

Meeting with Community Advocates – Whangarei-Northland
“Locating Voting Places in Significant Spaces where Maori Voters Gather”

Introduction

This paper has been developed to help Commission staff engage with community advocates to ensure we get relevant advice that will result in 2020 GE voting places being located where Maori voters gather to access services or celebrate with whanau and friends. This will make voting easier and more accessible because voting places deployed in these gathering spaces will enable Maori voters to vote while they go about their everyday lives.

Our network of community advocates are all busy people. Therefore, we need to ensure that our discussions are focused, and we are clear about what elements of the base narrative in the Korero Hui Framework we are wanting to change for the next election in 2020.

Engagement Framework

PHASE	KEY ACTIVITIES	NOTES - KEY FINDINGS
<p>Resources:</p>	<p>Maps and Tables:</p> <ul style="list-style-type: none"> ▪ Parliamentary electorate profiles, results 2017, population, households etc. ▪ https://ecartgis02.election.net.nz/s/2017_voting_by_descent/ ▪ Map: <ul style="list-style-type: none"> ∞ Location of 2017 GE Voting Places where 200 or more voters of Maori descent voted ▪ Table setting out the name and address of 2017 GE voting places where 200 or more voters of Maori descent voted ▪ Staffing details 2017 GE, number and ethnicity of people employed for VPs 	<p>Includes Whangarei and Northland Communities:</p> <ul style="list-style-type: none"> ▪ Māori comprise 37.3% of resident population of Northland electorate ▪ Māori comprise 26% of resident population of Whangarei ▪ Whangarei turnout – 2017 GE <ul style="list-style-type: none"> ∞ Raunanga (2,067 voters) 65% turnout ∞ Tarewa (1,083 voters) 65% turnout ∞ Otagarei (1,183 voters) 61% turnout ▪ Issues: <ul style="list-style-type: none"> ∞ Elect. Day VP numbers in 2017 GE indicate AVP options should be deployed in outlying communities not just the larger communities ▪ Strategy: <ul style="list-style-type: none"> ∞ Set up AVP options in communities where deprivation levels are high ∞ Where population levels are low, provide AVP options in centres where these communities travel regularly to access services (supermarkets, Lotto shops etc.) i.e. Hubs ∞ Actively seek AVP options in priority areas such as North/South Hokianga, Te Kao, Whangaroa-Kaero South ∞ Provide options in high need Hubs such as Dargaville, Kawakawa, Kaitiaki and Kerikeri.

<p>Schedule meetings:</p>	<p>Network of Community Advocates contacts:</p> <ul style="list-style-type: none"> Contact key people - set up appointment times and let people know what you want to do/achieve with the advice you are seeking You may need to help people understand that we have criteria that voting places need to meet before we can confirm new locations i.e. share the process we need to work through to confirm voting places. 	<p>59(2)(a)</p> <ul style="list-style-type: none"> Supermarkets with high numbers of regular shoppers – PAK'nSAVE Warehouse stores Town Halls Libraries Community Centres Hauora Networks Marae based health services
<p>Significant Places Whangarei</p>	<p>Significant Places for people in their community:</p> <ul style="list-style-type: none"> Where are they? Why are they significant? What do people generally come here for? When are people most likely to gather here? Have voting places been located here in past elections? 	<p>Whangarei Strategy:</p> <ul style="list-style-type: none"> Consider AVP locations in: <ul style="list-style-type: none"> ∞ Otangarei, Tarewa and Raumanga ∞ High foot traffic outlets in Whangarei – PAK'nSAVE, Warehouse, Mail. Consider new AVP locations in communities with significant VP numbers on Election Day 2017
<p>Site Visit to 2017 Voting Places</p>	<p>Each Site Visited:</p> <ul style="list-style-type: none"> Who are the people most likely to vote here? When are they likely to come here if given the choice? Are Maori likely to vote here? Why yes or No? What does the deprivation Index map tell us about this location? Good – Not so Good for Maori? Compare data from 2017 GE? Keep or relocate? 	<ul style="list-style-type: none"> Whangarei PAK'nSAVE – High Priority location Whangarei Warehouse – High Priority location Northland Polytechnic: <ul style="list-style-type: none"> ∞ Gate 1: Te Puna O Maturanga vicinity has good options, marae/Wharekai etc. Gathering place for young people who are used to accessing services here. ∞ Gate 2 Admin block used as an AVP in 2017, however Gate 1 option appears the better option – High Priority ∞ Consider as AVP-VP option.
<p>Proposed New Sites Whangarei</p>	<p>New Sites Whangarei:</p> <ul style="list-style-type: none"> Has this been used previously as a VP? How accessible is this to passers-by? Who are the people most likely to come here to vote? Good for AVP? What buildings are available if any? What services exist or are based here? What social activities can be located here? Meet assessment criteria. 	<ul style="list-style-type: none"> ∞ Note – 2017 VP location no longer a good option – restricted parking and now site of a busy round-about! (The door of Hope Fellowship – corner Tarewa and Otaika roads ∞ Smeaton drive Community House: VP option. Next to Rewarewa Kohanga – contact Mike Herbert Commercial Manager of District Council 9T his is central to a low socio-economic area. Priority VP ∞ Tikipunga Library – close to very new and large housing estate AVP option

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Issues raised	<ul style="list-style-type: none">Encourage people to talk about local Iwi politics that may help us understand people's attitudes to voting and options to manage etc.Who are the influencers/mobilisers who may have an interest in the new voting places we set up for Maori voters and how can we get them on-board?Are there historical issues surrounding the new or proposed location that we need to be aware of?	<ul style="list-style-type: none">Can we utilise Dictation Voting option to provide services to people in isolated communities with landline telephone access?
Risks	<ul style="list-style-type: none">Political alliances of key people we are working with?Push back from non-Maori attitudes?Security?	

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NORTHLAND SERVICE PLAN

High level strategy:

- Target communities 100 or more voters of Māori descent voted in 2017 GE for consideration of AVP options
- A mobile AVP service deployed on set days utilising marae or alternate buildings (where Māori are more likely to vote located in the selected communities)
- A deployment plan supported by community advocates i.e. locations, days and times available.

Community	2017 AVP-VP Venue	2020 Venue options	Days-times-proposals
Paparoa	<ul style="list-style-type: none"> ▪ 2017 VP Paparoa School 51-483- 534 ▪ No AVP option in 2017 	<ul style="list-style-type: none"> ▪ Memorial Hall location is an AVP option ▪ 2020 AVP – part time 	<ul style="list-style-type: none"> ▪ Consider one day for AVP located at the Memorial Hall – serviced from Dargaville.
Ruawai	<ul style="list-style-type: none"> ▪ 2017 VP Ruawai Primary 71-299-370 ▪ No AVP option in 2017 	<ul style="list-style-type: none"> ▪ Ruawai Tokatoka Memorial Hall is the most central AVP location (Ruawai community church could also be used) Contact Jacqui – 021 2770081 ▪ 2020 AVP – part time 	<ul style="list-style-type: none"> ▪ Consider one day for AVP located at the Memorial Hall – serviced from Dargaville.
Dargaville	<ul style="list-style-type: none"> ▪ AVP in 2017 at Fosters Building 36 Victoria St. 604-2230-2834 	<ul style="list-style-type: none"> ▪ 2020 AVP – Full time: High Priority ▪ 36 Victoria St no longer available, however 40 Victoria currently vacant and access to secure this property should be high priority ▪ 2020 AVP – Full time at Baptist church, central location: High Priority ▪ 2020 AVP - Recommend back up AVP option located at the Ngāti Hine Health Trust – the trust works in 400 whanau homes each day. Mike to negotiate access to this location. Priority 	<ul style="list-style-type: none"> ▪ Fulltime AVP option
Kawakawa	<ul style="list-style-type: none"> ▪ AVP in 2017 located at Baptist Church 556-298-854 	<ul style="list-style-type: none"> ▪ 2020 AVP - Recommend back up AVP option located at the Ngāti Hine Health Trust – the trust works in 400 whanau homes each day. Mike to negotiate access to this location. Priority 	<ul style="list-style-type: none"> ▪ Fulltime AVP at Baptist ▪ Ngāti Hine Trust is also a central location, consider part time option for 6-7 days.

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<ul style="list-style-type: none"> ▪ Kaikohe 	<ul style="list-style-type: none"> ▪ AVP in 2017 located in Hammer Hardware Building 1197-615-1812 	<ul style="list-style-type: none"> ▪ 2020 AVP – Fulltime at Hammer Hardware Building, central location: High Priority ▪ 2020 AVP - Recommended backup at Warehouse which has large space available – very high foot traffic as Kaikohe is a significant Hub for surrounding communities. High Priority 	<ul style="list-style-type: none"> ▪ Fulltime at Hammer Hardware ▪ Fulltime at the Warehouse.
<ul style="list-style-type: none"> ▪ Mangamuka 	<ul style="list-style-type: none"> ▪ 2017 VP Mangamuka Health Clinic 49-21-70 ▪ No AVP option in 2017 	<ul style="list-style-type: none"> ▪ Not a priority AVP location for 2020 GE. ▪ Recommend new Tautoko FM location for the 2020 VP location (Old Mangamuka Hotel) 	<ul style="list-style-type: none"> ▪ 2020 VP location at Tautoko FM building
<ul style="list-style-type: none"> ▪ Kaitaia 	<ul style="list-style-type: none"> ▪ AVP in 2017 located in Te Ahu Atrium 1702-1916-3618 	<ul style="list-style-type: none"> ▪ 2020 AVP – Fulltime at TE Ahu Atrium, excellent facility. High Priority ▪ Significant Hub for surrounding communities including North Hokianga communities and Far North communities as well as Taipa. ▪ 2020 AVP backup locations – fulltime/part time opening TBC: <ul style="list-style-type: none"> ∞ PAK'nSAVE (Very spacious location) High Priority ∞ Warehouse - Priority 	<ul style="list-style-type: none"> ▪ 2020 locations: <ul style="list-style-type: none"> ∞ Te Ahu Atrium ∞ PAK'nSAVE ∞ The Warehouse
<ul style="list-style-type: none"> ▪ Awanui 	<ul style="list-style-type: none"> ▪ 2017 VP at Awanui School 137-165-302 	<ul style="list-style-type: none"> ▪ Not a priority area for AVP. Very Good access to Kaitaia AVP locations. 	<ul style="list-style-type: none"> ▪ No AVP location required for 2020 GE
<ul style="list-style-type: none"> ▪ Te Kao 	<ul style="list-style-type: none"> ▪ 2017 VP located at Te Kao Area School 90-19-109 	<ul style="list-style-type: none"> ▪ 2020 AVP: ^{9/2/20} has a strong contact to approach in this area who can give a local perspective about the need for an early voting option and a relevant location. 	<ul style="list-style-type: none"> ▪ Part time AVP

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<ul style="list-style-type: none"> Taipapa 	<ul style="list-style-type: none"> 2017 VP at Taipapa Area School 183-484-667 	<ul style="list-style-type: none"> No immediate AVP location on the Main Road. However, 667 people voted at the VP in 2017. Recommend consideration of a marae-based option at Parapara Marae 	<ul style="list-style-type: none"> Part time AVP option be considered at Parapara Marae.
<ul style="list-style-type: none"> Mangonui Coopers Beach 	<ul style="list-style-type: none"> 2017 VP at Mangonui School 145/558/703 No AVP option in 2017 	<ul style="list-style-type: none"> 2020 AVP option location may be available at St John Ambulance Station, Doubtless Bay (TBC) High priority because there is significant population of voters in this area. 	<ul style="list-style-type: none"> Part time AVP option to be considered
<ul style="list-style-type: none"> Kaero 	<ul style="list-style-type: none"> 2017 VP at Kaero Primary school 186-290-476 No AVP option in 2017 	<ul style="list-style-type: none"> Kaero is a service Hub for Whangaroa district communities therefore it is a good option for a 2020 AVP The Whangaroa Memorial Hall presents as a good location for an AVP option (opposite the Supermarket) The Te Runanga O Whangaroa building is a suitable back up location if the Hall is not available. 	<ul style="list-style-type: none"> Part time AVP option. Timing and scheduling is important to ensure the surrounding communities can access early voting services. Consider week one Wed to Sun and week 2 Wed to Friday as options (TBC)
<ul style="list-style-type: none"> Waipapa 	<ul style="list-style-type: none"> 2017 VP at Waipapa Hall 116-763-879 No AVP option in 2017 	<ul style="list-style-type: none"> Busy location between Kerikeri and the main highway. 2020 AVP location available at the Warehouse 	<ul style="list-style-type: none"> Consider fulltime AVP at this location which may take the pressure off the Kerikeri AVP.
<ul style="list-style-type: none"> Kerikeri 	<ul style="list-style-type: none"> 2017 AVP at Baptist Church 575-4091-4666 (Very busy) 	<ul style="list-style-type: none"> 2020 AVP at same location as 2017. Space in the central area is at a premium. The Waipapa AVP at the warehouse should provide an alternative for Māori voters. High Priority fulltime AVP option. 	<ul style="list-style-type: none"> Fulltime AVP

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<ul style="list-style-type: none"> Whangareo South communities 	<ul style="list-style-type: none"> 2017 VPs 	<ul style="list-style-type: none"> Whangareo Hall, 43-107-150 Matauri Bay School, 92-45-137 	<ul style="list-style-type: none"> Part time AVP option serviced by Kaeo Team
<ul style="list-style-type: none"> Kawakawa South-east 	<ul style="list-style-type: none"> 2017 VPs 	<p>2017 VP locations:</p> <ul style="list-style-type: none"> Karetu School, 26-30-56 Oakura Hall, 57-82-139 Whangaruru School, 27-18-45 	<ul style="list-style-type: none"> Part time AVP option serviced by Kawakawa Team
<ul style="list-style-type: none"> Omapere 	<ul style="list-style-type: none"> 2017 VP at Opononi Area School 160-153-313 	<ul style="list-style-type: none"> 2020 AVP location 	<ul style="list-style-type: none"> Part time AVP
<ul style="list-style-type: none"> Opononi 	<ul style="list-style-type: none"> 2017 VP at Opononi Area School 160-153-313 No AVP at Opononi or Omapere in 2017 	<ul style="list-style-type: none"> 2020 AVP location 	<ul style="list-style-type: none"> Part time AVP
<ul style="list-style-type: none"> Rawene 	<ul style="list-style-type: none"> 2017 VP at Rawene School 138-127-265 	<ul style="list-style-type: none"> 2020 AVP location 	<ul style="list-style-type: none"> Part time AVP
<ul style="list-style-type: none"> Panguru 	<ul style="list-style-type: none"> 2017 VP at Te Kura Taumata O Panguru 111-15-126 No AVP option in 2017 	<ul style="list-style-type: none"> 2020 AVP location 	<ul style="list-style-type: none"> Part time AVP

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<ul style="list-style-type: none"> Herekino 	<ul style="list-style-type: none"> 2017 VP at Herekino School 45-48-93 No AVP in 2017 	<ul style="list-style-type: none"> 2020 AVP location may be available at the Herekino Memorial Hall. However, numbers of voters not high and does not present as a Hub for surrounding communities. Services accessed at Kaitaia. This may be the option for early voting for Herekino and Ahipara voters. Further consideration needed before confirming an AVP in this location. 	<ul style="list-style-type: none"> Part time AVP maybe an option. TBC.
<ul style="list-style-type: none"> Ahipara 	<ul style="list-style-type: none"> 2017 VP at Ahipara School 177-174-351 	<ul style="list-style-type: none"> 2020 AVP location may be available at the Catholic Church Whare. Part time AVP option 	<ul style="list-style-type: none"> Part time AVP option to be confirmed.

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Peter Potaka

From: S 9 (2) (a)
Sent: Tuesday, 23 July 2019 11:11 AM
To: S 9 (2) (a)
Cc:
Subject: Voting services to Māori voters in Wairoa

Tena koe Hine

Since our last meeting in Wairoa, Regional Managers and Regional Advisors have been recruited. Around the country they have started meeting people who met with Commission staff to continue the conversation which started at the series of hui we convened in 11 communities. We have also added another 7 communities we will be targeting to improve voting services to Māori voters. Overall we will now be working with 19 communities.

When we last met, you gave us a very clear message about your terms of engagement with the Commission. You told us that the group we met with from Wairoa were not interested in just providing local intelligence for the Commission's consideration! You want to work with and alongside the Commission. You want the Commission to run ideas past the community before committing to solutions.

Given the current priorities we have, we would like to talk to a sub-group about the reality of working together and how this will look.

These Voting Services priorities include:

- Introducing the Regional manager Voting services
- Making voting easier and more accessible for all people in **rural** and **urban** areas.
- Increasing the number of voting places/options in Wairoa and surrounding district
- Employing more Māori in Wairoa voting services roles

If possible, we would like to meet sometime on the 7th August, perhaps over lunch, with a sub-group of the larger group we met with. However, I will be guided by you. We are keen to progress the korero, to a point where we are agreeing plans and to improve the voting experience for the people of the Wairoa district.

Nga mihi

S 9 (2) (a)



S 9 (2) (a)
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Peter Potaka

From: s 9(2)(a)
Sent: Tuesday, 23 July 2019 11:44 AM
To: s 9(2)(a)
Cc:
Subject: Community advocates meetings

Kia ora Koutou e hoa ma

s 9(2)(a) is keen to stay connected with a number of key community advocates initiatives across the country. I am recommending that the following areas, for different reasons, may be appropriate:

- Whangarei – Northland - High number of Māori voters and active high profile politicians.
- Gisborne – Community advocates very proactive – s 9(2)(a) to attend meetings scheduled for 8-9 August.
- Wairoa – Interested in a partnership approach to working with the Commission – 7th August not yet agreed, awaiting confirmation.
- Palmerston North – Feedback following 2017 GE identified significant voting service failure – 29-30 July scheduled for Whanganui and Palmerston North.
- Huntly – Te reo Māori voting place pilot – meeting tentatively agreed to coincide with 2019 Koroneihana celebrations on 17 August at Ngaruawahia.

s 9(2)(a) can you let us know when you plan to be in Whangarei.

