needs to be located either on site or at a close locality.

Waiheke. The Waiheke Island Police Station is located at 104 Ocean View Road, Oneroa and as such is in reasonable proximity to the majority of AVPs and will be used as a secure storage when that is not possible onsite,

3 Planning your voting services

Based on identified gaps/improvements, detail potential voting places to consider.

3.1 Partnership locations

National Office has worked with key partners around New Zealand to identify locations for advance and Election Day voting places. The partnership locations identified for you are:

Place	Address	Partner organisation
New World Victoria Park – declined by owner due to AVP having to be located in carpark.		New World
Te Ha Oranga Mental Health and Addiction Services – declined unsuitable		Te Ha Oranga
The Warehouse – Atrium on Elliot – declined as in shop at Atrium		The Warehouse

3.2 Other locations

Advance and Election Day voting places need to be delivered in the geographic locations listed below, in addition to the partnership locations. Voting services might be delivered in the sites listed below.

Locations	Possible sites
Aotea, Great Barrier Island	Aotea Art Centre, Fitzroy Nurses Home, Okiwi School, Mulberry Grove School and Aotea Council Buildings (5)
Waiheke Island	Morra Hall, Surfdale Hall, Palm Beach Hall, Ostend Hall, Onetangi Hall, Rocky Bay Hall, Waiheke High School and Waiheke Library (8)
Western Auckland Central (Residential)	Bayfield School, Ponsonby Primary School, St Mary's College, Richmond Road School, All Saints Church, St Davids and Freemans Bay School (7)
Eastern Auckland Central (Commercial/Retail)	Pioneer Womens Hall, Pitt Street Theatre, Clearpoint, Auckland High Court, AUSA, Auckland City Hospital, AUT, Auckland Chinese Presbyterian Church and Atrium on Elliot (9)

3.3 Other services

Voting services need to be delivered to the following organisations, institutions, groups, remote communities or at the following public events.

Organisation, institution, groups and public events	Type of service required
Rakino Island	One day mobile team visit. Requires boat charter in the morning, conduct voting and catch return scheduled ferry (Belaire Ferry)

3.4 Other teams

Voting team services need to be delivered to the following organisations: care homes, hospitals, prisons, defence forces.

Organisation	Size of service
Auckland City Hospital	2/3 x Mobile teams of 3 (2 x EC staff and 1 x ADHB advisor)
Rest Homes	Jervis Residential Care, 302 Jervis Road Little Sisters of the Poor, 9 Tweed Street

3.5 Planning

To complete the assessment of all potential voting places, you will need to plan how you complete these by end of April.

Area	Number of potential voting places	Time required	Resources required	Completed by
Aotea GBI	5	2 days	Travel	RRM
Waiheke	10	2 days		RRM
Auckland C (West)	15	4 days		EM
Auckland C (East)	16	4 days		EM

3.6 Key contacts

To enable your electorate to deliver services, you will need to build strong relationships with key service providers. E.g., Mainfreight.

Organisation	Name	Email	Contact number
Mainfreight			
Mansons			
Office Max	██████████		██████████
Fuji			██████████
Spotless			
TMIG			
Levco			

4 Confirming your voting service

4.1 Finalising your voting service

Use this table to record the outcome of your decision and the rationale behind your decision.

Site name	Outcome	Why
Freemans Bay School	ED	
Richmond Road School	ED	
Bayfield School	ED	
Auckland High Court	ED	
Clearpoint Conference Room	ED	
Rocky Bay Hall	ED	
Onetangi Community Hall	ED	
Ostend War Memorial Hall	ED	
Palm Beach Hall	ED	
Surfdale Hall	ED	
Morra Hall	ED	
Aotea Community Art Centre	ED	
Fitzroy Nurses Cottage	ED	
Okiwi School	ED	14 ED VPs
Mulberry Grove School	ADV/ED	
St Davids	ADV/ED	
Pioneer Women's Hall	ADV/ED	
Atrium on Elliot	ADV/ED	
All Saints Church	ADV/ED	

Ponsonby Primary School	ADV/ED	
Waiheke High School	ADV/ED	
Pitt Street Theatre	ADV/ED	
St Mary's College	ADV/ED	
Auckland City Hospital	ADV/ED	10 ADV/ED VPs 24 Total ED VPs
Aotea Council Buildings	ADV	
Auckland Chinese Presbyterian Church	ADV	
Waiheke Library	ADV	
AUSA	ADV	
AUT	ADV	5 ADV VPs 15 Total ADV VPs
		29 VPs

4.2 Identifying your approach to meeting your recruitment needs

Refer to Section 6.2 of Chapter 4 in the operations manual to complete this section.

Identified issue or target employment group	Strategy
Aotea GBI/Waiheke/Rakino Island	Close liaison with community leaders
Schools/Churchs	Positive campaign through websites/newsletters
AUSA/AUT	Liaison with Events Management at both locations to encourage student participation as EC workers.

5 Building your electorate team

Refer to Section 7 of Chapter 4 in the operations manual to complete this section

The aim is to have a happy team with a high degree of knowledge of the responsibilities of the other members.

The core of the team will be EM, LSM and RRM. Both LSM and RRM are deputies for the EM.

Short, medium and long term goals will be agreed and managers will then be empowered to carry out the necessary work to achieve those goals. Similarly more junior members of the team will have clear directions of what we are delivering and will then be able to get on with the task

6 Risks

Refer to section 8 of Chapter 4 in the operations manual, the eLearning risk module, and the risk register template. List any risks with a rating score of 12 or more, and any that require significant budget or time to manage.

Your Regional Manager will discuss any further mitigation needed with you.

- Weather. Bad weather may preclude the return of voting materials from Aotea GBI and to a lesser extent Waiheke Island in a timely fashion. Return by air is primary method with sea ferry as alternative backup
-
-

7 Review

Refer to section 9 of Chapter 4 in the operations manual to complete this section.

Subject	Feedback
Headquarters	
Selection of voting services	
Recruitment	
Logistics and supplies	
HQ operations	
Training	
Rostering and communications	
Voting period	<p>There are two AVPs on both Aotea GBI and Waiheke Island. One of each is a school which ceases advanced voting on Sunday 8 Oct at 1300 (Tryphenna Mulberry Grove School) and 1500 (Waiheke High School). Mulberry Grove School will return voting materials by ferry, departing Half Moon Bay at 0700 (2 x HQ) and departing Tryphenna at 1500. Waiheke High School will return voting materials by ferry, departing Half Moon Bay at 1500 (2 x HQ) and returning at 1630 to Half Moon Bay.</p>

	<p>The other two AVPs close on Friday 13 Oct. Aotea Council Building will close at 1200. This enables 2 x HQ to fly from Dairy Flat to Claris (1200/1230) and return to Auckland Airport (1300/1330). Waiheke Library will close at 1500. This will enable 2 x HQ to catch ferry to Matiatia (1400/1445) and return (1630/1715)</p>
<p>Post-election and completion</p>	

Botany

2023 Electorate Plan for Service Delivery

This electorate plan has been broken into the following sections, covering how services will be planned:

1. Voting services expectations
2. Electorate overview
3. Planning your voting services
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7. Review

This plan is an integral part of the overall planning for the general election. It is based on your Regional Plan and combines with other electorate plans to provide a regional approach.

List of changes

Version no.	Consulted with / changes made	Date
1.0	Jeremy Kannemeyer	24/05/23
2.0		
3.0		
4.0		
5.0		

1 Voting services expectations

My electorate's voting services will:

- 1** Meet the needs of the community
- 2** Be available in locations convenient to voters where they live, work and play
- 3** Prioritise Māori voters, diverse communities and target groups by providing services informed by the community
- 4** Be staffed to reflect the diversity of my local community
- 5** Offer shared electorate voting at locations where voters are expected to vote
- 6** Operate at times convenient to voters, including late nights and weekends

2 Electorate overview

2.1 Overview

Region	Auckland South	
Electorate profile	Urban	
Home Māori electorate(s)	Botany Tamaki Makaurau	
Neighbouring electorates	Pakuranga, Panmure Otahuhu, Takanini, Manurewa, Papakura	
Shared electorates	My electorate will provide services for which other electorates voters	Which electorates will provide services for my voters
	Pakuranga	Pakuranga
	Panmure-Otahuhu	Panmure-Otahuhu
	Takanini	Takanini
	Manurewa	Manurewa
	Papakura, Mangere	Papakura, Mangere

2.2 Enrolment and turn-out rates.

This table compares the nationwide 2020 enrolment and turn-out rates with your electorate's rates.

	Nationwide average in 2020	Your electorate in 2020	Your electorate compared to the nationwide average
Enrolment rate	88.56%	92.74%	+4.60%
Turn-out rate	82.24%	74.00%	-8.20%
Turn-out split (AV% vs ED%)	69% vs 31%	73.4% vs 27%	+6% vs -13%

2.3 Key characteristics

Refer to the questions in section 4.3 of Chapter 4 in the operations manual when completing these questions.

Q#	Question	Identify	So what?
My electorate and how I fit into my region			
1	How does my electorate fit into the regional plan for delivering voting services?	Botany Electorate is compact with an extremely culturally diverse population. From Cockle Bay in the North to Flat Bush bordering on Otara in the South. As an Urban electorate there are no difficulties in procuring voting places, in most areas, which are easily accessible for the public. New/extra voting places have been approached in areas where turnout was low in 2020	Consistency with Regional plan.
2	What are the logistical challenges of my electorate's geography?	Traffic congestion! Because Botany HQ is out of the Electorate, getting urgent supplies to voting places. if required, could cause a problem. Staff getting to training on time because of traffic.	Ensure Mobile Support Team are visiting Voting Places-regularly. Ensuring all trainees are aware of possible traffic delays & plan accordingly
3	What will my electorate need to do to recruit the most appropriate staff?	We will engage with the communities and/or voting places e.g., Schools, Libraries and Churches, to ensure we employ staff that fit the community and its requirements	Have been discussing, when visiting schools, libraries, churches doing VP assessments, the need to get their people involved. Handing out brochures, Newsletters, and Facebook. Positive interest and keenness to be involved by all.

Demographic considerations															
4	What is my electorate's ethnic make-up?	<table border="0"> <tr><td>Asian</td><td>45%</td></tr> <tr><td>European</td><td>39%</td></tr> <tr><td>Pacifica</td><td>14%</td></tr> <tr><td>Māori</td><td>7%</td></tr> <tr><td>MELAA</td><td>3%</td></tr> <tr><td>Other</td><td>1.5%</td></tr> </table>	Asian	45%	European	39%	Pacifica	14%	Māori	7%	MELAA	3%	Other	1.5%	Predominately: European - Cockle Bay/Botany Asian - Botany/Dannemora Indian/MELAA - Flat Bush/Ormiston Māori/Pacifica - Flat Bush/Clover Park. The electorate is hugely diverse which gives it a unique and vibrant identity.
Asian	45%														
European	39%														
Pacifica	14%														
Māori	7%														
MELAA	3%														
Other	1.5%														
5	Where are young people located?	Botany has many Schools/Colleges, Sporting grounds – Sports clubs, Youth Clubs, spread across entire electorate.	14% - 15 – 24-year-olds live in the Botany Electorate												
Turnout considerations															
6	What are my electorate's turnout rates?	74%	Turnout was low in the south of electorate. We are working on increasing these figures in low turnout areas, by involving the communities in the voting places.												
7	What are my electorate's enrolment rates?	92.74%	Good enrolment rates.												

2.4 Voting services

Refer to the questions in section 4.4 of Chapter 4 in the operations manual when completing these questions.

Locations of service

1	Where are the high foot traffic areas within your electorate? e.g., malls	Botany Mall, Ormiston Mall, Botany Junction The Hub - Botany	These are all extremely busy malls with high people volumes 7 days. Botany people like to work play and live in their own environment and each area has its own sports grounds, swimming pools, cafes and close by large shopping malls.
2	What are the major transportation routes within your electorate?	Public Transport – Bus – no rail service in the electorate. Motor Vehicles. Chapel Road, Te Rakau Drive, Te Iriangi Drive. Botany Road.	Traffic congestion is a problem in the Electorate with high volume of cars on Te Rakau Drive, East Tamaki Road, Te Iriangi Road and Botany Road during peak hours. An excess of 35,000 vehicles per day on each these roads.
3	What businesses and/or organisations which are significant employers in my electorate? E.g., forestry, manufacturing, large office buildings Note: all voting services must be accessible to the general public and not behind locked doors (excluding hospitals, care homes etc).	Fisher & Paykel – East Tamaki NZ Post, DHL, Office Max - Highbrook Industrial area Lion Brewery, Hynds Pipes in Botany South	Majority of Staff employed at these large organisations come from all over Auckland. No services were offered in 2020. Accessible Voting Places are nearby to most of these businesses. My feeling would be too many Special Votes
4	What are the geographical challenges for voters in my electorate to access voting services?	Few available places for Advance Voting in the Cockle Bay area. However nearby Pakuranga Electorate have Howick Library, and Botany has Auckland Fiji Methodist in Meadowlands which is 3-4 kms away and is available for Advance & ED.	Howick Library take many advance votes for Botany.
5	What has changed in my electorate since GE2020?	Huge increased Housing Development in Flat Bush/Ormiston areas.	Have now secured Ormiston Mall as a Voting Place to cover this area for AV which should be a huge vote taker, attracting locals from nearby and surrounding areas. Nearby Baverstock

			Oaks School is a Voting Place on Election Day
6	Where are the high foot traffic locations and major transportation routes neighbouring my electorate?	Major transportation routes: Te Rakau Drive, Te Iriangi Drive, Meadowlands Drive, Millhouse Road, Chapel Road, Murphys Road, Highbrook Road, East Tamaki Road, Pakuranga Road, Botany Road. Cascades Road	High foot traffic areas: Botany Mall, Ormiston Mall, Botany Junction, The Hub - Botany
Services offered			
7	What voting services will be provided to meet the needs of Māori voters?	All voting places will be well equipped and staffed to accommodate Māori & all other ethnicities, ensuring their voting experience is enjoyable. We will endeavour to recruit Māori staff in areas/places where they live, play and work. e.g. St Peter Chanel in Boundary Road, Clover Park, and Tupu Youth Library, Dawson Road Primary, Kia Aroha College, Chapel Downs College	We have acquired St Peter Chanel Church in Clover Park which is in the very South of the electorate where turnout was poor. We are working with church members to recruit suitable staff. Also, we will visit Tupu Youth Library, Dawson Road, at a time suitable to them to speak with potential staff. Very positive responses.
8	What specialist services do you need to deliver in your electorate?	All Rest Home hospital residents need specialist services, and we will accommodate this with our Mobile Teams who will visit these in the Advance Voting period to enable these residents a hassle-free voting experience. Ormiston Police Station has no Police Cells.	In 2020 no Rest Homes were visited because of COVID.
9	Where and what shared electorate voting will be offered to meet the demand of voters?	Takanini, Pakuranga, Manurewa, Panmure-Otahuhu, Maungakiekie. Papakura, Mangere	These Electorates were shared in 2020 and proved beneficial. Will use as Shared voting places again.
Hours of service			
10	When and where should hours of voting services be offered?	Depending on preference and location, if applicable, we will offer late night early morning voting services. Match venues	

		open hours i.e. Libraries, Malls. The Warehouse.	
11	How will you provide a consistent service?	By meeting the needs of the community and staffing Voting Places with well-trained staff, plus an easily defined action plan. Multilingual/diverse staff who represent their community.	Positivity, Respond quickly to any problems. Focus on ensuring voters have an enjoyable experience.
12	When and where should extended hours of voting services be offered? <ul style="list-style-type: none"> • early morning • late nights 	Only when and where and if it is required and/or feasible.	We have late nights at Libraries, Malls and most Voting Places have one or two late nights during Advance Voting.
13	When and where should weekend hours of voting services be offered?	At Malls, The Warehouse, Libraries Open at the same hours. Other Voting Places, where the need arises.	

2.4 Hubs and secure storage

Use this section to think and plan how your electorate may use a hub and/or secure storage (if applicable). Refer to section 5 of Chapter 4 in the operations manual when completing this section.

The only Voting Places I envisage needing secure storage is Chinatown, Ormiston Mall and possibly The Warehouse (yet to assess The Warehouse at time of writing)
 Chinatown is open plan with no roof over the shops. We use privacy caps to cover voting booths. We either organise another close by voting place to store ballot boxes overnight or use a nearby storage facility. HQ is approx. 18 kms from Voting Place.

3 Planning your voting services

Based on identified gaps/improvements, detail potential voting places to consider.

3.1 Partnership locations

National Office has worked with key partners around New Zealand to identify locations for advance and Election Day voting places. The partnership locations identified for you are:

Place	Address	Partner organisation
The Warehouse	Botany	The Warehouse Ltd
Ormiston Mall	Botany	Colliers Int'l

3.2 Other locations

Advance and Election Day voting places need to be delivered in the geographic locations listed below, in addition to the partnership locations. Voting services might be delivered in the sites listed below.

Locations	Possible sites
Cockle Bay	Cockle Bay School - ED
	Cockle Bay Playcentre - ED
Sommerville	Our Lady Star of the Sea - ED
	Sommerville Intermediate - ED
Meadowlands	Auckland Fiji Methodist Church – AV/ED
Botany	Botany Downs Primary - ED
	Chinatown - AV
	East City Wesleyan Church - ED
	Elim Christian College, Junior Campus - ED
	Elim Christian Centre - ED
	Pakuranga Golf Club - AV

	Botany Downs Secondary College - ED
	Botany Library - AV
	The Warehouse - Botany AV
	Eastview Baptist Church & Community Centre - AV
Dannemora	Sancta Maria College - ED
	Willowbank School - ED
	Point View Primary School - ED
Flat Bush	Tupu Youth Library – AV
	Chapel Downs Primary School - ED
Clover Park	Dawson Primary School - ED
	Kia Aroha College – ED
	St Peter Chanel Church - AV
Ormiston	Ormiston Mall – AV, Baverstock Oaks School - ED

3.3 Other services

Voting services need to be delivered to the following organisations, institutions, groups, remote communities or at the following public events.

Organisation, institution, groups and public events	Type of service required
Rest Home - Hospitals	Mobile Team
Ormiston Police Station has no o/night cells	

3.4 Other teams

Voting team services need to be delivered to the following organisations: care homes, hospitals, prisons, defence forces.

Organisation	Size of service
Lansdowne Hospital & Residential home	Mobile Team
Summerset by the Park (hospital section)	Mobile Team
Bruce McLaren Retirement Village – Rest Home & Hospital	Mobile Team

3.5 Planning

To complete the assessment of all potential voting places, you will need to plan how you complete these by end of April.

Area	Number of potential voting places	Time required	Resources required	Completed by
Cockle Bay	2 x ED – Cockle Bay School, Cockle Bay Playcentre	1.5 hours	EM	31/03/2023
Northpark	1 x ED – Our Lady Star of the Sea	30 mins	EM	31/03/2023
Sommerville	1 x ED – Sommerville Intermediate	30 mins	EM	31/03/2023
Meadowlands	1 x ED/AV – Fiji Methodist Church	1 hour	EM	31/03/2023
Botany	6 x ED – 5 x AV - Botany Downs Primary East City Wesleyan Church, Elim Junior Campus, Elim Christian College, Botany Downs Secondary College, Sancta Maria College Chinatown, Pakuranga Golf Club, Botany Library, Eastview Baptist Church, The Warehouse	8 hours	EM	31/03/2023
Dannemora	2 x ED - Willowbank School, Point View Primary School	1.5 hours	EM	31/03/2023
Flat Bush	3 x ED – 1 x AV - Tupu Youth Library, Chapel Downs Primary School, Dawson Primary School, Baverstock Oaks School	2.5 hours	EM	31/03/2023
Ormiston	1 x AV – Ormiston Mall	1.0 hour	EM	31/03/2023
Clover Park	1 x AV – 1 x ED - Kia Aroha College, St Peter Chanel Church	1.5 hours	EM	31/03/2023

3.6 Key contacts

To enable your electorate to deliver services, you will need to build strong relationships with key service providers. E.g., Mainfreight.

Organisation	Name	Email	Contact number
Mainfreight	██████		
Levco	██████████		██████████

NZ Data			██████████
Fuji			
NZ Post Couriers			
NZ Police			09 2720900
NZ Fire Service			09 262 0763

4 Confirming your voting service

4.1 Finalising your voting service

Use this table to record the outcome of your decision and the rationale behind your decision.

Site name	Outcome	Why
Cockle Bay School	Approved	Used previously, good site. Popular with the locals
Cockle Bay Playcentre	Approved	Not a perfect voting place, has been used previously successfully. Popular with Mum and Dad voters. Sites are extremely difficult to find in this area.
Our Lady Star of the Sea	Approved	Used previously, excellent site
Auckland Fiji Methodist	Approved	Great site. On main road with Meadowlands Shopping Mall next door
East City Wesleyan Church	Approved	Is close to Chinatown which is used for AV. Use this facility for Election Day
Elim Christian College – Golflands Campus	Approved	Good local community site... fills a gap between Botany Road and Botany Town Centre
Elim Christian Church	Approved	Great Election Day site on busy Botany Road
Pakuranga Golf Club	Approved	On busy Botany Road. (Retirement Village now on the golf course which wasn't there 2017). (because of Covid we didn't use Golf Club in 2020)
Botany Downs Secondary College	Approved	Busy Election Day voting place. Takes over from Botany Library which is AV only.
Botany Library	Approved	Excellent Voting Place, used for many elections. High foot traffic. Library within Botany Mall
Chinatown	Approved	Have viewed & Voting Place assessed
Eastview Baptist Church & Community Centre	Approved	Good Voting Place. Takes some pressure off Botany Library during Advance Voting.
Botany Downs Primary School	Approved	Previously used... Good site
Sommerville Intermediate	Approved	Previously used. Good site
Sancta Maria College	Approved	Good Site – popular with voters
Willowbank School	Approved	Site used previously.
Point View Primary School	Approved	Used previously. Good site
Tupu Youth Library	Approved	Very popular voting place with locals. Busy Voting Place
Chapel Downs Primary School	Approved	Best suits the demographics of the area

4.2 Identifying your approach to meeting your recruitment needs

Refer to Section 6.2 of Chapter 4 in the operations manual to complete this section.

Botany had no issues recruiting enough staff in 2020. In fact, we had an oversupply of applicants.

Identified issue or target employment group	Strategy
College Students	Local Colleges
Cantonese, Mandarin speaking students	Local Colleges
Māori & Pacifica students	Local colleges,
Church Groups, 2020 workers	Sports Groups, Community Groups

5 Building your electorate team

Refer to Section 7 of Chapter 4 in the operations manual to complete this section.

Once key staff are employed:

Build a close-knit team by:

1. Employing staff that are team players and fit the job application brief.
2. Develop a positive culture and working environment.
3. Check in daily with all staff.
4. Open communication as to what our goals are, working together as a Team.
5. Transparency always.
6. Any issues raised sooner, rather than later.
7. Weekly meetings to update and share any information.
8. Open door policy.
9. Enjoy the experience, encourage and help each other and most importantly have fun!!

6 Risks

- Security - break in at HQ's - Security Guards required.
- Security – ensure protocols are implemented and adhered to.
- Protestors at Voting Places
- Recruitment of suitable security-screened staff
- Recruitment of sufficient staff
- Staff and voter safety – H&S policy
- Fire safety
- Cyber security including password protection.
- Unpredictable Weather, flooding, cyclones etc.
- Power Outages
- Medical emergency

7 Review

Refer to section 9 of Chapter 4 in the operations manual to complete this section.

Subject	Feedback
Headquarters	Botany Headquarters was very functional, being on the ground floor made delivery and receiving of equipment very easy. Transitioning of spaces from training, counting, and other processes was non problematic. Having two separate entry points made sharing with Panmure-Otahuhu hassle free.
Selection of voting services	Our Voting services met the needs of the voter. Our open hours and days were adequate to suit the flexibility of the voter. We would increase the voting places taking shared votes for Takanini.
Recruitment	We staffed all Voting Places to fit their community. We worked with Church groups, libraries & schools to recruit staff. We had more than enough applicants to fill all roles satisfactorily.
Logistics and supplies	Would have preferred an HQ closer to the electorate, but we managed to top up supplies easily and regularly as demand required. Electorate HQ suitable for all Supplies and equipment being on the ground floor. Very access for pallets and supplies.
HQ operations	All HQ staff were well prepared, trained and had planned for all key operational periods
Training	Suitable training venues were set up in HQ and these worked adequately, with well-planned training rosters for voting place staff and Trainers. All appropriate equipment and materials were available.
Rostering and communications	All Voting Place rostering and communication with staff worked well and was effective.
Voting period	We monitored high voter turnout and where applicable prepared and executed Phase changes to these places. Any complaints were resolved immediately, We had no media or scrutineer enquiries
Post-election and completion	All votes processed and timeframes met with no pressure.

EPSOM

2023 Electorate Plan for Service Delivery

This electorate plan has been broken into the following sections, covering how services will be planned:

1. Voting services expectations
2. Electorate overview
3. Planning your voting services
4. Confirming your voting service
5. Building your electorate team
6. Risks
7. Review

This plan is an integral part of the overall planning for the general election. It is based on your Regional Plan and combines with other electorate plans to provide a regional approach.

List of changes

Version no.	Consulted with / changes made	Date
1.0	Draft review with RM	25 May 2023
2.0		
3.0		

1 Voting services expectations

My electorate's voting services will:

- 1** Meet the needs of the community
- 2** Be available in locations convenient to voters where they live, work and play
- 3** Prioritise Māori voters, diverse communities and target groups by providing services informed by the community
- 4** Be staffed to reflect the diversity of my local community
- 5** Offer shared electorate voting at locations where voters are expected to vote
- 6** Operate at times convenient to voters, including late nights and weekends

2 Electorate overview

2.1 Overview

Region	Auckland South	
Electorate profile	Urban	
Home Māori electorate(s)	Tamaki Makaurau	
Neighbouring electorates	Auckland Central, Tamaki, Mt Roskill, Mt Albert, Maungakiekie	
Shared electorates	My electorate will provide services for which other electorates voters	Which electorates will provide services for my voters
	Auckland Central, Tamaki	Auckland Central, Tamaki
	Maungakiekie, Mt Roskill, Mt Albert	Maungakiekie, Mt Roskill, Mt Albert
	Newmarket Mall x 12 Shared Electorates	

2.2 Enrolment and turn-out rates

This table compares the nationwide 2020 enrolment and turn-out rates with your electorate's rates.

	Nationwide average in 2020	Your electorate in 2020	Your electorate compared to the nationwide average
Enrolment rate	88.6%	93.1%	+4.5%
Turn-out rate	82%	82.8%	+0.8%
Turn-out split (AV% vs ED%)	68% vs 30%	75.6% vs 25.4%	+7.6% vs -4.6%

2.3 Key characteristics

Refer to the questions in section 4.3 of Chapter 4 in the operations manual when completing these questions.

Q#	Question	Identify	So what?
My electorate and how I fit into my region			
1	How does my electorate fit into the regional plan for delivering voting services?	The electorate is central to five urban Auckland electorates, has a major drawcard shopping precinct for the five Auckland electorates that it borders. It also draws people from all over Auckland. A large commuter population due to its central location.	<ul style="list-style-type: none"> • Expect a large number of shared voting (56 shared). • Newmarket mall location forecast 10k votes over voting period.
2	What are the logistical challenges of my electorate's geography?	<ul style="list-style-type: none"> • Congested roads • High density of population • HQ within electorate • VP/AVP within 15-minute drive of HQ 	<ul style="list-style-type: none"> • Plan to have mobile managers fully supplied – so they can stay on road longer to support AVP and VP.
3	What will my electorate need to do to recruit the most appropriate staff?	<ul style="list-style-type: none"> • Network with local communities • Connect with Māori community 	<ul style="list-style-type: none"> • Recruitment advertising in local FB pages, community newspaper, social media • Local high schools

Demographic considerations			
4	What is my electorate's ethnic make-up?	<ul style="list-style-type: none"> • European 62% • Asian 35% • Māori 5% • Pacifica 3% 	<ul style="list-style-type: none"> • Have Mandarin speaking VA's available. • Have designated Voting Places that have Chinese language skills and are advertised in local Chinese media. • Advert should show all Auckland voting places that have Chinese language skills.
5	Where are young people located?	<ul style="list-style-type: none"> • 15 to 29 year olds make up 26% of the electorate population. • MT Eden Nth, Epsom Nth, Mt Eden NE, Eden Terrace 	<ul style="list-style-type: none"> • Need voting places that are placed handily to where young people are located and frequent.
Turnout considerations			
6	What are my electorate's turnout rates?	<ul style="list-style-type: none"> • 2020 turnout rate was 82.8% 	<ul style="list-style-type: none"> • At the National average
7	What are my electorate's enrolment rates?	<ul style="list-style-type: none"> • 2020 93% 	<ul style="list-style-type: none"> • Above the National average

2.4 Voting services

Refer to the questions in section 4.4 of Chapter 4 in the operations manual when completing these questions.

Locations of service			
1	Where are the high foot traffic areas within your electorate? E.g., malls	<ul style="list-style-type: none"> • Westfield Newmarket • Newmarket shopping precinct • Newmarket train station- 6400 per day 	<ul style="list-style-type: none"> • Aiming for 2 sites within Westfield Newmarket- one on Farmers side and one on 277 Broadway side.
2	What are the major transportation routes within your electorate?	<ul style="list-style-type: none"> • Broadway Newmarket • Remuera Road • Khyber Pass Road • Manukau Road • Greenlane West Road 	<ul style="list-style-type: none"> • Potential site at Alexandra Park Apartments
3	<p>What businesses and/or organisations which are significant employers in my electorate? E.g., forestry, manufacturing, large office buildings</p> <p>Note: all voting services must be accessible to the general public and not behind locked doors (excluding hospitals, care homes etc).</p>	<ul style="list-style-type: none"> • Carlton Gore Road- large office buildings • How many people WFH? 	<ul style="list-style-type: none"> • Enough AVP near these businesses to provide voting services.

4	What are the geographical challenges for voters in my electorate to access voting services?	<ul style="list-style-type: none"> • Road congestion during peak times of the day. • Peak hour traffic 	
5	What has changed in my electorate since GE2020?	<ul style="list-style-type: none"> • COVID restrictions relaxed. • Schools back onsite • Community activities restarted. • 1st week of AV is the school holidays. • Overseas travel restarted. • New apartment buildings built. 	<ul style="list-style-type: none"> • Reduce AVP in first week due to school holidays. • Increase AVP locations in 2nd week. • Tight availability of past voting places due to community activities restarting after COVID.
6	Where are the high foot traffic locations and major transportation routes neighbouring my electorate?	<ul style="list-style-type: none"> • Dominion Road • Greenlane West Rd • Great South Rd • Broadway Rd 	
Services offered			
7	What voting services will be provided to meet the needs of Māori voters?	<ul style="list-style-type: none"> • Mt Eden Nth E & Eden Terrace • 27% of these 2 areas are Māori voters 	<ul style="list-style-type: none"> • Closest AVP are Auckland Grammar Hockey Centre (Normanby Rd) and St David's Presbyterian Church (Auckland Central Electorate-Khyber Pass Rd)

8	What specialist services do you need to deliver in your electorate?	<ul style="list-style-type: none"> • Mt Eden Prison • 16 x Rest Homes • Auckland Central Police Cells- based at Mt Eden prison • Homeless population 	<ul style="list-style-type: none"> • Mobile teams
9	Where and what shared electorate voting will be offered to meet the demand of voters?	<ul style="list-style-type: none"> • At the borders to the below electorates • Tamaki, Mt Roskill, Maungakiekie, Auckland Central & Mt Roskill • Also, Northern region electorates 	
Hours of service			
10	When and where should hours of voting services be offered?	<ul style="list-style-type: none"> • ADV- Monday to Friday 9am to 5pm, Sat & Sun 10am to 4pm • Some ADV will open late night on a Thursday and Friday till 7pm • Westfield Mall- match mall opening and closing hours -late nights till 9pm • Newmarket Train Station- 6.30am to 10.30am & 3pm to 7pm 	

11	How will you provide a consistent service?	<ul style="list-style-type: none"> • Staffing numbers to meet voting demand. • Quality Training • Quality people recruited • Multilingual staff 	
12	When and where should extended hours of voting services be offered? <ul style="list-style-type: none"> • early morning • late nights 	<ul style="list-style-type: none"> • Westfield Newmarket- late nights Friday 9pm and Saturday 7pm. • Auckland Grammar Hockey Centre- late night Thursday for workers. 	
13	When and where should weekend hours of voting services be offered?	<ul style="list-style-type: none"> • Westfield Newmarket • Parnell Community Centre- weekend market • Auckland Grammar Hockey Centre • Churches- Saturday only 	

2.5 Hubs and secure storage

Use this section to think and plan how your electorate may use a hub and/or secure storage (if applicable). Refer to section 5 of Chapter 4 in the operations manual when completing this section.

Not Applicable as Epsom HQ is located within the electorate and all AVP and VP are within a maximum of a 15 minute drive from the HQ.

3 Planning your voting services

Based on identified gaps/improvements, detail potential voting places to consider.

3.1 Partnership locations

National Office has worked with key partners around New Zealand to identify locations for advance and Election Day voting places. The partnership locations identified for you are:

Place	Address	Partner organisation
Westfield Newmarket	277/309 Broadway	Scentre Group
The Warehouse	64 Broadway	The Warehouse Group

3.2 Other locations

Advance and Election Day voting places need to be delivered in the geographic locations listed below, in addition to the partnership locations. Voting services might be delivered in the sites listed below.