Nga mihi
s 9(2)(a)

ELECTIONS Me mātua whakarite mēnā kua rēhita koe, ā, kei te rerī ki te pōti.

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s 9(2)(a)

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Peter Potaka

From: S 9(2)(a)
Sent: Wednesday, 13 March 2019 10:41 AM
To: S 9(2)(a)
Cc:
Subject: Korero Hui lunch/dinner update meeting
Attachments: Final Palm North Feedback.docx

Tena koe e hoa

I hope all is well with you and your whanau. At the Commission 2019 has started with a roar! Voting Services are in the middle of recruiting Regional Managers for the 2020 General Election and Enrolment & Community Engagement are getting ready to launch the Local Authority Campaign to update the Electoral Roll for the respective councils across the country. Enrolment & Community Engagement had a strong presence at Matatini 2019, bringing together a group of our te reo Māori speakers from across the country, and most importantly, the team were successful in getting an encouraging number of young people enrolled for the first time.

S 9(2)(a) and I and our local registrars would like to continue talking to you about how we can improve enrolment and voting services in your communities, with your help. The first thing we need to do is confirm that the information gathered at your respective hui is an accurate record of the discussion that took place. Rather than have a formal meeting we would like to talk over lunch or dinner. I have contacted the registrars and asked them to organise a restaurant. Hopefully you will also have heard from them by the time you receive this email.

The Korero Hui Reports for each of the hui were sent out to you before Christmas 2018. However I have included a copy in this email. The consolidated information from the hui has been really helpful when thinking about what we need to do improve the voting experience for Māori in the 2020 General Election.

Follow up meeting details :

Why we want to meet with you and your community people?

- Confirm the content of the local feedback following the facilitated hui sessions – keep our word!
- Talk about the consolidated feedback in the Korero Hui Outcomes Framework and when and how we can involve community people
- Network of community advocates providing advice to the Commission – how this can work and the implications for such a relationship
- Introducing the Regional Managers (May 2019)
- Recruitment presentations (July, August, September)
- Kaumatua/Kula role and job title

People at the meeting

The Commission:

- S 9(2)(a) 1 – Project Manager Voting Services
- S 9(2)(a) 2 – National Manager Voting Services
- Registrar of Electors

Community:

- Local person who organised the first Korero Hui
- People from the first hui or influential people not able to attend the first hui. (Recommendation from local hui organiser and Registrar).

DATE	LOCATION	LOCAL COMMUNITY INVITEES	KEY TASKS-RESPONSIBILITIES
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29 March	Palm North Lunch
1 April	Paraparaumu Lunch
3 April	Whangarei Lunch
4 April	Henderson Lunch
4 April	Manukau Dinner
5 April	Huntly Lunch
8 April	Napier Lunch
8 April	Wairoa Dinner
9 April	Gisborne Lunch
10 April	Christchurch Lunch
11 April	Dunedin Lunch
6 May	Rotorua Lunch

S 9(2)(a)

If you have any questions please send a text and I will ring you back.

Nga mihinui ki a koe me to whanau hoki

S 9(2)(a)

ELECTIONS

Me mātua whakarite mēnā kua
rēhita koe, ā, kei te reri ki te pōti. 



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S 9(2)(a)

<http://www.elections.org.nz>

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Peter Potaka

From: S 9(2)(a)
Sent: Tuesday, 12 March 2019 9:12 AM
To: S 9(2)(a)
Cc: S 9(2)(a)
Subject: Korero Hui Follow Up meetings
Attachments: Korero Hui Follow up Memo.2docx.docx

Kia ora Koutou katoa

The attached cover note sets out the schedule for lunch and or dinner meetings to:

- Confirm the content of the local feedback following the facilitated hui sessions
- Talk about the consolidated feedback in the Korero Hui Outcomes Framework and when and how we can involve community people
- Talk about the network of community advocates providing advice to the Commission – how this can work and the implications for such a relationship
- Introducing the Regional Managers (May 2019)
- Recruitment presentations (July, August, September)
- Kaumatua/Kuia role and job title

My apologies for the delay in getting this schedule to you. Unfortunately other priorities have taken precedence. The schedule is not really negotiable because S 9(2)(a) is not available during May and many people are taking advantage of Easter and Anzac Day providing the opportunity for an extended break.

Can you please contact the community advocate who helped organise the hui to check they are available. I will also send them an email of the schedule to try to confirm their availability. (S 9(2)(a) will not be back in Palmerston North until 16 March because he is in Hawaii). Can you please ring me urgently if you or the community advocate are not available so we can try to sort out an alternative time. If necessary I may need to organise a conference call to get feedback.

Today I am with the Regional Panel from 11am to 3pm so will not be available for phone calls during this time.

Nga mihi
S 9(2)(a)



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S 9(2)(a)

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Peter Potaka

From: s a (2) (a)
Sent: Tuesday, 21 August 2018 4:01 PM
To: s a (2) (a)
Subject: RE: Ngaruawahia Korero Programme

Kia Ora s a (2) (a)

Will be good to catch up in the next couple of days as I have met with Alicia and gotten some feedback plus a green light to push on.

Cheers

s a (2) (a)

From: s a (2) (a)
Sent: Monday, 20 August 2018 4:04 p.m.
To: s a (2) (a)
Subject: Ngaruawahia Korero Programme

Kia ora s a (2) (a)

I have just finished talking to s a (2) (a), my local contact and tikanga advisor about the Korero scheduled for the evening of 29 August at Ngaruawahia. We met on Friday 17 August to talk through the draft proposal you sent on to s a (2) (a). He believes he can identify a group of people representative of the voting community of Ngaruawahia. He also supports the approach we have proposed and believes that the local people would be at ease with this type of engagement programme.

He is currently very busy organising the dining room (Kimiora) workers who are feeding approximately 1000 to 1200 people per meal. The celebrations will finish tomorrow and all the cleaning will be wrapped up by the end of Wednesday.

While s a (2) (a) thinks he can organise the first Korero group for 29 August, I believe we would be wise to give him an additional week because this may be an overly optimistic target and we want the first session to go well, so I am suggesting Tuesday 4 September may be a more realistic time frame. This will push the Gisborne Korero out to 10 September which will not be a problem. We may need to also check s a (2) (a)'s availability when we schedule the remaining Korero programmes and to see if she is available on 4/10 September. And align future programmes with her availability.

Interestingly s a (2) (a) has suggested that we should use the local Kohanga Reo for the first venue as this facility has a kitchen and is often used for local hui. He agreed that using a marae could lock us into tikanga and reduce the flexibility we need.

Happy to talk further about this.
Nga mihi
s a (2) (a)

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KORERO HUI OUTCOMES FRAMEWORK FEEDBACK

GROUP - INDIVIDUAL	Comments - Questions	Notes - Amendments – New Actions
SMT 5 9(2)(a)	<ul style="list-style-type: none"> • The messages confirm previous stories we have heard in communities, however, the document contains alot of valuable information. • Taking a Collaborative Approach is essential to a successful outcome of the project– this cannot remain 5 9(2)(a) project. Suggest we should engage with Enrolment & Community Engagement senior management group as well as the Regional Managers and Registrars. • Engaging face-to-face with the E&CE national office team will begin the conversation with this group leading strategy development for E&CE. We also need to bring all of the Commission staff along with us not just those who will be directly involved in the project deliverables. • The MEO 2018 Report contains feedback from communities. Therefore there is an opportunity to bring this information to the table when considering oppounities to improve services to the community. The MEO feedback affirms some of the feedback from The Korero Hui. Literacy issues were highlighted in the MEO feedback, did these emerge through the hui? • Community Advocates – understanding roles and relationships is important. In the wider picture, how can they connect with the current functions and how will they differ from current roles of CEAs and YCs • Use of local grassroots social media identities and the potential of this group as an influencers merged through the MEO campaign. • Te Reo Māori Translation Service does not always provide the clearest translation because the information is translated verbatim and is not always easily understood by many te reo Māori speakers. • Package of enrolment and voting services would be very helpful for staff and communities. • Education – not a simple fix. Caroline has a strong interest in a group who are promoting a Civics Education Toolkit which may be of value to communities. 	<ul style="list-style-type: none"> • The actions to get everyone on board are set out in the 'Next Steps'. We need to be more transparent about this by high-lighting this fact and ensuring we will reach and engage all Commission staff and those newly recruited to GE 2020 roles. • Set up a face-to-face meeting with the E&CE management group to begin the conversation about the framework. • Develop a 'Role Profile' for a 'Community Advocate' supporting this kaupapa to help differentiate this role from current community engagement roles • Note: Develop strategy to "broaden" the scope of the project wider than the targeted communities where hui were held.
SMT 5 9(2)(a)	<ul style="list-style-type: none"> • Talk to Caroline about: <ul style="list-style-type: none"> – Comprehensive education strategy and plan for the Commission post 2020 – Information about candidates and party policies – Improved messaging surrounding the advanced and election day voting period for voters in all regions – issues raised – Full range of enrolment and voting services in one package • Key messages are not surprising, however, the opportunity to work with communities to build solutions together is exciting. • The key messages in the base narrative, 	

	<p>particularly the education feedback, reinforces the need to push boundaries when considering the how of what we do and not just focus on the what.</p> <ul style="list-style-type: none"> • This may stretch our current practice of being overly cautious about about our commitment to political neutrality. If we take a collaborative approach and work with Legal and Policy we should be able to operate with more certainty in the "grey" areas when working with our communiities to get the best outcomes for them. • Communication's strategy development should be a Commission wide collaborative process. Having a network of community advocates with strong regional relationships with E&CE staff as well as VS RMs will provide the opportunity to feed local community views into our strategies and develop voter-centric options • Understands why and how we can tell stories to help people "get" the messages at the local level. Important we connect the big picture to the local level. • Using local media influencers will need some hard thinking from the Commission! • Website Development: There are opportunities to influence the content and formatting now! <ul style="list-style-type: none"> ∞ Development has the potential to pick up on education issues identified by communities ∞ Tell stories in plain English ∞ Make information more accessible and entertaining ∞ Push the boundaries and break free from constraining legal policies when risks can be managed and neutrality maintained. 	
<p>Regional Managers E&CE</p>	<p>Issues to clarify:</p> <ul style="list-style-type: none"> • The E&CE focus is more about the relationship with with community advocates and Voting Services staff on thye ground in their communities • Overview what we heard? • Role of a community advocate 	
<p>Regional Panel S 9(2)(a)</p>	<p>Regional Panel meeting: Task: Maximum of 10 minutes per person. Prepare notes only (no need for power-point presentations) to help you talk about the following topics:</p> <ul style="list-style-type: none"> • Information and support: Given the outputs Returning Officers and Registrars will receive, provide an 'on the ground' view of the additional support/information required to ensure they can do what we want them to do? Consider support from: <ul style="list-style-type: none"> – Regional Manager – Community Advocate – Regional Advisor – Human Resources – Policy – Operations Manual – Training • Relationship building and maintenance: From your perspective, which are the key 	

	<p>relationships which will add value to the work/deliverables you will have responsible for? How will you ensure the key relationships are maintained? What can your manager do to support this outcome?</p> <ul style="list-style-type: none"> • Community Advocates are critical to achieving many of the outcomes in the framework, what advice would you give to your colleagues to ensure this relationship is strong and productive? • General discussion and recommended amendments to the framework. 	
Korero Hui Follow up meetings	<ul style="list-style-type: none"> • Palmerston North: <ul style="list-style-type: none"> – Believe the actions to change the base narrative are on the mark. – <i>s 9(2)(a)</i> volunteered to meet with <i>s 9(2)(a)</i> and to introduce them to three community advocates who will be willing to work with the Commission. 	
	<ul style="list-style-type: none"> • Porirua: <ul style="list-style-type: none"> – Believe the actions to change the base narrative are on the mark. – <i>s 9(2)(a)</i> are happy to work with the Commission to make the recruitment presentations work for their community. 	
	<ul style="list-style-type: none"> • Whangarei: <ul style="list-style-type: none"> – When working with communities the Commission needs to understand and be clear about the different roles individuals play in their communities. They may be mobilisers, connectors or doers! – Work with mobilisers to support the recruitment hui when these are scheduled. – Consider developing a proactive response to communities using data from GE 2017, statistical feedback, what happened, the trust worthiness of the process and outcome, use to mobilise whanau to change the issues and help inform the why! – Kaumatua Network meet every Tuesday. 	
	<ul style="list-style-type: none"> • Henderson: <ul style="list-style-type: none"> – Community people want to read the framework, talk about specific actions with others and look for areas of passion where they can engage. – Recommend that the Commission thinks about the roles we require of people in their communities because this will make it easier to find the right people for the right roles. Consider the roles people play as mobilisers, connectors or doers. 	
	<ul style="list-style-type: none"> • Manukau: <ul style="list-style-type: none"> – <i>s 9(2)(a)</i> is keen to do more thinking about the places of influence in this area and connecting people with places where they 	

	<p>live, work and play!</p> <ul style="list-style-type: none"> - We all need to think hard about how we can collectively work together to normalise the process of voting by using marae and integrated support programmes such as were deployed in 2017 at Whakarongotai Marae (Waikanae). - Papatuanuku marae in Mangere may be a good option for Manukau because it is currently used extensively by the community, Māori and Pacific. It also hosts the Tamaki Makaurau Network. - s 9(2)(a) may be people we can consider working with because they have a strong focus on youth. s 9(2)(a) can broker this relationship. - Explore secondment opportunities for s 9(2)(a) - s 9(2)(a) can help tap into the kapahaka networks because they can be a rich source for recruiting people to work during elections. - Recruitment presentations. s 9(2)(a) is happy to be involved at these hui by brokering youth involvement through her "youth as change-maker networks", consider deploying 'youth squads! 	
	<ul style="list-style-type: none"> • Huntly: <ul style="list-style-type: none"> - The s 9(2)(a) of te Wharekura o Rakaumanga noted that the challenge of developing a te reo Māori voting place must be picked up and embraced as it is a real opportunity for the Huntly community. Further he noted that a key group of young people had gathered here today to begin that journey. His words were strongly supported by the kaumatua and kuia who supported the meeting. 	
	<ul style="list-style-type: none"> • Hastings: <ul style="list-style-type: none"> Strong support for the the Korero Hui framework plan. - Talk further about voting place training being more focused on information giving and service to voters versus primarily focusing on processing. - EIT students can be a fertile ground for the recruitment of staff for voting places and headquarters staff. - Meet with s 9(2)(a) to talk about EIT hosting the recruitment presentations. 	
	<ul style="list-style-type: none"> • Wairoa: <ul style="list-style-type: none"> - s 9(2)(a) will liaise with s 9(2)(a) to coordinate introductory visits with Regional Manager and 2020 General Election initiatives - s 9(2)(a) develop a Wairoa District community profile to help the Commission better understand: 	

	<ul style="list-style-type: none"> - The nature of the geographical Wairoa district - Rural communities critical to deploying voting services - <u>59(2)(a)</u> can pull together a Wairoa calendar of events and key opportunities these events present to reach younger voters. Such a calendar can help with resource decisions. - <u>59(2)(a)</u> to brief the Registrar of electors and the incoming Regional Manager Voting services on the outcomes of this follow up dinner meeting - <u>59(2)(a)</u>'s focus is the 2020 GE. - Wairoa want to take responsibility for developing and deploying a strategy to increase participation and enrolments in their area. Interested in any plans to contract community groups as per the MEO contracting model. - Wairoa not interested in just providing local intelligence for the Commission's consideration! They want to work with and alongside the Commission. They want the Commission to run ideas past the community before committing to solutions. - The group are very keen to develop a Wairoa promo-video to increase participation with a focus on a Wairoa specific, why vote message! 	
	<ul style="list-style-type: none"> • Gisborne: <ul style="list-style-type: none"> - The group motivated to work with the Commission on the designated projects set out in the Outcomes Planning Framework. - The group were very supportive of the proposed initiatives to change the 'Base Narrative' in the Outcomes Planning Framework, ready to work on solutions for Kaiti and the coast. - <u>59(2)(a)</u> is available to work with the Commission to give advice about the location of voting places and the days, times and locations for the deployment of mobile voting services for the coast. - Ready to work with the 'Doers' 	
	<ul style="list-style-type: none"> • Christchurch: <ul style="list-style-type: none"> - The group are very committed to working with the Commission, including the Regional Manager voting services and the local registrars of electors. - The group will do some thinking and get back to <u>59(2)(a)</u> about extending the group of community advocates to ensure tangata whenua are represented. - <u>59(2)(a)</u> will schedule meetings with <u>59(2)(a)</u> and other Kai Tahu representatives prior to scheduling meetings 	

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	<p>with the regional manager to ensure they are well briefed and fully available to work with the Commission.</p> <ul style="list-style-type: none"> - Schedule meetings with RM voting services to meet CAs and begin the conversation talking about recruitment presentations and understanding the places of significance in the Christchurch region where Māori gather. - s 9(2)(a) – Good to see we are keeping our word! Talking over kai is the right way. She is convinced that what we propose to do will work with their support. Her role is to tautoko/support the tikanga. Young people can contribute but only with the right support. We should think about accessing the Heartland Services network who are a nation-wide group with connections to iwi. The South Island hui has been scheduled for 17 June. - Te Putahitanga organisation coordinates whanau ora services in the South Island are also a group we should consider working with. 	
	<ul style="list-style-type: none"> • Dunedin: <ul style="list-style-type: none"> - s 9(2)(a) will visit before the end of May to talk to s 9(2)(a) about extending the group of community advocates we can work with and meet potential advocates to talk about the framework plan and begin the process of identifying, mobilisers, connectors and doers with an interest in the Commission's services in Dunedin. - Work with s 9(2)(a) to schedule meetings with the Regional Manager and community advocates to begin the conversation about places of significance in the Dunedin area where Māori live, work, and play. - s 9(2)(a) do some thinking about a remit to the Māori Womens Welfare League taking a lead in promoting education programmes to help Māori voters understand New Zealand's democratic systems and processes. 	

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Improving Services to Maori Deliverables Report

Core Planning Documents:

1. "Korero Hui Outcomes Framework for the 2020 General Election and Beyond"

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2. Highlight Report for Steering Committee

Progress against key pieces of work:

Key Deliverable	Actions to progress	Successes-Highlights	Risks and issues	Matters of note
<ul style="list-style-type: none"> ▪ S 9(1)(a) meet with Korero Hui Community representatives to confirm feedback and Framework Plan and give overview of next steps - Completed 	<ul style="list-style-type: none"> ▪ 11 Lunch/Dinner meetings with each of the Korero hui groups completed and meeting notes advising next steps sent back to participants. 	<ul style="list-style-type: none"> ▪ 100% of feedback complimentarily ▪ People have bought into the plan and are ready to work with the Commission to improve voting and enrolment services. ▪ Feedback from the Hunlily group particularly complimentary. They were very surprised and energised by our acceptance of their challenge to develop a te reo Maori voting place in their community. 	<ul style="list-style-type: none"> ▪ Local expectations need to be carefully managed because some communities will want to do everything now! ▪ Wairoa group are very focused on the Local authority elections and need to be constantly reminded that this is not the Commission's core work. 	<ul style="list-style-type: none"> ▪ Wairoa want to take responsibility for developing and deploying a strategy to increase participation and enrolments in their area. Interested in any plans to contract community groups as per the MEO contracting model. ▪ Wairoa not interested in just providing local intelligence for the Commission's consideration! They want to work with and alongside the Commission. They want the Commission to run ideas past the community before committing to solutions. ▪ The group are very keen to develop a Wairoa promo-video to increase participation with a focus on a Wairoa specific, why vote message!
<ul style="list-style-type: none"> ▪ Peter, RMs (VS) and ROEs meet with Cas to 	<ul style="list-style-type: none"> ▪ May : Priority given to recruitment of 	<ul style="list-style-type: none"> ▪ Rotorua – Group of young people we met on 6 May are 	<ul style="list-style-type: none"> ▪ Need to guard against mixed messages and 	

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Key Deliverable	Actions to progress	Successes-Highlights	Risks and issues	Matters of note
<p>begin relationship building with network of community people who will work with RMs, ROEs, RAs, and Ems to deploy 2020 GE enrolment and voting services</p> <p>May-June</p>	<p>Regional Advisors</p> <ul style="list-style-type: none"> 6 May: North-East hui in Rotorua with ROEs/RM E&CE 10 May: Awa Tupua Kaumatua Group Putiki Marae Whanganui 13-15 May – Highbury meetings scheduled 16-17 May – Meetings scheduled for Gisborne 13-17 May – All meetings scheduled for South, Central, North-East and Auckland 23-24 May – Christchurch meetings scheduled 20 May – 30 June – All Korero Hui community visits to be completed 	<p>very motivated to meet again and give advice about who the local heroes are and how we can contact them and work with them.</p>	<p>ensure the 'right' people are involved at the 'right' time</p>	
<ul style="list-style-type: none"> Confirm Korero Hui Framework Plan and work with RMs (VS) to include links with Regional Plans <p>May - June</p>	<ul style="list-style-type: none"> Update and circulate amended plan to RMs/ROEs in Korero Hui communities 5 9 (13) (a) Provide connections (Reg Plan and Korero Framework) and advice to progress work 5 9 (12) (a) RMs (VS) Regional Plans reference the Korero Framework deliverables (RMs) 			
<ul style="list-style-type: none"> Strategy and plan to identify priority communities and broaden the approach wider than targeted communities to work with community advocates <p>May</p>	<ul style="list-style-type: none"> Draft strategy and plan to Graeme/Ross Mc – 5 June 5 9 (12) (a) Final Plan signed off by Graeme – 14 June 5 9 (12) (a) Plan available RMs and RAs – 30 June 5 9 (12) (a) 			
<ul style="list-style-type: none"> MOU for pilot te reo Māori voting place in 	<ul style="list-style-type: none"> Draft MOU document and plan to develop the document available for 			

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Key Deliverable	Actions to progress	Successes-Highlights	Risks and issues	Matters of note
Hurry June	✓ Adele 24 May 59(12)(a) Implement plan 59(12)(a)(i)(A)			

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Revised Korero Hui Programme Gisborne

Time	Session	Comments
6:00pm (30 min)	<ol style="list-style-type: none"> Mihimihi – whakatau - s 9(2)(a) Introduction to hui programme – s 9(2)(a) Whakawhanaungatanga - s 9(2)(a) <ul style="list-style-type: none"> Individual introductions Your voting story, what influenced your attitude to voting or not voting? Cup of tea. 	<p>Introduction to the hui programme notes</p> <ul style="list-style-type: none"> Programme Outline sheet of hui sessions to talk to Programme, what, why, who? Role of note takers Small group work The Presentation
6:30pm (30 min)	<p>2017 General Election voting experiences: s 9(2)(a) introduction</p> <p>Small group:</p> <ol style="list-style-type: none"> Our voting experiences – great, okay, not great (include specific examples) 	<ul style="list-style-type: none"> s 9(2)(a) <ul style="list-style-type: none"> Confirm why we are holding these hui Acknowledge the past and focus on the future What can/cannot be done/ Example of specific outcomes – location of voting places etc. Three groups of four/five (Helpers change groups) Helpers document voter outcomes under the three headings (G-O-NG) noting why they picked the ranking (need to be specific) Group member share feedback.
7:00pm (45 min)	<p>Introduction - Alicia</p> <p>s 9(2)(a) Whanau Presentation. (Target audience are people from low socio-economic communities)</p> <p>Rarangi and her son to lead this presentation. Topics to include:</p> <ul style="list-style-type: none"> Kaupapa driving their passion? Their project Resources they developed Findings and learning Recommendations for the Commission in 2020 – locating voting places Recruiting and training staff to work in the voting places <ul style="list-style-type: none"> Comments from s 9(2)(a) Thanks and feedback from s 9(2)(a) 	<ul style="list-style-type: none"> Note: s 9(2)(a) to support s 9(2)(a) to ensure her costs to deliver the presentation are off-set by the Commission
7:45pm (30 min)	<p>Facilitate Full Group discussion: Peter P</p> <ul style="list-style-type: none"> Activity: What can the Commission do to make all voting experiences great to build on the recommendations proposed by s 9(2)(a) in her presentation. Where to from here with these messages s 9(2)(a) 	<ul style="list-style-type: none"> Capture feedback

<p>8:15pm (15 min)</p>	<p>Context-Opportunities:</p> <ul style="list-style-type: none"> ▪ Commission employs people locally ▪ We want to understand what our voters want from us and very importantly how we can provide services that help you to get ready to vote and most importantly, vote ▪ Are there more suitable voting places in your community that will make it easier for Māori to vote <p>Small Group Korero</p> <ul style="list-style-type: none"> ▪ Keeping the korero going with the Commission – who should do this in your community and could this be done? 	<ul style="list-style-type: none"> ▪ Three groups ▪ Helpers document ideas ▪ Feedback to full group
<p>8:30pm (20 min)</p>	<p>How the evening went? My number one message for how the Commission can improve voting services for me and my whanau in 2020? Closing comments from <i>sa(2)(a)</i></p>	<ul style="list-style-type: none"> ▪ Individuals share how the evening went for them and one thing the Commission can do to make voting better for Māori. (Document)
<p>8:45pm (5 min)</p>	<p>Karakia whakamutunga</p>	<ul style="list-style-type: none"> ▪ Kaumatua
<p>8:50pm</p>	<p>Kai</p>	<ul style="list-style-type: none"> ▪ Caterer

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Manukau Hui

Venue: Melba Cafe - Dinner

Tuesday 4 April 2019

Participants:

S 9 (2) (a)

S 9 (2) (a)

What we were told specific to Manukau?

- Locate VPs in 'places of influence' where people are used to gathering for important events, places such as Marae, churches, community centres, rugby clubs i.e. take voting to the people!
- Reception was cold!
- Should be prepared to help people with literacy issues
- Reception would be warmer if we employed kaumatua and or kua to welcome and direct people
- Culture would be improved if we employed people who are the face of the community
- No M'aori roll available in one VP
- Went make a special vote because they did not know she could vote fro the Maori candidate at the VP
- Recruit people to all levels, not just staff roles
- Target young people
- Introduce ROs to the community when they start
- Right people in these roles will know the people of influence in their communities who can help them reach and engage people
- Willingness to stay connected to the Commission and continue to talk.
- Civics education required for young people
- Some community groups committed to helping with this kaupapa
- Think about challenging education influencers to get involved
- Appreciate working with commission's staff who are connected to their communities
- Long term kaupapa
- People should be able to enrol on election day
- This group was very positive about Advanced Voting. Really enjoyed the #FFS promotion at the AVP despite experiencing an hour waiting time.

Who we should work with in South Auckland to identify significant gathering places and reach out to potential staff for 2020 GE?

- S 9 (2) (a)

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: 59(2)(a)

ACTION PLAN:

1. 59(2)(a) to contact 59(2)(a) when the Regional Manager is available to meet with them. Erin will also be available for this meeting.
2. During this first meeting we will consider the proposed actions and ideas listed under points to note.
3. First meeting late May.

POINTS TO NOTE:

- 59(2)(a) keen to do more thinking about the places of influence in this area and connecting people with places where they live, work and play!
- We all need to think hard about how we can collectively work together to normalise the process of voting by using marae and integrated support programmes such as were deployed in 2017 at Whakarongotai Marae (Waikanae).
- Papatuanuku marae in Mangere may be a good option for Manukau because it is currently used extensively by the community, Māori and Pacific. It also hosts the Tamaki Makaurau Network.
- 59(2)(a) may be people we can consider working with because they have a strong focus on youth. 59(2)(a) can broker this relationship.
- Explore secondment opportunities for 59(2)(a)
- 59(2)(a) can help tap into the kapahaka networks because they can be a rich source for recruiting people to work during elections.
- Recruitment presentations, 59(2)(a) is happy to be involved at these hui by brokering youth involvement through her "youth as change-maker networks", consider deploying 'youth squads!

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Follow-up Meeting Agenda/Notes

Hastings:

- ∞ **Date/Time:** Monday 8/4/19 – 12:30pm to 2:00pm
- ∞ **Venue:** Jark's Cityside – 108 Maraekakaho Road, Hastings
- ∞ **Guests:** _____
- ∞ **Commission:** S9(2)(a) (Registrars)

Topic	Information	Notes
Introduction <u>S9(2)(a)</u>	<ul style="list-style-type: none"> ▪ Welcome – new people? ▪ Follow up meetings: About keeping the discussion going and honouring our promises ▪ Overview of progress to date. 	<ul style="list-style-type: none"> ▪ Purpose of meetings: (Sent out) (Email) – Confirm the content of the local feedback following the facilitated hui sessions – Talk about the consolidated feedback in the Korero Hui Outcomes Framework and when and how we can involve community people – Network of community advocates providing advice to the Commission – how this can work and the implications for such a relationship – Introducing the Regional Managers (May 2019) – Recruitment presentations (July, August, September) – Kaumatua/Kuia role and job title
Key Resource Documents <u>S9(2)(a)</u>	<ul style="list-style-type: none"> ▪ Introduce documents: <ul style="list-style-type: none"> – Content – use? – What we want to cover today? 	Photocopy documents: <ul style="list-style-type: none"> – Korero Hui Feedback emailed out (1) – Korero Hui Outcomes Framework (internal planning document) (2)
Korero Hui Feedback Information <u>S9(2)(a)</u>	<ul style="list-style-type: none"> ▪ Key Whangarei hui points which were integrated into the consolidated feedback ▪ Comments-Feedback? 	<ul style="list-style-type: none"> ▪ Table: Overview of Feedback and Actions (3)
Korero Hui Outcomes Framework <u>S9(2)(a)</u>	<ul style="list-style-type: none"> ▪ Highlight key deliverables we will need input from community advocates to achieve: <ul style="list-style-type: none"> ▪ Network of CAs ▪ Recruitment information sessions ▪ Encouraging te reo Māori speakers to apply for jobs ▪ Review location of VPs ▪ Kaiawhina roles 	<ul style="list-style-type: none"> ▪ Base document <ul style="list-style-type: none"> ✓ Korero Hui Outcomes Framework
Community Advocates and Commission Staff working together <u>S9(2)(a)</u>	<ul style="list-style-type: none"> ▪ Key relationships: <ul style="list-style-type: none"> ▪ Registrars ▪ Regional Managers ▪ Regional Advisors ▪ Returning Officers 	Discussion points: <ul style="list-style-type: none"> ▪ Finding the right people? ▪ Relationship balance, advice versus employment relationship and how this will look? Discussion document: <ul style="list-style-type: none"> ▪ Broadening the scope and impact of the korero hui framework plan. (4) ▪ Schedule of actions (5)
Next Steps <u>S9(2)(a)</u>	<ul style="list-style-type: none"> ▪ Introducing Regional Managers ▪ Clarify relationship 	<ul style="list-style-type: none"> ✓ Schedule of Actions document
Close <u>S9(2)(a)</u>	<ul style="list-style-type: none"> ▪ Summary and thanks 	Summary: <ul style="list-style-type: none"> • We have captured the issues – in consolidated report • We have clarified the challenges before us

		<ul style="list-style-type: none">• We are in the process of confirming how we can jointly approach these challenges• We have identified key personnel who can help us and started to recruit people for these roles• A road map to the future has emerged and we are currently talking to people in our organisation and in the communities we visited to agree the way forward.• We are committed to keep talking to key people and come up with a plan to work jointly with our communities to make the changes necessary to improve voting services to Māori
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PROJECT: IMPROVING VOTING SERVICES TO MĀORI VOTERS

"Locating voting places in significant spaces where Māori voters congregate"

Project update:

Target Community	Priority	New Locations	Key Contacts	Staff Recruitment Notes
<ul style="list-style-type: none"> ✓ Whangarei ✓ Te Tai Tokerau 	Korero Hui	<ul style="list-style-type: none"> Whangarei – AVP (4); VP (2) High Priority Papatoa – AVP (1) Ruawai – AVP (1) Dargaville – AVP (1) High Priority Kawakawa – AVP (2) Backup plus 2017 location Kaikōhe – AVP (1) new, plus 2017 location Kaitiata – AVP (2) new plus 2017 location High Priority Coopers Beach – AVP (1) Kaero – AVP (1) Waipapa – AVP (1) new High Priority Kerikeri – AVP 2017 location Omāpere, Opononi, Whirinaki, Rawene, Panguru - AVP (1 Mobile) Ahipara – AVP (1) Te Kao – AVP (1) 	<ul style="list-style-type: none"> S9(2)(a) (ROE) S9(2)(a) TBC 	<ul style="list-style-type: none"> He Korowai Trust (Kaitiata) youth programmes interested in partnership
<ul style="list-style-type: none"> West Auckland: <ul style="list-style-type: none"> Kelston Te Atatu Hellensville 	Korero Hui	<ul style="list-style-type: none"> Hellensville AVP options (5) Kelston AVP options (6) Te Atatu AVP options (6) <p>Note: Priority visits to these respective sites to confirm that the recommended sites are relevant and available.</p>	<ul style="list-style-type: none"> S9(2)(a) (RM) S9(2)(a) (ROE) TBC 	
<ul style="list-style-type: none"> South Auckland: <ul style="list-style-type: none"> Manukau East Manurewa Mangere 	Korero Hui	<ul style="list-style-type: none"> Mangere AVP options (6) Manukau East AVP options (5) Manurewa AVP options (6) <p>Note: Priority visits to these respective sites to confirm that the recommended sites are relevant and available.</p>	<ul style="list-style-type: none"> S9(2)(a) (RM) (ROE) S9(2)(a) 	
<ul style="list-style-type: none"> ✓ Huntly ✓ Ngaruawahia 	Korero Hui	<ul style="list-style-type: none"> Huntly – AVP, VP (1) Te Reo Māori voting place Ngaruawahia – AVP (1) 	<ul style="list-style-type: none"> S9(2)(a) (RM) 	