Locations	Possible sites
Newmarket	Newmarket railway station
Newmarket	Station Square- adjacent to the Newmarket railway station
Newmarket	Westfield Newmarket x 2 sites
Newmarket	The Warehouse
Mt Eden	St Andrews Church
Mt Eden	Greyfriars Church
Mt Eden	Auckland Guide Centre
Mt Eden	Auckland Grammar School Hockey Centre
Mt Eden	Valley Road International Church
Mt Eden	Mt Eden Normal School
Mt Eden	Auckland Normal Intermediate
Mt Eden	Ficino School
Parnell	Parnell Community Centre
Parnell	Parnell District School
Parnell	Church Unlimited
Remuera	St Marks Parish
Remuera	St Aidan's Anglican Church
Remuera	Somervell Presbyterian Church

Remuera	Remuera Primary School
Remuera	Remuera Intermediate School
Remuera	Victoria Avenue School
Epsom	St George's Anglican Church
Epsom	Epsom Normal School
Epsom	Epsom Girls Grammar School
Epsom	Sacred Heart Parish Hall
Greenlane	Cornwall Park District School

3.3 Other services

Voting services need to be delivered to the following organisations, institutions, groups, remote communities or at the following public events.

Organisation, institution, groups and public events	Type of service required
Church Unlimited- Homeless community	Pop up food event to get people there to enrol and vote.
HM Prison Mt Eden	Mobile Team- recruit prison staff
Auckland Central Police Holding Cell @ Mt Eden Prison	Mobile Team on ED after 2pm
Remuera Rise Rest Home (24 beds)	TBC
Edenvale Rest Home (43)	TBC
Eden Rest Home and Village (70)	TBC
Wesley Rest Home (72)	TBC
Chadderton Rest Home (23)	TBC
Remuera Rest home and Hospital (35)	TBC
Rawhiti Estate Rest Home (122)	TBC
Claire House Aged Care Facility (55)	TBC
Cromwell House and Hospital (50)	TBC
Elizabeth Knox Home and Hospital (278)	TBC
Cornwall Park Hospital (39)	TBC
Karetu House (43)	TBC
Aria Park Retirement Village (84)	TBC
Victoria Epsom Rest Home (24)	TBC
7 Saint Vincent Metlifecare	TBC
St Patricks Home and Hospital (60)	TBC
Arvida Mt Eden Gardens	TBC

3.4 Other teams

Voting team services need to be delivered to the following organisations: care homes, hospitals, prisons, defence forces.

Organisation	Size of service
Rest Homes	Mobile or Postal- TBC from NO

Mt Eden Correction Facility	Mobile
Auckland Central Police cells- Mt Eden	Mobile on Election Day after 2pm

3.5 Planning

To complete the assessment of all potential voting places, you will need to plan how you complete these by end of April.

Area	Number of potential voting places	Time required	Resources required	Completed by
Mt Eden	8	8 hours		April
Parnell	3	3 hours		April
Remuera	6	6 hours		April
Epsom	4	4 hours		April
Newmarket	4	4 hours		June
Greenlane	1	1 hour		April

3.6 Key contacts

To enable your electorate to deliver services, you will need to build strong relationships with key service providers. E.g., Mainfreight.

Organisation	Name	Email	Contact number
Scentre Group	██████████	████████████████████	██████████
Levco	TBC	TBC	TBC
NZ Police	TBC	TBC	TBC
Mt Eden Corrections Facility	██████████	████████████████████	██████████
NZ Fire Service	TBC	TBC	TBC
Mainfreight	TBC	TBC	TBC
Spotless Cleaning	██████████	████████████████████	TBC
Matrix Security	██████████	████████████████████	██████████

4 Confirming your voting service

4.1 Finalising your voting service

Use this table to record the outcome of your decision and the rationale behind your decision.

Site name	Outcome	Why
Advance Voting Only		
Holy Trinity Cathedral Visitor Centre	TBC	Cost- \$100 per hour
Remuera Bowling Club	Not available	Not available AV 898
Mt Eden Bowling Club	Not available	Not available
University of Auckland, Epsom Campus	Not available	Not available AV 717
St Marks Parish	YES	AV 1671
St Andrews Church	YES	AV 1698
Church Unlimited	TBC	Confirmation of cost and VP assessment
Advance Voting & Election Day		
The Warehouse	TBC	Awaiting NO information on costs
Greyfriars Church	YES	Close to Mt Eden village, 2020 University of Auckland Epsom campus not available AV 1540 ED 337
Auckland Guide Centre	YES	AV 1256 ED 449
Auckland Grammar School Hockey Centre	YES	Close to area of high Māori population and apartments. AV 1301 ED 395
St Aidan's Anglican Church	YES	AV 1784 ED 517
St George's Anglican Church	YES	AV 1203 ED 491
Somervell Presbyterian Church	YES	Tamaki has lost AVP on electorate border ED 423
Parnell Community Centre	TBC	Cost considerations- AV 2923 ED 787
Westfield Newmarket	TBC	Require 2 sites- shop availability TBC June 2023, 1 x centre court site- AV 8924 ED 1273
Valley Road International Church	YES	AV 862 ED 362
Election Day Only		
Parnell District School	YES	AV 1646 ED 1089
Epsom Normal Primary School	YES	AV 737 ED 653
Remuera Primary School	YES	AV 679 ED 595
Remuera Intermediate School	YES	AV 966 ED 456
Mt Eden Normal School	YES	AV 1324 ED 769
Victoria Avenue School	YES	AV 415 ED 785
Epsom Girls Grammar School	YES	AV 807 ED 489
Auckland Normal Intermediate	YES	ED 335
Cornwall Park District School	YES	ED 569
Ficino School	NO	ED 253
Sacred Heart Parish Hall	YES	AV 955 ED 510

4.2 Identifying your approach to meeting your recruitment needs

Refer to Section 6.2 of Chapter 4 in the operations manual to complete this section.

Identified issue or target employment group	Strategy
2020 GE Staff	Approach 2020 GE staff
High School Students	Approach Epsom Girls Grammar School, Auckland Boys Grammar School, Diocesan School for Girls, St Cuthberts College
School Voting Places	Distribute recruitment literature to schools- targeting staff at the school
Diverse recruitment	Connect with the different ethnic associations within Epsom electorate on the opportunities for working at the 2023 General Election.
Church Communities	Reach out to the Church communities where we are using their local church halls.

5 Building your electorate team

Refer to Section 7 of Chapter 4 in the operations manual to complete this section

Building Togetherness and Culture

- Culture, Values and Intro presentation for new staff coming into HQ
- Ensure all staff attend an induction session.
 - Introduce the Electoral Commission values and how they relate to their role.
- Weekly stand-up meetings with each department
- Daily meetings with HQ managers to see if there are any problems.
- Fortnightly shared lunches to bring the team together.
- Open door policy for staff to share their concerns or problems.

6 Risks

Refer to section 8 of Chapter 4 in the operations manual, the eLearning risk module, and the risk register template. List any risks with a rating score of 12 or more, and any that require significant budget or time to manage.

Your Regional Manager will discuss any further mitigation needed with you.

- Security
- Recruitment
-

7 Review

Refer to section 9 of Chapter 4 in the operations manual to complete this section.

Subject	Feedback
Headquarters	
Selection of voting services	
Recruitment	
Logistics and supplies	
HQ operations	
Training	
Rostering and communications	
Voting period	
Post-election and completion	

KELSTON

2023 Electorate Plan for Service Delivery

This electorate plan has been broken into the following sections, covering how services will be planned:

1. Voting services expectations
2. Electorate overview
3. Planning your voting services
4. Confirming your voting service
5. Building your electorate team
6. Risks
7. Review

This plan is an integral part of the overall planning for the general election. It is based on your Regional Plan and combines with other electorate plans to provide a regional approach.

List of changes

Version no.	Consulted with / changes made	Date
1.0		
2.0		
3.0		

1 Voting services expectations

My electorate's voting services will:

- 1** Meet the needs of the community
- 2** Be available in locations convenient to voters where they live, work and play
- 3** Prioritise Māori voters, diverse communities and target groups by providing services informed by the community
- 4** Be staffed to reflect the diversity of my local community
- 5** Offer shared electorate voting at locations where voters are expected to vote
- 6** Operate at times convenient to voters, including late nights and weekends

2 Electorate overview

2.1 Overview

Region	Kelston	
Electorate profile	Urban	
Home Māori electorate(s)	Tāmaki Makaurau, Te Tai Tokerau	
Neighbouring electorates	New Lynn, Te Atatū, Mt Albert	
Shared electorates	My electorate will provide services for which other electorates voters	Which electorates will provide services for my voters
	New Lynn	New Lynn
	Te Atatū	Te Atatū
	Kaipara ki Mahurangi	Kaipara ki Mahurangi
	Mt Albert	Mt Albert
		Auckland Central
		Epsom (Newmarket Westfield)
		Maungakiekie (Sylvia Park)

2.2 Enrolment and turn-out rates:

This table compares the nationwide 2020 enrolment and turn-out rates with your electorate's rates.

	Nationwide average in 2020	Your electorate in 2020	Your electorate compared to the nationwide average
Enrolment rate	94.1%	89.3%	-4.8% lower than nationwide
Turn-out rate	82.2%	78%	-4.2% lower than nationwide
Turn-out split (AV% vs ED%)	68/32%	68/32%	On par with national average

2.3 Key characteristics

Refer to the questions in section 4.3 of Chapter 4 in the operations manual when completing these questions.

Q#	Question	Identify	So what?
My electorate and how I fit into my region			
1	How does my electorate fit into the regional plan for delivering voting services?	<p>The Kelston electorate is in West Auckland encompassing the following suburbs – Avondale, Kelston, New Lynn, Glen Eden, Titirangi, Sunnyvale, Henderson and Glendene.</p> <p>Shared voting within the Kelston electorate has been identified with neighbouring electorates: New Lynn, Te Atatū and Mt Albert due to proximity in boundaries and Kaipara ki Mahurangi to a lesser extent. There are no large malls or events that would attract enrolled voters from outside the electorate to vote in Kelston. Majority of the voters enrolled, work outside of the electorate, it would be beneficial to have shared voting for the Kelston electorate in the surrounding electorates of Auckland Central, and Epsom.</p>	Discussed with applicable EM's in the Auckland North region on shared votes in addition to Epsom and have finalised shared voting
2	What are the logistical challenges of my electorate's geography?	The Kelston electorate is compact, urban and condensed so logistically this would be an advantage. The challenge is with headquarters situated outside the electorate and traffic around the headquarters can get congested during peak traffic periods. For the most part urgent voting supplies will be deliverable within 30 minutes.	

<p>3</p>	<p>What will my electorate need to do to recruit the most appropriate staff?</p>	<p>Traditionally the electorate has challenges with recruiting staff, this will be a focus with the national unemployment rate being quite low in 2023, although the rate is higher for West Auckland.</p> <ul style="list-style-type: none"> • Posters in local community hubs, libraries, schools, churches and Mosque. • Work closely with Hoani Waititi and Waitakere Law Board for Te Reo speaking staff and overall Māori representation within the electorates' voting places. • Facebook ads are to be promoted through local employment agencies: Whau Ace, Siaola, Visionwest and in work (MSD). • Sharing and distribution of National office ads in Tongan and Samoan community newspapers and radio stations – 531PI and NiuFM. • Other language pamphlets are to be delivered and distributed to local churches and community groups. • Recruitment push in local community Facebook pages. 	<p>Recruitment for the two head quarter managers went smoothly, with an experienced RRM and a brand new to Elections LSM</p> <p>Prioritise and reiterate with voting places the importance to have local representation.</p> <p>Met with Kelston Mosque leaders, unsuitable for voting place but emphasized the need for representation in all electorate voting places. Provided pamphlets and contact details for any further questions.</p> <p>Send approved posts to local employment agencies and community pages for distribution.</p> <p>Ask NO to ensure ads for Samoan and Tongan community include West Auckland region in some way. Additionally, could connect CE team to Tongan and Samoan radio stations to enable an interview outlining GE, enrolment, advanced voting and staff recruitment.</p> <p>Hand delivers pamphlets to local churches / temples and community groups.</p> <p>Arrange time to speak with senior students at Kelston Boys and Girls, Hoani Waititi Kura for recruitment.</p>
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4	What is my electorate's ethnic make-up?	<p>European – 52.5% Asian – 22.1% Pacifica – 23.9% Māori – 13.6% MELAA – 3%</p> <p>The Kelston electorate is culturally diverse with 39% born outside of NZ. Large Māori and Pasifika populated areas coincide with lowest voter turnout areas.</p> <p>Dedicated Kaupapa Māori voting place for Hoani Waititi which should help increase Māori participation rates and voter confidence for this priority group.</p>	<p>Meet with community groups for Asian and MELAA community to better understand their needs.</p> <p>Work with Hoani Waititi and Waitakere Law Board on how best to try and increase Māori turn out.</p> <p>Meet and work with local community boards on how best to increase younger voter turnout.</p>
5	Where are young people located?	Kelston has no polytechnics or Universities, and young people are distributed throughout the Electorate.	No services are required for youth.
Turnout considerations			
6	What are my electorate's turnout rates?	The overall turnout rate for 2020 was 78%, High Māori and Pasifika populated areas were lower with Avondale West – 70%, Kelston South – 71%, Sunnyvale West / Parrs Park – 71% and McLaren Park – 73%	

7	What are my electorate's enrolment rates?	The regions enrolment rate is 89.3%, particularly low for young Māori 18-24 years at 62% however we saw an increase for enrolment of this group in 2020 vs 2017 of 10% which was higher than for non-Māori	Build on work from community engagement team with Māori and Pasifika youth in the region, work with schools and community groups to build voter confidence and recruitment for staff
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2.4 Voting services

Refer to the questions in section 4.4 of Chapter 4 in the operations manual when completing these questions.

Locations of service			
1	Where are the high foot traffic areas within your electorate? e.g., malls	<p>Kelston Plaza which also has night markets at the countdown underground carpark every Monday</p> <p>Local shopping centres, libraries, community hubs and centres.</p> <p>Avondale markets every Sunday (borders New Lynn Electorate)</p>	<p>Unable to find a suitable spot within the plaza as a voting place as they are hesitant to allow shop space for casual hireage</p> <p>Using largest Community hub in West Auckland on Corban Road, unable to utilise Te Pae a Kura (Kelston community centre) this election year as closed for renovation and Avondale Peninsular church has been sold and demolished for a new development</p>
2	What are the major transportation routes within your electorate?	<p>The Western train line runs through the Electorate from Fruitvale – Glen Eden – Sunnyvale – Henderson</p> <p>Most voting places are on or close to an assessable bus route</p> <p>The northern boundary is formed by the Northwestern Motorway between Te Atatū South and Waterview</p>	<p>Most voting places are easily assessable by some form of public transport and have sufficient car parking also</p>

3	<p>What businesses and/or organisations which are significant employers in my electorate? E.g., forestry, manufacturing, large office buildings</p> <p>Note: all voting services must be accessible to the general public and not behind locked doors (excluding hospitals, care homes etc).</p>	<p>Many various parts of the Electorate are industrial with manufacturing and warehousing being a large percentage of employment</p>	<p>Rosebank area covered by large New Lynn AVP at the Avondale community and two Election Day VPs at Avondale Intermediate and Rosebank Primary</p> <p>Parrs Park covered by Hubwest and Kura Kaupapa Māori o Hoani Waititi</p>
4	<p>What are the geographical challenges for voters in my electorate to access voting services?</p>	<p>The Electorate in general is compact, urban and well serviced by roading and accessible public transport routes</p>	
5	<p>What has changed in my electorate since GE2020?</p>	<p>Some housing developments have since been completed post GE2020 but nothing significant</p>	
6	<p>Where are the high foot traffic locations and major transportation routes neighbouring my electorate?</p>	<p>Kelston Plaza Train and bus route between Avondale – New Lynn – Sunnyvale – Glen Eden - Henderson</p>	

Services offered			
7	What voting services will be provided to meet the needs of Māori voters?	Inaugural Kaupapa Māori voting place at the Kura Kaupapa Māori o Hoani Waititi which was used also in the previous Election. Additionally for this Election we will be having a pop up at the Marae which is close to the Kura. Local community will be asked to assist with recruitment for not only the Kura and Marae but for the overall electorate voting places.	
8	What specialist services do you need to deliver in your electorate?	A mobile team will be required for the four care homes in addition to the pop up at the Marae.	
9	Where and what shared electorate voting will be offered to meet the demand of voters?	Voting places bordering neighbouring Electorates will have shared voting i.e., New Lynn, Te Atatū and Mt Albert	
Hours of service			
10	When and where should hours of voting services be offered?	Most VP's will be open around 9-9.30am to 5-5.30pm. Late nights will also open later at least once a week for all AVP's i.e., 11am-7pm. The Kura Kaupapa Māori will be open whole days for the last week of school holidays and then after school hours for the second week i.e., 4-8pm	Varied open times to capture all voters with some open later and some open on Sunday

11	How will you provide a consistent service?	95% of AVP's open for the entire voting period including Election Day leaving schools dedicated to Election Day only. 1 AVP will only be open for the second week of the voting period and Election Day	
12	When and where should extended hours of voting services be offered? <ul style="list-style-type: none"> • early morning • late nights 	Thurs for both weeks will mean a later start and finish for the AVP's to try and accommodate shift workers and commuters and to provide flexibility	
13	When and where should weekend hours of voting services be offered?	Most AVP's are churches so will be closed on the Sunday however will have the Kura Kaupapa Māori and Hubwest open on this day so people can vote if need be	

2.5 Hubs and secure storage

Use this section to think and plan how your electorate may use a hub and/or secure storage (if applicable). Refer to section 5 of Chapter 4 in the operations manual when completing this section.

Hubs are not required for this Electorate.

Logistically will try and have a hub at certain AVP's to provide for the others and save time for logistics team trying to get to/from the headquarters.

3 Planning your voting services

Based on identified gaps/improvements, detail potential voting places to consider.

3.1 Partnership locations

National Office has worked with key partners around New Zealand to identify locations for advance and Election Day voting places. The partnership locations identified for you are:

Place	Address	Partner organisation
NIL		

3.2 Other locations

Advance and Election Day voting places need to be delivered in the geographic locations listed below, in addition to the partnership locations. Voting services might be delivered in the sites listed below.

Locations	Possible sites
Kelston	Kelston Boys High school, Kelston Girls College , Kelston Plaza, Grace community church, St Leonards Primary school, Te Pae a Kura – Kelston Community centre
Glendene	Glendene school, Church Unlimited
Glen Eden	Glen Eden Primary, Methodist centre of the West, Our Lady of Lourdes, Prospect school, Kaurilands school, The Crossing – community centre, Glen Eden Intermediate school
Titirangi	Titirangi Primary
Sunnyvale	Sunnyvale school, Sunnyvale community centre
McLaren Park	Hubwest community centre
Konini	Konini school
Rosebank	Rosebank Primary, Avondale Intermediate school, Avondale Peninsula church
Waterview	Waterview Methodist church, Waterview Primary

3.3 Other services

Voting services need to be delivered to the following organisations, institutions, groups, remote communities or at the following public events.

Organisation, institution, groups, and public events	Type of service required

Hoani Waititi Marae	Mobile team of 3

3.4 Other teams

Voting team services need to be delivered to the following organisations: care homes, hospitals, prisons, defence forces.

Organisation	Size of service
Greenview Park Retirement Village	Mobile team of 2 plus JP
Terence Kennedy House	Mobile team of 2 plus JP
Waratah Retirement Home	Mobile team of 2 plus JP
Lexell Care	Mobile team of 2 plus JP
Anne Maree Gardens	Mobile team of 2 plus JP

3.5 Planning

To complete the assessment of all potential voting places, you will need to plan how you complete these by end of April.

Area	Number of potential voting places	Time required	Resources required	Completed by
Kelston	6	2 days		EM
Waterview	2	1 day		EM
Glendene	2	1 day		EM
Glen Eden	7	2 days		EM
Konini	1	1 day		EM
McLaren Park	1	1 day		EM
Sunnyvale	2	1 day		EM
Rosebank	3	1 day		EM

3.6 Key contacts

To enable your electorate to deliver services, you will need to build strong relationships with key service providers. E.g., Mainfreight.

Organisation	Name	Position	Email	Contact
Spotless	██████████ ██████████	Service Delivery Manager Cleaning- Auckland	████████████████████	██████████
	██████████	Head cleaner	████████████████████	██████████
Matrix Security	██████████ ██████████	Security consultant	████████████████████	██████████
Levco	██████████ ██████████		████████████████████	

Office Max	██████████	Customer Liaison	████████████████████	██████████
Metropolitan	██████████	Customer service representative	██████████████████	██████████
TIMG				
Mainfreight	██████ ██████	Co Ordinator – WLG	████████████████████	██████████ ██████████
	██████ ██████████	Second Co-ordinator WLG	████████████████████	██████████ ██████████
	██████████	Area Co-ordinator AKL	██████████████████	██████████
	██████████ ██████ (Metro)	Back up for Mainfreight - Onehunga	██████████████████	██████████

4 Confirming your voting service

4.1 Finalising your voting service

Use this table to record the outcome of your decision and the rationale behind your decision.

Site name	Outcome	Why
Waterview Methodist	AVP / ED	Has been used previously, gated and alarm monitored, accessible for community
Our Lady of Lourdes	AVP / ED	Has been used previously, accessible for community and secure
Methodist centre of the West	AVP / ED	Has been used previously, accessible for community and secure
The Crossing	AVP / ED	New for this election, secure site with plenty of parking and accessible for community
Church Unlimited - Glendene	AVP / ED	New for this election, secure site with plenty of parking and accessible for community
Grace Community church – Kelston	AVP / ED	Has been used previously, accessible for community and secure
Kura Kaupapa Māori o Hoani Waititi	AVP / ED	Has been used previously, accessible for local Māori community and secure
Hubwest community centre	AVP / ED	New for this election, secure site with plenty of parking and accessible for community
Avondale Intermediate	ED	Has been used previously, accessible for community and secure
Glendene school	ED	Has been used previously, accessible for community and secure
Glen Eden Primary	ED	Has been used previously, accessible for community and secure
Kaurilands school	ED	Has been used previously, accessible for community and secure
Kelston Boys high school	ED	Has been used previously, accessible for community and secure
Konini school	ED	Has been used previously, accessible for community and secure
Prospect school	ED	Has been used previously, accessible for community and secure
Rosebank Primary	ED	Has been used previously, accessible for community and secure
St Leonards school	ED	Has been used previously, accessible for community and secure
Waterview Primary	ED	Has been used previously, accessible for community and secure
Hoani Waititi Marae	Pop-up	Has been used previously, accessible for local Māori community and secure

4.2 Identifying your approach to meeting your recruitment needs

Refer to Section 6.2 of Chapter 4 in the operations manual to complete this section.

Identified issue or target employment group	Strategy
Māori	Hold recruitment sessions at Marae and Kura
Pasifika	Pamphlets hand delivered to local Pacific churches
MELA	Pamphlets hand delivered to locals leaders
Muslim	Pamphlets hand delivered to locals leaders
Hindu	Pamphlets hand delivered to locals leaders
Youth	Hold recruitment sessions at KBHS and KGC

5 Building your electorate team

Refer to Section 7 of Chapter 4 in the operations manual to complete this section.

It is anticipated that the Electorate HQ will require the following resources:

Logistics team

LSM

Two senior support staff who have good IT skills and at least one with a full drivers license to start late July

One part time support staff to assist with unloading bulk, supplies, packing materials, assisting VP managers etc – required from late July

Rostering and Recruitment Team

RRM

HQ Team leader R&R to assist with advance voting rostering and recruitment in particular

Senior support to organise interviews, assist with reference checks – to start in late July. Potential to be a re-deployed for post-election tasks.

Two support staff for payroll and General admin – one to start shortly after the RRM. Third person required for payroll during the two weeks before and after ED

Voting services team

Voting services manager – to start mid-September (possibly after the HQ Team leader R&R)

Five trainers – could double as Mobile support

Two plus a JQ for Rest home Mobile team

Three for the Marae pop up Mobile team

Post Election Team

Post-Election Manager – to start late September

Process leads for SV, Roll scanning, Early and Official counts – these people to come from the Advance Voting team if possible, with the same person for the Early and Official counts

JP for the official count

Building a Team

The core team will consist of the RRM and LSM and will be joined by the Voting services and post-Election managers, with weekly meetings held on a Monday and a weekly Friday morning stand up with the entire team

6 Risks

Refer to section 8 of Chapter 4 in the operations manual, the eLearning risk module, and the risk register template. List any risks with a rating score of 12 or more, and any that require significant budget or time to manage.

Your Regional Manager will discuss any further mitigation needed with you.

Risks	Scoring	Notes
Electorate Headquarters	09/12	Security
Supplies	08/12	Transporting from VP to HQ etc
Logistics	08/12	Traffic management
Recruitment	07/12	Unemployment rates, finding experienced staff
Training	07/12	Finding experienced trainers
Voting services	07/12	All of the above factors

7 Review

Refer to section 9 of Chapter 4 in the operations manual to complete this section.

Subject	Feedback
Headquarters	
Selection of voting services	
Recruitment	
Logistics and supplies	
HQ operations	
Training	
Rostering and communications	
Voting period	
Post-election and completion	

MĀNGERE

2023 Electorate Plan for Service Delivery

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This plan is an integral part of the overall planning for the general election. It is based on your Regional Plan and combines with other electorate plans to provide a regional approach.

List of changes

Version no.	Consulted with / changes made	Date
1.0	Draft Version with Jeremy Kannemeyer	23/05/23
2.0		
3.0		

1 Voting services expectations

My electorate's voting services will:

- 1** Meet the needs of the community
- 2** Be available in locations convenient to voters where they live, work and play
- 3** Prioritise Māori voters, diverse communities and target groups by providing services informed by the community
- 4** Be staffed to reflect the diversity of my local community
- 5** Offer shared electorate voting at locations where voters are expected to vote
- 6** Operate at times convenient to voters, including late nights and weekends

2 Electorate overview

2.1 Overview

Region	Auckland South	
Electorate profile	Māngere	
Home Māori electorate(s)	Tāmaki Mākaaurau	
Neighbouring electorates	Manurewa Maungakiekie Mt Roskill Panmure-Otāhuhu	
Shared electorates	My electorate will provide services for which other electorates voters	Which electorates will provide services for my voters
	Manurewa	Manurewa
	Panmure-Otāhuhu	Panmure-Otāhuhu
	Maungakiekie	Maungakiekie
	Takanini	Takanini

2.2 Enrolment and turn-out rates

This table compares the nationwide 2020 enrolment and turn-out rates with your electorate's rates.

	Nationwide average in 2020	Your electorate in 2020	Your electorate compared to the nationwide average
Enrolment rate	94.11%	90.87	-3.24%
Turn-out rate	82.24%	68.35	-13.89
Turn-out split (AV% vs ED%)	68%	32%	

2.3 Key characteristics

Refer to the questions in section 4.3 of Chapter 4 in the operations manual when completing these questions.

Q#	Question	Identify	So what?
My electorate and how I fit into my region			
1	How does my electorate fit into the regional plan for delivering voting services?	Māngere is ethnically diverse, with high Samoan & Tongan communities. However, there is a fast-growing Asian community, especially Indian. Māngere should be considered with CALD plans. Māngere is a very transient electorate with families seeking cheaper accommodation, incl. Housing NZ. Māngere has the highest youth population of both potential and eligible voters. Some residents are living in emergency homes after being displaced by the floods.	It is essential to consider ethnic diversity when recruiting. Māori and Pasifika, especially Samoan, should be reflected in staffing. This will be the same when considering Voting Places. A good plan for YOUTH engagement needs to be implemented. This could be through CAREERS and SCHOOL LEADERS programmes. Recruitment will also assist with this. Having enrolment forms, incl. translated collateral, would be great in key spaces like libraries, youth centres and supermarkets. This will hopefully address the transient communities who will need to update details etc. Collaborating with the Community Engagement team will be crucial.
2	What are the logistical challenges of my electorate's geography?	Geographically, Māngere is one of the more spread-out electorates. Some areas can be deceiving because of the area (land mass). However, it is important to cater for unique communities such as Ihumatao. Our HQ is situated in Onehunga. Voting places can be 10-30mins away – on an average travelling time. Lifts will not fit a pallet in them. We are on lvl 1.	Ensure Voting Places are spread out to cater for all communities. Be aware of areas of the electorate that are not (densely) occupied with dwellings. Stair climbers and trolleys will be required.

3	What will my electorate need to do to recruit the most appropriate staff?	<p>Utilise community network groups and engage with key ethnic organisations. They will have access to people in the community we can employ. Remember, key communities such as Māori, Samoan, Tongan and YOUTH.</p> <p>Check for referrals from trusted community sources (incl. Marae and church groups).</p> <p>Promote positions early (word by mouth).</p>	<p>Make myself known and, where possible, attend community network meetings.</p> <p>Explore community groups like 275, I-Am-Māngere, SAYN and aged-care groups.</p> <p>Speak with Community Advisors (incl. Māori)</p>
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Demographic considerations			
4	What is my electorate's ethnic make-up?	<p>Pasifkia 59.7%</p> <p>Asian 19.6%</p> <p>European 18.7%</p> <p>Maori 16.4%</p> <p>MELAA 0.7%</p>	<p>Staff recruitment</p> <p>Voting Place considerations</p> <p>Relevant Collateral</p> <p>Where possible, set up and promote Bi-lingual/cultural Voting Places (Māori, Samoan, Tongan, Muslim)</p>
5	Where are young people located?	<p>Schools</p> <p>Youth groups</p> <p>Sports groups</p> <p>Tertiary Providers</p> <p>Facebook group pages</p>	<p>Seek assistance from community and youth group leaders (incl. SAYN)</p> <p>Youth Recruitment Programme</p> <p>Collaborate with Youth Advocates Team to engage with schools and young people.</p>
Turnout considerations			

6	What are my electorate's turnout rates?	68.35% (68 th) Although up 3% from 2017, it's still very low Māngere Bridge had the highest turnout rates for this electorate	More awareness Voting Place strategies (incl. locations and times) The key locations will be Pak n Save, Warehouse, New World, and the Airport.
7	What are my electorate's enrolment rates?	90.87% - Youth are still low in enrolment. Māngere Electorate collected a lot of Enrolment Forms during the Voting period.	Early awareness and education Having forms available (early distribution) Educating the community on digital processes Ensuring ALL staff are competent with completing Enrolment Forms

2.4 Voting services

Refer to the questions in section 4.4 of Chapter 4 in the operations manual when completing these questions.

Locations of service			
1	Where are the high foot traffic areas within your electorate? e.g., malls	Town Centre incl. Arts / Sports grounds / Churches Voters work throughout Auckland but more towards local and neighbouring electorates, incl. Panmure-Otahuhu, Manukau and Maungakiekie	Have appropriate collateral distributed in key areas. Design a Voting Place Strategy 1. Provide flyers and enrolments forms asap 2. Advertise as AVP with appropriate flyers 3. Promote as ED Voting Place
2	What are the major transportation routes within your electorate?	Many people travel into Māngere to work at: Airport Oaks (logistics, hospitality, warehousing) Māngere Town Centre Bus Exchange Arts Centre was key – PaknSave will be just as important	Possible pop-up in Airport Oaks Consider some sort of promotion at Bus Exchange Look into collateral being distributed at Otahuhu, Onehunga and Puhinui stations.

3	<p>What businesses and/or organisations which are significant employers in my electorate? E.g., forestry, manufacturing, large office buildings</p> <p>Note: all voting services must be accessible to the general public and not behind locked doors (excluding hospitals, care homes etc).</p>	<p>Progressive Warehouse / Airport Oaks businesses (hotels, DHL, couriers, logistics) / Hospitality</p> <p>Schools – Māngere has the most primary schools and Colleges in its electorate.</p> <p>Hospitals and rest homes.</p>	<p>Pop-ups</p> <p>Promotions</p> <p>Local groups like I-am-Māngere will be key to accessing and implementing services for rest homes and maternity hospitals etc.</p>
4	<p>What are the geographical challenges for voters in my electorate to access voting services?</p>	<p>Locations not always accessible by public transport</p> <p>Need to consider a Voting Place or pop-up service in the Walmsley area. This has been the worst voting area in New Zealand for the past three elections.</p>	<p>Investigate the pop-up option for the Walmsley area.</p> <p>Investigate mobile service providers as options to assist.</p>
5	<p>What has changed in my electorate since GE2020?</p>	<p>More housing sub-dwellings / an increase in younger eligible voters / a new MP will be elected.</p> <p>Past GE proved Marae, churches, and Al-Madinah School would be busier this time.</p> <p>Māngere was hit with severe flooding.</p>	<p>Transient communities are even higher now with the increase in housing and dwellings.</p> <p>VALUES-based processes work for Marae, churches (Fale Samoa) and Al-Madinah</p>
6	<p>Where are the high foot traffic locations and major transportation routes neighbouring my electorate?</p>	<p>Middlemore Hospital will be a location of interest (many residents go here for Emergency Care)</p> <p>Onehunga and Otahuhu Train Stations are connecting stations in and out of Māngere.</p> <p>Manukau Bus Station and Puhinui Train Station</p>	<p>Sharing collateral, including distribution into locations of interest</p>

Services offered			
7	What voting services will be provided to meet the needs of Māori voters?	<p>Strategic voting places such as Ihumatao (Makaurau Marae) and Papatūānuku Kokiri Marae. Te Kura Kaupapa o Māngere is also a Voting Place. All these locations will provide staff fluent in English and Te Reo Māori.</p> <p>Collateral in Te Reo Māori.</p> <p>Collaborating with MUMA to provide Te Reo Māori speakers with Voting Places.</p>	<p>Early engagement and promotions to recruit appropriate staff.</p> <p>VALUES-based processes: For example, looking into possibly employing a few more Voting Assistants in key Voting Places. Māngere is a heavily values-based electorate. They will feel safer, more appreciated and accepted when we provide services relevant to them. Voting Assistants will be key in this delivery.</p>
8	What specialist services do you need to deliver in your electorate?	<p>Airport (International Terminal)</p> <p>Rest homes / Maternity hospital</p> <p>Marae and Te Kura Kaupapa o Māngere</p> <p>Al-Madinah School (Muslim communities)</p>	<p>Collaboration with the Community Engagement team will be important.</p> <p>Recruiting appropriate staff (incl. experience and vetting)</p>
9	Where and what shared electorate voting will be offered to meet the demand of voters?	<p>Manurewa, Panmure-Otahuhu, Takanini,</p> <p>Possibly – Maungakiekie, Pakuranga, Botany</p> <p>Māori electorates – Te Tai Tokerau and Waikato</p>	<p>Collaborate/negotiate with neighbouring EMs.</p>

Hours of service			
10	When and where should hours of voting services be offered?	<p>These will vary throughout the electorates. Past AVP's show times will differ (i.e., Māngere Bridge won't have to be as late as other areas of Māngere).</p> <p>AVPs further away from Town Centre should close later.</p>	<p>Intel from AVP owners will be vital.</p> <p>The airport requires two shifts.</p> <p>PaknSave and Metro need to be opened longer/later.</p>
11	How will you provide a consistent service?	<p>Al-Madinah requires a separate voting area for women – this wasn't provided the last time.</p> <p>Need to look at VP or pop-up for the Walmsley area and possibly Māngere East heading toward the Otahuhu-Panmure electorate.</p> <p>Ihumatao CE can be vamped up.</p>	<p>Location and Opening Hours will be key.</p> <p>Training is essential to a consistent level of service and accuracy.</p>
12	<p>When and where should extended hours of voting services be offered?</p> <ul style="list-style-type: none"> • early morning • late nights 	<p>These will vary throughout the electorates. Past AVP's show times will differ (i.e., Māngere Bridge won't have to be as late as other areas of Māngere).</p> <p>AVPs further away from Town Centre should close later.</p> <p>Airport / Airport Oaks</p>	<p>Intel from AVP owners will be vital.</p> <p>The airport requires two shifts.</p> <p>PaknSave and Metro need to be opened longer/later.</p>

13	When and where should weekend hours of voting services be offered?	<p>Māngere Town Centre (markets)</p> <p>Churches that can accommodate</p> <p>Marae</p> <p>Community Centres (Metro etc.)</p>	
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2.5 Hubs and secure storage

Use this section to think and plan how your electorate may use a hub and/or secure storage (if applicable). Refer to section 5 of Chapter 4 in the operations manual when completing this section.