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Target Community	Priority	New Locations	Key Contacts	Staff Recruitment Notes
		<p>Rotorua Central Mall AVP (2) Warehouse and Mall space</p> <p>High Priority</p> <ul style="list-style-type: none"> Rotoiti AVP (4) Part time (Rotoiti Rugby Club, Te Waiti Marae, Taheke Marae, Te Takinga Marae) Ohinepoutu AVP (2) Fulltime, (Te Kuirau Marae, Tumahanurangi Marae) Waiteiti Marae AVP (1) Part time plus 2017 AVP location (1) (Ngongotaha, Awahou) Owhata Marae AVP (1) Part time (Hinemoa Point) Rongomai papa Marae AVP (1) Part time (Horohoro) Apumoana Marae AVP (1) Part time (Lynmore) Wahiao Marae AVP (1) Full time (Whakarewarewa) <p>Note: Confirm with local community advocates for forum</p> <p>Recommendations for 2020 AVPs is to replicate 2017 locations:</p> <ul style="list-style-type: none"> Opposite PAK'nSAVE Taupo AVP (1) Full time Rotary House Taupo AVP (1) Full time Tokoroa AVP St John Hall (1) Full time Turangi AVP Senior Citizens Hall (1) Full time Caimbridge AVP Town Hall, Alpha Lodge (2) Full time Mangakino AVP Community Agency Town Centre (1) Full time <p>New AVP:</p> <ul style="list-style-type: none"> Putaruru Options: <ul style="list-style-type: none"> Contract Bridge Club AVP (1) Part time St Patrick's Hall AVP (1) Part time Waitahanui AVP Part time (1) <p>Expand AVP Tauranga options for high traffic locations for 2017 GE:</p> <ul style="list-style-type: none"> Bethlehem Town Centre Cameron Road Greerton Grey Street (city centre) 	<ul style="list-style-type: none"> S 9 (a) (a) S 9 (a) (a) (RM) (ROE) S 9 (a) (a) S 9 (a) (a) 	
<ul style="list-style-type: none"> Rotorua 	<p>2017 data</p>	<p>2017 data</p>	<ul style="list-style-type: none"> S 9 (a) (a) (RM) TBC 	
<ul style="list-style-type: none"> Taupo 	<p>2017 data</p>	<p>2017 data</p>	<ul style="list-style-type: none"> S 9 (a) (a) (RM) TBC 	
<ul style="list-style-type: none"> Tauranga 	<p>2017 data</p>	<p>2017 data</p>	<ul style="list-style-type: none"> S 9 (a) (a) (RM) (ROE) S 9 (a) (a) TBC 	

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Target Community	Priority	New Locations	Key Contacts	Staff Recruitment Notes
<p>✓ New Plymouth</p>	<p>2017 data</p>	<p>∞ Mount Maunganui ∞ Expand AVP Bay of Plenty options for high traffic locations in 2017 GE: ∞ Bayfair ∞ Papamoa Community Centre ∞ Papamoa Plaza</p> <p>▪ Consider new AVP locations in following locations where high number of voters voted on ED in 2017: ∞ Maungatapu ∞ Te Puna ∞ Arataki ∞ Matapahi ∞ Park vale</p> <p>Waitara: ▪ Waitara New World</p> <p>The only supermarket in Waitara. Many rural people shop here because their marae buy in bulk from this supermarket at a good rate, therefore they use this facility. Very busy from Tuesday to Thursday when many rural people and those on benefits shop. Should think about venues adjacent to this venue as an option for AVP.</p> <p>▪ Waitara Sports Hub (Opposite the high school) Site of a well patronised Gymnasium, Community meeting spaces and complex of rugby fields. Can be very busy. We were shown around by Robin McLaughlin, the complex administrator. An excellent facility for a voting place, especially if the election coincides with an event at the complex. Potential AVP.</p> <p>Note: Māori Rest home with more than a 100m residents located in the same street as the High School and Sports Hub.</p> <p>New Plymouth: ▪ Tui Ora is owned by 8 Taranaki iwi. health and wellbeing services for Taranaki whānui. They provide 40 services and programmes to strengthen whānau wellness and quality of living. Services cover all age groups and include: Primary</p>	<p>▪ 59 (2) (a) (ROE) ▪ 59 (2) (a) JBC</p>	

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Target Community	Priority	New Locations	Key Contacts	Staff Recruitment Notes
<ul style="list-style-type: none"> ✓ Whanganui: ✓ Whanganui River 	<p>2017 data</p>	<ul style="list-style-type: none"> ▪ health, GP clinic Tui Ora Family Health, public health promotion and community support, child & youth health and social services, mental health and addiction services. ▪ Kaumātua meet at this venue and youth services are located here. Approximately 7000 patients access services here. ▪ Potential AVP – not opened on Saturday. ▪ Kura Kaipapa Māori/Te Wananga O Aotearoa. Spotswood A large number of people visit this facility to attend te reo Māori classes ▪ Noted: As with many other Māori communities, Māori in New Plymouth are most likely to use PAKnSAVE super markets. Waitara currently buck the trend because New World is the only super market in Waitara. ▪ Onuku Taipari Hall next to the Ngāmotu Dairy is located in area of high deprivation. Immensely popular Housie location within walking distance of a large community of voters of Māori descent. A community hall. AVP/VP on election day. 	<ul style="list-style-type: none"> ▪ Whanganui AVP (4) ▪ Whanganui River: <ul style="list-style-type: none"> ∞ Kaiwhaiki AVP (1) ∞ Parikino AVP (1) ∞ Koroniti AVP (1) ∞ Matahiwi AVP (1) ∞ Ranana AVP (1) ∞ Hiruharama AVP (1) ∞ Pipiriki AVP (1) VP (1) ∞ Raetihi AVP (1) ∞ Ratana Pa (1) 	<ul style="list-style-type: none"> ▪ 59(2)(a)
<ul style="list-style-type: none"> ✓ Palmerston North ✓ Highbury 	<p>Korero Hui</p>	<ul style="list-style-type: none"> ▪ Highbury AVP (3) 	<ul style="list-style-type: none"> ▪ 59(2)(a) 	<ul style="list-style-type: none"> ▪ Highbury Youth Group aged 16 plus is a group we may want to contact to

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Target Community	Priority	New Locations	Key Contacts	Staff Recruitment Notes
<ul style="list-style-type: none"> ✓ Gisborne: ✓ Kaiti ✓ East Coast 	<p style="text-align: center;">Priority</p>	<ul style="list-style-type: none"> ▪ Kaiti AVP (2) VPs (3) East Coast District: <ul style="list-style-type: none"> ∞ Whangara AVP (1) ∞ Tologa Bay AVP (1) ∞ Tokomaru Bay AVP (1) ∞ Te Pua Springs AVP (1) ∞ Ruatonga AVP (1) ∞ Tikitiki AVP (1) ∞ Te Araroa AVP (1) ∞ Hicks Bay (1) Wairoa AVP (2) Wairoa District: <ul style="list-style-type: none"> ∞ Tuai AVP (1) ∞ Frasertown AVP (1) ∞ Te Reinga AVP (1) ∞ Tiniroto AVP (1) ∞ Waerenga O Kuri AVP (1) ∞ Matawai AVP (1) ∞ Nuhaka AVP (1) ∞ Opoutama AVP (1) ∞ Mahia AVP (1) 	<ul style="list-style-type: none"> ▪ S 9(12)(a) 	<p>talk about jobs. Contact is Tessa 027 505 8415</p>
<ul style="list-style-type: none"> ✓ Wairoa ✓ Wairoa District 	<p style="text-align: center;">Priority</p>	<ul style="list-style-type: none"> ▪ Hastings – AVP (1) Hastings central to replace 2017 location. ▪ Flaxmere – AVP (4) ▪ Maraenui – AVP (1) 	<ul style="list-style-type: none"> ▪ S 9(12)(a) 	
<ul style="list-style-type: none"> ✓ Napier-Hastings: ✓ Flaxmere ✓ Maraenui 	<p style="text-align: center;">Priority</p>	<ul style="list-style-type: none"> ▪ Otaki-Kapiti ▪ Shannon: Wairoa Building AVP Part time on the corner opposite the Four-Square Supermarket – contact Tracey Robinson who confirms availability. Note: To be confirmed by R Ketu (Shannon). High priority. ▪ PAK'n SAVE – AVP Full time Paraparaumu, High priority 	<ul style="list-style-type: none"> ▪ S 9(12)(a) ▪ S 9(12)(a) 	
<ul style="list-style-type: none"> ✓ Otaki ✓ Kapiti 	<p style="text-align: center;">Priority</p>	<ul style="list-style-type: none"> ▪ Hastings – AVP (1) Hastings central to replace 2017 location. ▪ Flaxmere – AVP (4) ▪ Maraenui – AVP (1) 	<ul style="list-style-type: none"> ▪ S 9(12)(a) ▪ S 9(12)(a) 	

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Target Community	Priority	New Locations	Key Contacts	Staff Recruitment Notes
		<ul style="list-style-type: none"> ▪ Warehouse – AVP Full time Paraparaumu, Levin High Priority ▪ Aroha Literacy Centre – AVP Part time Levin, opposite the Countdown Supermarket High Priority ▪ Foxton Te Whare Manaaki AVP Part time: Availability confirmed by business owner, Heemi Te Peeti. This place is favoured by local Maori because of the mana of Heemi. High Priority <p>To replace:</p> <ul style="list-style-type: none"> • Wehi Wehi Marae • Horowhenua Learning Centre • Te Paa Haraakeke, Foxton • Whittreia Kapiti Campus • Kapiti Youth Support, Paraparaumu <p>Porirua PAKnSAVE, and Porirua Warehouse have very high foot traffic. Locating AVPs at these locations would help reduce numbers who are likely to vote at the Westfield Mall location.</p> <p>High priority locations. (2)</p> <ul style="list-style-type: none"> ▪ Niblick Hall Titahi Bay AVP Part time full period (1) 2017 numbers in 4 VPs in Titahi Bay totalled 441-1266-1767 ▪ Additional option includes a vacant shop next to Te Pene Dairy (a superior AVP location) High priority ▪ Cannons Creek shops Public Library experienced high numbers in 2017 and should definitely be used again, however consider an additional location to provide full time option in this community. AVP options include Porirua Whanau Centre. <p>High Priority</p> <ul style="list-style-type: none"> ▪ Waitangirua Mall, options include a very large vacant space in the southern end of the mall which is close to the Saturday Market, AVP part time for full period (1) High Priority <p>Note: Confirm with S9(2)(a) community advocate</p>	<ul style="list-style-type: none"> ▪ S9(2)(a) 	
✓ Christchurch	Korero Hui	<ul style="list-style-type: none"> ▪ Aranui Community Options ▪ Wainoni PAKnSAVE – closest to Aranui – popular place where Māori buy groceries Highly recommended 	<ul style="list-style-type: none"> ▪ S9(2)(a) 	

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Target Community	Priority	New Locations	Key Contacts	Staff Recruitment Notes
<p>✓ Dunedin</p>	<p>Korero Hui</p>	<p>∞ Aranui Wainoni Community Centre – 37 Hampshire St. New facility includes large sports hall and two meeting rooms Highly recommended</p> <p>∞ Haeata Community Campus – VP in 2017. Not recommended as AVP, mainly students access facility</p> <p>∞ Stanmore Road Shops – Māori and lower socio-economic groups congregate in this area. Linwood Community Arts Centre and a vacant shop may be options – Recommended.</p> <p>∞ Aranui Library – a good venue, however, AWCC preferred.</p> <p>∞ Nga Hau E Whā Marae Complex – Mātawaka Headquarters. Youth services and Te Oranga Tamariki based here. Kaumatua flats also on site. On a busy link road to city and North New Brighton. Highly Recommended.</p> <p>∞ Rural option: Tuahiwi Marae based AVP – Part time Highly Recommended</p> <p>▪ Moorhouse PAKnSAVE – very busy supermarket patronised by all ethnic groups including Māori. Highly Recommended</p> <p>▪ Salvation Army Headquarters – Paulsen St. Social Service and Housing Hub which is frequented by high number of Māori clients. In high density housing area close to Addington shops. Recommended</p> <p>▪ Hornby Hub – High Māori numbers congregate here</p> <p>∞ PAKnSAVE in the Mall – Highly recommended</p> <p>∞ Warehouse in the Mall - Highly recommended</p> <p>Places for consideration as AVPs: Conditional on the availability of a venue:</p> <ul style="list-style-type: none"> ▪ Te Kaika Health Centre ▪ Te Hauora whanau service centre (mobile service to respond to youth and whānau who will attend an organised series of activities) ▪ Kohanga Reo Wakari – next to Carisbrook School 	<ul style="list-style-type: none"> ▪ (ROE) ▪ S9 (a)(b) 	

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Target Community	Priority	New Locations	Key Contacts	Staff Recruitment Notes
		<ul style="list-style-type: none"> ▪ Pacific Trust Otago – South Road Caversham (Māori – Pasifika clients) ▪ Olepoi Kura Kaupapa Māori school – Sunnyvale ▪ Halfway Bush community hall 		
<p>✓ Invercargill</p>	<p>2017 data</p>	<p>Possible New Locations visited: Invercargill</p> <ul style="list-style-type: none"> ▪ South City Mall – United Video shop which is closing down may be an option, although any available space in this vicinity would work as an AVP or VP or both. (High Priority location) ▪ Clifton – Seventh Day Adventist church presents as a long shot which is worth following up (Find a contact) The Kingswell Fire Station may also be an option (Find contact) ▪ Buff – Townhall is an option, central and on the main road (Find contact) ▪ Glen Garry – East side church may be an option. (Find contact) ▪ SIT – Downtown block in Don Street will be an option. ▪ The warehouse – Priority new area in downtown Invercargill (Need contact) ▪ Nga Hau E Wha Marae – Crinnan Street area. Priority (Need Contact) <p>Mataura:</p> <ul style="list-style-type: none"> ▪ Mataura Community Centre – located adjacent to main road and is between the Library and the Plunket Building. Priority. (Need contact) 	<p>▪ 59(2)(a)</p>	

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Palmerston North – Highbury Hui

Venue: Aquaba, Broadway

Friday 29 March 2019

Participants:

S 9(2)(a)

S 9(2)(a)

What we were told specific to Highbury?

- Local advocates happy to work with the Commission to identify 'places of influence' in Highbury for deployment of VPs
- Perception VPs in Highbury reducing over time.
- Highbury people walk around in their community
- Pronunciation of names is an issue in Highbury VPs.
- Long queues were experienced in Highbury
- VP staff were not Highbury people.
- Staff local VPs with local people
- Engage influential community people to take leadership roles
- Staff should focus on reducing number of special votes
- Two students not able to vote in their Māori electorate where they used to live with their parents and forced to vote in the local general electorate
- Recruit Returning Officers for their local communities.
- People are available to work with the Commission to provide input to local solutions for local issues.
 - Many Highbury people, young and old, do not understand MMP and how minority groups can make this system work strategically for them.
 - Think about how the Commission can help educate young people to value their vote.
 - Provide education resources to community groups to work with their local communities.
 - Delivering Highbury specific education focus will empower people to get some skin in the voting game.

Who we should work with in Palmerston North to identify significant gathering places and reach out to potential staff for 2020 GE?

- S 9(2)(a) proposed that S 9(2)(a) turn in May for 2-3 days to meet the people he believes are willing and able to work with the Commission
- S 9(2)(a) also agreed to involve S 9(2)(a) (ROE) in these discussions to ensure there is a local contact person who will manage the relationship long term.

ACTION PLAN:

1. Contacts S 9(2)(a) and S 9(2)(a) schedule date to visit Palmerston North (27 April)

2. Meet community advocates with s 9(2)(a) (TBC)
3. Work with s 9(2)(a) to schedule a meeting with RM Voting Services and introduce the relevant community advocates (TBC)

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Porirua Hui

Venue: A Little Peckish

Monday 1 April 2019

Participants:

S 9(2)(a)

What we were told specific to Porirua-Kapiti?

- Whakarongotai Marae AVP location had a very positive impact on the community and provided an opportunity to launch an integrated programme which included meeting TTH candidates, provision of transport and promoting whanau participation.
- One person who hadn't voted for years voted because of the venue being used and to support his whanau.
- Victoria University voting experience was the highlight of a young person's voting experience. Run by students who created an amazing vibe around the event.
- Commission should broaden its thinking about mobile services because it is not always possible to deploy an AVP in a place where people congregate for a short period each day.
- One excited group set off to vote as a group in a work van but were deflated when their names were embarrassingly mispronounced and they were ushered to the TTH line without being asked which roll they were on. No Māori at this VP.
- Staff who rush voters through the voting and enrolment process can influence which roll people end up on because they can choose the wrong option.
- We need to get better at using social media platforms to reach young people with information about jobs and key messages.
- Work with Iwi groups to find employable people.
- Te Atiawa Runanga are available to participate in the Commission's testing programme in 2019.
- Help people to cast an informed vote.
- Secondary schools education should be a priority.
- This is an on-going process not just an event based process.
- Consider mobile AVPs for urban areas where people will congregate for short periods of time.
- More information and advice to help young people decide which roll they would like to be on, the Maori roll or the General roll.

Who we should work with in Porirua-Kapiti to identify significant gathering places and reach out to potential staff for 2020 GE?

- S 9(2)(a)

: S 9(2)(a)

ACTION PLAN:

1. Contact S 9(2)(a) (Levin ROE) and S 9(2)(a) to agree a meeting date and venue to talk about potential advocates (28 April)
2. Meet community advocates with S 9(2)(a) and S 9(2)(a)
3. Work with Erin to schedule a meeting with RM Voting Services and introduce the relevant community advocates (TBC)

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Statement of Partnership Between

Te Wharekura O Rakaumanga and The Electoral Commission

Purpose of the Partnership

Te Wharekura O Rakaumanga (Rakaumanga) and the Electoral Commission (Commission) see the value of Māori voters participating in New Zealand’s democracy and are committed to exploring ways to encourage and support whanau in Huntly to assert their democratic right to make decisions which affect themselves and their community.

Partnership Goals

- To encourage whanau participation in Parliamentary elections and reinforce the concept that voting does make a difference.
- Empower whanau to engage and connect to democratic processes.
- To promote and recruit whanau to access employment opportunities in the Commission.
- To deliver a voting service to whanau who wish to engage in the process in te reo Māori.

Partnership Values

- Support each other in finding efficient ways to optimise the value and benefit delivered to whanau in Huntly.
- All voting services and messaging delivered by Rakaumanga will be aligned with the tikanga and values of Te Wharekura O Rakaumanga.