3 Planning your voting services

Based on identified gaps/improvements, detail potential voting places to consider.

3.1 Partnership locations

National Office has worked with key partners around New Zealand to identify locations for advance and Election Day voting places. The partnership locations identified for you are:

Place	Address	Partner organisation
Māngere Town Centre	Corner Bader Drive and Orly Avenue, Māngere, Auckland 2022	PaknSave (Foodstuffs)
The Airport Shopping Centre	1 John Goulter Drive, Auckland Airport	The Warehouse

3.2 Other locations

Advance and Election Day voting places need to be delivered in the geographic locations listed below, in addition to the partnership locations. Voting services might be delivered in the sites listed below.

Locations	Possible sites
Māngere Central	EFKS Magele i Sisifo (ED) Jean Batten School (ED) Māngere Arts Centre (AVP + ED) Māngere Central School (ED) Māngere College (ED) Nga Iwi School (ED) Papatuanuku Marae (AVP + ED) Te Kura Kaupapa Maori a Rohe o Māngere (ED) Viscount Learning Community School (ED)
Māngere East	EFKS Māngere East (ED) Kedgley Intermediate (ED) Kingsford Primary School (ED) Māngere East Primary School (ED) Mary Mackillop School (ED) Metro Theatre (AVP + ED) Robertson Road School (ED) Southern Cross Campus (ED) St Therese Catholic Parish (AVP + ED) Sutton Park School (ED)
Māngere Bridge	Māngere Memorial Hall (AVP + ED) St Anthony Catholic Parish (AVP + ED) St James Anglican Church (AVP + ED) Waterlea Primary School
Favona Area	Favona School (ED) Koru Primary School (ED)
Airport Location	Al-Madinah School (AVP + ED) Makaurau Marae (AVP)

3.3 Other services

Voting services need to be delivered to the following organisations, institutions, groups, remote communities or at the following public events.

Organisation, institution, groups and public events	Type of service required
Auckland Seventh-Day Adventist School	Pop-up (AVP)
De La Salle College	Pop-up (AVP)
Māngere College	Pop-up (AVP)
Southern Cross Campus	Pop-up (AVP)

3.4 Other teams

Voting team services need to be delivered to the following organisations: care homes, hospitals, prisons, defence forces.

Organisation	Size of service
Auckland International Airport (airside)	X2 shifts -
Nga Hau Māngere Birthing Unit	40 beds
BUPA David Lange Care Home	90 beds
BUPA Parkhaven Resthome	80 beds
Christina's Rest Home	40 beds
CHT Hilcrest Care Home	80 beds

3.5 Planning

To complete the assessment of all potential voting places, you will need to plan how you complete these by end of April.

Area	Number of potential voting places	Time required	Resources required	Completed by
Māngere Central	11	2.5 hrs – including paperwork. (PaknSave Māngere)		* End of May
Māngere East	10	2.5 hrs – including paperwork. (EFKS Māngere)		* End of May
Māngere Bridge	4	-	-	End of April
Favona	2	-	-	End of April
Airport Area	4	5 hrs – including paperwork. (Airport and The Warehouse)		* End of May

3.6 Key contacts

To enable your electorate to deliver services, you will need to build strong relationships with key service providers. E.g., Mainfreight.

Organisation	Name	Email	Contact number
Hugh Green Group	[REDACTED]	[REDACTED]	[REDACTED]
OfficeMax	[REDACTED]	[REDACTED]	[REDACTED]
Spotless	[REDACTED]	[REDACTED]	
Spotless	[REDACTED] (cleaner)	[REDACTED]	[REDACTED]
Levco	[REDACTED]	[REDACTED]	[REDACTED]
NZ Police, Fire Service			111 / 911
Mainfreight			

4 Confirming your voting service

4.1 Finalising your voting service

Use this table to record the outcome of your decision and the rationale behind your decision.

Site name	Outcome	Why
Al-Madinah School	(AVP + ED)	This is a specialised VP for the Muslim community, although residents locally also utilised this VP in the last election. This being the second year, we are expecting a larger number of people, especially from the wider Auckland community, to use this VP.
Auckland Seventh Day Adventist School	AVP Pop-Up (1 day) + ED	Located in Māngere Bridge – this is a school which has many Māori and Pasifika students. Given that they do not open on Saturday for religious reasons, I am keen to reach these young people with a Pop-Up service.
De La Salle College	AVP Pop-Up (1 day) + ED	De La Salle College is in a key location where many Housing Complexes have been built in the past 3 years. Being a high school, it is also a pop-up location perspective.
EFKS Magele i Sisifo	ED	This is a traditional Voting Place for many elections. It offers Samoan-speaking staff and is situated in a pocket community well-known to operate independently from other Māngere areas.
EFKS Māngere East	ED	This is the largest Samoan church in Māngere. The community widely uses it and offers Samoan-speaking staff.
Favona School	ED	This is a traditional VP for many elections. This is the only school situated in the Favona area of Māngere.
Jean Batten School	ED	This is a traditional VP for many elections. A huge community (and/or residents) is geographically and socially connected to this school.
Kedgley Intermediate	ED	This is a strategic decision as a VP. Aorere College (across the road) is unavailable as a VP this year. Kedgley Intermediate is on the boundary of the Māngere and Manurewa electorates.

Kingsford Primary	ED	This is a traditional VP for many elections. Location is the main reason for this being a VP. This is the only school situated in the area.
Koru Primary School	ED	Koru School is situated between Māngere Central and Favona areas. There is a large community (settlement) which will find Koru School the easiest to access.
Makaurau Marae	AVP only	This Marae is situated in Ihumatao – close to the Airport area. This will be a pivotal place for voting for Māori and attract Māori from all over Auckland.
Māngere Arts Centre	AVP + ED	This was the busiest VP for the last election. It is situated in the Māngere Town Centre, with the Māngere Transport Centre just outside its doors.
Māngere Central School	ED	With Māngere Community not available, the closest and cheapest solution was to have Māngere Central School – albeit it didn't get as many votes last time, this year will see a significant rise.
Māngere College	AVP Pop-Up (1 day) + ED	This is a significant school within the Māngere electorate. In the past 3 years, Housing (high-rise) Developments have been going up all around the school, including next door and directly opposite.
Māngere East Primary	ED	This is a traditional VP for many elections. Budget strategies confirmed this as cheaper than the Metro for Election Day. The school is directly opposite the Metro.
Māngere Memorial Hall	AVP + ED	This is the only community hall in Māngere Bridge. It was also the busiest VP in Māngere Bridge for the past 2 elections.
Mary Mackillop School	ED	Although are some VPs close to this school, the school is in the centre of a community (settlement) that traditionally does not go too far out of this area.
Metro Theatre	AVP only	This was the second busiest VP in Māngere for the past election. I have decided not to use Metro on ED as there is a cheaper option (saves me Sat. & Sun Hireage).
Nga Iwi School	ED	This is a traditional VP for many elections. Nga Iwi School's location means it caters to the local community but also serves as 'overflow' for a possibly very busy Māngere Arts Centre. It is next door to the Māngere Markets (Saturday).
Papatuanuku Kokiri Marae	AVP + ED	This is a very busy marae in Māngere. It is a community marae, unlike the five other iwi-based marae. This marae does not allow/cater for tangihanga (funerals), so this is a contingency we will not have to worry about.
Robertson Road School	ED	This is a traditional VP for many elections. The school is heavily surrounded by small pockets of communities and most notably, Housing Development high-rises.
Southern Cross Campus	ED	This is the largest multi-campus school in Māngere and is situated on the main roads in Māngere. There will be many residents who will walk to this VP, but it is able to cater for huge volumes of carpark – including mobility access.

St Anthony Catholic Parish	AVP + ED	This is the only VP in its (geographical) location. It has many residential communities close by and was the second busiest VP for Māngere Bridge in 2020.
St James Anglican Church	AVP + ED	Like, St Anthony's – this is the only VP in its (geographical) location. With Waterlea School a possible uncertainty as a VP due to the MOE possibly building etc., this will be a key location to pick up most of these votes.
St Therese Catholic Parish	AVP + ED	This is a traditional VP for many elections. It is ideally located for residents and also offers Samoan-speaking staff.
Sutton Park School	ED	This is a traditional VP for many elections. It is the only school and VP bordering the Panmure-Otahuhu electorate – so will be key for picking up shared votes.
Te Kura Kaupapa Māori a Rohe o Māngere	ED	This has been identified by NO and the Māori Advisory Team as a Māori Speaking VP. There are numerous benefits due to its location.
Viscount Learning Community School	ED	This is a community school which caters for a very large community. The school is the only VP in its area and has traditionally pulled many voters.
Waterlea Primary School	ED	This is the only school available for this election in the Māngere Bridge area. Although the MOE could possibly build more classrooms in October, (which will exclude this school) – I have kept it on my list of VPs (for now) as it is a very busy VP as per previous elections.
Polynesian Centre	NEGATIVE (inactive)	Only pulled a few votes last election. It is directly opposite Māngere PaknSave and not far from the Māngere Arts Centre.
Samoan Consulate General's Office (Fale Samoa)	NEGATIVE (inactive)	The requested Hireage fee was much too high considering we have key VPs within a 5min walking proximity. Unfortunately, not financially validated. Although, early engagement and awareness will be key to this community.
Tongan Methodist Church (Orly Ave)	NEGATIVE (inactive)	With 2 key VPs neighbouring this site, it is financially and logistically wise not to include them for this year's GE. Although, early engagement and awareness will be key to this community.
Whare Waatea Marae	NEGATIVE (inactive)	Papatuanuku Kokiri Marae (PKM), is around the corner and will be able to adequately cater to this community. This will mean a few more staff at PKM.

4.2 Identifying your approach to meeting your recruitment needs

Refer to Section 6.2 of Chapter 4 in the operations manual to complete this section.

Identified issue or target employment group	Strategy
People from the community	<p>It is important to me that my staff reflect Māngere as an Electorate, including the diverse ethnicity and age groups.</p> <p>I am in discussions with some Māngere community organisations giving me valuable intel and access to prospective employees.</p> <p>I will communicate this with my RRM to ensure we include this in our planning etc.</p>
Māori & Pasifika people groups	<p>I have spoken with local Māori and key leaders to ensure Māori will be represented in our HQ and overall staff. This includes Māori speakers who can assist in key VP locations.</p> <p>The Māori initiative set up by Georgia will be key to this.</p> <p>I have also spoken with key Pasifika leaders, including local churches, to promote recruiting Pasifika people. Samoan is the second most spoken language in Māngere, and I would like to employ people familiar with the Samoan culture or language.</p> <p>I will be collaborating with our Community Engagement Team to action this.</p>
Diverse ethnic groups	<p>Māngere is a melting pot of ethnicities. I have met a few times already with key Māngere organisations and network groups. They will offer intel and assist with reaching out to various ethnic groups for recruitment purposes.</p> <p>Our Community Engagement CALD team will be valuable to collaborate with in this space.</p>
YOUTH	<p>I have set up an Intern Programme initiative with the local Colleges (De La Salle, Māngere College, Southern Cross Campus, and The Auckland Seventh Day Adventist School). This is done through the Careers Department, although some schools will also involve Year Deans.</p> <p>The schools will select the students to interview, and we will go through the normal recruitment process etc.</p> <p>I am also meeting with Youth organisations and leaders to assist with intel etc.</p>

5 Building your electorate team

Refer to Section 7 of Chapter 4 in the operations manual to complete this section

I would like to build a team that reflects the Mangere Electorate: cultural diversity, especially Māori and Pasifika, and a youthful outlook. This is especially important for those working in the Headquarters. They would offer important intel and local knowledge that would further support and endorse our recruitment, as well as from an operational perspective.

With my Headquarters (HQ) Managers now assured, I will look to find HQ support staff who can work well with them and offer key support with competencies specific to RRM and LSM roles. Having staff who can maintain a safe and happy culture is important.

Keeping in mind, it's about building a team with the ability to connect and engage with the electoral process.

I have strategically looked at areas for the team and included some key factors to consider.

1. The TEAM and the electoral process (INTERNALLY):

REFLECTION:

- Does the team reflect the community?
- Does the team meet the diverse needs of the community?

REACH:

- What is the team's potential reach?
- Digital abilities and capabilities of the team?

RESPONSE:

- Is our data from good sources?
- Are we receiving good intel from our community engagement team?

2. The TEAM and the electoral process (EXTERNALLY) – COMMUNICATIONS:

PROCESS:

- Know the process
- Manage the process (including people and property)

PEOPLE:

- Finding the right people for the process
"If you take care of the people, the process will take care of itself"

PLAN:

- Leading, understanding and trusting the process
- Connecting the people and the program

3. The TEAM and the electoral process (EXTERNALLY) – SUPPORT:

RECRUITMENT:

- How do we support the recruitment program to secure the right people we need to provide the right service? (*community Engagement Team / Community Organisations*)

4. The TEAM and the electoral process – TRAINING:

VISION:

- Is the ENTIRE team aware of the vision, including goals, objectives etc?
- Unity and cohesiveness

ROLES:

- Clarity of roles and responsibilities
- Sufficient training and support
- Incl. Voting Places

INTEGRITY:

- Recruitment
- Accountability
- Appropriate competency and experience

One of the areas I will be deliberate about, is employing staff who have skills that are transferable. These will be key for support staff who may move into leadership roles. Another example of this is utilising staff for roles in Post Election.

As outlined in points 1 and 3 in the previous page, I will be utilising key community organisations and initiatives like the MSD and MIT recruitment drives.

Daily briefings with HQ Managers and staff will be crucial to ensuring everyone is working together towards our common goal.

6 Risks

Refer to section 8 of Chapter 4 in the operations manual, the eLearning risk module, and the risk register template. List any risks with a rating score of 12 or more, and any that require significant budget or time to manage.

Your Regional Manager will discuss any further mitigation needed with you.

RISK	IMPACT	MITIGATION
Covid-19 or similar kind of restrictions	Interruption due to unforeseen events. Significant increase in costs; significant knowledge, skill, and resources required.	Procedures and practices already in place are sufficient currently. Maintain focus on two tracks (short-term readiness activity, long-term strategy)
HQ loses power for a maximum period of 2 hours	Staff are unable to work due to the power outage	Laptops at HQ should always be connected to power - therefore fully charged. Connection to network would be managed via hotspotting off mobile phones
Power is lost on election night	The Official results can't be entered into EMS	Call results through to National Office for data entry
Health and safety protocols are not followed	A staff member may be injured	Ensure Health & Safty procedures are implementedand monitored
Courier leaves packages at door / without signature	There is a chance for theft/loss/damage of the package	Clear signage on door for who courier should call for deliveries
A flood or incident closes a key road between the HQ and voting places	Supplies can't be delivered	Investigate options for the transport of materials if required (i.e. plane)
Supplies and equipment are delivered to the wrong location and/or on the wrong day	They are not correctly received and stored by staff	Ensure clear and accuracy delivery information is entered into EMS and communication with Mainfreight
Critical materials don't arrive on time (at HQ or VPs)	Processes or services are delayed	Make sure delivery information is clear and correct Maintain good relationships with posties, couriers and mainfreight Borrow from other HQs where possible

Not enough people apply to work at the election	Services are unable to be delivered to the quality / time standards / volume planned for	Early engagement with communities to drive recruitment numbers
A high number of staff call in sick on election day	Some services may not be delivered or opening is delayed	Appoint and train sufficient standby staff in all areas to provide coverage
A trainer is unavailable due to sickness (late notice)	The training session is not conducted or it is delivered by the assistant	Have standby trainer available (if possible). Ability for assist to conduct training by themselves. Or reschedule training.
Significant communities of interest are not identified	The services being delivered may not meet their expectations	Retrieving data. Wait a few seconds and try to cut or copy again.
SECURITY due to Anti-government ideals and/or behaviours	Services are unable to be delivered to the quality / time standards / volume planned for. Risk of harm (physical/emotional)	Early intervention Safety processes

7 Review

Refer to section 9 of Chapter 4 in the operations manual to complete this section.

Subject	Feedback
Headquarters	Location was good and space was good. The Shared Toilets became an issue with our staff copping the blame all the time for them being messy etc.
Selection of voting services	Very happy with this.
Recruitment	Was messy from the outset. SNAPHIRE did not suit this operation – especially the nature of casual employment. Our staff struggled to keep up with changes. RRM was not as competent in this space.
Logistics and supplies	For a first time LSM with no Elections experience, this area was handled very well.
HQ operations	Overall very happy with this area. Great culture and staff worked well together.
Training	Trainers were good although filling the training spots was a tall ask sometimes, due to availability. We tried to keep the VP staff together by putting them in the same training, but this didn't work due to the different roles.
Rostering and communications	Recruitment slowed rostering down and there were too many people doing rostering at one stage. There were lines crossed and some staff were rostered on more than once.
Voting period	Went well – I would consider for the Te Reo Speaking VP to be open at least one or two days during Advance Voting (maybe the middle weekend?).
Post-election and completion	Some missing paperwork from E-Day Voting Places slowed down processes but all-in-all, it was successful.

Manurewa Electorate

2023 Electorate Plan for Service Delivery

This electorate plan has been broken into the following sections, covering how services will be planned:

1. Voting services expectations
2. Electorate overview
3. Planning your voting services
4. Confirming your voting service
5. Building your electorate team
6. Risks
7. Review

This plan is an integral part of the overall planning for the general election. It is based on your Regional Plan and combines with other electorate plans to provide a regional approach.

List of changes

Version no.	Consulted with / changes made	Date
1.0	Jeremy Kannemeyer (Regional Manager – Auckland South)	22 May 2023
2.0	Final document attached to EMS Task	14 Dec 2023
3.0		

Prepared by Angelica Tuyay Vargas

1 Voting services expectations

My electorate's voting services will:

- 1** Meet the needs of the community
- 2** Be available in locations convenient to voters where they live, work and play
- 3** Prioritise Māori voters, diverse communities and target groups by providing services informed by the community
- 4** Be staffed to reflect the diversity of my local community
- 5** Offer shared electorate voting at locations where voters are expected to vote
- 6** Operate at times convenient to voters, including late nights and weekends

2 Electorate overview

2.1 Overview

Region	Auckland South	
Electorate profile	Urban	
Home Māori electorate(s)	Tamaki Makaurau	
Neighbouring electorates	Mangere, Panmure-Otahuhu, Takanini and Botany	
Shared electorates	Manurewa electorate will provide services for other electorates voters	Other electorates will provide services for Manurewa electorate voters
	Mangere	Mangere
	Panmure-Otahuhu	Panmure-Otahuhu
	Takanini	Takanini
	Botany	Botany

2.2 Enrolment and turn-out rates

This table compares the nationwide 2020 enrolment and turn-out rates with your electorate's rates.

	Nationwide average in 2020	Your electorate in 2020	Your electorate compared to the nationwide average
Enrolment rate	94.0%	85.3% (Youth enrolment is 51.4%)	-8.7%
Turn-out rate	82.2%	69.8%	-12.4%
Turn-out split (AV% vs ED%)	AV : 68% ED : 30%	AV : 70% ED : 30%	AV : +2% ED : 0%

2.3 Key characteristics

Refer to the questions in section 4.3 of Chapter 4 in the operations manual when completing these questions.

Q#	Question	Identify	So what?
My electorate and how I fit into my region			
1	How does my electorate fit into the regional plan for delivering voting services?	<p>Auckland is the most ethnically diverse region in New Zealand with 53.5 percent identifying as Europeans, 28.2 percent as Asian, 11.5 percent as Māori, 15.5 percent as Pacific Islanders, and 2.3 percent as Middle Eastern, Latin American or African (MELAA). One in four residents was born overseas.</p> <p>Since a large portion of the population comes from different cultural backgrounds, it is therefore assumed that they come from different political backgrounds as well. This will affect, partly or largely, how we deliver our voting services to specific areas in the electorate.</p> <p>Māori represents a significant proportion of the usual residents in some of the suburbs of Manurewa. In order to improve how we deliver services to Maori, it is time to implement the feedback received from consultations with their Community Leaders.</p>	<p>Service delivery for Manurewa Electorate will directly align with the Auckland Regional Plan. Special attention will be given to the following collective goals in the region:</p> <ul style="list-style-type: none"> • Target groups – Youth, Maori, Pacific peoples, CALD communities and hard-to-reach groups • Improved service delivery to Maori in order to increase awareness and electoral participation • Increased Enrolment and voting turn-out rates for Manurewa and its neighbouring electorates • Careful selection of voting places and list of shared electorates offered • Recruitment of staff that reflect demography of the community • Identify logistical challenges at voting places including security of materials, information, staff and places at headquarters, at voting places and in transit <p>Planning of service delivery should include how best we can support other electorates to meet their targets through shared electorate voting.</p>

2	<p>What are the logistical challenges of my electorate’s geography?</p>	<p>The major logistical challenge is traffic congestion. Although the area is quite geographically compact, regular in shape and most suburbs are no farther than 6 kilometres from the centre of the electorate, the high growth of development in the past years has resulted to traffic congestion within and around neighbouring suburbs.</p> <p>There are also a high number of on-going residential developments (in different stages) which, depending on their scheduled completion date, may affect electoral landscape at localized areas before start of election period.</p>	<p>Keep an eye on new residential developments and assess its effects on the electoral landscape.</p> <p>Location and distances of voting places from each other should be strategic. Have a back-up plan in case additional resources or staff are required in a short amount of time.</p> <p>Opportunities</p> <ul style="list-style-type: none"> • Headquarters located within electorate will alleviate travel time for training and movement of staff or supplies in case volume exceeds expectations. • Geographically compact with high density population, therefore, each voting place has a high catchment area but will be easily accessible during non-peak hours • Easily available bus routes and train stations
3	<p>What will my electorate need to do to recruit the most appropriate staff?</p>	<p>Recruit voting staff who will reflect the community the voting places serve. Identify where the target communities are – Maori, Pasifika, Ethnic Communities, Disability sector, etc.</p> <p>Make youth as an employment target group for election day and HQ post-election activities.</p> <p>Properly manage the bulk recruitment in July which will involve screening tests and interviews.</p> <p>Refer to 4.2 for a more detailed approach through collaboration with other organisations.</p>	<p>Advertise and spread recruitment key messages as early and as far wide as possible.</p> <p>Collaborate with community leaders/advocates to identify groups that can assist in recruitment.</p> <p>Community Engagement Team can assist to deliver messages at events and network meetings.</p> <p>Encourage staff, students and parents to work at schools that may potentially be voting places.</p> <p>Utilise notice boards and electronic newsletters</p>

Demographic considerations			
4	What is my electorate's ethnic make-up?	<p>Diversity in Manurewa Electorate European at 29.2%, Maori at 26%, Pasifika at 36.3% and Asian at 25.4% (data from Auckland South Regional Plan based on local board area). The median age is 29.5 years old.</p> <p>Although Manurewa Electorate is comprised of several ethnicities, Māori represents a significant proportion of its usual residents. The median age of Maori in the region is 23.5 years old.</p> <p>At the 2018 Census there were 181,194 usual residents in Tāmaki Makaurau who identified as Māori (11.5% of Auckland's population). This is an increase of 38,430 people, or 26.9%, since the 2013 Census. The Māori population has grown more rapidly than the wider Auckland population.</p> <p>There is also a high population of Indians in the Papatoetoe area.</p>	<p>This information will serve as a guide on how the staffing of voting places will look like. People will engage and feel more encouraged to participate if the team facing them from the other side of the table reflect their community.</p> <p>In 2020 General Election, there were some limitations in the selection of voting places due to Covid 19. There are now more opportunities to explore other avenues to improve voting turn-out rates through high foot traffic locations and pop-up voting places that will cater to the general population.</p>
5	Where are young people located?	<p>Secondary schools and tertiary institutions e.g., Manukau Institute of Technology (MIT), Auckland University of Technology (AUT), University of Auckland, NZMA, NZSE, Ignite Colleges, Future Skills, etc</p> <p>Shopping Malls e.g., Westfield Manukau, Manukau Supa Centa, Southmall Manurewa and nearby Hunters Plaza (Panmure-Otahuhu)</p>	<p>Capitalise on this information by locating advance and election day voting places at or near these locations.</p> <p>Consider Pop-up voting places at localised areas to increase voter participation.</p> <p>Secondary schools and tertiary institutions provide opportunity for recruitment</p>

		<p>Manurewa, Clendon and Old Papatoetoe Town Centres</p> <p>Recreational Centres, Parks and Sports Fields e.g., Mountfort Park, Manurewa Pools and Leisure Centre, Hayman Park and Rainbow's End</p>	
Turnout considerations			
6	What are my electorate's turnout rates?	<p>The 2020 General Election average voting turn-out in Manurewa Electorate fell below the national average.</p> <p>Certain suburbs had a higher turnout rate than other areas. These are Hillpark North and South (highest at 77%), Puhinui, Manukau Central, Papatoetoe and Weymouth South.</p> <p>Those with a lower turnout rate are Wiri, Homai, Rowandale, Burbank and Clendon.</p> <p>Clendon Park East had the lowest turn-out rate with only 56%.</p>	<p>The ethnic make-up of specific areas may be a factor that contributed to the low turn-out rates in 2020. To encourage people to vote, places of significance and high foot traffic locations should be used.</p> <p>Again, there were limitations in 2020 that will no longer apply to 2023. The use of shopping malls, train stations, supermarkets, retail chain and community hubs will improve general voting turn-out rates.</p> <p>PAK'nSAVE Clendon, Manurewa Marae and Te Matariki Clendon Library as advance voting places will, hopefully, improve the turnout rate for Clendon Park East.</p>
7	What are my electorate's enrolment rates?	<p>Enrolment rates in Manurewa Electorate in 2020 fell below the national average.</p> <p>Youth enrolment (ages 18-24 years old) is only at 51.38%.</p> <p>Manurewa Electorate has a transient population and the highest amount of enrolment forms taken</p>	<p>Enrolment Update Campaign by the Enrolment Processing Team which starts end July, hopefully, will increase enrolment rate and accuracy of voter details.</p> <p>The Community Engagement Team will have to proactively encourage people to enrol and update their details.</p>

		<p>at voting places in 2020. This resulted in having the highest number of special votes cast in the country.</p> <p>According to latest information (April 2023), 8,525 eligible electors are not on the roll.</p>	<p>Enrolment support is required by the Advance Voting Team during visits to the two prisons and the larger rest homes (advance voting period).</p>
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2.4 Voting services

Refer to the questions in section 4.4 of Chapter 4 in the operations manual when completing these questions.

Locations of service			
1	Where are the high foot traffic areas within your electorate? e.g., malls	High foot traffic locations are Westfield Manukau, town centres, supermarkets, retail chain, a number of train stations and the Manukau Bus Terminal	High foot traffic locations will be earmarked as advance voting and election day voting places whenever possible. These locations are also near the motorway and visited by local residents and other Aucklanders.
2	What are the major transportation routes within your electorate?	<p>There are a large number of people who travel to and from Manukau City Centre either by private cars, bus or train.</p> <p>Four train stations are located within Manurewa Electorate - Puhinui, Homai and Manurewa Train Stations. There is also Manukau Train Station which is directly opposite the Manukau Bus Terminal.</p>	<p>Transport hubs are now good options to locate a voting place.</p> <p>Manukau Train Station (opposite Manukau Bus Terminal) is the perfect location for an advance voting place.</p>

3	<p>What businesses and/or organisations which are significant employers in my electorate? E.g., forestry, manufacturing, large office buildings</p> <p>Note: all voting services must be accessible to the general public and not behind locked doors (excluding hospitals, care homes etc).</p>	<p>Office staff, workers at manufacturing facilities, government employees and in education at MIT, AUT and other tertiary institutions.</p>	<p>Tertiary organisations are potentially effective voting places as youth is one of our main target groups.</p>
4	<p>What are the geographical challenges for voters in my electorate to access voting services?</p>	<p>The major challenge in the Manurewa Electorate is traffic congestion. Although the area is quite geographically compact, the high growth of development in the past years has resulted in traffic congestion within and around neighbouring suburbs.</p>	<p>Location and the spread of voting places are crucial.</p>
5	<p>What has changed in my electorate since GE2020?</p>	<p>High number of on-going residential developments (in different stages) which, depending on their scheduled completion date, may affect electoral landscape at localized areas.</p> <p>New large scale residential development in the neighbouring suburbs of Takanini and Flat Bush.</p> <p>Shopping malls have upgraded their facilities after the Covid-19 pandemic to entice people to go out shopping and to dine out again.</p>	<p>Expect high foot traffic locations like malls and supermarkets to issue a high number of shared electorate votes. It seems that, under the current climate, Auckland residents do not mind travelling far distances to go out shopping or to dine out.</p>

6	Where are the high foot traffic locations and major transportation routes neighbouring my electorate?	<p>Botany Electorate Botany Junction and Ormiston Shopping Centre</p> <p>Panmure-Otahuhu Electorate Hunters Corner Town Centre, Papatoetoe Train Station, Middlemore Hospital and Middlemore Train Station</p> <p>Takanini Electorate Auckland Botanic Gardens, Manukau Sports Bowl (during an event, otherwise not a high foot traffic location) and Te Mahia Train Station</p> <p>Major Transportation Routes Great South Road, Auckland Southern Motorway and Southwestern Motorway</p>	Understand, assess and plan how high foot traffic locations, train stations and major transportation routes will affect shared electorate voting inside and outside Manurewa Electorate.
Services offered			
7	What voting services will be provided to meet the needs of Māori voters?	In 2020 General Election, Manurewa Marae was not used as a voting place and community hubs were a “no-go” zone since health protocols cannot be observed at smaller confined spaces.	<p>There will be major changes in how we approach delivery of voting services to Maori. Manurewa Marae is now a potential voting place. Rawiri Community Hub and other community whare are also potential locations to offer voting services.</p> <p>With the advice and assistance of Community Advocates, community groups who may be able to assist with recruitment will be contacted.</p> <p>Voting staff who understands Tikanga Maori and are Te reo speakers will help to encourage participation from their own community.</p>

8	<p>What specialist services do you need to deliver in your electorate?</p>	<p>Mobile Voting Team to Manukau Surgery Centre</p> <p>Mobile Voting Team to two prisons and Takeaway Voting Packs for electors on home detention</p> <p>Mobile Voting Team to Rest Homes</p> <p>Pop-up advance voting places that may be more suitable for specific areas</p>	<p>Ascertain magnitude of the service required for each location early in the planning through discussion with site contacts. It will serve as the guide of the size of the voting team.</p> <p>Health and Safety protocols at these locations should be strictly followed.</p> <p>Limited space voting spaces are now allowed as long as a site assessment is completed, and the location deemed acceptable.</p> <p>In-language resources for communities with high population of Maori, Pasifika and Ethnic communities should be available through the Mobile Voting Team.</p>
9	<p>Where and what shared electorate voting will be offered to meet the demand of voters?</p>	<p>Shared Electorate voting will be offered at voting places along electorate boundaries.</p> <p>For those, not along boundaries, historical data should be studied that will indicate where shared electorate voting should be offered.</p>	<p>Shared Electorate Voting offered by Manurewa will, generally, be for Panmure-Otahuhu, Mangere, Takanini and Botany. Geographically, these electorates share boundaries with Manurewa.</p> <p>Westfield Manukau, MIT/Manukau Train Station and The Warehouse Manukau are visited by people coming from different areas of Auckland. The number of special votes taken for other electorates in 2020 will determine the shared electorate voting that will be offered in 2023.</p>

Hours of service			
10	When and where should hours of voting services be offered?	<p>Centrally and strategically located within the community it serves.</p> <p>Consistency of opening and closing hours for all advance voting places as much as possible.</p> <p>Identify critical days which will give you best opportunity to capture as much voters as possible.</p>	<p>Advance voting places should cater for full-time workers or shift workers who may want to vote at venues located where they live.</p> <p>Voting place at Westfield Manukau will have to strictly follow the mall's opening hours.</p> <p>Saturday and Sunday voting offered at churches to capture voters after church service.</p> <p>Identify suitability, schedule and duration of pop-up voting services after consultation with site contacts.</p>
11	How will you provide a consistent service?	<p>Good location, strategically located facilities and friendly & efficient staff to ensure a customer-focused service.</p> <p>Prepare a well-organised Training Plan</p>	<p>An Advance Voting Place should open as an Election Day Voting Place as much as possible.</p> <p>Rostered staff at a venue should be in the same voting team as much as possible.</p> <p>Monitor team performance and how well they follow prescribed processes.</p>
12	When and where should extended hours of voting services be offered? <ul style="list-style-type: none"> • early morning • late nights 	<p>One or two late night opening hours at all advance voting locations</p> <p>Early morning hours (before 8:00am) will not be offered at voting places in Manurewa Electorate.</p>	<p>Late nights should definitely be offered at most advance voting places, especially high foot traffic locations like supermarkets, malls and retail chain.</p> <p>Voting place at Westfield Manukau will have to strictly follow the mall's opening hours with no flexibility.</p>

13	When and where should weekend hours of voting services be offered?	Weekend hours should be offered at all advance voting places.	<p>Weekend voting at Libraries will match the weekend opening hours of the venue.</p> <p>Saturday and Sunday voting offered at churches to capture voters after church service.</p>
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2.5 Hubs and secure storage

Use this section to think and plan how your electorate may use a hub and/or secure storage (if applicable). Refer to section 5 of Chapter 4 in the operations manual when completing this section.

Not applicable for Manurewa Electorate.

3 Planning your voting services

Based on identified gaps/improvements, detail potential voting places to consider.

3.1 Partnership locations

National Office has worked with key partners around New Zealand to identify locations for advance and Election Day voting places. The partnership locations identified for you are:

Place	Address	Partner organisation
Westfield Manukau Mall Centre Court Event Space (14m x 6m) <i>(with option to move voting place to a shop in the mall if one becomes available in time for advance voting period)</i>	Corner Great South & Manukau Station Roads, Manukau City Centre 2104	Westfield
PAK'nSAVE Manukau * <i>(will not be used as a voting place)</i>	6 Cavendish Drive, Manukau City Centre 2104	Foodstuffs
PAK'nSAVE Clendon *	16 Robert Ross Place, Clendon Park 2103	Foodstuffs
The Warehouse Manukau *	35 Cavendish Drive, Manukau City Centre 2104	The Warehouse Group
The Warehouse Clendon * <i>(will not be used as a voting place)</i>	Corner Roscommon and Palmer's Road, Clendon Park 2104	The Warehouse Group
MIT Manukau Campus The Atrium	Corner of Manukau Station Road & Davies Avenue, Manukau City Centre 2104	Manukau Institute of Technology
* For Manukau City Centre and Clendon areas, it will either be PAK'nSAVE or The Warehouse and not both due to the close proximity of the two locations.		

3.2 Other locations

Advance and Election Day voting places need to be delivered in the geographic locations listed below, in addition to the partnership locations. Voting services might be delivered in the sites:

ADVANCE VOTING PERIOD

Locations	Possible sites
Clendon Park	Te Matariki Clendon Community Centre & Library, 17 Palmers Road, Clendon Park 2103 Manurewa Marae, 81 Finlayson Avenue, Clendon Park 2103
Manurewa	Manurewa Library, 7 Hill Road, Manurewa 2102 St Anne's Catholic Church, 126 Russell Road, Manurewa 2102 St Luke's Anglican Church Hall, 3 Russell Road, Manurewa 2102 Southmall Shopping Centre, 185/201 Great South Road, Manurewa, 2102

Papatoetoe	Papatoetoe War Memorial Library, 30 Wallace Road, Papatoetoe 2025 Youthline Manukau, 145 Saint George Street, Papatoetoe 2025
Weymouth	Weymouth Community Hall, 11 Beihlers Road, Weymouth 2103
Wiri	Rawiri Community Hub, 1 Rata Vine Drive, Wiri 2104 (Pop-up Voting Place) Baitul Muqueet Mosque, 20 Dalgety Drive, Wiri 2104 (Pop-up Voting Place)

ELECTION DAY

Locations	Possible sites
Clendon Park	Manurewa Marae, 81 Finlayson Avenue, Clendon Park 2103 Te Matauranga School Hall, 206 Finlayson Avenue, Clendon Park 2103 Roscommon School Hall, 23 Burundi Avenue, Clendon Park 2103
Manurewa	Manurewa Library, 7 Hill Road, Manurewa 2102 St Luke's Anglican Church Hall, 3 Russell Road, Manurewa 2102 St Anne's Catholic Church, 126 Russell Road, Manurewa 2102 Hillpark School Hall, 57 Grande Vue Road, Manurewa 2102 Finlayson Park School Hall, 85 John Walker Drive, Manurewa 2102 Rowandale School Hall, 73 Rowandale Avenue, Manurewa 2102 Homai School Hall, 89 Browns Road, Manurewa 2102 James Cook High School Hall, 18 Doctor Pickering Avenue, Manurewa 2102 Clendon Park School Hall, 145 Rowandale Avenue, Manurewa 2102
Papatoetoe	Malae o Fugatiti, 80 Wyllie Road, Papatoetoe 2025 Papatoetoe West School, 1-3 Hillcrest Road, Papatoetoe 2025 Papatoetoe War Memorial Library, 30 Wallace Road, Papatoetoe 2025 Youthline Manukau, 145 Saint George Street, Papatoetoe 2025
Puhinui	Puhinui Primary School Hall, 116 Puhinui Road, Papatoetoe 2104
Weymouth	Weymouth Primary School Hall, 23 Evans Road, Weymouth 2103
Wiri	Wiri Community Hall, 15 Inverell Avenue, Wiri 2104

3.3 Other services

Voting services need to be delivered to the following organisations, institutions, groups, remote communities or at the following public events.

Organisation, institution, groups and public events	Type of service required
Rawiri Community Hub, 1 Rata Vine Drive, Wiri 2104	Pop-up Voting Services
Baitul Muqueet Mosque, 20 Dalgety Drive, Wiri 2104	Pop-up Voting Services
Women's Refuge / Soup Kitchen	Deliver key transactional information only
Emergency Housing	MCentral is an emergency housing location across the road to MIT The Atrium which is an Advance Voting Place
AUT South Campus	Pop-up Voting Services

Corrections – Probation Officers for electors on home detention	Transactional message on take-away enrolment pack and voting papers
Counties Manukau Police Station, 42 Manukau Station Road, Manukau City Centre 2104	Election Day Voting Team

3.4 Other teams

Voting team services need to be delivered to the following organisations: care homes, hospitals, prisons, defence forces.

Organisation	Size of service
Manukau Surgery Centre, 901 Great South Road, Manukau City Centre 2104 The Surgery Centre provides multi-disciplinary inpatient care for South Auckland residents. They perform surgery services for patients who are not expected to need access to intensive care or interventional radiology.	Mobile Voting Team 78 Inpatient beds
CARE HOMES	Mobile Voting Team
Erin Park Rest Home & Hospital, 50/60 Russell Road, Manurewa 2012	Approx 120 beds
Ultimate Care Manurewa, 39 Great South Road, Manurewa 2102	Approx 50 beds
Bupa Hayman Rest Home & Hospital, 39 Trevor Hosken Drive, Wiri 2104	Approx 110 beds
Bethesda Care, 743 Great South Road, Wiri 2104	Approx 90 beds
Palms Home & Hospital, 56 Puhinui Road Manukau Auckland 2104	Approx 60 beds
Papatoetoe Residential Care, 3 Fairview Road, Papatoetoe 2025	Approx 30 beds
Kenderdine Park, 26 Kenderdine Road, Papatoetoe 2025	Approx 40 beds
PRISONS	Mobile Voting Team
Auckland Region Women’s Corrections Facility, 20 Hautu Drive, Wiri 2104	139 remand and 138 sentenced prisoners
Auckland South Corrections Facility, 21 Kiwi Tamaki Road, Wiri 2104	857 sentenced prisoners
<i>Detailed plan of the voting service delivery to these locations will be finalised in consultation with site contacts. Actual size of the required service will be confirmed prior to visit.</i>	

3.5 Planning

To complete the assessment of all potential voting places, you will need to plan how you complete these by end of April.

Area	Number of potential voting places	Time required	Resources required	Completed by
Clendon Park	5	12.5 hours	n/a	17/05/2023

Manurewa	10	25 hours	n/a	25/05/2023
Papatoetoe	4	10 hours	n/a	17/05/2023
Puhinui	1	2.5 hours	n/a	29/03/2023
Weymouth	2	5 hours	n/a	29/03/2023
Wiri	3	7.5 hours	n/a	25/05/2023
Manukau City Centre	3	7.5 hours	n/a	20/04/2023

The indicated Time Required only include travelling time, site assessment and completion of M42-Assess. It has not taken into account the possible back and forth email communication with site contacts before an appointment is confirmed.

3.6 Key contacts

To enable your electorate to deliver services, you will need to build strong relationships with key service providers. E.g., Mainfreight.

Organisation	Name	Email/Address	Contact number
NAI Harcourts	██████████ Commercial Property Manager	████████████████████	██████████
	██████████ Asst Commercial Property Manager	████████████████████	██████████
	██████████ Facilities Manager	████████████████████	██████████
NZ Data	██████████	████████████████████	██████████
	██████████	████████████████████	██████████
Mainfreight		<i>Contact through National Office – local contact different for every delivery</i>	
Levco	██████████	████████████████████	██████████
	██████████		██████████
FujiFilm	██████████		██████████
Spotless	██████████	████████████████████	██████████
	██████████	████████████████████	██████████
TIMG	TIMG Auckland Destruction Team	████████████████████	
Police, Fire and Emergency Services			
Manurewa Fire Station		225 Great South Road, Manurewa 2102	09 269 5710
Manukau Fire District Headquarters		15 Lambie Drive, Manukau City Centre 2104	09 262 0764
Manurewa Police Station		14 Halver Road, Manurewa 2102	09 268 5800
Clendon Police Station		488 Roscommon Road, Clendon Park 2103	09 267 9339
Counties Manukau Police Station		42 Manukau Station Road, Manukau City Centre 2104	09 261 1300

4 Confirming your voting service

4.1 Finalising your voting service

Use this table to record the outcome of your decision and the rationale behind your decision.

Site name	Outcome	Why
PARTNERSHIP LOCATIONS		
Westfield Mall Manukau Centre Court Event Space	Advance Voting Place only	14m x 6m event space with opening hours for voting to be the same as the mall opening hours (no flexibility to deviate). There is option to move to a shop unit inside the mall if one becomes available nearer to election period. Shop unit is preferred as there are less associated security risks, hence easier to manage compared to an open venue.
MIT Manukau - The Atrium	Advance Voting Place only	Location is ideal size for a voting place, visible from main thoroughfare and the perfect catchment area for: <ul style="list-style-type: none"> • Auckland commuters taking trains and buses (Manukau Bus Terminal) • MIT Manukau students, teachers and staff • Employees at surrounding office buildings, eating establishments and shopping mall • Electors spending leisure time at adjacent parks and playground • Electors living at nearby emergency housing (M Central)
The Warehouse Manukau	Advance Voting Place only	Venue is visited frequently by our target community i.e those with low enrolment and low electoral participation rate (Maori, Pasifika and Youth). This is a high foot traffic area.
PAK'nSAVE Clendon	Advance Voting Place only	Venue is located within Clendon Town Centre and visited frequently by our target community i.e those with low enrolment and low electoral participation rate (Maori and Pasifika). This is a high foot traffic area.

The Warehouse Clendon	Not used as a Voting Place for 2023 General Election	Venue has limited space and not suitable as AVP. Area is already well served by nearby AVPs PAK'nSAVE Clendon and Te Matariki Clendon Community Centre & Library.
PAK'nSAVE Manukau	Not used as a Voting Place for 2023 General Election	Venue has limited space. Area is already well served by nearby AVPs - The Warehouse Manukau, MIT Manukau The Atrium and Westfield Manukau
AUCKLAND COUNCIL VENUES and LIBRARIES		
Papatoetoe War Memorial Library	Advance and Election Day Voting Place	Prominent venue at Old Papatoetoe Town Centre, opposite New World and beside RSA building.
Youthline Manukau	Advance and Election Day Voting Place	Prominent spot along St George Street, near the town centre and also among the residential neighbourhood.
Weymouth Community Centre	Advance Voting Place only	Nearby Weymouth Primary School will be used as an Election Day Voting Place in order to shift catchment area to other residential neighbourhoods in Weymouth.
Wiri Community Hall	Election Day Voting Place only	Venue not necessary to be an advance voting place since area is already well served by three high foot traffic locations at Manukau City Centre during advance voting period: <ul style="list-style-type: none"> • Westfield Mall Manukau • MIT Manukau Campus • The Warehouse Manukau
Manurewa Library	Advance and Election Day Voting Place	2020 General Election, the venue was used only as an advance voting place. For 2023, venue is available for both advance voting period and election day. Historically, this library was one of the voting places that has always attracted the highest number of votes for both home and shared electorates.
Te Matariki Clendon Community Centre & Library	Advance Voting Place only	On election day, area will be served by nearby Finlayson Park School and Te Matauranga School.

IMPROVING SERVICES TO MAORI		
Manurewa Marae	Advance and Election Day Voting Place	Place of significance to Maori voters, possibility of having electoral staff who can speak Te reo Maori
Rawiri Community Hub	Pop-up Voting Service	Serving a small community with a high number of Maori voters
The Pride Project Aotearoa Mangopare Hub	Will be used as a Recruitment Hub	This is a community led support initiative run out of The Pride Project community house in Clendon/Manurewa to support Maori and Pasifika who might be experiencing challenges in life.
CHURCHES		
St Anne's Catholic Church St Luke's Anglican Church	Advance and Election Day Voting Place	Opening Hours to include Saturdays and Sundays after church service
Malae o Fugatiti	Election Day Voting Place	Alternative voting location for Papatoetoe South School which is unavailable as a Voting Place for 2023 General Election due to major renovation works. Targets Samoan community in South Auckland and surrounding residential areas
SCHOOLS		
Refer to 3.2 for List of Schools as Voting Places	Election Day Voting Places	Most schools were found to be suitable voting places after availability confirmed and site assessments of facilities completed. Only Papatoetoe South School and Aorere College were not available.
OTHER VOTING PLACES		
Baitul Muqueet Mosque	Pop-up Voting Service	Largest purpose-built mosque in New Zealand Target group – ethnic communities
Southmall Shopping Centre	Pop-up Voting Service	Target group – Maori, Pasifika and ethnic communities of all ages

VOTING PLACES USED IN 2020 BUT NOT IN 2023		
Papatoetoe Town Hall	Not used as Advance and Election Day Voting Place for 2023 General Election	Excellent location at Old Papatoetoe Town Centre. However, seismic rating of 15%NBS (IL3) Grade E means that building cannot be used as a voting place.
Holy Cross Catholic Church	Not used as Advance and Election Day Voting Place for 2023 General Election	Area is served by nearby Youthline Manukau for duration of Advance Voting Period and Election Day
St Elizabeth's Anglican Church	Not used as Advance and Election Day Voting Place for 2023 General Election	Area is served by nearby Manurewa Marae, PAK'nSAVE and Te Matariki Clendon Community Centre & Library for the duration of Voting Period
Papatoetoe South School Aorere College	Not used as Election Day Voting Places for 2023 General Election	Building works beside or at school hall renders it unavailable for this year. Papatoetoe South School will be replaced by nearby Malae o Fugatiti as a voting place. Aorere College issued a low number of votes in 2020 and is beside Kedgely Intermediate School (Aorere area) which will be a voting place for Mangere Electorate.

4.2 Identifying your approach to meeting your recruitment needs

Refer to Section 6.2 of Chapter 4 in the operations manual to complete this section.

Identified issue or target employment group	Strategy
<p>Voting team should reflect diversity and demography of area where voting places are located - "like with like" approach</p>	<p>In addition to advertisements that National Office post through traditional and electronic channels, we can explore collaboration work with contacts from government agencies, tertiary institutions, and community groups to encourage recruitment from employment target groups:</p> <ul style="list-style-type: none"> • Ministry of Social Development (establishing connection with Work & Income jobseekers – for full-time and part-time work) • Stats New Zealand (take advantage of end contract for HQ and field staff upon completion of 2023 Census) • Ministry of Ethnic Communities (inclusion of ethnic communities in wider society) • Manukau Urban Maori Authority (MUMA) • Manurewa Marae • Manukau Institute of Technology (MIT) • Auckland University of Technology (AUT) • University of Auckland (UoA) • South Auckland Youth Network (SAYN) comprised of four individual networks with a database of hundreds of members • CNSST Foundation (formerly known as Chinese New Settlers Services Trust) • Belong Aotearoa (supports Newcomers, Migrant and Refugees) • Kahui Tu Kaha (Maori, Pacific, Asian and Muslim Teams) • Le Va (supports Pasifika families and communities) • Disability sector through Whaikaha - Ministry of Disabled People and other groups e.g Real World Living (Enabling Good Lives initiative), Taikura Trust, Spectrum Care, CSS Disability, Transition Schools, etc <p>The Community Engagement Team also works with many key contacts from strategic partners and from both large and small local and regional community groups.</p>
<p>Youth as a target group for voting place and post-election employment</p>	<p>Approach secondary schools, universities, ITOs, PTEs and youth groups within electorate and surrounding areas to spread key messages on recruitment.</p> <p>Use of social media and electronic newsletters.</p> <p>Request the Community Engagement Team to share key messages at network meetings, career days, orientation weeks or during enrolment update campaign presentations.</p>

<p>Maori as a target group for HQ support and voting place employment</p>	<p>Utilise connections and partnership with Maori groups and community hubs to explore how they can proactively assist on recruitment:</p> <ul style="list-style-type: none"> • Manurewa Marae • The Pride Project Aotearoa • Te Kaha o Te Rangatahi • Hāpai Tūhono <p>Request the Community Engagement Team to share key messages at network meetings that targets the Maori community.</p>
<p>Voting Places as a possible channel for recruitment</p>	<p>Encourage site contact to spread recruitment messages to people who attends events or frequently visit their venues for various reasons.</p>
<p>Recruitment of a large number of staff for a short period of time</p>	<p>Exploratory discussions with government and community groups to spread key messages on recruitment.</p> <p>Clear and concise text should go out to networks. In-language versions of messages, if available from National Office, will be beneficial for certain groups.</p>
<p>Management of a large-scale recruitment during screening tests and interviews</p>	<p>Methodical and organised logistical planning at HQ to ensure processes are observed.</p>

5 Building your electorate team

Refer to Section 7 of Chapter 4 in the operations manual to complete this section

ESTABLISH THE RIGHT TEAM CULTURE

Building a supportive and collaborative team culture at the onset is crucial to high-performance, confident decision-making and proactive interaction. The values, beliefs, behaviors, and attitudes shared by the team will lead towards the successful delivery of the 2023 General Election.

We are all guided by the Electoral Commission's **TAUMATA** values of **Tūhonotanga** (bringing people together to increase participation in democracy), **Aratakina** (knowledge transfer - guiding towards greater understanding), **Uakaha** (being dynamic and energetic in what we do), **Manaakitanga** (demonstrating generosity and empowering people) and **Tika** (doing things right, doing the right things).

Each value is equally important and complements each other, and what it will look like in practice will evolve based on the professional and personal experiences of the team.

MAINTAIN CLEAR COMMUNICATION CHANNELS

Encourage open communication by providing a safe space where the team can share information in a transparent, honest and consistent manner.

- Combination of regular informal/formal meetings and get-togethers with team on all levels to update on work progress, share ideas, initiatives and raise concerns.
- Have an open-door policy for the Electorate leadership team.
- Task or assignment deadlines are clear and must be adhered to.
- Ask team for feedback followed by proper action, if necessary.
- Make the team aware of escalation process at an electorate level that will set boundaries and channels of decision-making in order to solve problems quickly and with clarity.

MANAGE TEAM AND INDIVIDUAL PERFORMANCE

Any team is only as strong as its weakest member. It is important to set everybody up for success and as Electorate Manager, my responsibilities to my team are:

- Stress importance of doing things right the first time and ensure processes are followed.
- Emphasize importance of accountability, traceability, and pride in work accomplishments.
- Identify where the gaps are in the team with regard to skillset to guide next steps in the recruitment of other team members.
- Encourage and support team to raise issues when mistakes happen, so it can be rectified, or its effects mitigated.
- Empower every member of the team so they can identify situations where they can exercise confident decision-making vs situations where they need to escalate issues.
- Inform, enforce, and monitor Health and Safety guidelines at Headquarters and out in the field - it is everybody's responsibility.
- Identify individuals who can perform other roles in the lead up to the election period and for post-election activities.
- Celebrate every success however small or big they are.

6.2 Logistics and Supplies

For 2023 General Election, the crucial part for Tamaki Makaurau is the logistical planning of movement and security of supplies and key voting materials during advance voting, election day and post-election periods.

Although the main bulk of the supplies will be coming directly from National Office to the headquarters of all general electorates, this is largely dependent on assumptions made during the planning of the voting service delivery. Any shortfall brought about by deviations from the electorate plan vs actual voting patterns will have to be managed from the Tamaki Makaurau Electorate Headquarters.

The Logistics and Supplies team will have to familiarise themselves with contact details and physical locations of electorate headquarters so that supply of additional voting materials will be fast and efficient. Clear communication channels must be established and finalised before the voting period.

7 Risks

Refer to section 8 of Chapter 4 in the operations manual, the eLearning risk module, and the risk register template. List any risks with a rating score of 12 or more, and any that require significant budget or time to manage.

Your Regional Manager will discuss any further mitigation needed with you.

Please refer to attached **M40-RISK REGISTER for Manurewa Electorate**.

Below is a list of risks that are unlikely to happen but if they do, may result to significant impacts.

- Loss of HQ or access to HQ due to natural disasters such as earthquake, widespread flooding, high winds, tsunami, etc
- Loss of HQ due to fire or localised flooding
- Threat to security of HQ when there is the potential for materials to be stolen or tampered with
- Threat to Security of HQ and voting places due to riots, protests, unruly members of the public or any other situation where there is a chance that staff may be evacuated
- Loss of Voting Place due to localised events such as fire, loss of power, loss of access to voting space, etc.
- A flood or incident closes a key road between the HQ and other HQs and key voting materials cannot be delivered (applicable to Tamaki Makaurau Electorate)

Other risks with a rating score of 12 or more on the risk register are:

- Recruitment (posed a significant risk to Manurewa Electorate in 2020)
Not enough people apply to work or they drop-out before start of contract
Quality of people applying for roles is not at the level required
There are insufficient or poor quality applicants for the manager roles
- Increased COVID-19 cases in the community
Loss of staff/replacements needed at HQ and voting places

8 Review

Refer to section 9 of Chapter 4 in the operations manual to complete this section.

Subject	Feedback
Electorate Headquarters	<ul style="list-style-type: none"> • Headquarters was situated within the electorate, so it served the community well. Its location was very convenient for interviews, testing and training as well as for the HQ support team to provide assistance, as needed, to field staff during the advance voting and election day period. The farthest voting place was only less than 7km away. • Configuration of the three parking spaces for EM and HQ Managers did not work at all, with the third car always blocking the two other cars. Also, there's very limited options for free parking for other staff, though, lots of option for paid full day parking around the area. • The Headquarters was only an 8-min walk from Manukau train station and bus terminal. • With careful planning, the rectangular layout and existing internal walls of the premises was fit for purpose and provided flexibility that catered well to the different stages of voting service delivery – from recruitment, bulk delivery, training, pick-up and return of supplies during election period and post-election activities.
Selection of voting services	<ul style="list-style-type: none"> • The final list of advance and election day voting places provided good coverage. Some selected voting places were already expected to be busier than the others due to location and how significant the venues are to the community. • There were four open spaces / high foot traffic advance voting places – Westfield Manukau Mall, PAK'nSAVE Clendon, MIT Campus The Atrium and Southmall Manurewa. Except for PAK'nSAVE, all the other available spaces were generous, and planning of the layout was easy. • Site contacts for voting places were very supportive. Even with the delays in responses and approvals from some, this did not delay the finalisation of the electorate plan. Venue hire costs were well within budget because some of the advance voting places lent their spaces for free as election event was seen as a community service.

	<ul style="list-style-type: none"> • The Manurewa Marae was used as a voting place for the first-time. This was an important step to improve on how we deliver services to Māori and to other hard-to-reach communities. Clendon Park, the area where the marae is located, had the lowest voter turnout in GE 2020.
<p>HQ Operations</p>	<ul style="list-style-type: none"> • HQ operations would have been more efficient and effective at the onset if the Logistics & Supplies Manager (LSM) and the Recruitment & Rostering Manager (RRM) started employment at the same time i.e. 19th June. The long hours and the stress that the RRM Team experienced to keep up with the recruitment needs of the team could have been avoided. • Introduction of the HQ Team Leader and HQ Senior Support roles worked well. Line of delegation provided HQ Managers opportunity to take time off as well as mentor good staff. For next election, the HQ Support Finance should be employed and trained earlier. • LSM and RRM spaces were clearly delineated (separated by the reception area) and it was easy to enforce and follow the restricted access policy. • Access to Level 1 via the stairs and lift was by swipe card only, hence, the security of staff and supplies were maintained and was never an issue. However, delivery became a major concern with NZ Post and their unwillingness to contact HQ to collect deliveries from them at ground floor. A limited access swipe card had to be provided to NZ Post delivery staff. • IT Access – the process came in too late and requests were already done a week prior. M36 process had to be redone for several staff which resulted to miscommunication, frustration and extra work. • The P&C and Security Advisors started out giving general rather than actionable replies to queries. What was needed were people who can dole out advice that can be easily converted into action points rather than “conceptual” answers. A more proactive approach from them from the get-go would have been better (which did happen eventually).
<p>Recruitment</p>	<ul style="list-style-type: none"> • Manurewa and Tamaki Makaurau RRM (Evonne Sims) was a first-time HQ Manager but had worked at a voting place in 2020 General Election. She was focused, hardworking and willing to go the extra mile to make sure deadlines are met and personnel issues resolved at a timely manner. She made sure that the attention and time of the R&R HQ Support team were directed towards tasks with the highest priority.

	<ul style="list-style-type: none"> • “Register your Interest button vs APPLY button” at the bottom of webpage created confusing messages to interested candidates. • SNAPHIRE went live three weeks before RRM was trained and ready to navigate the system. This meant that a high number of applications were already sitting on SNAPHIRE, but RRM was not ready and still without an HQ Support team. One of the first things RRM did was just to field queries from applicants who were following up on their applications, which was not the best use of her time. • Application process was overly simplified with applicants given only two choices – “to work at headquarters” or “to work at a voting place”. A question on previous elections experience i.e. role and voting place/electorate would have made the process of shortlisting and interviewing for a suitable role much easier and faster. • Feedback received was the job application was too generic - if candidate knew beforehand what role they have applied and being interviewed for, they would prepare differently and used examples that suit the role better. • SNAPHIRE allowed for candidates to apply in different electorates, and this caused a bit of confusion and extra administration time across several electorates. RRM had the communication sorted out amongst them but worth highlighting as a future improvement. There should be a better method to filter, view and manage multiple applications from candidates. • SNAPHIRE items for improvement (if will still be used as recruitment platform for 2026 General Election) <ul style="list-style-type: none"> • Drop down on child buckets – why even give a list of all other roles when you are already on a specific child job. The step was confusing and created opportunity to make mistake. • There were too many steps for a two-week or a one-day job. • System did not allow for flexibility if recruiter or applicant change their minds except to issue a new contract. • Wordings on template letters need to be reviewed e.g. contracts said “feel free to contact me” but no contact details provided, and some letters just did not suit how communication at field level were structured. • Rehire process caused delays in appointing people to other roles. • Group Interview was a good option as long as activities flow plan was in place to avoid for sessions to be overwhelming to HQ Support team and to candidates.
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	<ul style="list-style-type: none"> • Interview notes - different scoring system for VPM+ but gave an option to select VPM should recruiter discover a gem during group interview. This meant that there is a discrepancy in interview scores as VPM scores out of 30 while group interview scores out of 25. If there was an audit or review, those who came through a group interview would look less qualified (lower score) than their VPM counterparts who were scored on a different rating system. • One of our major successes was that voting teams reflected diversity and the demography of the area where voting places were located. • With SNAPHIRE, most of the personnel documents were already electronically filed on the system. This made close of HQ easier with less paperwork to file, hence, less boxes to send to National Office.
<p>Logistics and supplies</p>	<ul style="list-style-type: none"> • Manurewa and Tamaki Makaurau LSM (George Castro) was an experienced HQ Manager, having done the role in 2017 and 2020 General Elections. He was always focused, had great attention to detail, delegated well to the team and prioritised tasks that would affect other tasks or the wider team. Daily/weekly goals were communicated beforehand, and the Logistics & Supplies HQ Support team were always aware of their responsibilities and accountabilities. • Clear delegation was very important to ease the pressure on the team and ensure the success of task delivery on milestone dates. Split-shifts worked well to address the 15-hour days during the advance voting period. • An organised and tidy space with a smart layout contributed to the team’s success. Restricted access policy for Zone 3 and Zone 4 was easy to follow mainly due to layout of the space and vigilance of the team. • M46 corrections brought about by errors from National Office teams e.g. corrections on packing instructions (Panui Poti 28), electoral rolls not being automatically generated (Panui Poti 29), etc resulted to more HQ support hours. They needed to double-check packed supplies and make sure all boxes were complete before issue to field staff.
<p>Training</p>	<ul style="list-style-type: none"> • The best trainers are the ones who have practical experience at voting places, whatever role it may have been. All Manurewa Trainers had voting place and HQ support/leadership experience - they were able to provide practical feedback to queries that came up during the training sessions.

	<ul style="list-style-type: none"> • Each Trainer had their own unique style of presentation. They were paired up based on their strengths and the kind of energy they can bring to the mix. Practice sessions delivered to the HQ team proved to be very beneficial for both trainers and staff. • There was value added with having one of the Trainers, Heather Maloney, as a Regional Trainer. She had worked numerous times in senior leadership roles, and it was evident on how she conducted her training and answered questions – direct, practical and concise. • As a contingency plan, some of the administrative support staff were trained as training assistants. They were called upon to help during times when a rostered trainer became unavailable at the last minute. • Training content should allow for more exercises. For some voting staff, it is the repetition that encourages better understanding of the process. Election Night module for managers could have been done on a different day as the session became too long. • Briefing to the Voting Place Managers by the EM and LSM immediately after training provided clarity to what was covered during the session and reinforced what to expect moving forward. Some of the topics covered were: <ul style="list-style-type: none"> • Factors unique to each voting place • Tips and tricks of the role • Support provided by HQ Team and levels of escalation • Security of staff, supplies and voting place • Similarities/differences on the management of an advance and e-day voting places • Collection of supplies – when and what to expect • Pack up and return of supplies
<p>Rostering and communications</p>	<ul style="list-style-type: none"> • The HQ Support Team Leader (Emily Lau Shuk Ting) looked after rostering of voting place staff. The spreadsheet that was prepared earlier to record staff availability and preferences helped to weed out most of the avoidable problems or complications in the schedules. • Rostering could have been simplified if issuing officers for Advance Voting Places were all OSIOs. This would have also provided more flexibility to the VP Manager with work allocation during busier periods.

	<ul style="list-style-type: none"> • EMS Rostering - "Copy staff from previous day" automatically copies staff but if there were extra roles (e.g. when needing to split a long day you have 4 staff of the same role splitting 2 duties), it did not copy the extra roles. • The dedicated phone line for staff to text in sick or late notice message was effective. A few HQ support person were trained on the step-by-step procedure.
<p>Before Start of Voting Period</p>	<ul style="list-style-type: none"> • It would have been helpful if it was clarified early on the part of the process that was looked after by National Office and the extent of their involvement in the planning and implementation of specific tasks plus timeline. Example - dealings with Westfield, PAK'nSAVE, The Warehouse, Maori Collective, etc.
<p>Voting period</p>	<ul style="list-style-type: none"> • Role of Voting Services Manager (Linden Vazey) was vital to the success of the 13-day voting period. VSM made sure that information from LSM and EM on operations of voting places were successfully implemented in the field. • VSM was inducted and trained two weeks before the first day of advance voting. This was enough time to familiarise with the complexities of the voting service delivery. • Ballot boxes and other key voting material were returned and collected at Manurewa HQ every day. It sounded a lot of hard work in theory, but once the voting team had established a pattern, it became much easier in practice. • The proximity of the headquarters to Westfield Manukau Mall voting place made it easy to support the voting team with their requests for additional staff and supplies. • Pop-up voting places were effective in bringing our services to targeted communities. • Community Liaisons assisted with enrolments at busy + complex locations such as Westfield Manukau Mall and at the men's/women's prisons. • As a first-time advance and election day voting place, Youthline Manukau did not perform as well as expected. However, it still brought in a good amount of votes and, hopefully, will be retained as a voting place for 2026. Additional election signages and parking directions might result to a higher voter turn-out in the future. • Manurewa Marae as a first-time voting place took in near to 3,600 votes (advance and election day), which was 385% more than the estimated votes.