Background

- 2017 Voting Patterns:
 - ∞ AVP – Civic centre: 659-1179
 - ∞ VP - West Kindergarten: 189-126
 - ∞ VP – Huntly primary: 47-161
- 2017 Voter Turnout:
 - ∞ Huntly East: 74%
 - ∞ Huntly West: 71%
 - ∞ Huntly Rurak: 79%
- Anecdotal Feedback:
 - ∞ Scepticism due to people not being part of solutions to change.
 - ∞ Voting places not culturally accepted.
 - ∞ Information to help people understand issues and make an informed vote is not easily accessed.
- Te Wharekura O Rakaumanga:
 - ∞ Is not an “Island” in the Huntly community, it is an integral part of the community.
 - ∞ People are comfortable engaging in community activities organised by the wharekura and the kaupapa the school is engaged with.
 - ∞ Rakaumanga has a long history of fighting for its right to exist on its own terms and has engaged with different levels of government.
 - ∞ Rakaumanga has been the centre for a multitude of outcomes beneficial to the school and community so is well placed to work with the Commission to lead a process of engagement to connect whanau with democratic processes.

The Process of Engagement

Planning Phase:

- Rakaumanga and the Commission work collaboratively to:
 - ∞ identify the “levers” which can be activated to encourage/compel whanau to vote
 - ∞ identify opportunities to work collaboratively
- The Commission to work with Rakaumanga to develop a time-line and deliverables to optimise the opportunities available
- The Commission, with feedback from Rakaumanga lead the development of a resource schedule to support the initiative

Completion Date	Key Activity	Lead	Support
▪ 30 Nov 2019	Project Plan to provide an integrated service to whanau in Huntly.	The Commission	Rakaumanga
▪ 13 Dec 2019	<ul style="list-style-type: none"> ▪ Projected volumes for deployment of AVP and VP services at Rakaumanga ▪ AVP-VP schedule and opening hours ▪ AVP-VP set up and requirements ▪ AVP-VP staff requirements-recruitment plan ▪ AVP-VP timeline ▪ AVP-VP communications strategy/plan ▪ Integrated AVP-VP implementation plan 	The Commission	<u>S 9(2)(a)</u> Regional Advisor
▪ 31 Jan 2020	<ul style="list-style-type: none"> ▪ AVP-VP budget agreed ▪ Community engagement resource budget ▪ Monthly implementation deliverables 	Rakaumanga	<u>S 9(2)(a)</u>
▪ 31 Jan 2020	<ul style="list-style-type: none"> ▪ Monthly schedule and plan for key deliverables including: <ul style="list-style-type: none"> ∞ Enrolment and community engagement outcomes ∞ Communications plan ∞ Recruitment activity and targets ∞ Opportunities/events ∞ Working together and how this will look. 	<u>S 9(2)(a)</u>	<u>S 9(2)(a)</u>

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TE AWA TUPIUA O WHANGANUI MARAE VOTING PLACES

VENUE	ASSESSMENT TIME	CONTACT	PROPOSED AVP-VP DATE	NOTES
<ul style="list-style-type: none"> Kaiwhaiki ∞ Module Building ∞ Kohanga Reo Building 	<p>9:00am to 10:00am MONDAY</p>	<ul style="list-style-type: none"> S 9 (2) (a) 	<ul style="list-style-type: none"> AVP Saturday 12 Sept Sunday 13 Sept 	<ul style="list-style-type: none"> Confirm initial assessment Assess Kohanga as a backup Confirm availability dates etc: ∞ 12-13 Sept (Sat-Sun) ∞ Time
<ul style="list-style-type: none"> Otoko 	<p>11:00am to 12:00pm MONDAY</p>	<ul style="list-style-type: none"> S 9 (2) (a) 	<ul style="list-style-type: none"> AVP Monday 14 Sept 	<ul style="list-style-type: none"> Backup options Confirm availability dates etc: ∞ 14 Sept (Mon) ∞ Time
<ul style="list-style-type: none"> Parikino ∞ Hall 	<p>1:00pm to 2:00pm MONDAY</p>	<ul style="list-style-type: none"> S 9 (2) (a) 	<ul style="list-style-type: none"> AVP Tuesday 15 Sept 	<ul style="list-style-type: none"> Confirm initial assessment Assess Kohanga as a backup Confirm availability dates etc: ∞ 15 Sept (Tue) ∞ Time
<ul style="list-style-type: none"> Koroniti 	<p>2:30pm to 3:30pm MONDAY</p>	<ul style="list-style-type: none"> S 9 (2) (a) 	<ul style="list-style-type: none"> AVP Wednesday 16 Sept 	<ul style="list-style-type: none"> Backup options Confirm availability dates etc: ∞ 16 Sept (Wed) ∞ Time
<ul style="list-style-type: none"> Matahiwi 	<p>4:00pm to 5:00pm MONDAY</p>	<ul style="list-style-type: none"> S 9 (2) (a) 	<ul style="list-style-type: none"> Nil 	<ul style="list-style-type: none"> Advice: ∞ Advertising – Facebook ∞ Venues
<ul style="list-style-type: none"> Ranana: ∞ Ruaka ∞ Kura 	<p>9:30am to 11:30am TUESDAY</p>	<ul style="list-style-type: none"> S 9 (2) (a) 	<ul style="list-style-type: none"> AVP Thursday 17 Sept ED Saturday 19 Sept 	<ul style="list-style-type: none"> Backup options Confirm availability dates etc: ∞ 17 Sept (Thu) ∞ 19 Sept (Sat) ED ∞ Time
<ul style="list-style-type: none"> Jerusalem ∞ Marae ∞ Waiora 	<p>10:30am to 11:30am TUESDAY</p>	<ul style="list-style-type: none"> S 9 (2) (a) 	<ul style="list-style-type: none"> AVP Monday 7 Sept 	<ul style="list-style-type: none"> Backup options Confirm availability dates etc: ∞ 7 Sept (Mon) ∞ Time
<ul style="list-style-type: none"> Pipiriki ∞ Camping Ground 	<p>12:00pm to 1:00pm TUESDAY</p>	<ul style="list-style-type: none"> S 9 (2) (a) 	<ul style="list-style-type: none"> AVP Saturday 5 Sept Sunday 6 Sept 	<ul style="list-style-type: none"> Backup options Confirm availability dates etc: ∞ 5-6 Sept (Sat-Sun) ∞ Time

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14 August 2020

S 9(2)(a)

Kia ora S 9(2)(a)

GE 2020 SERVICES TO MĀORI VOTERS

Thank you for your email of 5 August 2020 regarding services to Māori voters. We are committed to providing an excellent service to Māori voters and have been engaging with you and others and undertaking a range of activities to improve services for the 2020 general election and to maintain trust and confidence in elections.

In 2017, overall levels of satisfaction among Māori voters were high with 88% of Māori voters reporting high levels of overall satisfaction with the voting process (up from 86% in 2014). There were some really good indicators. Turnout as a percentage of all enrolled voters was the highest it's been since 2005 at 79.8%. Turnout in the Māori electorates was also the highest it's been since 2005. Turnout of all Māori voters across the Māori roll and general roll was also up, from 67.6% in 2014 to 71.1% in 2017 (3.5%).

We received about 40 complaints about services to Māori voters over the 2017 general election. Subjects raised included questions about EasyVote packs, people not being happy about needing to cast a special vote, not being able to change roll types before voting, errors in vote issuing, and mispronunciation of names or words. There were 8 enquiries or complaints involving a voter being issued the incorrect ballot paper. This should not happen and the Commission takes this very seriously. This was due to human error by the voting place worker or the elector not being sure which electorate they were enrolled in.

We have identified it as an area of focus including reference to it in our statutory report on the 2017 General Election and have discussed it in a range of contexts including communication with communities, with political parties and with Parliamentary Select Committees. Since then a range of steps have been undertaken to improve services.

Starting within the Commission's National Office permanent staff we have taken steps to improve cultural competence, provided free te reo Māori classes. We also reflected on our values as an organisation working alongside Whai Kiko Consultancy.

We made a commitment in 2018 to actively engage and deepen relationships with Māori communities as part of our review of existing services and planning for 2020. In 2018 we held a series of kōrero with Māori communities around the country to better understand Māori experiences of enrolling and voting, and what works to encourage participation, how services to

Māori can be improved, and key complainants were invited to attend the hui, including yourself. We have continued working with communities and had meetings in Huntly, Kaiti (Gisborne), Manukau, Henderson, Whangarei, Highbury (Palmerston North), Christchurch, Dunedin, Porirua-Kapiti, Napier-Hastings, and Wairoa.

Some of the feedback included:

- A desire for input into voting place selection and voting times to ensure they meet the needs of their communities
- Willingness to work with us more closely to give input on voting places and to help find staff
- A desire for enduring relationships with community advocates, Returning Officers, Registrars of Electors and relevant Commission staff
- Support for increased use of marae as voting places
- Suggestions on how to make voting places feel like a more welcoming environment
- How better pronunciation and understanding of te reo Māori can improve voter experience
- How to improve signage so that voters know where to queue
- Need to increase awareness in Māori communities about recruitment processes and how to access the Commissions systems to apply for jobs.

After the hui, we consolidated the feedback and went back to communities to confirm we had heard the feedback correctly. Then a further set of meetings were held to identify actions. I understand that you received copies of the meeting notes and consolidated Outcomes Framework Plan.

The hui have been productive and built up contacts with Māori communities that have been ongoing. Based on the feedback received, we have been focusing on the following areas:

- Looking at our recruitment strategies so that staff in voting places better reflect their local communities,
- Increasing the number of te reo Māori speakers working in voting places,
- Working with communities to identify the best locations and opening times for voting places,
- Working on training programmes for voting place staff that emphasise information on the General roll and the Māori roll, te reo Māori pronunciation, making sure each voter is issued the correct voting paper, and that enrolment services are offered to anyone who may not be enrolled.

For 2020, we will be increasing enrolment look-up capability in our voting places to ensure that our staff have access to more up to date information about the voter's current enrolment. While they are in the queue, this means that workers will be able to look up the person's enrolment to make sure that they are correctly advised about which roll they are on, whether they are enrolled or need to complete a form, and where to queue for their voting papers. With the introduction of election day enrolment, all voters even those who may not have enrolled before will have the opportunity to enrol and vote even if they attend on election day.

To encourage enrolment and voting in Māori communities we have a network of community engagement advisers and youth advocates. Their primary role is to engage with their communities and to harness the goodwill and interest of Māori influencers to motivate participation in the general election. A key goal of this activity is not only to increase participation but to engage with communities

to give people greater levels of trust and confidence and to help people feel comfortable and empowered before voting starts.

In March, our induction for electorate returning officers emphasised the importance of improving services to Māori. In our training for temporary voting place staff, we stress the difference between the general roll and the Māori roll and the importance of correctly pronouncing people's names and the names of electorates. All staff are provided with an e-learning module on Māori pronunciation.

We will be relying on an even larger temporary workforce for 2020 (more than 25,000) to support the increased demands of election day enrolment, the two referendums and the need for additional voting services to manage the implications of COVID-19. We have worked with our community networks to encourage recruitment in Māori communities by not just making people aware that we have jobs in voting places but also actively supporting people to make their application.

This year, for the first time, there will be a bilingual voting place where staff will be able to take people through the voting process in teo Māori. This is a community initiative led by Te Wharekura O Rakaumanga in Huntly and is supported by the Electoral Commission. Voting will take place in the whare matauranga, Te Hokioi, which is located within Te Wharekura O Rakaumanga school complex at 26 McDiarmid Crescent. It will be open for the week before Election Day and on Election Day. The school has a network of community members and past pupils who are fluent Māori speakers and can work in the voting place, delivering voting services to the local community in Māori in a way that will encourage participation and make voters feel more comfortable.

We have also revised the [enrolment form](#) and our new [It's Easy](#) video to make our information more accessible and to improve information about the right of Māori to choose whether to be on the Māori roll or the general roll.

We have a number of other initiatives within our information resources, advertising and media campaigns and community engagement activities to encourage Māori turnout include:

Information resources

- Our main enrolment brochure is bilingual. It is distributed through our community and stakeholder engagement and is [available for order from our website](#)
- The Guide to the 2020 General Election and Can't Get to a Voting Place brochures are currently being translated into te reo Māori and will be available in print and online, and included in the packs we send to stakeholders.
- The How to Vote illustrated brochure that will be included in the EasyVote pack that goes to all enrolled voters is also bilingual.
- Posters, social media banners and web banners in te reo Māori are [available for download from our website](#) for sharing.
- We have two new videos on enrolling and MMP in te reo Māori that will be available to share from our website, feature on social media, and be used in school and community presentations. A How to Vote video is in production. Here are the YouTube links:
 1. How to enrol: <https://www.youtube.com/watch?v=REaDPTt4SoQ>
 2. MMP: <https://www.youtube.com/watch?v=yVaOMCMK6iE&feature=youtu.be>
- We have teaching resources that are curriculum aligned and support civics education in schools, including the Tūranga Mua, Tūranga Tika resource: <https://elections.nz/your-community/teaching-voting-at-schools/>
- For the first time, the core information pages on our website are available in Māori, including key information on enrolling and voting this election. <https://vote.nz/voting/get-ready-to-vote/about-the-2020-general-election/>

Advertising and media campaign

- All of our Orange Guy advertising is recorded in te reo Māori and played on iwi radio and Māori Television. Scotty Morrison has been the Māori voice of Orange Guy for many years.
- In Māori Language week we'll be playing some of our te reo Māori advertisements on other free to air TV channels.
- We're working in partnership with Māori Television, the Māori Media Network and other media with Māori audiences to produce content for the election.
- Our partnerships include work with social media influencers so we can deliver messages to Māori audiences via this channel also.
- Targeted advertising in English and te reo Māori, including in the Māori media, iwi radio, free-to-air television, youth radio and social media
- The Commission has a spokesperson available to do media interviews on enrolling and voting in te reo Māori and we support regional members of our community engagement team who appear regularly on local iwi radio stations in the lead up to the election.

Community engagement

- Our community engagement teams connecting with communities in person and through digital channels, supporting eligible electors through the enrolment process and sharing information regarding what they may encounter when heading to cast their vote
- Young people in our community engagement team connecting with rangatahi particularly in Northland, South Auckland, Waikato, and East Coast and also in wider Christchurch, Dunedin, Wellington, and Auckland
- Developing and fostering relationships with whānau, hāpori, and community organisations willing to also further influence and motivate communities to participate and share messages regarding the opportunities available to work in voting places at elections.

Case study: Highbury (Palmerston North)

We know that you are passionate about increasing Māori participation in elections. We regret that despite several attempts we were not able to meet with you again in person since November 2017. However, we thought you would be interested in some specific information about what has occurred in an area that you are familiar with as a result of discussions kicked off in 2018.

Electoral Commission Enrolment and Voting Services staff have worked with Highbury based community advocates to identify suitable voting place locations where Māori are likely to vote. Unfortunately, some locations did not meet the COVID 19 alert level two criteria, a requirement for all voting places.

In 2017 there were three election day voting places available to voters in Highbury. In 2020, with the help of community advocates six locations were identified. Two did not meet the COVID 19 alert level two criteria and four were confirmed. One of these locations, St Michaels Church Marae will be used as a fulltime advanced voting place from 5-18 September. On election day Highbury voters will have access to four voting places, St Michaels Church Marae, Monrad Intermediate school, Somerset Crescent school and Takaro school.

The Commission has appointed four Māori Voting Place Managers to oversee voting in Somerset school, Takaro school, St Michaels Church Marae, and Monrad Intermediate, all of whom are proficient te reo Māori speakers.

With help from Te Waka Huia Hauora, we have several suitably qualified Māori applicants being considered for the Voter Assistant and Issuing Officer roles for the Highbury voting places. This group includes several young Māori applicants highly recommended by the Te Waka Huia Hauora Whānau Ora Social worker.

Final details of our advance and election day voting places will be released shortly on our website. We are confident that these will ensure an excellent level of service to Māori voters as a result of work we have been doing across the country.

We are continuing our recruitment processes and are hopeful that we will be successful in increasing the numbers of staff that reflect Māori communities and the te reo Māori capability of our staff as well.

Although there is a focus on the 2020 general election right now, this is an ongoing process that we are committed to in the long term. After the election we will continue to review and seek feedback from communities about their enrolment and voting experience. Delivering an event on the scale of a general election means that there will always be instances where people have a less than optimal experience. But we are committed to responding as soon as we are made aware of any specific instances where our service has fallen short. We would welcome the opportunity to discuss any of these points further and would value any support that you can give us to continue to encourage Māori participation.