	<ul style="list-style-type: none"> • The main HQ Support team were understanding and forward-thinking. They were able to put some safety measures in place to mitigate effects of problems out in the field and keep everybody on the right track. • For future improvement: <ul style="list-style-type: none"> • Data entry from Power BI to Actual Votes - the order of voting places on Power BI should match with EMS actual votes page to decrease potential data entry errors. • Add in option to export and print election day VP rosters and VP info only (separate from advance voting information) • Refine job description of the Issuing Support Officer – aside from providing cover to the Voting Place Manager when required, they can also be relied upon to be an extra pair of eyes to check if other issuing officers were following the PIM diligently and consistently.
<p>Post-election and completion</p>	<ul style="list-style-type: none"> • Timing of training for post-election activities which was the week before start of advance voting was ideal. Content could be improved by adding a section on completion steps i.e. tips on how to round off the whole process. • Coordination meetings were held between the EM, LSM, Post-Election Manager and Process Leaders in preparation for post-election activities. The team were consulted about staffing, process and room layout to make sure that they were happy with allocated resources (staff and supplies). Process Leaders organised their own supplies and arranged the layout of their allocated area even before post-election activities started. • Early count was a high-pressure environment but was managed properly because staffing assumptions were correct and resources carefully prepared a few days in advance. A dedicated early count Assistant (HQ Support) was appointed and attended training with the Process Leader. • Selection of staff for different post-election activities was based on their skillset. People who were all-rounders and can float from the different post-election teams were identified to assist where needed. • An HQ Support Officer (Christopher Nolan-Downs) took the initiative to be coordinator of special votes for both the general and Māori electorates. He became the main point of contact for incoming and outgoing SV docs and monitored progress of both teams. EM was updated with progress regularly, which made it easier to decide on how to share/move the resources between the teams.

<p>Budget</p>	<p>Factors that contributed to additional costs, not included in the original budget:</p> <ul style="list-style-type: none"> • Timesheets and staff expense claim by Area Trainer paid via electorate budget. • Roadshows, Train the Trainers sessions, briefings, presentations to National Office staff, etc at Headquarters – additional HQ support required for set-up, other preparation work and clean-up. • Delivery Issues – hours spent on back & forth communication for follow-ups, driving to Grafton Office/NZ Post Box Lobbies to pick up deliveries. • Additional HQ Support required for dress rehearsal, which also included briefings before the scheduled activity. • HQ Senior Support was also assigned to assist with Tamaki Makaurau Supplies which included supervision of rolls and ballot paper checks. • Panui Poti instruction on VPMA becomes VPMU then additional OSIO resulted to additional staff costs. • Security provisions such as transport of voting materials (two staff at all times) and extra hours plus mileage expense incurred by voting team for overnight storage of key voting materials at Headquarters. • Tamaki Makaurau judicial recount with around 40 HQ Support staff required for two days.
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Maungakiekie**2023 Electorate Plan for Service Delivery**

This electorate plan has been broken into the following sections, covering how services will be planned:

1. Voting services expectations
2. Electorate overview
3. Planning your voting services
4. Confirming your voting service
5. Building your electorate team
6. Risks
7. Review

This plan is an integral part of the overall planning for the general election. It is based on your Regional Plan and combines with other electorate plans to provide a regional approach.

List of changes

Version no.	Consulted with / changes made	Date
1.0	Draft	27/04/2023
2.0	Final	26/05/2023
3.0	Final + Review	25/11/2023

1 Voting services expectations

My electorate's voting services will:

- 1** Meet the needs of the community
- 2** Be available in locations convenient to voters where they live, work and play
- 3** Prioritise Māori voters, diverse communities and target groups by providing services informed by the community
- 4** Be staffed to reflect the diversity of my local community
- 5** Offer shared electorate voting at locations where voters are expected to vote
- 6** Operate at times convenient to voters, including late nights and weekends

2 Electorate overview

2.1 Overview

Region	Auckland South	
Electorate profile	Urban	
Home Māori electorate(s)	Tāmaki Makaurau	
Neighbouring electorates	Epsom, Tāmaki, Māngere, Mt Roskill, Panmure-Otāhuhu	
Shared electorates	My electorate will provide services for which other electorates voters	Which electorates will provide services for my voters
	Epsom	Epsom
	Pakuranga	Pakuranga
	Tāmaki	Tāmaki
	Māngere	Māngere
	Panmure-Otahuhu	Panmure-Otahuhu
	Mt Roskill	Mt Roskill
	Several shared electorates voting at Sylvia Park only (TBC)	

2.2 Enrolment and turn-out rates.

This table compares the nationwide 2020 enrolment and turn-out rates with your electorate's rates.

	Nationwide average in 2020	Your electorate in 2020	Your electorate compared to the nationwide average
Enrolment rate	92%	89.5%	2.5% under
Turn-out rate	82%	80.4%	1.8% under
Turn-out split (AV% vs ED%)	68% AV 32% ED	72.4% 27.6%	3% over (anticipated to be higher AV in 2023)

2.3 Key characteristics

Refer to the questions in section 4.3 of Chapter 4 in the operations manual when completing these questions.

Q#	Question	Identify	So what?
My electorate and how I fit into my region			
1	How does my electorate fit into the regional plan for delivering voting services?	<p>Auckland South Region is responsible for 13 electorates, 12 general electorates and the Māori electorate of Tamaki Makaurau. Maungakiekie lies northeast of the Auckland south region.</p> <p>Maungakiekie electorate is based in the hub of Auckland’s industrial area and includes the suburbs of Royal Oak, One Tree Hill, Ellerslie, Onehunga, Oranga, Sylvia Park, Mount Wellington, and Greenlane.</p> <p>Maungakiekie is an urban area with a large population of migrant and ethnic communities, pockets of youth and many first-time voters as well as a high population of Pasifika people particularly Tongan and Samoan communities.</p> <p>Auckland South Region is very multicultural and has a younger population than New Zealand as a whole. Auckland South is also the fastest growing region in New Zealand. 25% are in fulltime or part-time study, with 48% travelling to places of study by private vehicle, 24% by foot, And 23% by bus or train.</p>	<p>The Maungakiekie electorate will place key focuses on increasing voter turnout to try and match the national average. It will include a focus on youth engagement, new partnership locations and a recruitment strategy that incorporates our large Pasifika and Asian populations and that the workforce reflects our diverse communities. We will work closely with other EC teams such as enrolment and community engagement to ensure we are reaching the right communities at the right time.</p> <p>Shared voting services will increase from 2020 to reduce special votes and improve voter experience and we will collaborate as a region on this to maximise the offer.</p> <p>Outline the above priorities including particular focus on youth, importance of partnership locations, high Pasifika and Asian populations, shared voting, team building and recruitment challenges.</p> <p>We will work closely with other electorates, in particular Tamaki who we share an HQ with to develop best practice, share resources and</p>

		<p>Within the electorate there are 14 rest homes, 4 high schools, 3 intermediates and 11 Primary Schools.</p> <p>11% have no access to the internet and 8% have no access to a mobile phone.</p> <p>Shared voting is relatively steady in the electorate as it borders on many other large electorates with Mangere, Epsom, Tamaki, Panmure-Otahuhu and Mt Roskill all voting in Maungakiekie. Efforts are being made to ensure shared voting is reflective of the electorate's many borders, destination locations and any location that took more than 20 votes for another electorate will provide shared voting services again or for the first time.</p>	<p>recruitment strategies to ensure the region is working as one team.</p> <p>The electorate will connect with schools, rest homes and retirement villages to ensure connections and engagement is made. This electorate has a particularly large number of rest homes, and a large mobile voting team will be needed to meet all the needs in the area.</p> <p>Priority areas for voting have been identified and include particular focus on Te Papapa and Oranga which are higher on the national deprivation index and will require more support/traditionally have a lot of first-time voters and enrolments.</p>
2	<p>What are the logistical challenges of my electorate's geography?</p>	<p>Maungakiekie is a relatively compact electorate with heavy industrial areas and several shopping precincts. It includes Sylvia Park, Lunn Ave, Royal Oak Shopping Mall, and Onehunga Mall including Dress Smart.</p> <p>Peak hour morning and afterschool traffic may cause time delay for any deliveries to and from voting sites and Headquarters.</p> <p>The Maungakiekie headquarters is located inside the electorate.</p> <p>There is no free carparking onsite and very limited paid carparking space. This may impact</p>	<p>Despite the smallish size of the electorate, it is a popular destination with both One Tree Hill and Sylvia Park attracting people from all over Auckland while many people work around Sylvia Park, Onehunga, and Mt Wellington.</p> <p>Voting services will be located near main transport routes and there will be a focus on advance voting services in each of the town centres to capture as many voters as possible.</p> <p>Advise staff to plan their visit and take into consideration time to find parking. We are connecting with building management on the</p>

		<p>accessibility for staff. There is no freight lift or loading bay for deliveries.</p>	<p>possibility of using carparks on Saturdays and Sundays during the training period/election day.</p> <p>Delivery of goods will need to account for delays during peak travel times.</p> <p>For bulk supplies deliveries, the truck can park in the car park right outside the main doors. Ideally, bulk deliveries will be done on a Saturday when the carpark is not full, and minimal foot traffic.</p> <p>Staff can choose to make use of public transport; Ellerslie train station is a short walk and there are buses that use Great South Rd.</p>
3	<p>What will my electorate need to do to recruit the most appropriate staff?</p>	<p>As a new electorate manager, it will be important to recruit a mixture of staff with previous experience as well as bringing on board new staff and those who reflect the electorate and the community.</p> <p>Unemployment rates across the country are low and in Auckland the rate is sitting at 3.4% at the end of the December quarter. This will prove a challenge to us all in terms of finding enough staff with the right skills, particularly in logistics.</p> <p>Identifying key local groups, networks and connections will be paramount to ensure that we capture as many voters as possible who feel</p>	<p>Working closely with local iwi, agencies, school, and networks will help identify the key staff needed to support the electorate and draw as many voters in as possible.</p> <p>While Maungakiekie has no marae within its boundaries, it is important to capture the diverse populations and ensure representation in recruitment. Special focus will be made on local schools – Te Papapapa, Oranga and Sylvia Park schools all have high populations of Māori and Pasifika students and as such will be encouraged to work during the elections and promote and provide connections to staff and community members they are aware of who would be interested in working in the election and</p>

		<p>comfortable and inclined to vote in their community.</p> <p>Will need to work closely with neighboring electorates to share staff, resources and balance out skillsets/languages/locations as needed.</p>	<p>promoting it via their connections, newsletter, social media channels and noticeboards.</p> <p>Specific contact will be made with WINZ, local Kura and kohanga, all local schools in the area including private schools and retirement villages and community associations/networks (Epsom Chinese Association etc.) to offer and promote employment opportunities to ensure as many diverse applications as possible.</p>
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Demographic considerations			
4	What is my electorate’s ethnic make-up?	<p>Maungakiekie is a relatively diverse electorate with the 2018 census showing that 52% of residents identified as NZ European (below the national average) while 32% identify as Asian (well above the national average), 14% identify as Pasifika (above the national average) and 9% Māori (below the national average).</p> <p>Māori voters are situated particularly in Oranga, Te Papapa, Onehunga, and Mt Wellington while there are particularly high populations of Pasifika peoples in Oranga, Te Papapa and Mt Wellington/Sylvia Park with the majority being of either Tongan or Samoan descent.</p> <p>Asian voters are situated across the electorate but particularly in Greenlane, Panmure and Royal Oak with the majority being Chinese followed by those of Indian and Korean descent.</p> <p>MELAA (Middle Eastern, Latin American, and African) are relatively spread across the electorate with pockets of Tamil speakers and communities located in Royal Oak and Hillsborough.</p>	<p>There will need to be a wide range of accessible voting places for all pockets of the electorate.</p> <p>Staff recruited should be able to speak diverse languages and have different community connections.</p> <p>Community events and engagement will be particularly important for connecting with our Pasifika and Māori populations and the community engagement team have identified pockets of Maungakiekie as one of their priority areas for connecting with diverse ethnicities.</p> <p>A focus should be placed on recruiting staff who can speak Asian languages such as Chinese and Korean to connect and provide support to this ethnic group that makes up one third of the electorate’s population.</p>

5	Where are young people located?	<p>Young people aged 16 – 29 are consistently spread across the Maungakiekie electorate with slightly higher percentages in Onehunga and One Tree Hill and the highest percentage of 27.5% in Greenlane North who are primarily young students and professionals, flatting or living with parents.</p>	<p>Community engagement have identified youth in Maungakiekie as a priority focus area for their mahi and we will connect and engage with their plan on this.</p> <p>Voting services will be offered from a range of partnership locations including Sylvia Park, the Warehouse and Pak n Save where young people are most likely to shop and offered on weekends and outside of traditional working hours to ensure we are meeting their needs.</p> <p>Recruitment will be encouraged to focus on youth and local high schools including One Tree Hill College, Onehunga High School, Michael Park School and Marcellin College have been forwarded recruitment collateral and brochures have been delivered.</p>
Turnout considerations			
6	What are my electorate’s turnout rates?	<p>The previous election saw a turnout of 80.4% which was an increase from 2017.</p> <p>22,085 votes were taken in advance and 12,000 were taken on election day.</p>	<p>Voting turnout is not anticipated to increase this election as there was a high-level of interest in the referenda which encouraged the highest turnout since 1996.</p> <p>The intent is to maintain turnout this election with an increased focus on areas falling below the national average which include Oranga, Sylvia Park and Te Papapa which will have increased hours of advance voting available and a focus from our community engagement teams.</p>

	<p>What are my electorate’s enrolment rates?</p>	<p>The Maungakiekie electorate has an enrolment rate of 91.4% which is higher than the current percentage nationally of 89.5%.</p>	<p>Maungakiekie is one of the country’s youngest electorates with many first-time voters. Additional support from the enrolment team will be required in Onehunga, Oranga, Te Papapa and Sylvia Park/Mt Wellington to lift voter enrolment, particularly with the large youth and Pasifika populations.</p>
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2.4 Voting services

Refer to the questions in section 4.4 of Chapter 4 in the operations manual when completing these questions.

Locations of service			
1	<p>Where are the high foot traffic areas within your electorate? e.g., malls</p>	<p>Maungakiekie has several key areas within the electorate boundaries including New Zealand’s largest mall, Sylvia Park and smaller shopping precincts such as Royal Oak Mall, Lunn Ave, Mt Wellington shopping centre and Onehunga Mall including Dress Smart.</p>	<p>With the partnerships approach this year, we will be leasing a site at Sylvia Park and looking at key locations such as the Warehouse Royal Oak and The Warehouse Lunn Ave for advance voting locations.</p> <p>All advance voting locations have been selected based on their proximity to the main town centres, shopping precincts and major transport routes to make this as convenient as possible for voters and there have been an increase in the number of advance voting locations this election.</p>
2	<p>What are the major transportation routes within your electorate?</p>	<p>Maungakiekie electorate has several key transport routes including Great South Road, Campbell Road, Ellerslie-Panmure Highway, Lunn Ave and the Southern Motorway. Traffic can play a significant factor in travelling through the electorate.</p>	<p>Efforts have been made to secure advance and election day voting places near key transport routes and public transport stops.</p> <p>The addition of partnership locations this general election will increase the number of voting services available in particularly busy areas</p>

		<p>The electorate provides a key link between East and Central Auckland for commuters and efforts will be made to ensure shared voting services reflect the thoroughfare nature of the electorate.</p> <p>There are several key train stations and bus routes in the electorate including Ellerslie, Onehunga and Sylvia Park train stations.</p>	<p>leading to increased turnout and participation. Sylvia Park should attract several commuters and voters outside the electorate as well lifting turnout for an area that had a relatively low turnout in comparison to the rest of the electorate in 2020.</p> <p>Advance voting hours in key locations are reflective of the electorate’s traffic flow and are later than traditional business hours to allow commuters to vote enroute home. This includes late nights at Sylvia Park, Ellerslie War Memorial Hall, Oranga Community Centre and Onehunga Community Centre.</p>
3	<p>What businesses and/or organisations which are significant employers in my electorate? E.g., forestry, manufacturing, large office buildings</p> <p>Note: all voting services must be accessible to the public and not behind locked doors (excluding hospitals, care homes etc).</p>	<p>Maungakiekie electorate is a highly industrial electorate with a lot of large employers centred around Ellerslie, Penrose, Greenlane and Neilson Street Onehunga.</p> <p>There are a lot of tradespeople, automobile businesses and central government and commercial buildings throughout the electorate.</p> <p>Commuters working within this electorate are often based outside of this electorate, travelling to work from south, west and central Auckland.</p>	<p>With the addition of partnership locations and extension of voting hours for advance voting, the locations selected should provide access to a range of voting options for workers and commuters in the electorate.</p> <p>A special focus on Sylvia Park, Onehunga and Ellerslie and the shared electorate votes that they might receive from neighbouring and other Auckland electorates will be a key focus in ensuring ease of access to voting services for the public and reducing the number of special votes where possible.</p>

4	<p>What are the geographical challenges for voters in my electorate to access voting services?</p>	<p>Traffic can be a key issue for voting in the Maungakiekie electorate with the key transport routes meaning it can take up to one hour to cross the electorate at peak times.</p> <p>Many voting places have limited parking available, and these can also be busy at peak times in key shopping areas or near schools.</p> <p>Accessibility is still an issue at some key voting places for the elderly and disabled with some voting places often hard to access.</p> <p>There is ample public transport through the electorate with key train stations in Sylvia Park, Onehunga, Ellerslie and Penrose and several key bus routes linking the electorate together. There are several proposed upgrades to train routes in 2023 that may impact people’s ability to get around the electorate while half-price bus fares remain for now meaning this is a popular method of transport particularly during peak times for all voters.</p>	<p>To alleviate pressure on voters travelling to access voting services, several advance locations will be open across 7 days a week outside of peak hours to ensure all voters can access outside peak times and make the most of parking, public transport and accessibility at times that suit them.</p> <p>There will be more advance voting locations available this time compared to 2020 and fewer on election day, reflecting the shift in voter behaviour.</p>
5	<p>What has changed in my electorate since GE2020?</p>	<p>For the last three years, urban and industrial development has increased across the electorate with large and medium scale residential developments having been completed, particularly in Onehunga and Mount Wellington which have increased in population.</p>	<p>Voting Services will be offered in similar locations last time as based on the previous review, the number, location and hours appeared to meet the demand and increased turnout.</p> <p>We will have a presence in Sylvia Park and other key partner locations which will meet increased demand and we will work across electorates to ensure fewer special votes and shared votes are</p>

		<p>The COVID protection framework has also been removed meaning there are no social distancing, contact tracing and mask wearing requirements.</p> <p>Kainga Ora has increased its presence in the electorate with large-scale developments in Mt Wellington particularly who may be first time voters/not enrolled.</p> <p>Neighbouring electorates like Panmure-Otahuhu have had significant developments on the electorate boundaries including the expansion of the Panmure interchange and roundabout with a large commercial presence creating more jobs and more travelers through the electorate.</p> <p>Sylvia Park has recently undergone a major upgrade with the new upstairs shopping precinct which continues to increase its popularity.</p> <p>A number of people continue to work flexibly or from home meaning more flexibility in their hours of the day to vote.</p>	<p>accounted for – particularly in advance locations as a lot of people travel to this electorate to work.</p> <p>Sylvia Park is anticipated to take 12,000 votes during advance voting, many of which will be shared votes. This puts Maungakiekie’s estimates well above 2020 and will need careful consideration in logistics and recruitment and planning to ensure we can meet demand.</p>
6	<p>Where are the high foot traffic locations and major transportation routes neighbouring my electorate?</p>	<p>The southwestern motorway travels through and alongside the electorate boundaries, as does the Southern motorway. The Ellerslie Panmure Highway, Greenlane, Pah Road, Manukau Road and Mt Albert Road all lead from the electorate into neighbouring ones.</p>	<p>Meetings will be held with each neighbouring electorate to determine how best to plan our voting services to meet demand and ensure a reduced number of special votes where possible and not too many voting places near one another.</p>

		High foot traffic areas nearby include Mangere Bridge between Onehunga and Mangere, Panmure shopping centre, Mt Roskill shopping centre and Cornwall Park.	
Services offered			
7	What voting services will be provided to meet the needs of Māori voters?	In the Maungakiekie electorate, only 8% of the population identify as Māori. Although there are no marae in the electorate area, we will work closely to ensure services are accessible to Māori and available in locations they are at and feel safe in.	<p>Advance voting locations are placed in areas of high Māori populations such as Oranga Community Centre which was a new AVP in 2020 and saw great turn-out, enrolment and first-time local Māori voters.</p> <p>All voting places will offer voting for Tāmaki Makaurau as the Māori electorate for the area as well and we will work closely to support Tāmaki with their local marae and provide staff and outreach support as needed.</p>
8	What specialist services do you need to deliver in your electorate?	<p>Within the Maungakiekie electorate are 17 rest homes, including large scale retirement villages that will require specialist services.</p> <p>The electorate also has the Ascot Hospital and is on the border with Greenlane Hospital.</p> <p>Voting teams that reflects the community and ideally, speak/understand the language commonly used in the community that the voting place serve.</p>	<p>Mobile teams will need to meet the large number of rest homes and retirement villages in the area.</p> <p>AVPs are being placed in Edmund Hillary and Logan Campbell retirement villages to help meet some of this demand.</p>

		In-language resources for communities with high population of Māori, Pacific peoples and CALD electors	
9	Where and what shared electorate voting will be offered to meet the demand of voters?	<p>Maungakiekie electorate predominantly vote in their own electorate with a small percentage voting outside, traditionally nearby in neighbouring electorates.</p> <p>Maungakiekie electorate has many bordering electorates including Tāmaki, Māngere, Mt Roskill, Panmure-Otahuhu, Pakuranga and Epsom. Other nearby electorates include Botany, Auckland Central, New Lynn and Takanini.</p> <p>The Māori electorate for all of these is Tāmaki Makaurau and voting will be offered for Tāmaki Makaurau from each voting place.</p> <p>With Sylvia Park as an advance voting location, it will need to factor in the number of people that travel from across Auckland and provide shared voting services for as many electorates as is logistically possible without compromising the voter experience. This will lead to a large increase in shared electorate voting for Maungakiekie in 2023 compared to 2020.</p> <p>Several key voting locations are right on the electorate boundaries including Mountainside</p>	<p>Shared voting services will need to increase in 2023 as compared to 2020 to reduce the number of special votes provided and provide a more consistent service.</p> <p>Electorates that are required to provide shared electorates for Maungakiekie:</p> <p>Panmure-Otahuhu:</p> <ul style="list-style-type: none"> • Panmure Library • Manukau Institute of Technology Otara Campus • Otahuhu Community Library • Mt Wellington Bowling Club • Salvation Army Community Centre <p>Pakuranga:</p> <ul style="list-style-type: none"> • Pakuranga Plaza <p>Epsom</p> <ul style="list-style-type: none"> • Auckland Gramma School Hockey Centre • Cornwall Park District School

		<p>Church in Ellerslie bordering with Panmure-Otahuhu, Pah Homestead bordering with Māngere and Mt Roskill and Sylvia Park bordering with Pakuranga and Panmure-Otahuhu.</p> <p>Maungakiekie Electorate will offer shared electorate voting for:</p> <p>Panmure-Otahuhu:</p> <ul style="list-style-type: none"> • Edmund Hillary Retirement Village • Stanhope Road School • Mountainside Lutheran Church • Panmure District School • Sylvia Park School • Ellerslie War Memorial Hall • Onehunga Community Centre • Bailey Road School • Sylvia Park • Warehouse Lunn Avenue <p>Pakuranga:</p> <ul style="list-style-type: none"> • Ellerslie War Memorial Hall • Sylvia Park • Warehouse Lunn Avenue <p>Tāmaki:</p> <ul style="list-style-type: none"> • Edmund Hillary Retirement Village • Ellerslie War Memorial Hall • Mountainside Lutheran Church • Greenlane Cricket Club • Ellerslie Kindergarten 	<ul style="list-style-type: none"> • Epsom Girl’s Grammar • Epsom Normal School • Newmarket Mall 277 • Parnell Community Centre • Remuera Bowling Club • Remuera Intermediate • Sacred Heart Parish Hall • Saint Aidan’s Church Social Lounge • St Andrew’s Upper Church Lounge • St George’s Youth Church • St Mark’s Church • UOA Epsom Campus <p>Tāmaki</p> <ul style="list-style-type: none"> • Glen Innes Community Centre • Auckland Netball Centre • Remuera Baptist Church • Stonefield School <p>Māngere:</p> <ul style="list-style-type: none"> • Pak n Save Mangere • Māngere Arts Centre • Metro Theatre • Māngere College <p>Mt Roskill:</p> <ul style="list-style-type: none"> • Hillsborough Primary • Waikowhai Primary • St Theresa’s Primary School • St David’s in the Field’s Church • Mt Roskill War memorial • Fickling Community Centre
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		<ul style="list-style-type: none"> • Stanhope Rd School Hall • Michael Park School • St Mary’s Hall • Sylvia Park • The Warehouse Lunn Ave • Onehunga Community Centre <p>Māngere:</p> <ul style="list-style-type: none"> • Onehunga Community Centre • CCS Disability Action Royal Oak • Sylvia Park • Pah Homestead (if using) <p>Mt Roskill:</p> <ul style="list-style-type: none"> • Pah Homestead (if using) • St Margaret’s Church • Royal Oak Intermediate • Royal Oak Primary • Onehunga CC • CCS Disability Action • Ellerslie War Memorial Hall • Sylvia Park <p>Epsom:</p> <ul style="list-style-type: none"> • Greenlane Cricket Club • Epsom Methodist Church (if using) • Royal Oak Primary School • CCS Disability Action • Onehunga Community Centre • Logan Campbell Retirement Village 	<ul style="list-style-type: none"> • Tri - Star Gymnastic Club <p>Botany:</p> <ul style="list-style-type: none"> • China Town • Botany • <p>Manurewa:</p> <ul style="list-style-type: none"> • Westfield Manukau <p>Mt Albert:</p> <ul style="list-style-type: none"> • Mt Eden War Memorial Hall • Unitec <p>Auckland Central:</p> <ul style="list-style-type: none"> • Ellen Melville Centre • St David’s • Atrium on Elliott • ASB Waterfront Theatre • Aotea Centre <p>The EC survey results show that voters are more likely to vote in the morning and midday and in the last three days of advance voting. Staff numbers and hours will need to be adjusted to meet predicted demand.</p> <p>Voting places in Oranga, Onehunga and Sylvia Park with significant number of Māori, Pasifika and younger voters need to ensure that voting</p>
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		<ul style="list-style-type: none"> • Sylvia Park • Ellerslie War Memorial Hall <p>Botany:</p> <ul style="list-style-type: none"> • Sylvia Park <p>Takanini</p> <ul style="list-style-type: none"> • Onehunga Community Centre • Sylvia Park <p>Manurewa:</p> <ul style="list-style-type: none"> • Onehunga Community Centre • Sylvia Park <p>Mt Albert:</p> <ul style="list-style-type: none"> • Onehunga Community Centre • Pah Homestead • Sylvia Park <p>New Lynn:</p> <ul style="list-style-type: none"> • Onehunga Community Centre • Sylvia Park <p>Auckland Central:</p> <ul style="list-style-type: none"> • Onehunga Community Centre • Ellerslie War Memorial Hall • Greenlane Cricket Club • Sylvia Park 	<p>places are staffed correctly to meet demands of these voters</p>
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		Sylvia Park is a unique location of national importance and how many shared voting services can be reasonably offered will be worked out over the coming months.	
Hours of service			
10	When and where should hours of voting services be offered?	<p>Advance voting was consistently offered throughout the electorate in 2020 at a range of locations across 7 days and a wide range of hours.</p> <p>This will not change for 2023 with only extra advance voting places added in to meet the anticipated demand.</p> <p>Where possible, advance voting places will open 7 days and for hours outside of traditional business hours to meet traffic demands and returnees from working in other electorates.</p>	<p>10 locations in Maungakiekie will be open for advance voting:</p> <p>Open 7 days per week:</p> <ul style="list-style-type: none"> - CCS Disability Action – Yarnton House - \$125 per day - Oranga Community Centre - \$339 per day - Onehunga Community Centre - \$554 per day - Ellerslie War Memorial Hall - \$623 per day - Sylvia Park - \$16,000 - Logan Campbell Retirement Village - \$500 total - Edmund Hillary Retirement Village - \$500 total - The Warehouse Lunn Ave – free as per partnership agreement - Greenlane Cricket Club - \$350 per day <p>Open weekdays:</p> <ul style="list-style-type: none"> - Mountainside Lutheran Church - \$250 per day

			<p>Some advance voting locations like Mountainside Lutheran Church are unable to commit the weekends, where this has happened, we have secured a school or kindergarten to open for the weekend to ensure voters can access a voting place nearby if they are busy during the week/unable to make the hours available.</p> <p>We would like to have Pah Homestead as a new voting location this year, intended to offer weekend services particularly to all those who come to the homestead, café and park which is a popular dog walking location and attracts upwards of 3000 people each weekend day. A decision on whether this is possible will be made when budgets are confirmed.</p>
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11	<p>How will you provide a consistent service?</p>	<p>Consistent services were provided across 2020 in both advance voting and election day voting places with 8 places open for advance voting and 23 places open on election day.</p> <p>For 2023, we will have 10 advance voting locations and 22 election day voting places. This includes the new partnership locations.</p> <p>2020 had more voting places due to COVID-19 distancing and ventilation requirements which included five places near to each other in Ellerslie.</p> <p>Some new voting locations provided a consistent service in 2020 but are not able to be offered again (Jack Dickey Hall) due to new requirements around Earthquake Safety from National Office. We are securing Greenlane Cricket Club along the same route as it is right next to Cornwall Park, a major tourist destination.</p>	<p>Where possible, all advanced voting services will be open seven days per week.</p> <p>There will be more locations for advance voting open this year while there will be fewer on election day. This is due to several factors including the removal of covid restrictions meaning we can fit more issue points in each voting location (i.e., Ellerslie had five voting locations on election day – this year we will have three), several schools are undergoing renovations or were damaged in the floods and cyclone (Oranga Primary) and more places being available for advance voting this year.</p>
12	<p>When and where should extended hours of voting services be offered?</p> <ul style="list-style-type: none"> • early morning • late nights 	<p>Maungakiekie electorate has large industrial areas which will include many shift workers. Particularly in Onehunga, Te Papapa and Oranga suburbs.</p> <p>With the first week of advance voting being the last week of the school holidays, many people may be working different hours or remotely.</p>	<p>All partnership locations selected as AVPs will offer extended hours of service including in the evening with Sylvia Park open until 7pm most days and 9pm on Thursdays and Fridays.</p> <p>Partnership services delivered through the Warehouse and Sylvia Park will operate at store hours, opening at 7am or 8am and closing at</p>

			10pm meeting shift workers on their way home or on their way to work.
13	When and where should weekend hours of voting services be offered?	<p>Weekend services were extremely popular in the 2020 General Election with schools open as AVPs on the weekend to meet COVID distancing requirements.</p> <p>AVPs such as Onehunga Community Centre, Oranga Community Centre and CCS Disability Action took large numbers of votes over the weekend and these hours and locations will be maintained this year to match and exceed last year's demand as with no schools as AVPs this year, there will be more demand on these locations.</p>	With partnership locations onboard for 2023, the increased advance voting locations open weekends include popular destinations such as Sylvia Park, Royal Oak Mall, Pah Homestead and will meet demand particularly with it being the last weekend of the school holidays with many families shopping and preparing for returning to school and work.

2.5 Hubs and secure storage

Use this section to think and plan how your electorate may use a hub and/or secure storage (if applicable). Refer to section 5 of Chapter 4 in the operations manual when completing this section.

Not Applicable to this electorate

3 Planning your voting services

Based on identified gaps/improvements, detail potential voting places to consider.

3.1 Partnership locations

National Office has worked with key partners around New Zealand to identify locations for advance and Election Day voting places. The partnership locations identified for you are:

Place	Address	Partner organisation
Warehouse Royal Oak		The Warehouse LTD
Sylvia Park		Kiwi Property
Warehouse Lunn Ave		The Warehouse LTD

3.2 Other locations

Advance and Election Day voting places need to be delivered in the geographic locations listed below, in addition to the partnership locations. Voting services might be delivered in the sites listed below.

Locations	Possible sites
Onehunga	Onehunga Primary, Onehunga Community Centre, Onehunga High School, Onehunga Co-Op Parish, St Joseph's
Royal Oak (Hillsborough)	CCS Disability Action, Royal Oak Mall, Marcellin College, Pah Homestead, Royal Oak Primary School, Royal Oak Intermediate, St Margarets
Oranga	Oranga Community Centre, Oranga Primary
Ellerslie	St Mary's Church, Ellerslie YMCA, Michael Park School, Ellerslie School, Ellerslie Masonic Centre, Ellerslie War Memorial Hall, Ellerslie Kindergarten
One Tree Hill	Logan Campbell Retirement Village, St Oswald's Church, Cornwall Park Primary (Epsom Electorate)
Mount Wellington	Mountainside Lutheran Church, Stanhope Road School,
Te Papapa	Te Papapa School, Hamlin Hill
Greenlane	Jack Dickey Community Hall, Greenlane Presbyterian Church, Greenlane Cricket Club
Sylvia Park	Sylvia Park School

3.3 Other services

Voting services need to be delivered to the following organisations, institutions, groups, remote communities or at the following public events.

Organisation, institution, groups and public events	Type of service required
Soup Kitchens and Women's Refuge	To ascertain need and potential locations, etc (for further investigation)

Community Probation Services NZI Building Level 2/118 Jellicoe Road, Panmure 1072	Takeaway votes via probation officer or postal votes for electors with community-based sentences
Department of Corrections Northern Regional Office 666 Great South Road, Penrose 1061	To ascertain required services and manner of delivery

3.4 Other teams

Voting team services need to be delivered to the following organisations: care homes, hospitals, prisons, defence forces.