Ngā mihi

S 9(2)(a)

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Revised Wairoa Korero Hui Programme:

Tuesday 6 Nov 2018, 6:00pm to 8:00pm

Venue: Wairoa Information Centre, Cnr SH2 and Queen Street Wairoa

Time	Session	Comments
6:00pm (45 min)	<ul style="list-style-type: none"> ▪ Mihi whakatau – TBC ▪ Introduction to hui programme – <u>59(2)(a)</u> ▪ Individual introduction : <ul style="list-style-type: none"> – Your voting story (what influenced you to vote or not vote) or your voting experience! 	<p>Introduction to the hui programme notes</p> <ul style="list-style-type: none"> ▪ Programme Outline sheet of hui sessions to talk to: <ul style="list-style-type: none"> – Programme, what, why, who? – Role of note takers – Group work – Me and my story?
6:45pm (15 min)	<p>2017 General Election voting experiences:</p> <p>What people have told us and what we are going to do to respond to this feedback? <u>59(2)(a)</u></p>	<ul style="list-style-type: none"> ▪ Summary of feedback and actions ▪ Peter and Graeme document feedback
7:00pm (40 min)	<p>Facilitate Full Group discussion: Peter</p> <ul style="list-style-type: none"> ▪ Activity: How relevant is this feedback for your experience in Wairoa? Do you know of any good or bad experiences not covered? Talk about these <p>Working with the Commission: Graeme</p> <ul style="list-style-type: none"> • Process from here on? • The jobs available • How we can be more effective in our recruitment of local people? 	<ul style="list-style-type: none"> ▪ Other 2017 voting experiences, (include specific examples of how we can improve the services in Porirua)
7:40pm (5 min)	<ul style="list-style-type: none"> ▪ Closing comments from the floor ▪ <u>59(2)(a)</u> ▪ Karakia whakamutunga 	<ul style="list-style-type: none"> • <u>59(2)(a)</u> • TBC
7:45pm	<ul style="list-style-type: none"> ▪ Blessing and Kai 	

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Key Questions for Discuss

Key Action Points

To Action

<p>1. Key messages – First Tranche:</p>	<p>Voting Messages:</p> <ul style="list-style-type: none"> • This year, for the first time, there will be a bilingual voting place where staff will be able to take people through the voting process in reo Māori or English. • It is a community initiative led by Te Wharekura O Rakaumanga in Huntly and supported by the Electoral Commission. • Voting will take place in Te Hokioi, te whare matauranga o te kura. <p>How did this come about?</p> <p>The proposal to host a voting place where voters could complete the voting transaction in te reo Māori was put forward by Te Wharekura O Rakaumanga and accepted by the Electoral Commission.</p> <p>Voting Dates and Times</p> <p>Advanced Voting:</p> <ul style="list-style-type: none"> • Saturday 12 September 9am-7pm • Monday 14 September – Friday 18 September 3pm-7pm <p>Election Day Voting:</p> <ul style="list-style-type: none"> • Saturday 19 September 9am – 7pm <p>Election Day Count:</p> <ul style="list-style-type: none"> • Saturday 19 September 7pm – 9pm <p>Pre-Writ Day Enrolment messaging</p> <ul style="list-style-type: none"> • Getting prepared to vote - Enrol before Writ Day to receive an Easy Vote card, which is the ticket to the fast lane in the voting place. 	<p>\$9(2)(a)RO</p> <p>\$9(2)(a)</p> <p>\$9(2)(a)</p> <p>\$9(2)(a)</p> <p>\$9(2)(a)</p>
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<p>2. Key messages – Second Tranche:</p>	<p>Voting messages:</p> <ul style="list-style-type: none"> As per tranche 1 messaging <p>Post Writ-Day enrolment messaging:</p> <ul style="list-style-type: none"> Enrol on line or at the Kura before 5September to get a pass to the fast lane if you want to vote early. Enrol before election day on 19 September to get a pass to the fast lane if you are voting on Election day. Enrol and vote at the same time from 5 September to 19 September. 	<p>S 9(2)(a)</p>
<p>3. Geographical Reach, networks Rakaumanga will engage, mediums to connect to the community and issues for clarification</p>	<p>Regional connections with current and past students:</p> <ul style="list-style-type: none"> Papakura in the north Waingaro and Raglan in the west Te Kauwhata – Ohinewai in the East Hamilton in the south. <p>Who they will connect with:</p> <ul style="list-style-type: none"> Current students Parents of current students Past students <p>How they will connect:</p> <ul style="list-style-type: none"> Weekly Newsletter – Hard copy Weekly newsletter – Digital copy Facebook Page updated by Administrator <p>Issues for clarification:</p> <ul style="list-style-type: none"> Resources available from the Electoral Commission: 	<p>S 9(2)(a) to confirm</p> <p>S 9(2)(a) to confirm</p>

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	<ul style="list-style-type: none"> • Are Hyperlinks available to Commission resources including referenda information, online enrolment. • Voting in school's resources • Who is the contact person from Rakaumanga who will integrate available resources into the Facebook page and/or the digital Newsletter? • Clarity of CL roles to communicate out regionally • Establish the key people who can assist with voting • Local connections from <u>S9(2)(a)</u> - clarify with <u>S9(2)(a)</u> R&R Waikato. • Numbers in place from <u>S9(2)(a)</u> for the Rakaumanga. Two additional names on list who 	<p><u>S9(2)(a)</u> contact <u>S9(2)(a)</u> in Comms</p> <p><u>S9(2)(a)</u> to confirm with <u>S9(2)(a)</u></p> <p><u>S9(2)(a)</u></p>
<p>4. Cultural, educational or sporting events that may be on within the voting window, especially during the evenings of 14 – 18 September and on Election Day 19 September.</p>	<p>Community – Rakaumanga Events:</p> <ul style="list-style-type: none"> • National Secondary Schools Kapa Haka Rehearsal – Live In at the kura 18-19 September. This involves 40 plus performers and a group of parent helpers. <u>S9(2)(a)</u> to keep <u>S9(2)(a)</u> informed as the rugby league final approaches • Rugby League Final on Election Day, 19 September. Highly likely that the local team will be in the final. Proposal being considered to invite the team and supporters to vote at the Kura before travelling to the ground. • Identify any other significant gatherings at the Kura or in Huntly or Ngaruawahia during the voting period • Enrolment opportunities at the rugby league may be available to E&CE 	<p><u>S9(2)(a)</u> to advise <u>S9(2)(a)</u></p>
<p>5. The mediums to connect to the community and therefore how we (ECE and VS) can assist</p>	<ul style="list-style-type: none"> • On line resources to be accessed and reworked by <u>S9(2)(a)</u> 'Team' • Hard copy resource to be produced from this collateral and submitted to Comms Team for approval. • NO to provide EC perspective with any Visual media appointments – on site will be prearranged • Identify lead person to speak on behalf of Rakaumanga when media require a local perspective 	<p><u>S9(2)(a)</u> and to be confirmed with <u>S9(2)(a)</u> and NO</p> <p><u>S9(2)(a)</u></p>
<p>6. National Media Plan</p>		<p><u>S9(2)(a)</u></p>

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	<ul style="list-style-type: none">• Additional supporting information from Rakaumanga that will allow Clare and her team to support this from a National perspective.• A comprehensive Communications Plan for Rakaumanga	s 9(2)(g) the contact
	<p>Koroneihana – August 20th 21st:</p> <ul style="list-style-type: none">• Enrolment focus• Messaging by CL verbally on site <p>Huntly and Ngaruawahia Schools engagement:</p> <ul style="list-style-type: none">• CLs targeted in schools over next two weeks• Direct connection with CL who is ex Student <p>Voting Services Promotion:</p> <ul style="list-style-type: none">• Making an informed vote, accessing the Commission's online information• Rakaumanga voting schedule• Rakaumanga point of difference and impact of making a special vote	s 9(2)(a) s 9(2)(a) s 9(2)(a) to set up computer access to online information
7. Koroneihana 2020		

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DEPLOYING VOTING SERVICES IN PLACES OF SIGNIFICANCE

Introduction

This paper sets out a strategy and approach to deploy voting places in locations of significance to voters of Māori descent. The strategy includes a rationale for the approach, a set of criteria to assess the suitability of the places of significance in the priority communities and a deployment plan which will include key people who can help Electorate Managers to implement the plan.

Background

The Korero Hui feedback strongly recommended that the Commission consider deploying voting places in 'places of significance/influence' in the communities visited. These places included locations that people regularly access for community based services or use for whanau and/or community events. There was a strong view that if such places were used then this would help normalise voting because people would go to vote where they went to live, work, or play. This may also encourage whanau to make an event of voting as they often do with other activities.

Examples of different places of significance/influence included, community centres, church halls, sports clubs, kohanga reo, runanga offices, schools and marae. Places such as community centres and church halls are often used. However analysis of the 2017 voting places deployed showed that of the 2,862 voting places used for the advanced voting period and on election day, only 13 marae were used. This suggests that marae are under utilised and may be a rich source of venues to deploy additional voting places for the 2020 General Election.

Approach to access places of significance/influence

The challenge for the Commission in past elections has been to identify the places of significance/influence for the many and diverse communities because communities differ. What may be significant for one community may not necessarily be so for other communities. The people who can help the Commission to identify the places of significance/influence for their communities have grown up in these communities and lived and played in these communities and most importantly are willing to share the intelligence they have learned over many years. These people are the community advocates who have made a commitment to work with the Commission to ensure that services to their communities are relevant and suitable.

This network of community advocates is critical to the proposed approach because they, not Commission staff, will identify the right places for the different communities. The challenge of the Commission will be to take advice and help the community advocates to understand the criteria used to confirm or reject the proposed venues as voting places and just as importantly, why we have the criteria.

A network of community advocates has been identified through the different korero hui. This network of community advocates can be contacted through the registrar of electors or the Engagement Project Manager.

Implementing the approach:

Key Tasks	Responsibility	Completed	Reference
1. Confirm extended network of community advocates to include communities with higher than average numbers of Maori who voted in the 2017 GE.	S 9(2)(a)	12 June	Korero Hui Framework plan
2. Work with ROEs to identify key CAs who can provide an insight into their places of significance to the relevant communities covered by the network of CAs	S 9(2)(a)	30 June	Korero Hui Framework plan
3. ROEs introduce RMs/RAs to the CAs and pass on insights to help RMs to understand the significance of places of significance/influence in these communities.	Registrar	31 July	Relationship building
4. Collate data for the community including enrolment/turnout in 2017, deployment of voting places, additional requirements to meet the projected 65% increase in AVP numbers and community advocates information packs.	S 9(2)(a)-RM	30 June	Regional Plan
5. Distribute "Information Packs" to community advocates	Regional Manager	31 July	Relationship building
6. Identify places of significance/influence to Māori voters in these communities and work with CAs to assess the relevance of these places for use as voting places. Complete AVP and VP assessment checklist for each place of significance	RM and CAs	October	Voting place deployment plan
7. Identify staffing needs to ensure the voting places will be staffed by people from the communities they serve and develop a recruitment plan to meet the projected demand.	RM and RA	August	Recruitment Plan
8. Budget plan to support the deployment and recruitment plans	RM and RA	September	Regional Budget
9. Deliver Recruitment Presentations in communities which require significant numbers of Māori voting place staff.	RM and RA	November	Recruitment Plan
10. Reference the Regional Plan to include and deliver voting place plan and recruitment plans	RM and RA	31 July	Regional Plan

Resources:

Community Advocate Information Packs:

- Key milestones and timelines we are working to deliver including:
 - ∞ Recruitment
 - ∞ Targeted roles
 - ∞ Recruitment Presentations

- Information they can push through their networks including:
 - ∞ Recruitment of key roles, electorate managers and Head Quarters staff etc.
 - ∞ Information about the roles and required skill sets
 - ∞ Time commitment and when roles will be deployed

- Key contact numbers/email addresses

Appendices:

- Network of Community Advocates
- Draft "Preliminary Advance Voting Place and Voting Place Assessment Checklist"

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APPENDICES:

Appendix One:

Marae based voting places used for 2017 General Election:

1. AVP: Kirikiriroa Marae – Hamilton (Hamilton East)
2. VP: Tumahaurangi Marae – Koutu (Rotorua)
3. VP: Waiwhetu Marae – Waiwhetu (Hutt South)
4. AVP: Whakarongotai Marae – Waikanae (Otaki)
5. VP: Owae Marae – Waitara (New Plymouth)
6. VP: Taihoa Marae- Wairoa (Napier)
7. VP: Te Kurakaupa Māori o Hoani Waititi Marae – Glen Eden (Kelston)
8. VP: Kai-a-te-mata Marae – Morrinsville (Waikato)
9. VP: Turangawaewae Marae – Ngaruawahia (Waikato)
10. AVP: Ngati Wehi Wehi – Manakau (Otaki)
11. AVP Hongoeka Marae – Plimmerton (Mana)
12. AVP: Te Aranga Marae – Flaxmere (Tukituki)
13. AVP: Maraeroa Marae – Waitangirua (Mana)

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Appendix Two:

PRELIMINARY ADVANCE VOTING PLACE AND VOTING PLACE ASSESSMENT CHECKLIST

Use this checklist when inspecting advance voting places (AVPs) and voting places (VPs) for general suitability and physical accessibility.

The Operations Manual has more information on securing AVPs and VPs.

LOCATION

Name of site			
Address			
Assessed for use as	AV <input type="checkbox"/>	ED <input type="checkbox"/>	Mobile <input type="checkbox"/>
Accessibility (Complete at end of assessment)	Accessible (full)  <input type="checkbox"/>	Accessible with assistance (Partial)  <input type="checkbox"/>	Not accessible (none) <input type="checkbox"/>

CONTACT FOR VOTING PLACE

Contact Person	
Phone	
Mobile	
Email	
Postal Address	
Notes (Include any language needs identified for this area in your Electorate Plan)	

ADDITIONAL SITE INFORMATION

You have access to the voting place from:	am/pm	(day)	(date)
---	-------	-------	--------

Is a security code needed to access voting place? YES / NO

Arrangement for collecting keys or security code

--

You have the following at the voting place (circle)

Toilets for staff	Yes	No	Truck access	Yes	No
Adequate lighting	Yes	No	Access to phone	Yes	No
Adequate outside lighting	Yes	No	KITCHEN		
Heating	Yes	No	Boiling Water	Yes	No
Parking for staff	Yes	No	Fridge	Yes	No
Emergency exit	Yes	No	Microwave	Yes	No
Photocopying	Yes	No	Cups	Yes	No
Access to first aid kit	Yes	No	Access to a phone or cell phone signal	Yes	No

Earthquake assessment

Has the property been earthquake assessed?	Yes	No
If no, go to the next section		
If yes, was the assessment above 33% of the standard	Yes	No
If under 33% of assessment standard then talk to your Regional Manager		

HAZARD IDENTIFICATION

Are there any potential hazards that the voting place manager needs to be aware of and mitigate that might be a risk to staff, voters or scrutineers?

Common hazards to consider are: poor lighting, cords across floor, heavy items, stairs, potential for surfaces to get slippery if wet.

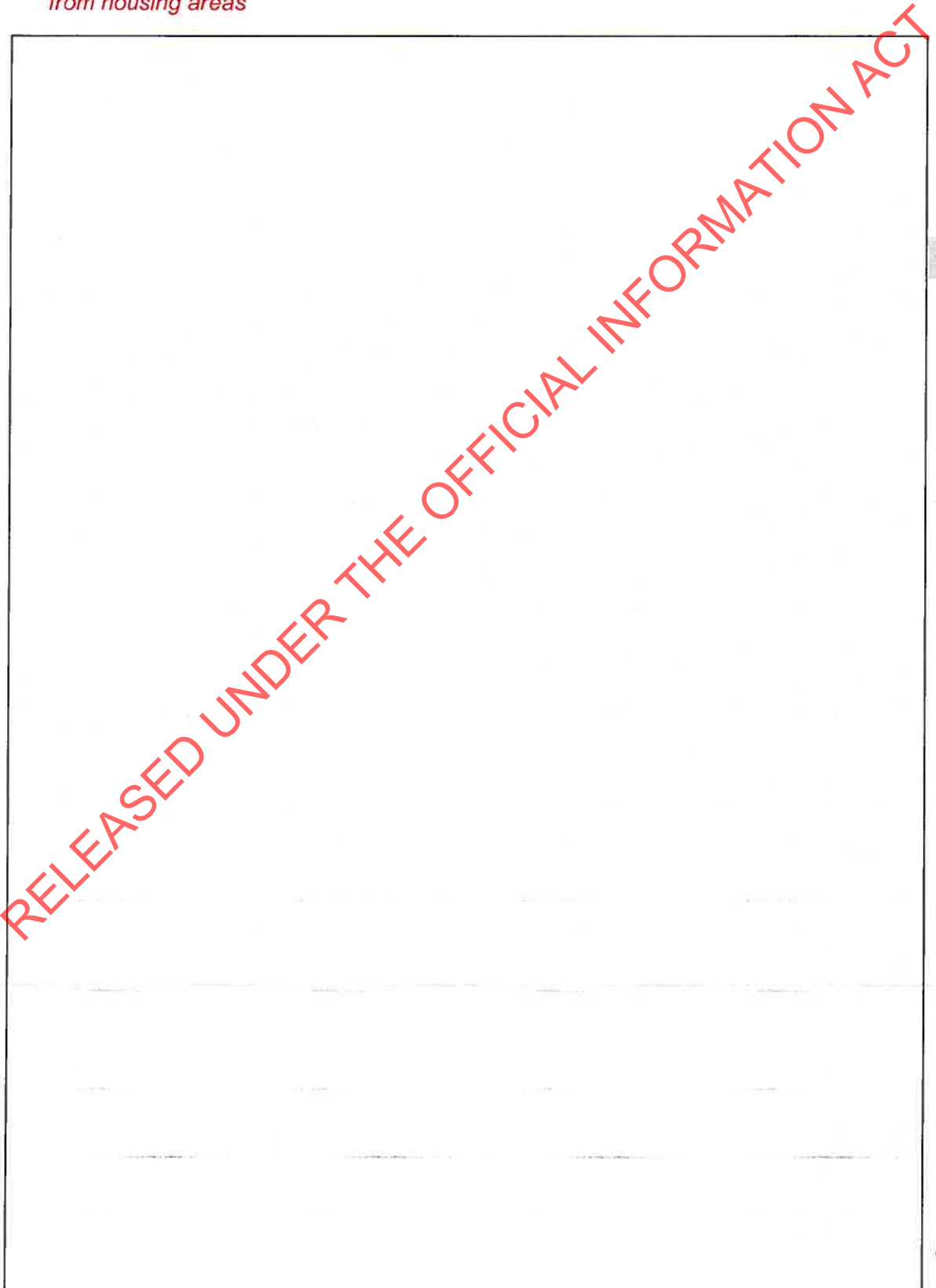
Hazard	Potential harm	Significant hazard yes/no	Practicable to eliminate yes/no	Practicable to isolate yes/no	All practicable steps to minimize yes/no	Person responsible	Action proposed	Completed Date

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MAP OF SITE

This could be a sketch, *photos*, *Google map*, etc. You may want to indicate:

- the location and type of signs to be used
- the designated accessible car park
- the location of particular facilities (e.g. security system, photocopying, toilets, heating)
- any health and safety concerns
- access from street for delivery truck
- *Accessibility for community of voters, walking distance, on main thorough-fare to and from housing areas*



AVP ONLY

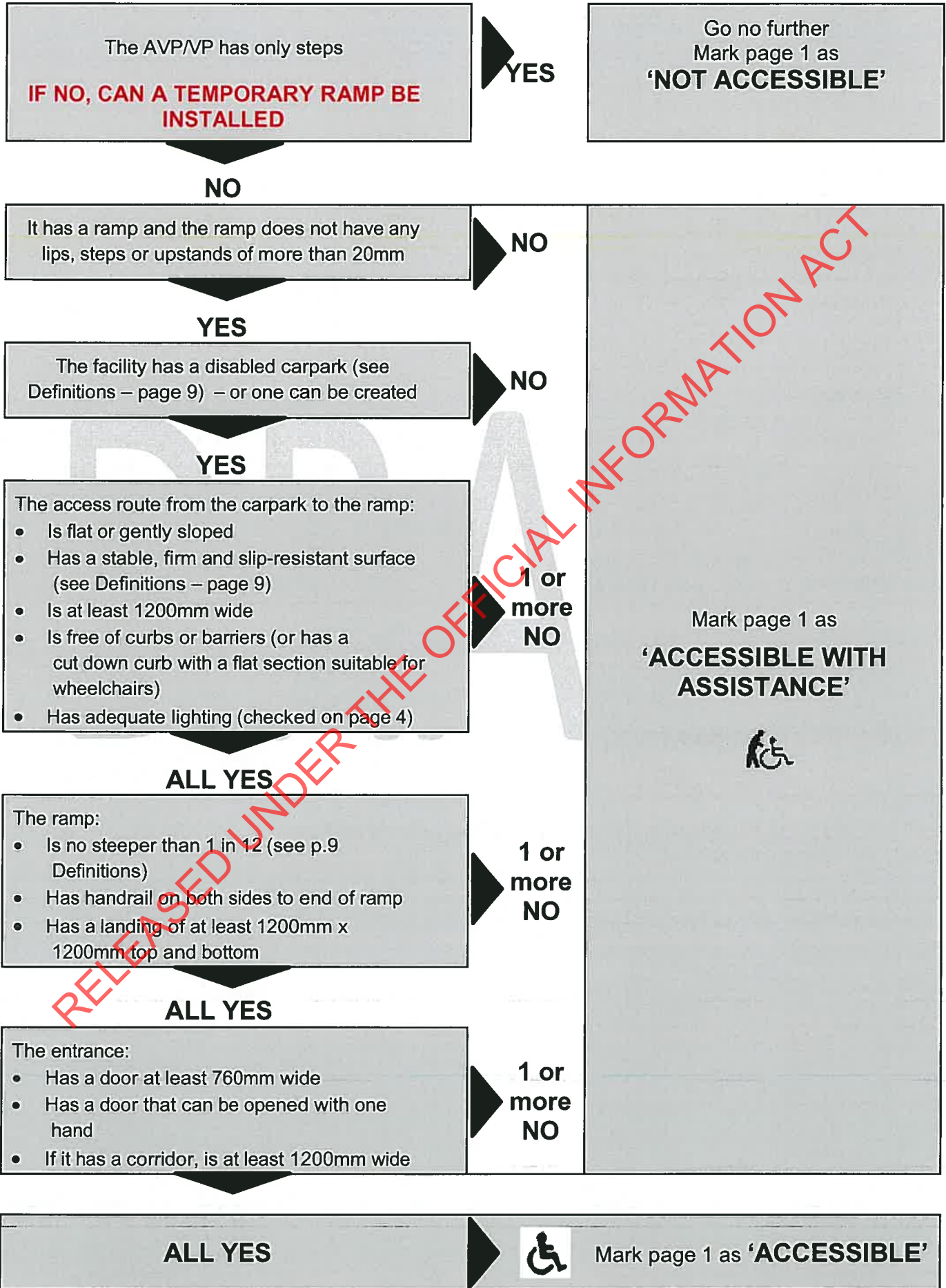
Suggested opening hours

Day	Period 1		Period 2	
	Open	Close	Open	Close
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
Saturday				
Sunday				
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				

Security of ballot papers

Is there a lockable area or cabinet for ballot papers to be held at the voting place at night?	Yes	No
--	-----	----

DISABILITY ASSESSMENT



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Mark page 1 as
'ACCESSIBLE WITH ASSISTANCE'



ACCESSIBILITY DEFINITIONS

Car parking

- Level firm surface
- At least 3200mm wide (preferably 3500mm)
- Any curb has a flat section for wheelchairs
- Signposted (or room for temporary signs)

External access

- Flat or has a gentle slope
- Surface is stable, firm and slip resistant (i.e. it offers grip for walking, even if wet)
- At least 1200mm wide
- Any footpath has a cut down curb with a flat section suitable for wheelchairs
- The route is signposted, or able to be signposted temporarily
- Well-lit by natural and/or artificial lighting without any abrupt changes in glare and intensity

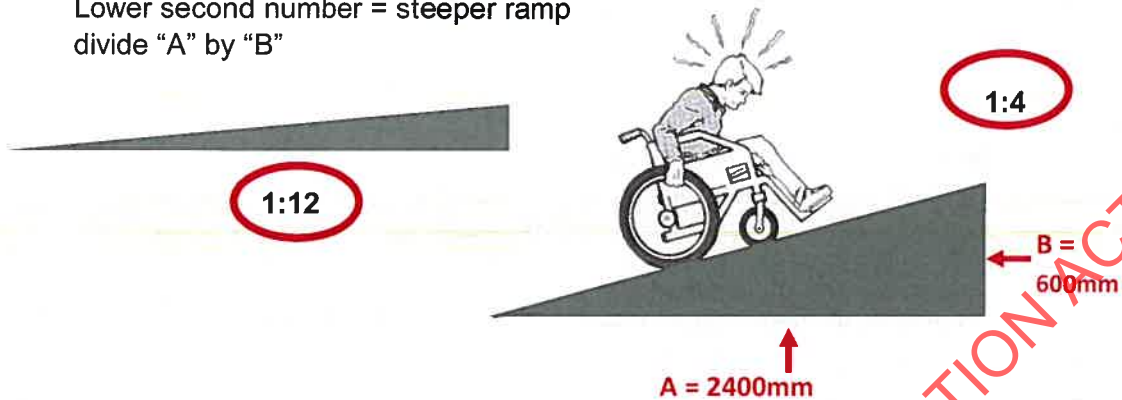
Entrances

- Level entrance or appropriate ramp (see below)
- Does not have an upstand (a structure or object sticking up from the floor, e.g. framing for a sliding door) of over 20mm



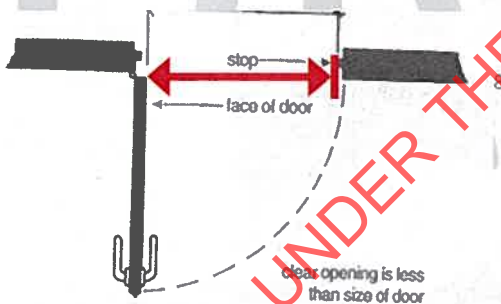
Ramps

- Level landings of at least 1200mm x 1200mm at top and bottom
- Handrail on both sides to end of ramp
- Gradient no more than 1 in 12
- Lower second number = steeper ramp
- divide “A” by “B”



Doorways

- Easily opened with one hand
- 1200mm clear space either side
- Opening width of at least 760mm - measured from face of the door to doorstop



Corridors

- At least 1200mm clear width along length of corridor/s

Table

- Height between 755mm and 800mm
- Clearance underneath – 675mm (min – 700mm recommended)
- Depth – 540mm (min – 600mm recommended)
- Width between table legs – 900mm (min)

Lifts

- Is on an accessible route
- Internal dimensions of at least 1400mm x 1400mm
- Call and control buttons reachable from seated position
- Visible from the entrance and/or signposted.

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THE KORERO HUI PROGRAMME

COMMUNITY INFORMATION SHEET

Why is the Commission talking to people about voting?

Thank you for agreeing to think about attending a hui to talk to people from the Electoral Commission about your voting experience. We know that many people find voting a straight forward process. That is not always the case for everyone. We want to listen to ideas you may have so that the Commission can make it as easy as possible for all New Zealanders to vote and have confidence that their vote counts.

What else will we talk about at the hui?

We want to encourage all New Zealanders to take part in elections. We employ more than 16,000 people to run an election. We would like to listen to ideas you may have about how we can increase the number of people we employ from your community and what we need to do to help people to be successful in the jobs we have. We also know that local people have good ideas about where we should locate voting places to make access to voting places easier so this will be an opportunity to start the conversation.

Working with our communities

The Commission wants to continue to talk to and listen to views people have about improving the electoral system so that it is easy for everyone to cast their vote. We also need to know what we can do to help everyone understand New Zealand's democratic system, how it works and how people can get involved. We want to hear what people have to say about voting in a setting that is comfortable for them. We believe holding small group hui will provide a setting that will encourage people to share their views. These hui will be part of an on-going process.

Who will represent the Commission at the hui?

The hui will be facilitated by s 9(2)(a) with support from your local support/contact person s 9(2)(a)

s 9(2)(a) Chief Electoral Officer and Chief Executive of the Commission will attend all of the hui. She will be supported by s 9(2)(a) National Manager Voting Services.

Wairoa Hui

- Tuesday 6 November: 6:00pm to 8:30pm – Kai will be provided from 8:00pm to 8:30pm
- Venue: TBC

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COMBINED KORERO HUI INFORMATION AND ACTION PLAN

Our goals are to increase the number of Māori who will enrol and vote in the 2020 General Election and beyond and build enduring relationships with community advocates.

Themes	What people told us?	What we will do?	Project Links and responsibilities	Regional Responsibility
VOTING PLACE "LOCATIONS"	<ul style="list-style-type: none"> ❖ The location of existing voting places do not necessarily represent the local community needs ❖ Voting places are no longer sufficient in number in some areas to allow ease of access by voters in more remote areas ❖ Voting services provided to smaller and/or remote communities need to be made available on days and times that are best suited to those communities ❖ Community advocates can help the Commission to locate Voting Places in 'places of influence', where Māori voters are more likely access voting services ❖ Allocation of voting places across Gisborne district favoured the the more affluent suburbs ❖ Use marae because these are places where whanau are used to gathering and celebrating or learning ❖ Understand how local people move around their communities when deploying Voting Places E.g. Highbury people often walk around their community ❖ Understand emerging places of influence in new areas, especially in places like Christchurch or in new sub-divisions to help locate Voting Places in the right places ❖ Consider mobile services as a way to engage homeless people, young or older people ❖ Rural communities are not well served during the AV period ❖ Mobile services not available to people in rural communities who do not have access to transport 	<p>ACTIONS:</p> <ol style="list-style-type: none"> 1. Build an issues/data profile of the target communities with RMs to help ROs develop an indepth understanding of the needs of their target communities. 2. For Voting Places we plan to : <ul style="list-style-type: none"> ∞ Engage further with local communities to identify whether previous voting places used for General Elections are still suitable; ∞ Work with community advocates to help find the right places. ∞ Add new voting places of influence in local communities to improve access to voters which may mean replacing existing voting places and reviewing times of operation ∞ Use local marae as voting places if this is considered beneficial for local communities, and if the marae has a suitable space that is accessible to all voters. 3. For Smaller and remote communities we plan to: <ul style="list-style-type: none"> ∞ Identify the best approach for making voting services accessible to smaller and remote communities on days and times that best suit those communities ∞ Utilise local networks to promote mobile voting services to communities 	SPECIFIC ACTIONS:	SPECIFIC ACTIONS:
VOTING PLACE "SERVICE"	<ul style="list-style-type: none"> ❖ The service is inconsistent and not welcoming for many people. ❖ Inside the voting place the layout is not well signposted and is therefore not easy to follow. ❖ Māori voters are issued incorrect voting papers or made to special votes when they could do an ordinary vote ❖ Huntly want to pilot end to end te reo Māori voting service ❖ Consistently across all communities visited, Māori names were mispronounced 	<p>ACTIONS:</p> <p>Inside the Voting Place we plan to:</p> <ol style="list-style-type: none"> 1. Implement te reo Māori service delivery pilot in voting places in communities with high numbers of reo Māori speakers. 2. Improve the display of signage and use reo Māori posters in all voting places. 3. Employ Kaumatua and/or Kuia to meet, greet and help people to find the right place to receive the correct voting paper in communities with high Māori populations. 4. Embed the Commission's customer service standards 	SPECIFIC ACTIONS:	SPECIFIC ACTIONS:

Regional Responsibility	Project Links and responsibilities	What we will do?	What people told us?	Themes
		<p>into all induction training.</p> <p>5. High-light and elevate the importance of customer service skills and experience relevant to the communities the Voting Place staff will be providing voting services to.</p> <p>6. Work with local news papers and radio stations to promote the locations, availability and opening hours for AVPs/Mobile services deployed in these areas</p>	<ul style="list-style-type: none"> ❖ Culture of the voting place will be improved if we employed people who are the faces of the community in which the VP is located ❖ Voting Places can be chaotic and it's not always easy to work out where to access the service you require ❖ Consider working with local organisations to deliver voting services ❖ Rushing voters through the enrolment and voting process in an AVP can put people under pressure and force them into hasty decisions which they later regret E.g. choosing the roll they register on. ❖ Many examples identified where voting place staff act on assumptions about which roll a Māori voter is on ❖ Changing venues and hours of operation for AVPs and ED voting is very confusing for some voters ❖ We need to get better at telling people where we are going to be and what time we will be there, especially during the 	
		<p>ACTIONS:</p> <p>1. Engage further with local communities to assist with organising target groups of local community members to provide information sessions on the work of the Commission and what employment will be available for the General Election. This will include information on the various types of roles, the skills required, the timeframes and the level of remuneration.</p> <p>2. Specify the pronunciation skill sets for all staff issuing voting papers and seek recruits for these priorities.</p> <p>3. Appoint 'local people' with te reo Māori skills to deliver voting services in all local community Voting Places.</p> <p>4. Update job descriptions to reflect the importance of customer service skills and the ability to communicate effectively with the target communities.</p>	<ul style="list-style-type: none"> ❖ Many of the people staffing Voting Places do not always reflect the diversity of the local community they are working in ❖ Te reo Māori is not commonly spoken by Voting Place officials in areas with high Māori populations ❖ Voting staff are often older and not connected to the community and do not understand local needs ❖ The recruitment processes of the Commission do not reach into communities in a manner that would enable locals to access jobs. ❖ There is little understanding of what jobs are available for working on elections and that they are paid roles ❖ Give more young people an opportunity to work in Voting Places ❖ Need to cast the net wider when recruiting and learn more about using social media channels as well as local heroes to promote our jobs ❖ Highlight the relevant customer service skills required and pay, not just the processing skills ❖ Develop a strategy to help people understand election's jobs before advertising or starting our recruitment push ❖ Have Māori issuing officers in areas of high Māori and non-Māori names 	<p>VOTING PLACE "STAFF"</p>

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Themes	What people told us?	What we will do?	Project Links and responsibilities	Regional Responsibility
COMMUNITY ADVOCATES	<ul style="list-style-type: none"> ❖ People are committed to continue the conversation with the Commission to help the Commission to develop local community solutions to local voting issues being identified ❖ Consider ways to work with advocates to make voting a better whanau-based experience 	<p>ACTIONS:</p> <p>1. We plan to::</p> <ul style="list-style-type: none"> ∞ Provide final hui information updates to hui participants to confirm the information recorded is correct. ∞ Identify and contact individual community advocates to provide input into agreed action plans. <p>4. Community Advocates in Target Communities:</p> <ul style="list-style-type: none"> ∞ Confirm target communities for piloting voting services for Māori ∞ Setup a network of community advocates in these communities who are willing to work with RMs and ROs to improve voting services for Māori 		
EDUCATION	<ul style="list-style-type: none"> ❖ There is no comprehensive education programmes in all schools. ❖ Young people in particular do not understand NZ's system of democracy or how the voting process works. ❖ People find it difficult to access information about political parties or candidates to help them make up their mind. ❖ Civics education is important for all younger voters ❖ Learning should be fun and engaging ❖ Education should be an on-going activity not an event based undertaking ❖ Important that young people learn how to make an informed vote 	<p>ACTIONS:</p> <p>Long term we plan to:</p> <p>1. Develop a comprehensive strategy to:</p> <ul style="list-style-type: none"> ∞ Engage key partners ∞ Develop education resources for community use ∞ Involve local community members to be the faces of some of the resources to make them relevant and interesting 		
WORKING WITH COMMUNITIES	<ul style="list-style-type: none"> ❖ Communities are not the same! ❖ People strongly support the Enrolment and Community Engagement presence in their communities especially those who experienced working with youth advocates ❖ People want to see this presence continue ❖ People out and about and working for their communities really appreciate Commission staff working alongside them – giving back to their communities ❖ Social media works for young Māori who can be influenced by 'local' heroes rather than the more high-profile national heroes ❖ Continue to access whanau through the high profile national events ❖ Think hard about the 'why' of voting for local 	<p>ACTIONS:</p> <p>Enrolment and Community Engagement:</p> <p>1. Continue to deploy appropriate staff in targeted communities to support targeted programmes</p> <p>Enrolment and Voting Services:</p> <p>2. Registrars and Returning Officers in targeted communities, work together to develop complementary community engagement plans</p> <p>Communication & Education Team:</p> <p>3. A comprehensive strategy to utilise/deploy a network of influential local and national social media personalities to support the Commission's community engagement outcomes.</p>		