Organisation	Size of service
MercyAscot Greenlane Hospital	Mobile voting team
Rest homes and Retirement Villages Edmund Hillary Retirement Village	Is an advance voting location/500 resident + hospital and dementia unit
Logan Campbell Retirement Village	Is an advance voting location/350 resident + hospital & dementia unit
Parkside Village	60 beds (12 rest home, 36 hospitals, 12 dementia unit)
Ellerslie Gardens Lifecare	97 beds including rest home and hospital care
Summerset at heritage Park	314 units/beds including respite care
Concord House Rest Home	14 Beds (rest home)
The Greenwood Home	24 Beds (rest home)
Rose Lodge Rest Home	14 Beds (rest home)
Epsom South Rest Home	27 beds (rest home)
St John's Hospital	99 beds (rest home, hospital and dementia unit)
Turama House Rest Home	36 Beds (rest home)
Catherine Lodge Rest Home	14 Beds (rest home)
Royal Oak Rest Home	40 beds (rest home)

3.5 Planning

To complete the assessment of all potential voting places, you will need to plan how you complete these by end of April.

Area	Number of potential voting places	Time required	Resources required	Completed by
Onehunga	5	5 hrs	Standard Assessments	██████████ April 2023
Royal Oak	5	5 HRS	Standard Assessments	██████████ April 2023
Oranga	2	2 Hrs	Standard Assessments	██████████ April 2023

Ellerslie	6	6 hrs	Standard Assessments	██████████ April 2023
One Tree Hill	3	3 hrs	Standard Assessments	██████████ April 2023
Mount Wellington	3	3 hrs	Standard Assessments	██████████ April 2023
Te Papapa	2	2 hrs	Standard Assessments	██████████ April 2023
Greenlane	2	2 hrs	Standard Assessments	██████████ April 2023
Sylvia Park	4	4 hrs + more for mall	Detailed design support	March 2023

3.6 Key contacts

To enable your electorate to deliver services, you will need to build strong relationships with key service providers. E.g., Mainfreight.

Organisation	Name	Email	Contact number
Spotless-cleaning	██████████	████████████████████	██████████
Oystergroup-property	██████████ ██████████	████████████████████	██████████ ██████████
Alsco Supplies	██████████	████████████████████	██████████
Fujifilm	██████████ (EC project lead)		██████████ (Fujifilm contact)
Levco	████	████████████████████	██████████
Police	NZ Police South Base	14 Tecoma St, Ellerslie (two mins from HQ)	111/09 579 7153
Mainfreight		████████████████████	
Fire			111

4 Confirming your voting service

4.1 Finalising your voting service

Use this table to record the outcome of your decision and the rationale behind your decision.

Site name	Outcome	Why
Ellerslie Kindergarten	Suitable for ED and AV (weekend)	
Ellerslie War Memorial Hall	Suitable for ED and AV	
Jack Dickie Community Hall	Not suitable for ED or AV	Earthquake NBS is 11% - national office will not accept
Logan Campbell Retirement Village	Suitable for AV and ED	Using for ED this year due to lack of other venues in the area
Bailey Road School	Suitable for ED	
Mountainside Lutheran Church	Suitable for AV	Not available weekends (Ellerslie Kindergarten is open on weekend for AV and Stanhope Road School is open ED)
Panmure District School Hall	Suitable for ED	
Stanhope Road School Hall	Suitable for ED	
Oranga School Hall	Not suitable	Flooding damage – hall is not operational or for hire
Sylvia Park School Hall	Suitable for ED	
Onehunga Community Centre	SUITABLE for AV & ED	
Onehunga Primary School Hall	Not suitable	
Oranga Community Centre Magee Room	Suitable for AV & ED	

Te Papapa School	Suitable for ED	
One Tree Hill College	Suitable for ED	
Edmund Hillary Retirement Village	Suitable for AV/ED	
CCS Disability Action	Suitable for AV	
Royal Oak Primary School Hall	Suitable for ED	
Ellerslie Masonic Centre	Not suitable	Uncontactable/X 4 other locations in the area
St Mary's Church Hall	Suitable for ED	
YMCA Ellerslie	Not suitable	Undergoing renovations for the Football World Cup/Stadium available only with another school nearby that is more suitable
Epsom Methodist Church Hall	Not suitable	
St Margarets Anglican Church	Suitable for ED	
St Oswald's Anglican Church Hall	Not suitable	Building has been sold to private developers
Onehunga High School	Suitable for ED	
Royal Oak Intermediate	Suitable for ED	
Sylvia Park Site 19	Suitable for AV/ED	
Royal Oak Mall Pak n Save	TBC	
Warehouse Lunn Ave	TBC	
Warehouse Royal Oak	TBC	
Pah homestead	Suitable for AV/ED (Weekends)	
Greenlane Cricket Club	Suitable for AV – ED has other schools open nearby	

4.2 Identifying your approach to meeting your recruitment needs

Refer to Section 6.2 of Chapter 4 in the operations manual to complete this section.

Identified issue or target employment group	Strategy
Voting team should reflect diversity and demography of the area where voting place is located - “like with like” approach	<p>In addition to the advertisement that National Office posts through traditional and electronic channels, we can also utilise contacts with government and community groups to spread key messages and have a bit of push on recruitment with employment target groups, if needed:</p> <ul style="list-style-type: none"> • Office of Ethnic Communities, Department of Internal Affairs (OEC) • Ministry of Business, Innovation and Employment (MBIE) • CNSST Foundation (formerly known as Chinese New Settlers Services Trust) • Waitakere Ethnic Board (WEB) • Belong Aotearoa (formerly known as ARMS and supports Newcomers, Migrant and Refugees) • Kahui Tu Kaha (Māori, Pacific, Asian and Muslim Teams) • Manukau Urban Māori Authority (MUMA) • Marae • Le Va (supports Pasifika families and communities) • Work and Income, MSD (by establishing connection through their employment brokers) <p>The Registrar of Electors also work with several key contacts from strategic partners and from both large and small local community groups.</p>
Youth as a target group for election day and post-election employment	<p>Work closely with the community engagement team on their approach to youth engagement in Maungakiekie.</p> <p>Approach secondary schools, universities, ITOs, PTEs and youth groups within electorate and surrounding areas to spread key messages on recruitment. Key schools include Marcellin College, One Tree Hill College, and Onehunga High School.</p> <p>Request assistance of the Registrar of Electors to share key messages at network meetings that targets the youth.</p>
CALD community as a target group for employment	<p>Utilise list of government and community groups who can assist in spreading our key messages on recruitment.</p>

<p>Recruitment of a large number of staff for a short period of time</p>	<p>Connections to be made with community engagement teams to spread messages to key groups. All schools and retirement villages will promote recruitment and efforts are being made across electorates to reach out to local organisations, ethnic networks and associations and local marae while at a regional level, connections are being made through MSD, MIT and using community advocates.</p> <p>Clear and concise text should go out to networks. In-language versions of messages, if available from National Office, will be beneficial for certain groups.</p>
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5 Building your electorate team

Refer to Section 7 of Chapter 4 in the operations manual to complete this section.

Building a successful, diverse, talented, and hardworking team will be crucial to the success of the election for 2023 for Maungakiekie. The following factors will be key in the strategy to achieve this while we will also always uphold and live the commission's values to help deliver our mahi.

Team Culture – building a high-functioning team only happens intentionally. By being honest, open, and taking time to build connection through activities designed to get to know one another, sharing kai and korero and developing our whakawhanaungatanga together we will build a team driven by understanding who we are as people – not just our mahi. I will lead this by example and share about my own life, interests, and hobbies to forge connections with my HQ managers and staff and ensure there is always an open door for those who need to talk or share with me any of their concerns.

Each new group of recruits will be welcomed with a presentation by the EM or the HQ managers explaining the Electoral Commission, our values, our electorate, and our mission as well as our team culture and ways to escalate concerns or challenges. This will encourage a healthy team dynamic and open-door policy from day one.

Communication – communication is key – this will be built up by first understanding how people best communicate and how they are best communicated with. Once HQ managers and HQ support staff are recruited, we will have a daily stand-up hui, a WhatsApp chat, notebook for communications and ensure an all of staff email distribution list and phone tree is developed to enable quick communication as needed over the coming months.

We will also work closely with the Tamaki HQ managers and Electorate Manager as we are sharing an HQ building and will require constant and quick communication in the lead-up to and post the election date.

Escalation and Crisis Management – developing a clear set of principles, areas of responsibility owners and escalation process for any issues will be essential to maintaining both our team dynamic and the election itself. All issues should be escalated up to either the HQ or EM manager within three hours to ensure careful handling, mitigation and review can be completed by whomever is responsible and work can be continued in the meantime as appropriate.

Transparency – one of the key things both for the commission itself and the Maungakiekie team will be about transparency and ensuring that everything we do is accountable and transparent and appropriate. This will maintain trust in the team from National Office, ensure a good and healthy dynamic in the team and trust and faith in the Electoral Commission and General Election itself. It is much easier to fix any mistakes or issues as they arise due to an honest and open team culture rather than discovering it later and belatedly trying to fix something that may have had flow-on adverse effects through the team, HQ, or election itself.

Rewards and Recognition – lastly, developing a culture of rewarding and recognising hard mahi in our team will be important. This will be done through staff morning teas, staff shout-outs, team meetings and recognising great work as it happens to ensure all feel valued and that we are doing the right things for the right reasons and doing it well, motivating others to do the same.

6 Risks

Refer to section 8 of Chapter 4 in the operations manual, the eLearning risk module, and the risk register template. List any risks with a rating score of 12 or more, and any that require significant budget or time to manage.

Your Regional Manager will discuss any further mitigation needed with you.

Risk	Description	Impact	Mitigation
Recruitment	There are insufficient or poor-quality applicants for the manager roles.	There may be delay in appointing someone to the position or a need to re-advertise.	<ul style="list-style-type: none"> Review CVs as we go and identify any issues or shortcomings. Adverts can be extended
Voting Services	Securing suitable or premium advance voting locations becomes difficult.	Advance voting places may be confirmed late or located in non-ideal locations or financial constraints may apply that limit our options to provide suitable services.	<ul style="list-style-type: none"> Identify key places and secure early if appropriate. Negotiate costs where appropriate.
Recruitment	Not enough people apply to work at the election	then services are unable to be delivered to the quality/time standards/volume planned.	<ul style="list-style-type: none"> Work across all voting locations to promote opportunities to work. Work with partnerships and community engagement advisors to connect with networks and organisations who will help
Natural Disasters	A flood or incident closes a key road between the HQ and voting places.	Supplies cannot be delivered or returned.	<ul style="list-style-type: none"> Ensure staff understand map of electorate area and that nearby voting places can help if needed.

<p>Staff Safety</p>	<p>Safety for staff in areas with people with mental health issues, addiction problems or wanting to protest or share disinformation outside voting place.</p>	<p>staff and voters could feel unsafe, intimidated, or politically compromised and voting places maybe compromised with unwanted conduct taking place inside or outside voting sites.</p>	<ul style="list-style-type: none"> • Security guards provided specially to advance voting locations. • VPMs to all have cell phones and communication plans. • De-escalation training provided to staff.
<p>Shared Headquarters</p>	<p>Potential for supplies, voting materials and equipment to become compromised or mixed between the two headquarters sharing the same space.</p>	<p>Voting materials, ballot papers and equipment could be mixed up or damaged meaning it would require a review of processes and both HQs</p>	<ul style="list-style-type: none"> • Team meetings between HQ managers and EMs weekly and then daily • Clear processes and signage • All staff given different coloured lanyards depending on their electorate.
<p>Theft or damage</p>	<p>Building security could be compromised</p>	<p>Voting papers, equipment could be stolen, and staff safety and wellbeing impacted.</p>	<ul style="list-style-type: none"> • All staff trained in security protocol. • Tags signed in and signed out where appropriate. • Staff on reception to have phone.

7 Review

Refer to section 9 of Chapter 4 in the operations manual to complete this section.

Maungakiekie Electorate Review 2023

Electorate HQ

- Electorate Headquarters was located right in the heart of the area it served and all voting places were no more than 4 km away.
- It was very convenient for interviews, testing and training and collection/pick up of materials.
- Carparks – additional carparks made a world of difference once they were granted for training, deliveries, pick-ups and mobile support. It would be good to make this a permanent addition to any HQ lease for the month before election day and the post-election period. Particularly for those HQs in busy shared locations.
- The HQ was an excellent size and well equipped for the processes that needed to take place.
- The shared HQ didn't work as smoothly as it could have and there were mixed communications around access, carparking, furniture, security processes and protocol that weren't aligned.
- The security requirements around Zone 3 and the provision of additional security for Maungakiekie meant that there were disparities between each HQ's security protocol which was awkward and hard to understand for staff.
- We were lucky enough to have furniture provided from the previous tenants but we did need to buy a number of office chairs which were quite expensive. The commission should look into a regional contract for office furniture on a recurring basis and save money, time and staff effort to ensure HQs are equipped properly for staff.

Recruitment

- The RRM should start at the same time as the LSM. Beginning them after the trainers had been recruited and recruitment had opened meant that we were behind from the beginning and never felt like we were on top of things.
- Requiring the EM to do four days of Snaphire training with the RRM was a waste of the EM's time as they didn't have permanent recruiter access so couldn't do most of the things in the training. It would make more sense to do this with the RRM Team Lead once they are brought on board and have the EM complete the eLearning components.
- The recruitment and rostering Team Lead was unwilling to work weekends or evenings which led to long hours and a lack of support for the RRM.
- Snaphire was unwieldy and had many issues, often going down at really important times. For the nature of the roles being recruited, the system did not need to be this complex.

- Being unable to specify by role or opportunity led to a lot of confusion for applicants and staff and a lot of mixed communication. In future, staff should be able to apply directly for the roles they are interested in – roles like the process leads, VSM and PEM need to be directly recruited for – not pulled from the general pool.
- Voting place managers were largely an excellent, diverse bunch of candidates from all walks of life. While the younger VPMs were often better, their availability was lacking which meant we had to fill some roles with less suitable candidates with more availability.
- Reference checking took up far too much time.
- The recruitment team worked hard to ensure that the demographics of our local area were reflected in the make-up of our teams and those with multiple languages were utilised in the right locations. More Cantonese and Mandarin speakers would be needed next time.
- The diversity of our teams and HQ teams including senior roles was noted and appreciated.
- The RRM roles appeared to support one another well – particularly as we had less candidates than other electorates and the help from Tamaki, Pakuranga, Auckland Central and Mt Roskill was hugely appreciated.

Training

- All five electorate trainers were a diverse, unique bunch who brought their own style and energy to their sessions.
- The training sessions were smoothly run with supplies and support and generally had good feedback.
- Paired sessions worked better than singular sessions – particularly for the long all-day manager sessions. In future, I would recommend all sessions to have two trainers.
- Trainer availability was a bit of an issue particularly as four of our trainers worked full-time. I would recommend hiring at least two with full-time availability and make sure they all have some election experience in the future.
- Training fees should be paid earlier than the first week of Advance Voting – this caused many issues for staff who didn't believe they had been paid and didn't understand how it was calculated.
- Practice sessions to HQ staff did go well but should have been made mandatory for all HQ staff – there was confusion over who was meant to attend and when they should be held. As our trainers worked full-time, most were held in the evenings which led to low attendance from HQ staff.
- Training should only be held on a Saturday or a Sunday not both days. As we used all weekend days leading up to the election, HQ Managers worked long hours and weekend days and didn't get a chance to have a day off.

- The demand on logistics to get all the PIMs out in a timely manner should not be underestimated and resourcing should be prepared for this.
- Voting Place Manager training needs to be more focused on management, reconciliation, issue and problem solving and cover things like takeaway votes more thoroughly. It should be two days.
- All staff should be trained to issue both special and ordinary votes. There is no need for two types of issuing officers and this would resolve training issues, logistics and supplies issues, rostering issues and ensure post-election processes run more smoothly.
- Training could be split between those who have worked elections before and those who haven't.
- There needs to be specific training and support for the VSM.
- Post election training was not adequate for the role of the PEM or the DV PL.

Logistics:

- On a whole, the logistics team worked well together. The LSM TL was particularly excellent and worked well across all teams to provide support with IT, phones, scanning and technology.
- The resourcing of the team could have been better planned from the start by National Office providing an overview of the timeframes and waves of work – the busy periods could be unexpected and were not always well resourced leading to long hours for the LSM.
- I would recommend having four staff plus the LSM for future planning – particularly with the pick-up and drop off of voting materials to HQ each morning and night.
- The overlap of communications from the Panui, Operations Manual and other sources caused confusion amongst staff.
- The LSM TL should be included in the training and not the EM – similar to the RRM training.
- Mocking up voting place lay-outs for our limited space places worked really well, enabling discussion, feedback and better options for both the Warehouse and Sylvia Park.
- Do not underestimate the time taken for pick-up of voting materials and plan/stagger this well in advance – particularly for Election Day.

Technology:

- The technology provided worked well and EMS and ERSA largely worked as they should.
- More laptops should be provided.
- All senior roles (particularly VSM) need a phone with no restrictions.

Communications:

- Communications from National Office were not always consistent with one another and timelines and expectations were not met, leading to confusion, mistakes and no actions taken by staff in HQ.
- The Panui Poti were helpful and well written with clear actions to take – however, it wasn't always clear when these superseded the Operations Manual or not. It wasn't also clear who was/should be receiving these – the VSM and PEM in particular should have had copies.
- Voting Services could have had a weekly teams catch-up rather than the unhelpful Wellington All-Staff catch-up.
- Our team communications worked well as an HQ – we could have been more consistent in our meetings and communications but the team pulled together well and supported one another as needed.
- Microsoft teams worked well as a platform for messages, information, shared documents and communications. It needs to be made explicit this is where all staff should be working off to ensure continuity and consistency.

Voting Places:

Advance:

- Maungakiekie electorate's final list of advance and election day voting places provided good coverage – some were busier than the others due to location and on what the venue represented to the community.
- Ballot boxes and other key voting materials were returned and collected at Maungakiekie HQ every day. This was difficult initially but became smoother as we went along. During the second week we started delivering half the AVP supplies to CCS Royal Oak to prevent congestion in the carpark of HQ and beat the traffic. This worked really well.
- Most of our returning advance voting places maintained similar numbers to 2017 and 2020 (in line with the reduced turnout).
- Oranga Community Centre was extremely quiet during the weeks but hugely busy on election day and the middle weekend. This was in part due to significant road works around the centre and Oranga Primary being unavailable.
- Ellerslie, Onehunga and Mountainside remain key voting locations that should be used again in 2026.
- CCS Disability Action was similarly consistent but had quite a lot of challenging voters and complex situations and the parking and access are an issue – if the partnership with the Warehouse continues, investigations should be made into offering the Warehouse Royal Oak as a voting location instead.
- Logan Campbell and Edmund Hillary were busy but continued to provide dual vote issues and space and environment proved challenging at each location. Logan Campbell

was particularly busy and efforts should be made to find another voting location along Campbell Road or in the vicinity for the entire period of advance voting in 2026.

- Pop up services should be offered from Edmund Hillary, Logan Campbell and Parkside Village instead.
- Reconciliation took far longer than expected, even for bright and capable VPMs at first and took a large amount of the VSM's time. Training should be given to Mobile Support on how to do this or a specific role created to assist with reconciliation.
- The number of rest homes is hard to manage and the different expectations between them is hard to anticipate. Two full-time robust teams are needed to manage this with transport.
- Takeaway vote options for Rest Homes should only be offered as a last resort.

New Advance Locations:

- **Sylvia Park:** Sylvia Park proved popular with huge numbers of special votes but took far less ordinary votes than anticipated. It was a challenging site and while we had one or two managers present and one full-time mobile support – it required two managers at all times and a full-time mobile support role. In future, it would be recommended to secure a shop or even two shops with as many shared electorates as Westfield Newmarket to reduce the number of specials. It would also be best to split shifts where possible to reduce working hours for staff and prevent sickness and exhaustion. Staff also need a break site with facilities. Onsite storage proved essential and it would have not been possible to operate the site without this option available.
- **Warehouse Lunn Ave:** this was a hugely successful site supported by a wonderful manager at the Warehouse who looked after the team and was easy to work with. The site was well set-up and the L Shape worked well. It took over 4000 votes and was far busier than we had anticipated. It did take triple the votes for Tamaki compared to Maungakiekie and a phase change was almost needed. Recommend using again in 2026.
- **Cornwall Park Cricket Club:** While well set-up with good signage along a main transport route and in the vicinity of Cornwall Park, this did not take as many votes as anticipated and took more votes for Epsom than Maungakiekie. The cost outweighed the benefits and it would be recommended to use this venue as a weekend location only in 2026 if a better alternate in the One Tree Hill area can be found.
- **Pah Homestead:** Pah Homestead worked well as a weekend site – increasing numbers each day. They were well below estimates however and the site was small. This would work well again as another weekend pop-up or second week only site in 2026.
- **The Auckland Deaf Society** pop-up did not work as intended and should not be repeated in 2026.

Election Day:

- Election Day went as smoothly as it could given the unanticipated election day turnout (40%), eRoll outage nationwide and number of special votes that eventuated.
- Five mobile support were essential – I would recommend having three during advance voting and five or six on election day.
- While we had 19 election day voting places, given the demand, I would recommend more for 2026.
- Ellerslie School, Oranga School, Marcellin College and Onehunga High School should all be investigated as potential Election Day voting places in 2026.
- St Margaret’s Church in Hillsborough should not be used in 2026. It is now extremely costly and takes a low number of votes. St Mary’s Church still works well as a voting place.
- If St Oswald’s Church (Remuera Chinese Baptist Church) is available again in 2026, book it. It was sorely missed this year.
- Edmund Hillary and Logan Campbell should not be used on Election Day. Alternatives should be found.
- When appointing Election Day VPMs consideration should be given to the length of the day and the energy and stamina required for the role.
- Early Count was a high-pressure environment with a large number of counts but it worked well. It is recommended to have six tables of counters and an assistant for the Process Lead. All Table Leads were fantastic and provided structure and support to all teams.

Staffing:

- The EM, RRM, LSM and VSM briefing the Voting Place Managers worked really well in terms of clearer understanding of expectations, introduction to materials and supplies and rostering and staffing. Two separate briefings (E Day and AV) are necessary. The election day one was held online which worked well.
- The timeframes were tight and more planning could have been done by the EM upfront to ensure this worked more smoothly.
- The briefings are saved in teams for reuse in 2026. It is hoped that the training for VPMs will cover some of the materials used in this briefing – it felt like we were doing another ‘training’ session as the training for VPMs didn’t cover many real world scenarios, challenges or security problems current to our environment.
- There needs to be clearer escalation points for VPMs – it was hard on the VSM to manage the mobile support and have all VPMs calling her as well.
- It is recommended to have more on-call staff, particularly with Sylvia Park as a voting location and have more than you might need for Election Day as we started booking our On Call staff for E Day a week in advance as people cancelled.

- Voter Assistants should be paid more to ensure their role as back-up/support to the VPM is clear.
- The ISO was a pointless role that was not used.

Post election:

- The post-election requirements and time commitment from Process Leads is not clear in the manual or training. It was only due to having a capable HQ support team member take on the prep work that we were able to be ready for the Early Count.
- The number of people requiring access to voting materials and ballot boxes is far more than planned for and requires new PE security protocol that enable the job to get done in a timely manner while maintaining expected security standards.
- Expectations and hours for Justices of the Peace need to be far more clearly outlined and timeframes met by National Office in order to ensure their goodwill for future elections.
- There seemed to be many more dual vote investigations this year and the team required four staff full-time well past their final deadline.

Mt Albert #24

2023 Electorate Plan for Service Delivery

This electorate plan has been broken into the following sections, covering how services will be planned:

1. Voting services expectations
2. Electorate overview
3. Planning your voting services
4. Confirming your voting service
5. Building your electorate team
6. Risks
7. Review

This plan is an integral part of the overall planning for the general election. It is based on your Regional Plan and combines with other electorate plans to provide a regional approach.

List of changes

Version no.	Consulted with / changes made	Date
1.0	Removed Salvation Army as a voting place as they withdrew	30/6
2.0		
3.0		

1 Voting services expectations

My electorate's voting services will:

- 1** Meet the needs of the community
- 2** Be available in locations convenient to voters where they live, work and play
- 3** Prioritise Māori voters, diverse communities and target groups by providing services informed by the community
- 4** Be staffed to reflect the diversity of my local community
- 5** Offer shared electorate voting at locations where voters are expected to vote
- 6** Operate at times convenient to voters, including late nights and weekends

2 Electorate overview

2.1 Overview

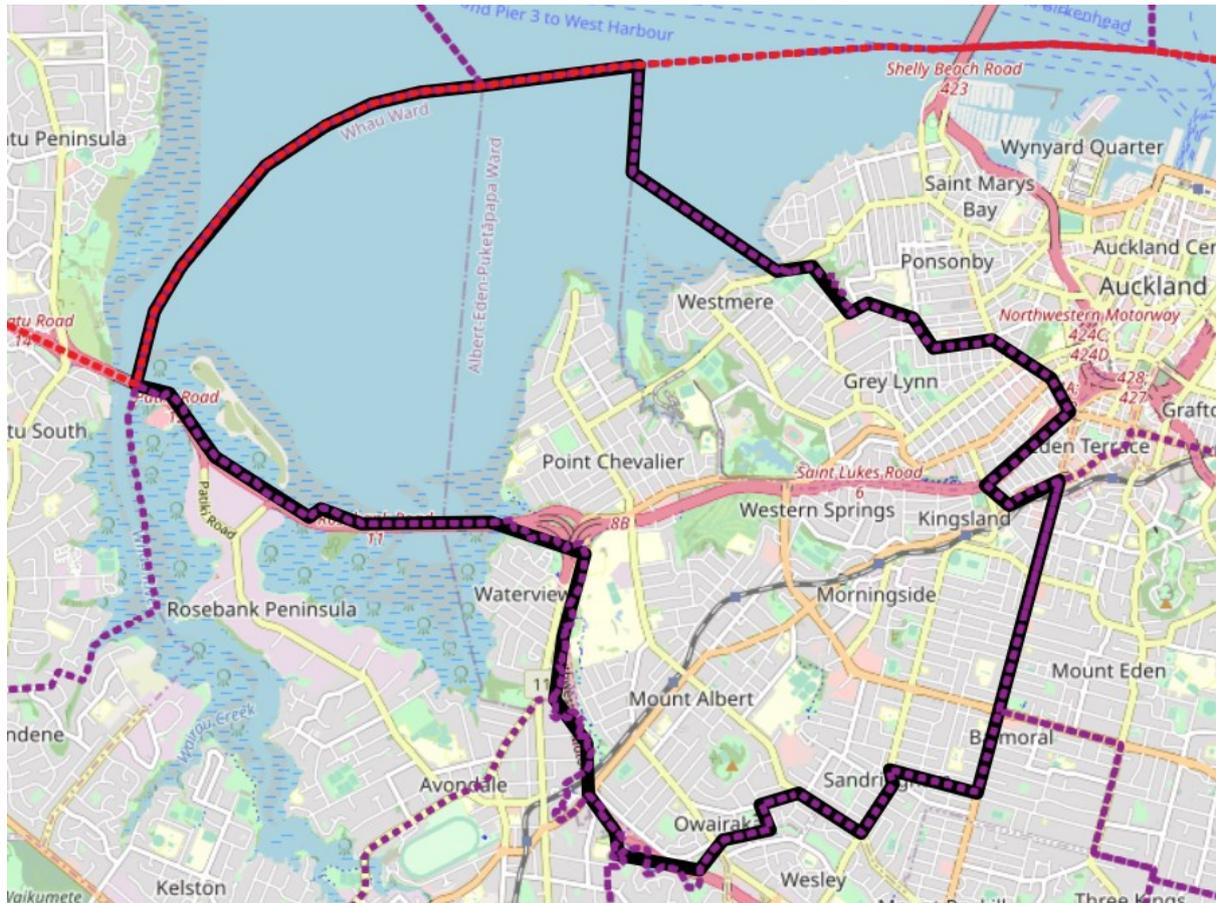
Region	Auckland	
Electorate profile	Urban	
Home Māori electorate(s)	Tamaki Makaurau	
Neighbouring electorates	Auckland Central Epsom Mt Roskill New Lynn Kelston Te Atatu Northcote *by water	
Shared electorates	My electorate will provide services for which other electorates voters	Which electorates will provide services for my voters
	Auckland Central	Auckland Central
	Epsom	Epsom
	Mt Roskill	Mt Roskill
	Te Atatu	Te Atatu
	North Shore	New Lynn
	New Lynn	Kelston
	Kelston	North Shore
	Upper Harbour	
	Maungakiekie	

2.2 Enrolment and turn-out rates

This table compares the nationwide 2020 enrolment and turn-out rates with your electorate's rates.

	Nationwide average in 2020	Your electorate in 2020	Your electorate compared to the nationwide average
Enrolment rate	94.2%	90.2%	4% Lower NA
Turn-out rate	82.2%	85.2%	3% higher than NA
Turn-out split (AV% vs ED%)	32% vs 68%	25.69% vs 74.31%	6.30% lower than NA vs 6.3% higher NA

There are currently 1,134,829 people enrolled in Auckland, that's 90.1% and nationally 88.5% enrolled nationally as of 29 May. 23



2.3 Key characteristics

Refer to the questions in section 4.3 of Chapter 4 in the operations manual when completing these questions.

Q#	Question	Identify	So what?
My electorate and how I fit into my region			
1	How does my electorate fit into the regional plan for delivering voting services?	Mt Albert falls within the Central and North Auckland Regional Plan. It is one of 13 electorates and 2 Māori electorates. It is classed as an Urban Electorate and is densely populated with a high proportion of voters under 35 years old. The same principles of the Regional Plan will apply to Mt Albert.	<p>The MA plan will mirror the direction of the regional plan and implement a consistent strategy. It will ensure there are VP in key suburbs throughout the electorate using historical voting places and data from GE2017&2022.</p> <p>As there are six electorate boarders the MA team will build relationships other EMs to ease communication during the voting period, and to ensure shared votes & voting places are dispersed evenly to maximize inclusion for all voters.</p>
2	What are the logistical challenges of my electorate’s geography?	Auckland North covers half of the Norther tip of Auckland top to the top of the North Island of which there are 13 GE and 2 Māori electorates. Mt Albert is an urban electorate which is densely populated. The Northwestern motorway cuts through the middle of the electorate. Natural geography there’s Oakley Creek and a beautiful waterfall, and a dormant volcano Mt Albert at the heart of the electorate. There are several infamous landmarks for tourism including Eden Park, Auckland Zoo and Motat.	<p>Congestion is the main factor throughout the electorate that will affect delivery of services given Mt Albert’s proximity to the city. Motorway #20/18 divides the electorate which can mean heavy congestion during rush hours and school drop off/pickup times. As MA HQ is located on Rosebank Road the road has industrial traffic and can be always busy during the work week.</p> <p>The logistics team will deliver materials in advance and factor traffic congestion into their travel time. Ideally, we provide extra supplies in advance where possible. Effective communication will be always important with LSM’s in other electorates to deliver voting materials.</p>

			<p>Mt Albert is a dominant volcano but during the flooding pockets of Sandringham, Bond Street, Mt Albert and Owairaka flooded. Our team will use Google maps with Voting Places marked to navigate around the electorate in case an accident pops up.</p>
3	<p>What will my electorate need to do to recruit the most appropriate staff?</p>	<p>There is a shortage of skilled staff in many industries currently.</p>	<p>Use the two student facilities on my doorstep: Unitec and Auckland Institute of Studies.</p> <p>Engage in conversations with the Voting Place to see if there are existing managers & staff within the hall, community centre, school, church etc that could take on an temp EC role.</p> <p>Do research to ensure we employ a range of ethnicities based on the demographics of a suburb (using Tableau intel) that match the Voting Place surrounds.</p> <p>In HQ hire people with existing Elections experience that will easily adapt to the tweaks of the GE2023 elections strategy.</p>

Demographic considerations																															
4	What is my electorate's ethnic make-up?	<table border="1"> <thead> <tr> <th>Ethnicity</th> <th>MtA</th> <th>Regional</th> <th>National</th> </tr> </thead> <tbody> <tr> <td>European</td> <td>69.7%</td> <td>69.5%</td> <td>74%</td> </tr> <tr> <td>Māori</td> <td>8.1%</td> <td>12.3%</td> <td>14.9%</td> </tr> <tr> <td>Pacific People</td> <td>10.4%</td> <td>7.7%</td> <td>7.4%</td> </tr> <tr> <td>Asian</td> <td>19.4%</td> <td>18.3%</td> <td>11.8%</td> </tr> <tr> <td>Middle Eastern, Latin America</td> <td>2.3%</td> <td>1.8%</td> <td>1.2%</td> </tr> <tr> <td>Other</td> <td>1.2%</td> <td>1.4%</td> <td>1.7%</td> </tr> </tbody> </table> <p>Blue denotes higher than average whilst yellow is lower than the average.</p>	Ethnicity	MtA	Regional	National	European	69.7%	69.5%	74%	Māori	8.1%	12.3%	14.9%	Pacific People	10.4%	7.7%	7.4%	Asian	19.4%	18.3%	11.8%	Middle Eastern, Latin America	2.3%	1.8%	1.2%	Other	1.2%	1.4%	1.7%	<p>Mt Albert Electorate is on par with the National Average of NZ European peoples living in the electorate.</p> <p>MA has less than the regional and national average of Māori people residing in the electorate.</p> <p>There is a higher proportion of Asian peoples than the national and regional average residing in MA. Good to note that there is a higher-than-average proportion of Pacific and Middle Eastern, Latin American people residing in MA.</p> <p>Therefore, voting places should reflect the diverse communities and voting places should be sort out to target the ethnic communities of Asian, Middle Eastern, Latin American and Pacific Peoples.</p>
Ethnicity	MtA	Regional	National																												
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5	Where are young people located?	<p>Young People / Rangitahi</p> <table border="1"> <thead> <tr> <th></th> <th>18-29 years</th> <th>30-49 years</th> <th>50-64 years</th> <th>65 years and over</th> </tr> </thead> <tbody> <tr> <td>MtA</td> <td>43%</td> <td>34.1%</td> <td>14.7%</td> <td>8.2%</td> </tr> <tr> <td>Regional</td> <td>40.8%</td> <td>28.3%</td> <td>17.9%</td> <td>13%</td> </tr> <tr> <td>National</td> <td>40.3%</td> <td>26.7%</td> <td>18.7%</td> <td>14.3%</td> </tr> </tbody> </table> <p>Mt Albert is 3% higher of people between the of 18-29 year olds and 6% higher in the 30 – 49 year olds.</p>		18-29 years	30-49 years	50-64 years	65 years and over	MtA	43%	34.1%	14.7%	8.2%	Regional	40.8%	28.3%	17.9%	13%	National	40.3%	26.7%	18.7%	14.3%	<p>Mt Albert has a higher-than-average proportion of rangatahi / young people than the national and regional average by 3%. Interestingly people between the ages of 30 -49 years old are also 6% higher than the national & regional average. What that tells us is we have a high proportion of young people who reside in the Mt Albert electorate that are eligible or first time voters.</p> <p>Any additional communications via non traditional communications methods would be beneficial to ensure the demographic are engaged.</p> <p>Interestingly there are lower than average 65+ year olds. Overall, I'm lead to the conclusion that a youthful face that's diverse would be an attractive proposition, additionally putting voting</p>								
	18-29 years	30-49 years	50-64 years	65 years and over																											
MtA	43%	34.1%	14.7%	8.2%																											
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			places in locations where youth play, and work is ideal.
Turnout considerations			
6	What are my electorate's turnout rates?	The turnout rate for Mt Albert was 85% turnout rate which was higher than the national average turnout rate.	Continue to do what we did in GE2017 & 2020 to keep people engaged with the electoral process. Speak directly to schools, maraes, community centres to build an awareness campaign about the election.
7	What are my electorate's enrolment rates?	90.2% enrolment rate in 2020. During Advance Voting period Mt Eden War Memorial, Grey Lynn Community Centre and Ramblers Softball Club took the most enrolments. Note RSC was the alternative to Westfield Mall. On E Day Edendale School, Grey Lynn Community Centre	Work with the community team to ensure there are enough enrolment materials and special votes rolls. Contact the engagement team in advance of Eday to highlight the schools which our teams could pop in and encourage people to enrol. Note could also do this with all the secondary schools and Unitec.

2.4 Voting services

Refer to the questions in section 4.4 of Chapter 4 in the operations manual when completing these questions.

Locations of service			
1	Where are the high foot traffic areas within your electorate? e.g., malls	<ul style="list-style-type: none"> • Westfield St Lukes • Auckland Zoo and Western Springs • Grey Lynn Retail Shops and Pt Chev retail shops. • Sandringham Road and Dominion Road. • Pak n Save Mt Albert (St Lukes) • The Warehouse • Eden Park when an event is on • Ponsonby Rd/Richmond Rd 	<p>Aim to ensure that we use good signage and flags where possible to encourage people to enrol and vote.</p> <p>Most of the places I have identified as high foot traffic areas will have a voting place located there. I have investigated a Pop Up at Eden Park but for this year it might be too hard.</p> <p>We will potentially do a pop up at Te Mahurehure Cultural Marae</p> <p>I have worked with neighbouring Auckland Central to ensure we disperse the voting places along the border as the public do not identify with the</p>

			electorate boundaries and therefore there will be lots of shared votes.
2	What are the major transportation routes within your electorate?	State Highway 16 and 20 run through the electorate and State Highway 1 is next to it.	Off the Motorway there are several main roads that feed through the electorate including Carrington Road, Point Chevalier Road, Meola Road, Richmond Road, Mt Albert Road, St Lukes Road, Dominion Road, Sandringham Road, Great North Road and New North Road There
3	What businesses and/or organisations which are significant employers in my electorate? E.g., forestry, manufacturing, large office buildings Note: all voting services must be accessible to the general public and not behind locked doors (excluding hospitals, care homes etc).	<ul style="list-style-type: none"> • Education sector • Retail sector • Food suppliers 	Engage with Schools, daycares, pre-schools, and Uni's to ensure they are imbedded in the journey as they are the largest employee of people in the electorate. Manufacturing plants are speckled within the electorate. There are retail hubs within each suburb and voting places are in walkable distance to the majority of the retail hubs.
4	What are the geographical challenges for voters in my electorate to access voting services?	<p>Congestion is the largest factor to consider with the North-western (16/18) motorway. On ramps and off ramps can be challenging.</p> <p>Limited buses outside the HQ for staff public transport.</p>	<p>Create a robust plan for staff so they know how to access the public transport to get to work.</p> <p>Add all the voting places to Google Maps so it's easily mapped for mobile managers and the like.</p> <p>Cost of parking at HQ each day is \$5 so need to factor that into the equation.</p> <p>All other voting places have been assessed and are accessible.</p>

5	What has changed in my electorate since GE2020?	There are more apartments in Mt Albert. Eden Park is consented for 4 concerts a year so it's busier. People are back to 2017 levels of movement throughout the electorate to work, live and play. Conversely there's a movement of apathy and resistance to do the norm, recession that's affecting the middle-income earners.	<p>More people are mobile and working post covid, there is still a large proportion of people working from home, but the majority of people move between work, home and play.</p> <p>Refugee numbers have increased in Mt Albert/Sandringham area esp Afghanistan. Edendale School.</p> <p>The international boarder has opened so there are more students in Auckland studying with part time jobs.</p>
6	Where are the high foot traffic locations and major transportation routes neighbouring my electorate?	There are many high foot traffic locations because people are younger and older the tend not to have a car. High foot areas include Ponsonby Road, Grey Lynn and Sandringham retail area, by Point Chev Library, Unitec, Dominion Road and of course Westfield St Lukes.	Ensure there's good street signage to encourage people to go vote.
Services offered			
7	What voting services will be provided to meet the needs of Māori voters?	<p>There are 3 maraes that I am aware of in Mt Albert electorate.</p> <p>There is one kura within the electorate for Primary School children to Year 13</p>	<p>There will be a Voting Place Te Kura Kaupapa Māori o Nga Maungarongo that will operate on Election Day and voting staff will come from the kuru and be fluent in Te Reo.</p> <p>The Marae at Unitec will be acknowledged by sending our comms and asking people to apply for roles.</p> <p>A pop up is planned at Te Mahurehure Cultural Marae and details have been managed by the Maori engagement team.</p>

8	What specialist services do you need to deliver in your electorate?	<p>Mason Clinic is a 111-bed specialist hospital for those with high needs.</p> <p>In Ponsonby / K Road area there are several people living without homes.</p>	<p>During the first week of advance voting period my LSM will engage, and a male only team + a JP will visit Mason Clinic to collect votes using the same processes as a Rest Home team and apply any advice given by managers of the Mason Clinic on how to appropriately work with residents.</p> <p>Every Monday at Grapevine Community Hall they hold a soup kitchen. We will provide a pop-up team to assist with voting for people without homes during their soup kitchen.</p>
9	Where and what shared electorate voting will be offered to meet the demand of voters?	<p>We will receive shared voting papers from all neighbouring electorates and a few in the second circle around Mt Albert. The quantity will be based on statistics from Tableau and consider the voting patterns.</p> <p>Westfield Mall and Unitec will hold more shared voting papers.</p>	<p>GE2020 was during a COVID year and there were more people working from home during this period, so I assume there were higher Home General votes last term and less shared votes taken.</p> <p>Today we are highly mobile so more people might vote in advance and near their workplace or place of interest rather than their residential address, provided the voting place is convenient and if the voter is time rich.</p> <p>Some of the west people might move towards NorWest & Costco rather than inwards to St Lukes.</p>
Hours of service			

10	When and where should hours of voting services be offered?	<p>Hours of service will be consistent to the National and Auckland regional strategy open 9 – 5pm daily and on E-Day 9am – 7pm.</p> <p>There will be a late-night Thursday and at least one Advance Voting Place in each suburb.</p> <p>There will also be a VP open for a weekend in each suburb to cater for those who are too busy during the week.</p> <p>As the last week from Weds – Sat is the busiest estimated voting numbers will increase during this period.</p>	<p>Westfield Mall – St Lukes will be open every day of the election period based on their open hours.</p> <p>In the future we could trial a 24 hour service delivery as Kmart is open.</p> <p>Grey Lynn Community Centre will be opened on Sunday in conjunction with their Sunday market.</p>
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11	<p>How will you provide a consistent service?</p>	<p>All staff will undertake the national training and have access to Tupu and their PIMS training manual to ensure they deliver a consistent service delivery.</p>	<p>People employed will ideally have previous elections experience or be trained within the electorate.</p> <p>All employees will have integrity, treat people respectfully, and embody the Electoral Commission brand values. From the top up all staff will be treated fairly using the guidelines outlined in the Operations Manual.</p> <p>Employees will share their knowledge with all voters whilst on the job I hope everyone welcomes inclusivity and all staff are trained to the same standard.</p> <p>Should there be a lapse in knowledge additional coaching will be provided.</p>
12	<p>When and where should extended hours of voting services be offered?</p> <ul style="list-style-type: none"> • early morning • late nights 	<p>In the priority area of Owairaka at the school I had intended to open for both weekends of the voting period to cater for shift workers (note this has been removed for now but I don't actually agree with the strategy).</p>	<p>Westfield St Lukes will have extended hours to ensure that shift workers can vote after usual business hours.</p> <p>It's important that the communications team nationally advertises this information. Perhaps a separate campaign for partner organisations.</p>
13	<p>When and where should weekend hours of voting services be offered?</p>		<p>Westfield St Lukes will offer weekend services as with one strategic Voting Place which has high weekend foot traffic.</p>

2.5 Hubs and secure storage

Use this section to think and plan how your electorate may use a hub and/or secure storage (if applicable). Refer to section 5 of Chapter 4 in the operations manual when completing this section.

Westfield St Lukes

- Special considerations need to be planned for Westfield St Lukes Mall if our voting place is in centre court.
- As per a recent email we may have a shop (TBC August). We will screen off a portion of the voting place and use the storage units provide by NO and ensure they are always locked.
- Additionally, there will be a security person from the Westfield St Lukes team dedicated to manning our Voting place.
- If there is a back of house management room that we can store voting materials, we will use as that was the process in 2017. We will need extra trolley or borrow from management so we can move materials.
- During the voting period we will use mobile team collect voting materials and return to HQ at least three times a day which can be coordinated with manager rest breaks.
- We have considered a portacom which would eat up \$3 of my budget and at that cost we are better off paying for a team member to collect and deliver materials to HQ.
- 6/7 – Westfield are getting back to me about the size of the storage space and the cost to have that onsite. Current plan is to have a dedicated mobile manager and delivering everything back to HQ. Pack in can be done day of or after 5.30pm on Sunday 1st Oct. Pack out can be done after 7pm until 11pm. All election materials will be removed straight away and delivered to HQ to count. A skeleton team and potentially back up staff from nearby VP will come to assist pack down of the mall once they have finished counting.
- Walls can be 2.4m by elevator and 1.2m on site to ensure sitelines are good.

Unitec

Unitec will be in an open area. We will have a secure room to store voting materials and an onsite security guard round the clock to ensure all voting materials are safe. I'm yet to confirm the price but approx. \$40 per hour.

All other advance voting places will provide us with a secure room and a key to put voting materials in and store overnight.

Other

A few Voting Places may need the locks changed closer to the election period. Please refer to SECRISK M35.

Where materials cannot be stored safely, they will be returned to the HQ each evening by the Voting Place Manager prior to them finishing their shift.

3 Planning your voting services

Based on identified gaps/improvements, detail potential voting places to consider.

3.1 Partnership locations

National Office has worked with key partners around New Zealand to identify locations for advance and Election Day voting places. The partnership locations identified for you are:

Place	Address	Partner organisation
Westfield St Lukes	Mt Albert	Westfield
PaknSave Mt Albert	New North Road, Mt Albert	PaknSave – not using
The Warehouse	Mt Albert	The Warehouse – not using

3.2 Other locations

Advance and Election Day voting places need to be delivered in the geographic locations listed below, in addition to the partnership locations. Voting services might be delivered in the sites listed below.

Locations	Possible sites

3.3 Other services

Voting services need to be delivered to the following organisations, institutions, groups, remote communities or at the following public events.

Organisation, institution, groups and public events	Type of service required
Selwyn Village	Can use hall but also need be service for 28 residents in hospital care
Unitec	Advance Voting Pop Up voting place in open space
Mason Clinic	Specialised rest home team male only
Soup Kitchen	Mobile rest home team

Organisation, institution, groups and public events	Type of service required
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Everill Orr Retirement Village and Resthome	Retirement village – independent to vote At Risk delivery model for Hospital
Kerridge House Selwyn Village Rest Home max 60 residents	At risk delivery model for hospital
Aranui Home and Hospital 28 beds	At risk delivery model for resthome and hospital
Sarah Selwyn Retirement Village	At risk delivery model for resthome and hospital, AVP in Theatre for independent living
Lynton Lodge Hospital - hospital, palliative, dementia care	At risk voting model for hospital
Unitec -Institute of Technology	1 x AVP site (in discussion with management). Enrolment Services and Voting Services in conjunction
Lexham Gardens, Sandringham	Mobile Voting team Hospital and Rest Home One Team
Mason Clinic, Carrington Road	To check requirements with Clinic Manager, work with E &CE on updating enrolment details prior

3.4 Other teams

Voting team services need to be delivered to the following organisations: care homes, hospitals, prisons, defence forces.

Organisation	Size of service
Mason Clinic	
Selwyn Village	
Lexham Gardens Rest Home	

3.5 Planning

To complete the assessment of all potential voting places, you will need to plan how you complete these by end of April.

Area	Number of potential voting places	Time required	Resources required	Completed by
Grey Lynn	5	30 – 1 hour per each	Car, map, phone, business card, voting place assessment and measuring tape	■
Sandringham	4	1 hour each	As above	■
Point Chev	4	1 hour each	As above	■
Balmoral	3	1 hour each	As above	■
Mt Albert	5	1 hour each	As above	■
Owairaka	2	1 hour each	As above	■
Kingsland	3	1 hour each	As above	■

Morningside	2	1 hour each	As above	■
Westmere	3	1 hour each	As above	■

All voting places have been assessed except for Mason Clinic and Te Mahurehure Cultural Marae. The number of voting places was reduced to meet the national and regional strategy as outlined in the Operations Manual I'm comfortable with all the voting places.

3.6 Key contacts

To enable your electorate to deliver services, you will need to build strong relationships with key service providers. E.g., Mainfreight.

Organisation	Name	Email	Contact number
Mainfreight	■	TBC	TBC
Bluestar	TBC		
Auckland Council	■	■ ■	

4 Confirming your voting service

4.1 Finalising your voting service

Use this table to record the outcome of your decision and the rationale behind your decision.

Site name	Outcome (staff #)	Why
AVP		
Unitec	AVP 10 days (3 – 6 staff)	Serves the Unitec community, marae and kindergarten plus all staff of Unitec.
Greek Orthodox Church, Western Springs	AVP 5 days + Eday (3 – 6)	Serves the Western Springs community residents, has good accessibility and will take a few shared for other areas.
Mt Albert Presbyterian Church	AVP 6 days + Eday (3-6)	Located on Mt Albert Road, high accessibility Voting Place with good parking, traditional voting place and caters for high Pacifica community.
Grey Lynn Community Centre	AVP 12 + Eday (3 -7)	Open all days of the voting period as GL Library removed due to Earthquake rating risk. Using smaller Oval Room during AVP and larger hall on Eday. Will open during the Sunday market.
Church One Two Six, Point Chevalier	AVP 11 days + Eday (3 -7)	Available all days except for Sunday consistently from 9am – 5pm, walking traffic, Point Chev Library closed accessible and voting place visibility
Congregational Church of Samoa	AVP 5 days + Eday (3 – 6)	Samoa Church on Bond Street, strong community hall and connections for residents in Kingsland
Mt Eden War Memorial Hall	AVP 12 Days + Eday (3 -6)	Using smaller Willow Room as an AVP and open consistently from 9am – 5pm daily with a late night Thursday until 7pm. Located on Dominion Road and easily accessible for people.
Westfield St Lukes	AVP 12 days+ Eday (6 – 8)	Will be opened to match the mall open hours for each day of the voting period. Ticks all the boxes and can help to facilitate shared votes too.
E-DAY ONLY		
Selwyn Village	Eday (5)	Rest Home Team + 600 residents can open for those who live residentially nearby. Can open for second week of advanced voting but there is a risk of people voting twice.
Tapac, 100 Motions Road	Eday (4- 5)	Available on Sat prior and E day but selected E day only. Next to secondary school + opposite Auckland Zoo. Tapac is a performing arts community centre.
Point Chevalier Primary School	E-Day (5-6)	Serves Point Chev residents and school community, large hall accessible for all voters
Westmere School	E-Day (4- 5)	Serves Westmere community residents and school, large hall easily accessible for all voters
Te Kura Kaupapa Māori o Nga Maungarongo	E-Day (4- 5)	Maori immersion school which will serve the school attendees and neighbours in the Mt Albert suburb.
Pasadena Intermediate	E-Day (4 - 5)	Serves Western Springs community residents and school, large hall easily accessible for all voters
Gladstone Primary School, Mt Albert	E-Day (4 -5)	Serves Carrington Road community residents and school, large hall easily accessible for all

Kowhai Intermediate, Kingsland	E-Day (5-6)	Serves Kingsland community and school residents and on the door step to Eden Park. Need to do more research to see which games might impact on E-Day, if any.
Good Shepherd Parish	E-Day (4 - 5)	Traditional voting place that services two schools next to and close by on the next street.
Mt Albert Senior Citizens Hall	E-Day (4 – 6)	Given we have Westfield Mall Mt Albert SCH is an Auckland Council venue and therefore not opening during the Advanced Voting period.
Central Grapevine Community Hall, Great North Road	Pop Up using rest home team and Eday	Grey Lynn Library is an earthquake risk, it's near lots of businesses, and hosts a soup kitchen for people without homes on Mondays.
Edendale Primary School Hall	E-Day (4-6)	Middle of Mt Albert, lots of refugee special votes taken
Owairaka District School Hall	E Day (4 - 6)	Priority suburb (school is willing to open as an AVP first weekend of voting)
Pop Up - Placeholder		
Te Mahurehure Cultural Marae	Pop Up	Direct outreach to serve the Te Aao Māori community.

Note all other Voting Places that were assessed have been removed from this plan but there are assessments available to review if required.

4.2 Identifying your approach to meeting your recruitment needs

Refer to Section 6.2 of Chapter 4 in the operations manual to complete this section.

Identified issue or target employment group	Strategy
Unitec rangatahi students	Promotional Material & direct FB of Election Materials Information night and engage with student job search
All Voting Places	At time of Voting Place assessment remind hall/community centre about the opportunities to work at the elections. Keep in touch and send links to roles as they become available.
Approach Auckland Council venues	Utilise staff
Previous Elections staff	Contact all previous staff to assist with the elections. Remploy as many previous staff who worked as team players within the elections.
Clubs, networks and friends	Check in with people, spread the net wide and converse with everyone get them excited about the elections and participating in NZ's most important event.

5 Building your electorate team

Refer to Section 7 of Chapter 4 in the operations manual to complete this section

Electorate Team will be based on matching skill sets to roles and ensuring compatibility of staff to ensure we have team players rather than too many leaders.

All staff will need to be task focussed and understand the roles are driven by hard deadlines.

Employ a range of staff that are diverse and inclusive that understand people.

Ensure all staff understand the importance of the role and are discrete ... and all whilst doing so have fun!

6 Risks

Refer to section 8 of Chapter 4 in the operations manual, the eLearning risk module, and the risk register template. List any risks with a rating score of 12 or more, and any that require significant budget or time to manage.

Your Regional Manager will discuss any further mitigation needed with you.

- Earthquake
- Natural Disaster
- Flooding
- Cyber attack
- Ram Raid
- Protest
- Accident Road or otherwise
- Drive by shooting
- Disinformation by social media
- Forced entry in a Voting Place or at Headquarters

Note as per the Auckland Flooding and most recent information in Tableau NZTA reported there are a number of roads to consider for flooding:

- Dominion Road
- Bond Street
- 55 Richardson Road
- Oakley Creek near Owairaka / Sandringham
- Western Springs Motions Road

7 Review

Refer to section 9 of Chapter 4 in the operations manual to complete this section.

Subject	Feedback
Headquarters	<p>Ensure the Mt Albert HQ is a solo workspace i.e. not shared with another business for security reasons. A shared space with another electorate also works as long as it's close to the motorway entry if not in the electorate.</p> <p>Access for logistics is critical to ensure voting materials can be delivered and distributed smoothly. The ramp/entry point must be large enough to fit a large pallet and there should be a minimum double door with no lip. Develop a HQAssess form with all requirements. Get EM's involved in the process before signing a lease.</p> <p>Zone 4 internal works but should not be a must have if there is another room large enough to fit Z4 and can be secure. Lock boxes work provided the staff that have access to Z4 can be trusted. Our RRM compromised the security and as a result and we changed the lock code. From this point we had no interference in Z4 rooms.</p>
Selection of voting services	<p>Ensure that LSM is involved in the process. Less is more. During the advance period Westfield St Lukes, Grey Lynn Community Centre and Church 126 took most votes. There could be an argument to have fewer voting places during the advance period and as such these three plus Unitec would be my recommendation. On E-day 20 voting places worked well. Mt Albert Presbyterian increased their price, there was a security breach and were not good to deal with so I would reconsider using that voting place and seek an alternative. EFKS was also a bit tricky and increased their venue fee, but it was important to have for E-Day. Auckland Council venues are expensive.</p>
Recruitment	<p>Contracts – all staff contracts should be multipurpose and one contract per person rather than many contracts for each job. JD amended to include a broad job spec HQ and VP staff had about 3-4 HQ roles. Two pay rates only managers/leaders, HQ/VP staff. One standard pay rate for all training. Start date is for training purposes only. Make the barrier easier to snaphire for CALD communities.</p> <p>Snaphire integrated with outlook calendar for interview booking purposes internally and externally. Reduce the clicks and automate the approval text. Give EM's full access throughout so if the RRM and staff are not keeping up they can assist.</p>

	If using EMS again then add roster system for all post-election processes. Swap the VP headings to become Post Election processes.
Logistics and supplies	Supplies arrived in a timely fashion, Mainfreight good to deal with as usual. Blue Star type supplies and the returns processes need improvement. We didn't get all equipment, had to ask for more and spent more money than required from OfficeMax. One less week to pack in Phase 2 meant staff were stretched. Great equipment supply however and bollards and day boxes useful. Suggest you get supply of locks too. Bite sized weekly task updates and project management software required to ensure all LSMs and team are on same track delivered by Teams NO.
HQ operations	Our building had an external security company set up by the landlord/other contractor that monitored the building and all doors had fobs which meant we could limit people to various zones with fobs. This was excellent service, and I would recommend using it again provided given budget it could replace lockboxes. Excellent internal layout.
Training	Training - our internal location was excellent – enough space and light. Great! Amend contract as mentioned above for the training. Regional Training Manager a bit too many emails and confusing information at times but overall delivered well. More flexible timings delivering training condensed rather than old style 9pm, some of us have families to manage before work and at times I felt judged by my arrival or departure time.
Rostering and communications	If using EMS again then add roster system for all post-election processes. Swap the VP headings to become Post Election processes. Limited by our RRM abilities to achieve tasks built extra support to assist. Overall comms via EMS text works well and two phones per voting place works well. More positive comms from NO for middle management staff so they are informed of processes. Suggest HQ staff bite sized teams training based on tasks for the week and use project management software.
Voting period	Voting period worked well. Ensure all staff are paid and it's budgeted with the longer hours to return to HQ on a nightly basis. All voting materials from AVPs except two voting places returned home to HQ each night and that worked best. Less issues with reconciliation, best security, and good for debrief + restock of supplies.
Post-election and completion	Post election good but too tight timeframe. Special Votes team really stretched and needed more dual votes staff due to short time frame. More condensed training that happens via teams and closer to the date of the Post Election processes. Hard to find the best staff until it's happening as the best staff can be VPM. Recount was amazing and pays to be organised. Completion a bit messy need a rewrite of the manual and one point of information rather than Poti and Manual and emails.

Thank you for the opportunity to work on the General Elections 2023 – [REDACTED].

Mt Roskill Electorate

2023 Electorate Plan for Service Delivery

This electorate plan has been broken into the following sections, covering how services will be planned:

1. Voting services expectations
2. Electorate overview
3. Planning your voting services
4. Confirming your voting service
5. Building your electorate team
6. Risks
7. Review

This plan is an integral part of the overall planning for the general election. It is based on your Regional Plan and combines with other electorate plans to provide a regional approach.

List of changes

Version no.	Consulted with / changes made	Date
1.0	Jeremy Kannemeyer	25 May 2023
2.0		
3.0		

1 Voting services expectations

My electorate's voting services will:

- 1** Meet the needs of the community
- 2** Be available in locations convenient to voters where they live, work and play
- 3** Prioritise Māori voters, diverse communities and target groups by providing services informed by the community
- 4** Be staffed to reflect the diversity of my local community
- 5** Offer shared electorate voting at locations where voters are expected to vote
- 6** Operate at times convenient to voters, including late nights and weekends

2 Electorate overview

2.1 Overview

Region	Auckland South	
Electorate profile	Mt Roskill is an urban electorate with moderate complexity. The electorate comprises an area on the northern edge of Manukau Harbour.	
Home Māori electorate(s)	Tamaki Makarau	
Neighbouring electorates	<ul style="list-style-type: none"> • Mt Albert • Epsom • Maungakiekie • New Lynn 	
Shared electorates	My electorate will provide services for which other electorates voters	Which electorates will provide services for my voters
	New Lynn	New Lynn
	Epsom	Epsom
	Maungakiekie	Maungakiekie
	Mt Albert	Mt Albert

2.2 Enrolment and turn-out rates

This table compares the nationwide 2020 enrolment and turn-out rates with your electorate's rates.

	Nationwide average in 2020	Your electorate in 2020	Your electorate compared to the nationwide average
Enrolment rate	82%	94.12%	12%
Turn-out rate	82%	76.05%	-5%
Turn-out split (AV% vs ED%)	AV:68% ED: 30%	AV:73.3% ED: 26.97%	5.3% -3.30%

2.3 Key characteristics

Refer to the questions in section 4.3 of Chapter 4 in the operations manual when completing these questions.

Q#	Question	Identify	So what?
My electorate and how I fit into my region			
1	How does my electorate fit into the regional plan for delivering voting services?	<p>The Mt Roskill electorate is a high-density population. The electorate includes the communities of New Windsor, Wesley, Mt Roskill, Lynfield, Waikowhai, some areas of Three Kings and Blockhouse Bay. Mt Roskill is also the most diverse electorate across NZ. On average, the ethnic communities speak more than one language. More than 50 ethnic languages are spoken across the electorate. The second highest language spoken after English is Mandarin, followed by Korean. Hindi and now growing Tagalog.</p> <p>For 2023, there is a strong need to particularly increase voter turnout, and especially targeting young people, and the harder to reach ethnic groups. There must also be a plan in place to ensure Maori and Pacific voters are considered, and included.</p>	<p>In planning voting services and engagement, initiatives and strategies adopted must be diverse and consider factors such as easy to understand information, transport access, operational hours of voting places and time taken to travel across locations by voters. There is also a need to consider areas where target groups such as young people and harder to reach MELAA and Southeast Asian people congregate. Some examples will include local shopping areas, cultural/spiritual centres, community activity venues, sports and recreational clubs.</p> <p>For 2023, Mt Roskill electorate has a good opportunity to consider, drill down, plan and reach out to some of the target communities. This could help achieve the desired increased enrolment and voter turnout targets.</p> <p>It will be prudent to address voter turn out in the high deprivation areas of Wesley East and West, Mt Roskill South /Central North, Three Kings West, Waikowhai North. These areas may require additional focus in terms of voting support to improve voter turnout.</p>

2	<p>What are the logistical challenges of my electorate's geography?</p>	<p>The main challenges will be traffic congestion, weather related events and possible road works and closures.</p> <p>With a large number of dwellings affected by the recent floods, high volume of remedial work is in progress. Further, new construction of dwellings contribute to regular congestion.</p>	<p>In view of the logistical challenges, it is necessary to consider a number of factors in planning services.</p> <p>The considerations must include identifying easy to access locations, consider travel time, and simplify process where possible, and minimise HQ and VP travel where possible. Perhaps, secure lock up space(s) within a 3 km radius will be ideal to access materials</p>
3	<p>What will my electorate need to do to recruit the most appropriate staff?</p>	<p>In addition to normal recruitment pathways, it will be useful to consider working in with a number of NGOs and community organisation focused on delivering services to the diverse South Asian, MELAA and Southeast Asian networks.</p>	<p>These networks will have access to a large pool of community members who would be ideal for temporary roles. We may collaborate with these networks to run workshops and recruitment sessions to possibly employ diverse staff to reflect the demography of the electorate.</p>

Demographic considerations			
4	What is my electorate's ethnic make-up?	<p>The Mt Roskill electorate's ethnic make up is as follows Māori - 6% , Pakeha -34%, Pacifika -15%, Ethnic (South and Southeast Asians) - 49% and MELAA - 4%</p> <p>The large ethnic South Asians and Southeast Asians comprise mainly of diverse Chinese, Indian, Filipino, Korean and growing Vietnamese communities.</p>	<p>In view of the fact that Mt Roskill has the largest ethnic demography across Auckland and NZ, it is pertinent to drill down and understand where these communities congregate and how we could ensure that these groups understand and have access to voting information and are informed, included and involved in GE 2023.</p>
5	Where are young people located?	<p>The young people aged between 15 – 29 years old form 26% of the electorate. These young people are mostly located in high schools, churches, community hubs/centres and local eateries.</p> <p>From the ethnic perspective, especially targeting the growing Middle Eastern and African communities, the young people visit the local mosque, and associated spiritual /religious and cultural centres in Stoddard Road, which is a main congregation area for the Muslim communities in and around Mt Roskill.</p>	<p>In view of increasing the enrolment and subsequently voter turnout among young people, understanding the activities and points of gathering areas will help with planning voting services. Including and involving the young people is of strategic importance in democratic participation. It is proposed that we identify voting places in the identified places and ensure young people are also working in elections.</p> <p>We can use the same approach and tactics for some of our harder to reach the young people in the MELAA communities. The young men and women tend to congregate in the mosque, cultural centres and eateries. Therefore, working in with the Mosque and enabling a social area of the mosque as a possible voting place will be strategic,</p>

			being an effective tactic in ensuring higher enrolment and voter turnout rates within the MELAA Youth and wider communities.
Turnout considerations			
6	What are my electorate's turnout rates?	Based on the 2020 Election results, Mt Roskill achieved an average of 76.05% turnout rate. This is 5 % below the national average of 82%.	There is a need to plan and deploy diverse strategies and tactics to increase voter turnout. Where possible, we need to identify areas where voter turn out is low and find ways to reach out to the communities and actively encourage voter turnout. There is a good opportunity to expand engagement with key groups and organisations to achieve our target for the 2023 elections.
7	What are my electorate's enrolment rates?	Based on the 2020 Election result, Mt Roskill achieved 94% enrolment rate. This works out to 12% above the national average of 82%.	A high enrolment shows that the enrolment drive programme is successful and communities are compliant with the requirement to be enrolled. The work lies therein to translate the high level of enrolment into voting. Enrolment and voting must be promoted a whole programme.

2.4 Voting services

Refer to the questions in section 4.4 of Chapter 4 in the operations manual when completing these questions.

Locations of service

1	Where are the high foot traffic areas within your electorate? e.g., malls	The high foot areas within the electorate includes the community venues - Fickling Convention Centre, Mt Roskill War memorial centre, the local primary and high Schools, the shopping hub and diverse eateries by Warehouse centre and the Islamic cultural and spiritual area (the Mosque) along Stoddard Road.	Promoting and placing our Voting information and activity within these traffic areas will be strategic, useful and imperative to achieve increased enrolment and voter turnout, especially within the target communities.
2	What are the major transportation routes within your electorate?	The established Bus route – Metrolink Roskill in Stoddard route and the recently constructed Southwestern motorway with exits to Maioro, Dominion Road and Hillsborough are the major transportation routes to Mt Roskill	Identifying and locating Voting places with easy access is important. Some of the identified schools, churches, social and community venues have good public transport and driving access.
3	<p>What businesses and/or organisations which are significant employers in my electorate? E.g., forestry, manufacturing, large office buildings</p> <p>Note: all voting services must be accessible to the general public and not behind locked doors (excluding hospitals, care homes etc).</p>	We have a number of mainstream and ethnic supermarkets etc, automotive industries, retail outlets, small NGOs and places of worship such as churches that employ people.	Working in with these groups and organisations will help to increase voter turnout. A suggestion includes the inform, involve and include strategy.
4	What are the geographical challenges for voters in my electorate to access voting services?	Parking, public transport and frequency – only bus route and good motorway access.	In view of this, the voting places we select must ensure it is somewhat accessible

5	What has changed in my electorate since GE2020?	<p>More newer dwellings have been built and are being constructed. This contributes to congestion. Changes to street parking and more bike routes also contribute to opportunities for easy access and possible driving congestion.</p> <p>Getting an understanding of newer Kainga Ora Homes will be useful in planning voting services.</p>	<p>In identifying, planning, and establishing voting places, we need to consider these newer transport changes and respond accordingly. In addition to venues, parking and access, we must also consider the timing options for communities to turn up to voting places. This will be covered in <i>item 10</i> of this section 2.4.</p>
6	Where are the high foot traffic locations and major transportation routes neighbouring my electorate?	<ul style="list-style-type: none"> • The New Lynn Train and Bus station next to the New Lynn Mall • Bus services from Epsom and Mt Albert to Mt Roskill Central and Hillsborough. This also includes access from New North Road, Great North Road and Unitec areas. 	<ul style="list-style-type: none"> • We need to ensure that there are easy to access voting places (possibly Advanced Voting Services) to facilitate voters travelling from these neighbouring electorates. • Areas of focus could include Fickling Centre, Wesley Community Centre, Mt Roskill War Memorial Centre and the New World Supermarket. These areas are central to the routes from Mt Albert, New Lynn, New North and Stoddard Roads.
Services offered			
7	What voting services will be provided to meet the needs of Māori voters?	<p>Population demography for Mt Roskill indicate that 6% are Māori. There are no established Maraes in Mt Roskill. There are pockets of locations where Māori communities reside in. 69% of the Māori population aged between 18 – 24 year olds and 88% of the 25 -29 year olds are enrolled.</p>	<p>We have an opportunity to work towards increasing voter turnout among the Māori youth. Higher concentration of Māori communities live around Wesley, Waikowhai and Dominion Road extension areas. Using the schools and churches in those areas will be a good strategy to lift voter turn out.</p>

8	What specialist services do you need to deliver in your electorate?	There are 10 Rest Homes within the electorate.	We will need to plan and organise two mobile teams to provide service to the Rest Homes to help provide support for voting and collection of ballot papers.
9	Where and what shared electorate voting will be offered to meet the demand of voters?	New Lynn, Mt Albert, Epsom and Maungakiekie electorates will likely achieve shared votes for Mt Roskill	It will be useful to discuss, identify and confirm which particular locations in each of these electorates will offer shared voting /special voting services for Mt Roskill.
Hours of service			
10	When and where should hours of voting services be offered?	The hours of service can be determined by working out the number of advanced, special, ordinary votes cast over the advanced voting period (week day and weekends) and election day. It is also imperative to work out if sites are located within a residential, school zones, shopping and industrial areas	Based on votes issued in 2020, work out, plan and decide which areas and which sites should operate over the advanced voting period and which sites should only operate on election day.

11	<p>How will you provide a consistent service?</p>	<ul style="list-style-type: none"> • Advanced Voting Schedule • Election Day Schedule • Messages and information dissemination across sites 	<p>Based on national and individual electorate stats and voter behaviour over the last few years, advanced voting generally achieves around 70% of votes and election day achieves around 30% of the votes. This indicates the need to ensure that there are appropriate and sufficient sites across residential, school, shopping and industrial to operate over the advanced voting period and on election day.</p>
12	<p>When and where should extended hours of voting services be offered?</p> <ul style="list-style-type: none"> • early morning • late nights 	<p>This is being worked on /work in progress</p>	<p>This is being worked on /work in progress</p>
13	<p>When and where should weekend hours of voting services be offered?</p>	<p>This is being worked on /work in progress</p>	<p>This is being worked on /work in progress</p>

2.5 Hubs and secure storage

Use this section to think and plan how your electorate may use a hub and/or secure storage (if applicable). Refer to section 5 of Chapter 4 in the operations manual when completing this section.

Not applicable at this stage.

3 Planning your voting services

Based on identified gaps/improvements, detail potential voting places to consider.

3.1 Partnership locations

National Office has worked with key partners around New Zealand to identify locations for advance and Election Day voting places. The partnership locations identified for you are:

Place	Address	Partner organisation
The Warehouse	Shopping area in Stoddard Road	

3.2 Other locations

Advance and Election Day voting places need to be delivered in the geographic locations listed below, in addition to the partnership locations. Voting services might be delivered in the sites listed below.

Locations	Possible sites
Three Kings /Lynfield /Hillsborough	Fickling convention Centre, Three Kings School
Mt Roskill Central /Dominion Road Extension	Mt Roskill War Memorial Hall, Dominion Road School
New Windsor /Lynfield	Blockhouse Bay Community Church
Sandringham /Wesley	Wesley Community Centre,
Wesley	Warehouse Shopping
New Windsor /Mt Roskill Central	Islamic Mosque, New Windsor School
Waikowhai /Hillsborough	Waikowhai /Hillsborough
Richardson Road /White Swan Road	May Road School and Lynfield Community church

3.3 Other services

Voting services need to be delivered to the following organisations, institutions, groups, remote communities or at the following public events.

Organisation, institution, groups and public events	Type of service required
Please refer to pages 14 and 15.	

3.4 Other teams

Voting team services need to be delivered to the following organisations: care homes, hospitals, prisons, defence forces – *Work in Progress*

Organisation	Size of service
Sunset Rest Home & Hospital	
Hillsborough Hospital	
Eden Rest Home	
Dominion Home	
Gracedale Hospital	
Murray Halberg Retirement Village	
Blockhouse Bay Rest Home	
New Windsor Aged Care	
Ranfurly Village	
Torbay Rest Home	

3.5 Planning

To complete the assessment of all potential voting places, you will need to plan how you complete these by end of April.

Area	Number of potential voting places	Time required	Resources required	Completed by
Mt Roskill Central	7	Completed		
Sandringham/Wesley	3	Completed		
New Windsor	2	Completed		
Hillsborough	4	Completed		
Lynfield / Waikowhai	3	Completed		
Three Kings / Royal Oak	3	Completed		
MELAA focus – Mosques in Stoddard Road	1	90% achieved		

Total 23

3.6 Key contacts – *being updated*

To enable your electorate to deliver services, you will need to build strong relationships with key service providers. E.g., Mainfreight.

Organisation	Name	Email	Contact number
Puketepapa Community Network	██████████		
Bharatiya Samaj	██████████		

Roopa Aur Aap Charity	██████████		
The Doctors at Stoddard Road Medical centre and (Health Point)			
*Roskill South Oasis Hub	██████████		
NZ Islamic Cultural Trust (NZICT) – Somali focussed	██████████		
Masjid e - Umar (Mt Roskill Islamic Trust)	██████████		
Al - Hijaz Masjid / Masjid Arrahman – (Almanar Trust)	TBC		
E Tu Whanau (Refugee and Migrant)Ministry of Social Development	██████████		
NZ Ethnic Women’s Trust (Stoddard Road based)	██████████		
Kainga Ora (Mt Roskill focussed)	██████████		
Balmoral Chinese Business Association, Balmoral			
Buddhists Temples, New North Road, Grey Lynn areas.			
Church of Christ – Mt Roskill Online Services and Asian Fellowship 361, Mt Albert Road			
Mt Roskill Baptist Church, 485 Richardson Road, catering to diverse communities			
Whanau Centre (supporting Fiji, Pacific and ethnic communities)	██████████		
Mainfreight (Supplies)			
Levco (locks)			
NZ Police and Fire			
Spotless (Cleaning)			

4 Confirming your voting service

4.1 Finalising your voting service

Use this table to record the outcome of your decision and the rationale behind your decision.

Site name	Outcome	Why
Hillsborough Primary School	Proceed	Serves Hillsborough and neighbouring community
Waikowhai Primary	Proceed	Serves South Mt Roskill and Hillsborough areas
Halsey Drive Primary	Proceed	Serves inner Lynfield, Hillsborough areas
Hay Park School	Proceed	Serves New Windsor, Mt Roskill central and Roskill West, supporting Hillsborough, Lynfield areas.
May Road School	Proceed	Serves central and wider Mt Roskill and Hillsborough areas.
Mt Roskill Grammar	Proceed	Serves central and wider Mt Roskill areas
Dominion Road School	Proceed	Serves the Dominion Road extension areas, central Mt Roskill,
Wesley Intermediate	Proceed	Serves Wesley, Sandringham areas, and also Maori /PI families
Three Kings School		Serves Royal Oak, Three Kings,
New Windsor School	Proceed	Serves New Windsor, Mt Roskill, Royal Oak, central Mt Roskill areas. Borders New Lynn and Maungakiekie.
Wesley Primary	Proceed	Serves Wesley and Sandringham and Mt Roskill areas. Borders Epsom South area.
Central Auckland Specialist School	Proceed	Serves inner Wesley and Mt Roskill areas.
Maungwhau School	Proceed	
Lynfield College	Proceed	Serves Lynfield, Hillsborough and wider Mt Roskill areas.
St Therese's Catholic Church	Proceed	Serves Three Kings, Hillsborough, Roskill West and borders Mt Albert areas.
Lynfield Community Church	Proceed	Serves Lynfield area and neighbouring Hillsborough
St David's in the Field Church	Proceed	Serves central Hillsborough area, Lynfield and bordering Mt Albert and Maungakiekie areas
BlockHouse Bay Community Church	Proceed	Serves New Windsor, Hillsborough and Mt Roskill. Borders New Lynn and Mt Albert areas.
Mt Roskill War Memorial	Proceed	
Fickling Community Centre	Proceed	
Islamic Mosque	TBC	
The Warehouse	TBC	

Fickling Community Centre	Proceed	Serves the wider Three Kings, Royal Oak, Hillsborough areas. Borders Epsom, Maungakiekie and Mt Albert areas as well.
Mt Roskill War Memorial	Proceed	Serves South and Central Mt Roskill areas. Borders Mt Albert areas.
Wesley Community Centre	Proceed	Serves inner Wesley, wider Mt Roskill, Sandringham Road extension. The site also
Lynfield Tennis Club	Not proceeding	The venue has been affected by the floods and remedial work in progress. Unsure if the work will be completed in time for ED: while the main hall might still be accessible.
Tri Star Gymnastics Club	Proceed	
Islamic Mosque – Stoddard Road – New	In progress	Stoddard Road
The Warehouse	In progress	This will be a partnership arrangement
Christ The King School (Richardson Road)	Proceed	Will complete next week – Serves similar areas to May Road School. Could it be considered too close ?
St Giles Presbyterian Church	Not to Proceed	The church has been decommissioned. The site is now a Food Bank
Whanau Centre - New	Possibility	Stoddard Road. New possible location that could provide voting for up to 150 – 200 people.

4.2 Identifying your approach to meeting your recruitment needs

Refer to Section 6.2 of Chapter 4 in the operations manual to complete this section.

Identified issue or target employment group	Strategy
WINZ	Engage, Identify Employ – Work Broker Mt Eden office
Mainstream NGO	Engage, Identify Employ
Ethnic NGOs	Engage, Educate and Employ
Kainga Ora	Engage, Educate and Employ – Mt Roskill focussed

5 Building your electorate team

Refer to Section 7 of Chapter 4 in the operations manual to complete this section

In building the team, we will need to consider the following factors

- Understand and consider team culture in alignment with Māori protocols and Electoral Commission values
- Timely recruitment of staff for HQ and site roles in the Electorate
- Appropriate induction and training for new staff
- Induction, resources and Training for the team
- Leadership and management process established for the effective operations within the HQ for a smooth delivery of elections 2023.

Structure (work in progress)

There will be 5 levels of recruitment required for the electorate

Level 1 - HQ Management roles – LSM and RRM

Level 2 - Post Election Manager, Voting Services Manager and

Level 3 – Team leader roles

Level 4 – Senior Support roles

Level 5 – Support and assistant roles

Timeline

April /May - Interviews and job offers for LSM and RRM roles – Level1 roles

June /July - LSM and RRM commence roles at HQ. Induction and training periods. Support roles for LSM and RRM can also be confirmed – possibly Level 2 roles

August /September - In progress – Levels 3 and 4 roles

Oct/Nov – Level 5 roles Elections

Dec - Scale down and complete project.

Values and Team work

The team will be built on the Commission’s values, a culture of collaboration and teamwork. The three HQ Managers – EM, LSM and RRM will come together weekly to start. As the team develops, the EM, LSM and RRM will meet daily in the morning and meet with the wider team weekly. The aim is to foster a sense of one team with shared values and a common purpose of working towards delivering an important outcome - Elections 2023.

6 Risks

Refer to section 8 of Chapter 4 in the operations manual, the eLearning risk module, and the risk register template. List any risks with a rating score of 12 or more, and any that require significant budget or time to manage.

Your Regional Manager will discuss any further mitigation needed with you.

- **Security** – aware of current climate of matters and ensuring mitigation strategies are in place.
- **Recruitment** – ensuring we follow a robust process to employ the right candidates, not compromising on safety, security and integrity.

7 Review

Refer to section 9 of Chapter 4 in the operations manual to complete this section.

Subject	Feedback
Headquarters	<ul style="list-style-type: none"> No concerns
Selection of voting services	<ul style="list-style-type: none"> Instructions were confusing at times and inconsistent with manual. Tendency to over rely on manual.
Recruitment	<ul style="list-style-type: none"> Quite rushed and lack of time to appropriately select leadership roles especially for post-election work Some roles like VSM and PEM end abruptly with no time for handover and sorting unresolved matters
Logistics and supplies	<ul style="list-style-type: none"> There were delays and confusions around M46 and also supply of simple items like pens which caused delay in packing
HQ operations	<ul style="list-style-type: none"> More time for RRM required to work through recruitment activities and rostering and to tidy up at the end. It was too rushed at the beginning and at the end.
Training	<ul style="list-style-type: none"> From across the board, there was insufficient training, especially for VPMS, and other leadership roles. The VSM role was also virtually a 'walk in the dark' at many points and was again, too late in the scheme of things to start and too early to have finished on ED.
Rostering and communications	<ul style="list-style-type: none"> Please see notes under recruitment

<p>Voting period</p>	<ul style="list-style-type: none"> • The reconciliation and daily return of ballot papers to HQ with minimum two people in the car caused considerable challenges at many points. To revisit this matter with security on site or assigned officers to pick up and drop off critical materials daily over the advanced voting periods.
<p>Post-election and completion</p>	<ul style="list-style-type: none"> • There was confusion and anxiety especially around Special and Dual votes, and the PEM and PLs only had a few hours of face to face training and manual to rely on. This is insufficient to understand and manage the entire post-election process. Longer training and more contact time with knowledge experts is strongly advocated for.

New Lynn Electorate

2023 Electorate Plan for Service Delivery

This electorate plan has been broken into the following sections, covering how services will be planned:

1. Voting services expectations
2. Electorate overview
3. Planning your voting services
4. Confirming your voting service
5. Building your electorate team
6. Risks
7. Review

This plan is an integral part of the overall planning for the general election. It is based on your Regional Plan and combines with other electorate plans to provide a regional approach.

List of changes

Version no.	Consulted with / changes made	Date
1.0	██████████	7 July 2023
2.0		
3.0		

1 Voting services expectations

My electorate's voting services will:

- 1** Meet the needs of the community
- 2** Be available in locations convenient to voters where they live, work and play
- 3** Prioritise Māori voters, diverse communities and target groups by providing services informed by the community
- 4** Be staffed to reflect the diversity of my local community
- 5** Offer shared electorate voting at locations where voters are expected to vote
- 6** Operate at times convenient to voters, including late nights and weekends

2 Electorate overview

2.1 Overview

Region	Auckland & North	
Electorate profile	Urban, although the Waitakere Ranges can be considered Regional	
Home Māori electorate(s)	Tamaki Makaurau Te Tai Tokerau (one VP at northern tip of the electorate)	
Neighbouring electorates	Kelston Mt Albert Mt Roskill Te Atatū Kaipara Ki Mahurangi	
Shared Electorates	My electorate will provide services for which other electorates voters	Which electorates will provide services for my voters
	Kelston	Auckland Central
	Mt Albert	Epsom
	Mt Roskill	Kelston
	Te Atatū	Mt Albert
	Upper Harbour	Mt Roskill
	Kaipara Ki Mahurangi	Te Atatū
		Kaipara Ki Mahurangi

2.2 Enrolment and turn-out rates

This table compares the nationwide 2020 enrolment and turn-out rates with your electorate's rates.

	Nationwide average in 2020	Your electorate in 2020	Your electorate compared to the nationwide average
Enrolment rate	94.1	91.1%	-3.0%
Turn-out rate	82.2	82%	-0.2%
Turn-out split (AV% vs ED%)	68% vs 32%	71% vs 29%	+3.0%

2.3 Key characteristics

Refer to the questions in section 4.3 of Chapter 4 in the operations manual when completing these questions.

Q#	Question	Identify	So what?
My electorate and how I fit into my region			
1	How does my electorate fit into the regional plan for delivering voting services?	New Lynn borders 5 electorates – Mt Albert, Mt Roskill, Kelston, Te Atatū & Kaipara ki Mahurangi.	Will require shared voting in all border VPs including some Māori electorate borders.
2	What are the logistical challenges of my electorate's geography?	New Lynn has two distinct geographical areas – densely populated suburbs to the east and sparsely populated Waitakere Ranges to the west. The HQ is located between the two. Remote locations in the Waitakere Ranges could become inaccessible due to slips, eg. Piha	Travel distances from HQ to any VP compounded by traffic density at different times of the day will make delivery and resupply an issue at peak times particularly if materials cannot be kept onsite overnight during AV. What can be done to overcome accessibility issues will depend on timing of any incident and what measures can be taken in the time available
3	What will my electorate need to do to recruit the most appropriate staff?	We are already experiencing difficulty recruiting suitable people for LSM & RRM roles. It follows there will be a shortage of quality applicants for bulk roles.	Specific recruiting drives at locations and groups. Promote work opportunities during VPAs. Target priority populations through engaging new VPs such as mosques, Pasifika & Asian churches and Pan Africa Community. Target Waitakere Ranges local communities to staff Waitakere AVPs. Unitec tertiary education institute in Mt Albert Electorate is adjacent to Kelston and New Lynn borders. Will have a coordinated approach with Mt Albert and Kelston EMs to attract students as workers Contact alumni workers from past elections.

Demographic considerations			
4	What is my electorate's ethnic make-up?	<p>European 50.5%</p> <p>Māori 7.5%, 50% below national average</p> <p>Pacifika 12.3%</p> <p>Asian 36.5%, mainly concentrated in the northern half of the urban area.</p> <p>MELAA 2.2%, Pan African CC.</p>	<p>Attracting the Māori voters is difficult. At 7.5%, the Māori population is less than half the national average. There are no marae or kura in New Lynn. Haoni Waititi marae and school, just inside the Kelston border, will be a te reo ED VP. It is a large Māori community hub with families & networks spread through other electorates that can be targeted for voters and EC workers.</p> <p>VPs are clustered around suburban shopping centres to attract voters. A new VP will be in the Pan African CC to specifically engage Africans as voters and workers.</p> <p>The Asian community largely takes care of itself.</p>
5	Where are young people located?	The population of urban areas has a lot of young families with school children	Schools act as community hubs. Almost half of VPs are schools to engage parents and the immediate surrounding community.
Turnout considerations			
6	What are my electorate's turnout rates?	<p>Overall turnout rate for GE20 was 82%, on par with the national average. Areas of lowest turnout were Glenavon and Avondale West, both 70%. Next lowest was New Lynn Central at 73%</p>	<p>Still a good turnout rate but can always be improved. Three new VPs are being used GE23, St Jude's Anglican, Suburbs RFC and Pan African CC. These may draw out a different demographic and more numbers</p>

7	What are my electorate's enrolment rates?	Overall enrolment rate for GE20 was 91%, 3% down on the national average, but still relatively high. Of the Māori youth population, 68% of 18-24 year olds were enrolled and 83% of 25-29 year olds.	Behind the national average, but still a good rate. Māori 18-24 year olds is poor, but it is difficult to target this group because number of Māori are 50% less than the national average and there are no significant areas to target.
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2.4 Voting services

Refer to the questions in section 4.4 of Chapter 4 in the operations manual when completing these questions.

Locations of service			
1	Where are the high foot traffic areas within your electorate? eg. malls	Avondale Shopping Centre Avondale Markets (Avondale Racecourse Sundays) Blockhouse Bay Shopping Centre New Lynn Shopping Centre LynnMall Green Bay Shopping Centre Titirangi Shopping Centre Around all schools, drop-off & pick-up times	Ensure each of these areas has an AVP and at least one ED VP.
2	What are the major transportation routes within your electorate?	Ash Street Great North Road Blockhouse Bay Road Wolverton Road Portage Road Godley Road Titirangi Road Scenic Drive Avondale train station New Lynn train station	AVPs have been selected because they are on arterial routes. St Jude's near Avondale Train Station and LynnMall is near New Lynn Train Station. There is potential for an extreme weather event to disrupt.
3	What businesses and/or organisations which are significant employers in my electorate? eg. forestry, manufacturing, large office buildings Note: all voting services must be accessible to the general public and not behind locked doors (excluding hospitals, care homes etc).	Mitre 10 Mega Store, Astley Ave, New Lynn. Bunnings, cnr GNR & Titirangi Roads. The Warehouse, New Lynn. Pinesong Retirement Village, Green Bay with 500 residents and staff	Pan African CC AV & ED VP is directly across the road from Bunnings and in the same block as The Warehouse. The Care Homes Team will spend a number of days at Pinesong Retirement Village Resthome and Hospital with possibly a Pop-Up VP provided one day for mobile residents.

4	What are the geographical challenges for voters in my electorate to access voting services?	The urban areas are easily accessible with good transport routes and a public transport. The Waitakeres are remote with residents spread sparsely. Many voters will have to travel significant distances to VPs.	In the urban areas there are 19 VPs which are within walking distance from any one part of the electorate. 8 VPs are strategically spread throughout the Waitakeres to minimise travel distances.
5	What has changed in my electorate since GE2020?	<p>Avondale Baptist is not available this year, but St Jude's Anglican which is 400 metres away has replaced it.</p> <p>Electoral boundaries remain the same. Very little has changed in the urban areas other than some large housing developments.</p> <p>The extreme weather events have highlighted how precarious many residences are. Several roads in the Waitakeres were damaged, isolating some residents for prolonged periods and limiting access to some areas.</p>	The placement of AV & ED VPs is sufficient to provide good coverage for the expected turnout. Huia & Piha have only one access route. There is little that can be done if they are isolated on ED.
6	Where are the high foot traffic locations and major transportation routes neighbouring my electorate?	<p>New North Rd from City to Avondale.</p> <p>Great North Rd from City to Henderson.</p> <p>Hillsborough Rd from Royal Oak to Blockhouse Bay.</p> <p>Sou'eastern Motorway from Upper Harbour to Manukau.</p> <p>Mt Albert Train Station and Pak'nSave, New North Road, just inside Mt Albert border.</p> <p>Swanson Station just inside Te Atatū border.</p> <p>Ranui Station just inside Te Atatū border</p>	
Services offered			

7	What voting services will be provided to meet the needs of Māori voters?	Māori make up 7.5% of the populations. There are no publicly accessible marae in New Lynn electorate. The Kakariki Marae is inaccessible located inside the Green Bay High School ground	At 7.5%, the Māori population is less than half the national average. There is little that can be done to engage the Māori vote.
8	What specialist services do you need to deliver in your electorate?	There are 9 retirement village/rest home/hospital facilities in the lectorate clustered mainly in Avondale and Green Bay areas.	One or two mobile teams will be deployed
9	Where and what shared electorate voting will be offered to meet the demand of voters?	Kelston Mt Albert Mt Roskill Te Atatū Kaipara Ki Mahurangi Te Tai Tokerau	The majority of shared votes taken in New Lynn are for Kelston and Mt Roskill and to a lesser extent Mt Albert and Te Atatū. AV & ED VPs close to border take most of the shared. By its nature LynnMall takes votes from all five. Waitakere is the one VP where Te Tai Tokerau is the home electorate and Tamaki Makaurau is shared.
Hours of service			
10	When and where should hours of voting services be offered?	Frankly, why ask these next few questions? AVP hours should suit the public not the electoral worker or the budget. Yet, because of budget NO orders AV hours be reduced despite AVs trending upwards every election.	LynnMall is the only AVP where voting hours will match the public mall opening hours. Pan African CC and Salvation Army are closed the first week with the prospect of more hours being cut from other AVPs. This makes the 70% of votes taken being AVs difficult to achieve

11	How will you provide a consistent service?	With adequate staff working adequate hours.	
12	When and where should extended hours of voting services be offered? <ul style="list-style-type: none"> • early morning • late nights 	At all AVPs please <ul style="list-style-type: none"> • Avondale Community Centre • Blockhouse Bay Baptist Church • LynnMall • Pan African Community Centre • St Jude's Anglican Church • Suburbs Rugby Football Club • The Salvation Army Church New Lynn • Titirangi War Memorial Hall 	
13	When and where should weekend hours of voting services be offered?	As above	

2.5 Hubs and secure storage

Use this section to think and plan how your electorate may use a hub and/or secure storage (if applicable). Refer to section 5 of Chapter 4 in the operations manual when completing this section.

A hub is not required for the AV period.

Because of traffic density and the distance from HQ to urban VPs, consideration was given to having an ED hub in an existing urban AVP's secure storage area such as Suburbs RFC. However, this can be circumvented by ensuring mobile support staff are resourced with sufficient spare voting materials.

3 Planning your voting services

Based on identified gaps/improvements, detail potential voting places to consider.

3.1 Partnership locations

National Office has worked with key partners around New Zealand to identify locations for advance and Election Day voting places. The partnership locations identified for you are:

Place	Address	Partner organisation
LynnMall	3058 Great North Rd	Kiwi Property Group
New World New Lynn	2/6 Crown Lynn Place	Foodstuffs
New World Green Bay	64 Godley Road	Foodstuffs
The Warehouse New Lynn	7/13 Rata Street	The Warehouse Group

3.2 Other locations

Advance and Election Day voting places need to be delivered in the geographic locations listed below, in addition to the partnership locations. Voting services might be delivered in the sites listed below.

Locations	Possible sites
Avondale	Auckland Islamic Centre, 122 Blockhouse Bay Road
Blockhouse Bay	Iona Presbyterian Church, 38 Donovan Street
Green Bay	Green Bay Life Church, 14 Vardon Road
New Lynn	New Lynn Islamic Trust, 13 Ward Street
Titirangi	Adequate coverage
Waitakere Ranges	Adequately coverage

3.3 Other services

Voting services need to be delivered to the following organisations, institutions, groups, remote communities or at the following public events.

Organisation, institution, groups and public events	Type of service required
Westcoast beaches particularly Piha, Karekare & Anawata communities	Important to have ED VP at Piha

3.4 Other teams

Voting team services need to be delivered to the following organisations: care homes, hospitals, prisons, defence forces.

Organisation	Size of service (level of care)
Avon Resthome	Rest home 18 beds
Avondale Life Care	Rest home 13 beds Hospital 39 beds Dementia 15 beds
Crestwood Village	Independent 10 units Rest home 18 beds Hospital 22 beds
Glenburn Retirement Village	Independent 55 units
Glenburn Rest Home & Hospital	Rest home 26 beds Hospital 45 bed Dementia 12 beds
Peace Haven Resthome & Hospital	Rest home 12 beds Hospital 46 beds
Pinesong	Independent 100+ units Rest home 30 Hospital 45 Dementia?
Powley Village	Independent 80, Rest home 17 Hospital 29
Rosaria Rest Home	Rest home 26
Rosehill Gardens	Independent

3.5 Planning

To complete the assessment of all potential voting places, you will need to plan how you complete these by end of April.

Area	Number of potential voting places	Time required	Resources required	Completed by
Avondale	6	3 days	Car, mobile phone, tape measure, pen, M41-VPACCESS forms	EM
Blockhouse Bay	4	2 days	As above	EM
Green Bay	7	3.5 days	As above	EM
New Lynn	8	4 days	As above	EM
Titirangi & beyond	4	3 days	As above	EM
Waitakere Ranges communities	5	3 days	As above	EM

3.6 Key contacts

To enable your electorate to deliver services, you will need to build strong relationships with key service providers. eg. Mainfreight.

Organisation	Name	Email	Contact number
Auckland Council	[REDACTED]	[REDACTED]	[REDACTED]
Exhibition Hire Services	[REDACTED]	[REDACTED]	[REDACTED]
Kiwi Property Group (LynnMall)	[REDACTED]	[REDACTED]	[REDACTED]
Levco	[REDACTED]	[REDACTED]	[REDACTED]
Landeman Print	[REDACTED]	[REDACTED]	[REDACTED]
Metropolitan Rentals	[REDACTED]	[REDACTED]	[REDACTED]
Office Max	[REDACTED]	[REDACTED]	[REDACTED]
Reclaim Recycling	[REDACTED]	[REDACTED]	[REDACTED]
Red Badge Security	[REDACTED]	[REDACTED]	[REDACTED]
Spotless	[REDACTED]	[REDACTED]	[REDACTED]

4 Confirming your voting service

4.1 Finalising your voting service

Use this table to record the outcome of your decision and the rationale behind your decision.

Name	Outcome	Why
Avondale Community Centre	AVP & ED	Main arterial route on entry point to northern end of electorate on border with Kelston. Popular community hub. Good parking
Blockhouse Bay Baptist Church	AVP & ED	Major arterial route at southern end of electorate. Closely borders Mt Roskill. Well known VP
LynnMall	AVP & ED	Always busy, late nights Thu & Fri, busy weekends. Taps into huge voting population frequenting the shops. Excellent parking
Pan African Community Centre	AVP & ED	Busy arterial route exiting west side of electorate on border with Kelston. New VP. Community hub for a range of priority communities
St Jude's Anglican Church	AVP & ED	Main arterial route at north-eastern side of electorate on border with Mt Albert. Highly visible with good parking
Suburbs Rugby Football Club	AVP & ED	Major arterial route filling a void in the Green Bay area. Highly visible, easy access with excellent parking in on road or in carpark
The Salvation Army Church New Lynn	AVP & ED	Community hub close to LynnMall attracting a diverse range of lower socio-economic groups. Good parking
Titirangi War Memorial Hall	AVP & ED	Adjacent to southern entry point to Waitakere Ranges. Popular VP historically well attended serving the remote communities beyond Titirangi. Excellent parking
Arahoe School	ED	Popular community hub. Historically well-attended VP serving local community
Avondale Primary School	ED	Popular community hub. Historically well-attended VP serving local community
Blockhouse Bay Primary School	ED	Popular community hub. Historically well-attended VP serving local community
Chaucer School	ED	Popular community hub. Historically well-attended VP serving local community
Dayspring Trust Care Centre	ED	Popular community hub. Historically well-attended VP serving local community
Fruitvale School	ED	Popular community hub. Historically well-attended VP serving local community
Glenavon School	ED	Popular community hub. Historically well-attended VP serving local community

Green Bay Community House	ED	Popular community hub. Historically well-attended VP serving local community
Green Bay Primary School	ED	Popular community hub. Historically well-attended VP serving local community
Henderson Valley Primary	ED	Popular community hub. Historically well-attended VP serving local community
Huia Community Hall	ED	Southern most VP of electorate serving the remote Waitakere local community
Laingholm Primary School	ED	Remote community hub in Waitakere Ranges serving local community
New Lynn Sea Scouts	ED	Quirky old hall near a busy intersection that always attracts a lot of voters
Oratia District Primary	ED	Semi-remote VP at foot of Waitakeres where urban turns to bush. On sou'western border of Te Atatū. Serves local community. Takes a lot of shared votes.
Piha – Barnett Hall	ED	West Coast beach community on edge of Waitakeres serving remote local communities of Piha, Karekare and Anawata
Waiatarua Community Hall	ED	Remote VP at top of Waitakere Ranges serving local community
Waitākere Domain Hall	ED	Northern most VP of electorate at end of Waitakeres on the border with KKM. Home Māori electorate is Te Tai Tokerau. Serves remote local community.
Woodlands Park School	ED	Remote community hub in Waitakere Ranges serving local community

4.2 Identifying your approach to meeting your recruitment needs

Refer to Section 6.2 of Chapter 4 in the operations manual to complete this section.

Identified issue or target employment group	Strategy
Mosques – Muslims	Met with two local mosques. Failed to secure them as VPs, but have discussed and will promote employment opportunities
Pan African CC – Africans	Very enthusiastic manager who will promote employment opportunities amongst African communities and encourage voting
Local school communities – staff/parents	During VPAs distributed promotional material to encourage staff/parents to apply as ED staff. Will promote further when RRM comes on board
Recruitment in general	May be difficult to attract good quality staff as seen during LSM and RRM recruitment

5 Building your electorate team

Refer to Section 7 of Chapter 4 in the operations manual to complete this section

At a minimum, the following HQ staffing will be:

Logistics Team

- LSM
- A LSM Team Leader (2 I/C) to support the LSM and be capable of stepping up if required
- An Admin Support to be assistant to the Team Leader
- Two part-time Admin Support to assist as and when required with the processing of supplies, packing of materials, setting up AVPs, collecting materials, post -election tasks, return of supplies and pack up of HQ

Rostering and Recruitment Team

- RRM
- RRM Team Leader (2 I/C) to assist the RRM and be capable of stepping up if required
- Two Admin Support to assist with the processing, interviewing, testing, other R&R admin tasks

Voting Services Team

- Voting Services Manager
- Four Trainers. Trained trainers and/or past electoral experience. Will become Mobile Support and then post-election Process Leaders if available
- Care Homes Team consisting of a Team Leader and one or two Admin Support plus a JP. They could become VPMs and/or Process Leaders

Post Election Team

- Post Election Manager. Would most likely be the Voting Services Manager.
- Process Leaders for Early and Official Counts, SVs, Roll Scanning, Dual Votes. Could be HQ Support staff who have proved themselves capable and/or Advance Voting staff.
- Two or three JPs for Official Count

Building a Team

The core team will consist of EM, RRM, LSM and some key Support Staff. Voting Services and Post Election Managers will come into play closer to the AV period and ED. All staff will be trained in their respective roles and collaborate to support each other. Regular meetings and additional meetings as and when required.

6 Risks

Refer to section 8 of Chapter 4 in the operations manual, the eLearning risk module, and the risk register template. List any risks with a rating score of 12 or more, and any that require significant budget or time to manage.

Your Regional Manager will discuss any further mitigation needed with you.

- Several AVPs will require lock changes to overnight storage facilities to ensure they meet required standard.
- LynnMall AVP & ED VP requires a fulltime security guard with an extra on ED night for the last hour of voting after the Mall closes and the preliminary count.
- Adverse weather events could cause remote VPs in the Waitakere Ranges to become isolated or inaccessible if roads are cut off.

7 Review

Refer to section 9 of Chapter 4 in the operations manual to complete this section.

Subject	Feedback
Headquarters	
Selection of voting services	
Recruitment	
Logistics and supplies	
HQ operations	
Training	
Rostering and communications	
Voting period	
Post-election and completion	