Regional Responsibility	Project Links and responsibilities	What we will do?	What people told us?	Themes
		<p>ACTIONS:</p> <ol style="list-style-type: none"> 1. Review communication plans for the General Election to enable improved messaging surrounding the advanced and election day voting period for voters in all regions 2. Review messaging and information made available to the public relating to enrolment and voting options to improve the level of understanding in regard to what options are available. 3. Provide staff with resources to promote: <ul style="list-style-type: none"> ∞ The Unpublished Roll in all communities ∞ Consider stream-lining transitional housing and prisoner address policies which will keep people enrolled 4. Provide staff with resources and training that will ensure they can confidently promote the full range of voting options available to voters. 5. Promote \$9(2)(a) Whakarongotai AVP initiative to RMs and ROs 6. ROs develop a comprehensive AVP Deployment strategy for all targeted communities which sets out a rationale for the number, location and target communities they plan to provide services for. 7. 	<p>communities</p> <ul style="list-style-type: none"> ❖ We need to think hard about how we can help whanau to normalise voting in the whanau unit so all members will get on-board with voting ❖ Many young people in low socio-economic communities do not access on-line services or information because they rarely have "minutes" available on their device and are dependent on libraries for access to the Internet 	
		<p>ACTIONS:</p> <ol style="list-style-type: none"> 1. Develop service delivery standards including: <ul style="list-style-type: none"> • What voters can expect from the Commission, and • What the Commission will do to meet changing voter expectations to ensure the electoral system will work for all voters 	<p>Promoting General Election as a Voting Period:</p> <ul style="list-style-type: none"> ❖ Whakarongotai Marae AVP location had a very positive impact on the community and provided the impetus to launch a series of related activities which resulted in an increase in participation for the community ❖ Advanced voting timeframes could be extended to better meet local needs ❖ A number of hui participants had little knowledge of the advanced voting period or that anyone could vote at an AVP ❖ Keep AVPs open on Election Day ❖ Many people do not know about the Unpublished roll ❖ People in transitional housing are not clear about the address changes required to keep them on the roll when circumstances change ❖ The full range of enrolment and voting options available are not known or well understood by many people ❖ People who are released from prison often are very itinerant when trying to re-establish themselves which is highly likely to result in <p>Promote Enrolment and Voting Options:</p> <ul style="list-style-type: none"> ❖ Promote \$9(2)(a) Whakarongotai AVP initiative to RMs and ROs 6. ROs develop a comprehensive AVP Deployment strategy for all targeted communities which sets out a rationale for the number, location and target communities they plan to provide services for. 7. 	<p>GENERAL ELECTION SERVICES:</p> <ul style="list-style-type: none"> ▪ Advanced Voting ▪ Enrolment ▪ Election Day
		<p>ACTIONS:</p> <ol style="list-style-type: none"> 1. Develop service delivery standards including: <ul style="list-style-type: none"> • What voters can expect from the Commission, and • What the Commission will do to meet changing voter expectations to ensure the electoral system will work for all voters 	<p>The Commission's services to voters:</p> <ul style="list-style-type: none"> ❖ Voters do not know what they can expect from the Commission: <ul style="list-style-type: none"> ∞ How they can expect to be treated when accessing the Commission's services ∞ How the Commission will deliver high quality services to voters 	<p>THE COMMISSION</p>

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Cover Note: Korero Hui Project Update

Introduction

This cover note provides background information on the Korero Hui completed at the end of 2018 and a status report of the progress of the project. Attached is the draft Korero Hui Outcomes Framework for the 2020 General Election and beyond which sets out a planning framework to improve our services to Māori voters in the communities we visited.

Background

1. The purpose of the Korero Hui was to continue building enduring relationships with communities with higher than average populations of Māori voters, specifically to:
 - Work with these communities to improve the Commission's services to voters
 - Maintain and build on the Commission's approach to providing targeted regional responses to community issues, and
 - Increase the number of New Zealanders who will exercise their right to vote in New Zealand's democratic system.
2. Meetings were scheduled in targeted communities and a network of community advocates was employed on casual contracts to encourage local people with an interest in promoting electoral participation to attend, and to share their thoughts and ideas about voting in their communities; arrange a venue for the meeting, and organise catering to support the meeting. These advocates worked with local Registrars of electors when organising venues and participants. Some of the registrars also attended and participated in the discussions at the meetings.

Progress to date:

3. We talked to people from the following communities:
 - Huntly
 - Kaiti (Gisborne)
 - Manukau
 - Henderson
 - Whangarei
 - Highbury (Palmerston North)
 - Christchurch
 - Dunedin
 - Porirua-Kapiti
 - Napier-Hastings
 - Wairoa

Meetings were scheduled for Rotorua and Taupo. However the proposed timing of the meetings did not suit the potential attendees and we were not able to find a suitable time.

4. Information from these meetings was collated and returned to community advocates who organised the meetings and Registrars of electors who supported the community advocates in their communities. Community advocates were asked to pass the information on to meeting attendees.
5. The group was encouraged to check the information documented and get back with any amendments. They were also advised that there would be a less formal catch up in February

PROGRAMME UPDATE: GE 2020 "IMPROVING SERVICES FOR MĀORI"

Introduction

This note provides an update on the status of the Improving Services for Māori Project, previously known as the Kōrero Hui Project which commenced in August 2018.

The status of information we documented, and the framework we developed to improve services to Māori:

The information documented from the Kōrero Hui meetings has been affirmed by community advocates and Registrars of electors at follow up hui held in each of the Kōrero Hui communities. Community advocates passed the information on to meeting attendees who also confirmed that the documented information captured the key points raised.

The Kōrero Hui Outcomes Framework which sets out what we heard and what we can focus on doing to improve the Commission's services to the targeted Māori communities has been widely embraced and supported by the hui participants and the Commission's staff who provided feedback. The advocates in the communities we visited have pledged their support to continue to work with the Commission's enrolment and community engagement staff and voting services staff preparing for GE 2020.

Extending the network of community advocates

This strong support from the network of community advocates identified through the kōrero hui prompted thinking to consider extending the network of advocates to include additional communities with significant numbers of Māori voters. Analysis of voting place data from the 2017 GE held by the Principal Advisor Business Intelligence revealed that it was possible to identify locations of voting places where voters of Māori descent voted. This data provided an accurate identifier of communities with higher than average numbers of voters of Māori descent.

The advanced voting and/or election day turnout data shows that the voting place locations where more than 200 people of Māori descent voted, i.e. 246 AVPs and/or VPs, were located primarily in the regions or administered in the regions where Kōrero Hui were deployed. The voting place locations where 200 or more voters of Māori descent voted, which were not in the Kōrero Hui regions were located in Rotorua, Otaki, Tauranga, New Plymouth, Invercargill, Whanganui, Masterton, Nelson, Kaikoura, and Timaru.

Further analysis showed that there were a significant number of AVPs/VPs (where 200 or more voters of Māori descent voted) located in Rotorua, Taupo, Tauranga, Whanganui, New Plymouth, Otaki and Invercargill.

In the interest of providing direction and focus for voting services regional managers and the registrars of electors who will have an on-going role in managing the relationships with community advocates, based on the analysis of data noted above, the 'Network of Community Advocates' has been extended. It now includes the seven additional regions with multiple voting places where more than 200 people of Māori descent voted in 2017, namely, Rotorua, Taupo, Tauranga, Whanganui, New Plymouth, Otaki, and Invercargill.

This has resulted in a network of community advocates covering 19 communities with high numbers of voters of Māori descent.

Streams of work to improve services to Māori voters

The Kōrero Hui Outcomes Framework does not set out a phased approach or implementation plan. It is a format that begins with a base narrative, what we heard, and considers who should do what to change this base narrative. The activities, what we need to do to change the base narrative, rightfully belong in the 2020 General Election Programme. The primary focus of the hui discussion was on voting services at voting places. Consequently, what we heard aligned more with improving voting services as opposed to improving enrolment and community engagement business as usual.

Some hui participants had observed Enrolment and Community Engagement youth advocates working in their communities. We received positive endorsement of this programme. We were told very clearly please continue to invest in these programmes because their young people were effective when dealing with young people and older people. Involving registrars has proved beneficial because in some communities they have employed community advocates to under take community liaison work. The community advocates also appreciated having a fulltime person in their communities they could build a relationship with. The registrars and voting services regional managers have begun to work collaboratively in many communities.

Workstreams to be progressed

There are six key areas being focused on to improve services to Māori voters for the GE 2020.

1. Network of community advocates from 19 targeted communities who are committed to working with the Commission to improve services to Māori voters:
 - To extend the network we are currently working with registrars aligned with Māori communities in Rotorua, Taupo, Tauranga, Whanganui, New Plymouth, Otaki and Invercargill.
 - A paper has been developed to help people understand how they can work more effectively with community advocates to achieve the desired result they want to achieve. A Framework sets out the key roles that advocates may have based on their attributes and experience, how we can work together and how we can support them when we work together.

The framework is premised on the model that some people, **doers**, have a history of always being available to help and getting on with work that needs doing. Others, **connectors**, may not have the time or relevant experience, but they may know those who do have the time and can help or those who are **mobilisers**, who can, mobilise, communities to get large numbers of people involved in a project or initiative if this is the outcome we want to achieve.

- Network of contacts for 19 communities has been established. (see report update)

To be completed by 31 August 2019

2. Voting Places in target communities: (Working with Regional Managers, Regional Advisors, and community advocates) Work is underway to:
 - Meet with community advocates and ROEs to identify places of significance where Māori voters gather to celebrate or access services. An engagement practice model has been tested in Whanganui. This approach is aligned with the commitments that have been made

to the community advocates as this network has been built, i.e. "we are coming to you for advice not consulting you about options we have already identified".

Interestingly the approach has shown that identifying places of significance in communities and identifying options for voting places need not be a two-step process. This approach will be further refined and documented and shared with regional managers and regional advisors. The key elements of the approach are, no assumptions, site visits to GE 2017 voting places, key questions to build an understanding of the location to assess the relevance for Māori voters and if possible an immediate site visit to a more relevant location for a voting place in 2020.

- Assess the relevance of these places to be voting places for Māori voters.
- Assess the relevance of the location of past voting places for Māori voters.
- Develop a deployment plan for voting places in target Māori communities to be implemented by relevant Electorate Managers.

To be completed by 30 November 2019

3. Recruitment of staff to work in voting places where significant numbers of Māori descent are likely to vote. Work will be undertaken in the coming months to:
 - Develop Information presentations to help people understand what jobs we have, and the skills and experience people will need to be effective in these jobs. To do this we will work with the Communications team and an external provider to develop content for these presentations and test this content at a pilot presentation in one of the 19 target communities.
 - Work with community advocates and ROEs:
 - To bring local personnel to the job presentations
 - Identify local personnel who can be presenters

Aim to be completed by 10 December 2019

4. Huntly, te reo Māori voting place pilot at Te Wharekura o Rakaumanga Kura kaupapa Māori school:
 - Work is underway to develop and agree a Memorandum of Understanding by 31 August.
 - When this has been completed we will work with the local group to develop an implementation approach which will be subsumed into the 2020 Voting Services work programme.

To be completed by 31 October 2019

5. Connection to Voting Service delivery roles:
 - Kaiawhina Poti role (Kaumatua and Kuia role) has been created.
 - A new Vote Issuing role in voting places providing services to Māori communities – as part of the recruitment process, improved community representation and use of Te Reo Māori will be pursued (see 3 above). We will commence analysis of past voting patterns to identify possible voting places where these new roles can be deployed.
 - Training

On-going

6. Communications and Education: (Monthly update meetings) – A regular meeting is being established with the Manager of Communications and Education to seek input into:

- Recruitment presentations and materials for distribution
- Working with local Social Media influencers to advertise recruitment evenings
- Working with local Social Media influencers to promote voting services
- Development of an education strategy 2021 and beyond.

On-going

On-going Reporting

The “Improving Services for Māori Voters” project previously known as the Kōrero Hui project, is now included in the GE 2020 Steering Group Project Dossier. Two weekly reports will be submitted to this group and be available for the senior management team.

S 9(2)(a)

Engagement Project Manager

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Revised Dunedin Korero Hui Programme

Time	Session	Comments
6:00pm (60 min)	<ul style="list-style-type: none"> Mihi whakatau – Kaumatua Introduction to hui programme – S 9(2)(a) Individual introduction – S 9(2)(a) <ul style="list-style-type: none"> Your voting story (what influenced you to vote or not vote) or your voting experience! 	<p>Introduction to the hui programme notes</p> <ul style="list-style-type: none"> Programme Outline sheet of hui sessions to talk to: <ul style="list-style-type: none"> Programme, what, why, who? Role of note takers Group work Me and my story?
7:00pm (15 min)	<p>2017 General Election voting experiences:</p> <p>What people have told us and what we are going to do to respond to this feedback? S 9(2)(a)</p>	<ul style="list-style-type: none"> Summary of feedback and actions S 9(2)(a) document feedback
7:15pm (40 min)	<p>Facilitate Full Group discussion: Peter</p> <ul style="list-style-type: none"> Activity: How relevant is this feedback for your experience in Dunedin? Do you know of any experiences not covered? Talk about these <p>Working with the Commission:</p> <ul style="list-style-type: none"> Process from here on? S 9(2)(a) 	<ul style="list-style-type: none"> Other 2017 voting experiences, (include specific examples of how we can improve the services in Dunedin)
8:00pm (5 min)	<ul style="list-style-type: none"> Closing comments from S 9(2)(a) Karakia whakamutunga 	<ul style="list-style-type: none"> S 9(2)(a) Kaumatua
8:05-8:30pm	<ul style="list-style-type: none"> Blessing and Kai 	<ul style="list-style-type: none"> Kaumatua

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Feedback: Christchurch Korero Hui

Monday 8 October 2018

Introduction

The Christchurch hui was held at Joe's Garage restaurant in Wigram, Christchurch and was attended by 11 community participants.

The purpose of the 13 scheduled hui in targeted communities is to encourage participants to share their voting experience, explore opportunities to build and enhance relationships in each community and look to identify ways to increase the number of people from each community to become involved in the electoral process. Information gathered from each hui will provide the basis for further discussion and planning and explore ways to remain in touch to enable ongoing dialogue. Information gathered will be referred back to participants to ensure that the essence of these discussions have been accurately captured.

What we heard?

We have grouped the information gathered under general themes and recorded individual comments under the same headings at the back of this document.

Christchurches population shift

A senior member of the group noted that there has been a shift to the new suburbs to the west of Christchurch which has resulted in different gathering places for Māori community members. There is also a new high school which has a new marae attached to the school. However there are no other marae located within the emerging communities in the west because the marae are either central north area of Christchurch (Rehua Marae) or east of Christchurch central (Nga Hau e Wha Marae) and Taumutu Marae in the south as well as Tuahiwi Marae in the north.

The member also noted that Māori in these communities were gathering at Sports Clubs and Kohanga Reo and these places were becoming significant gathering spaces for the Māori communities in these communities.

Insights for the Commission

Much of the feedback was provided by an individual who has worked on last four elections as an Election Day Manager, Advance Voting Manager and on two By-elections as a Manager and in the Quality Control team for Local Body Elections.

- There is a lack of Maori anywhere in Christchurch or at least VERY few Maori; she does not see Maori as trainers for the elections, or in the recruitment area, or as Managers of an Electoral Office site. There are also very few Maori among the Election Day workers. In all of her elections work she has had one Maori who worked with her at Rehua Marae.
- Where is the succession planning for the staff members who have worked on a number of elections? The Electoral Commission needs to be looking at how it can help staff to progress from being in the frontline, to managing a site, then on to managing an Electoral office and

finally on to managing a region. Having these plans will attract a different type of person. Such an approach can be used as a stepping stone onto other mahi in the wider community.

- As Maori, many of us are involved in our communities anyway, this is an important aspect of the community and we need to take part, use this system to get inside and bring about change from the inside (value proposition for participating).
- Many younger Māori are initially more focused on setting up their families before becoming more actively involved in politics. However when circumstances change they become more focused about the future for their children. Their 'voting nouse' improves as they get older.
- One person also talked about how her voting knowledge grew

Locating Voting Places

- The Commission needs to do more to understand the demographic shift following the re-build of Christchurch because gathering places for Māori have changed, and we need to figure out what this means for where we locate Voting Places in 2020 and beyond.

Inside Voting Places

The group shared incidents from network-whanau voting experiences in 2017 which they felt was disrespectful for voters. These included:

- Pronunciation of Māori names in local Voting Places is an issue for Christchurch communities; therefore we need to recruit people who are able to pronounce Māori names.
- While the current system may not be entirely working for us as Maori we need to have our say and we need to be there on the day of the election having our say, we also need to see ourselves when we walk thru the door to cast our votes, we deserve to have our names pronounced the right way.

Staffing the voting places

- The recruitment process:
 - ∞ Needs to cast the net wider, at the moment it is either online or advertised in the paper. The Commission could consider social media options including Face Book, Instagram etc. and 'deploy technology' to attract more young people to do this work. Should also consider using media "stars" (influencers) to get people to work for the Electoral Commission about Elections Day, use what-ever avenue you have to, to attract people to this work.
 - ∞ As an employer when I see that people had worked on the elections, it tells me that, they are project focused; the work is intense and need a high level of concentration, and it customer service and communication skills. People also to use their initiative when there are tricky or unusual questions from people. These are skills that are great for any employer. Therefore the Commission should highlight these aspects for people who are thinking of applying for the work and the fact they get paid for the work. They also get paid for the training leading up to the day and for the mahi on the day. Re-write the adverts - update them to reflect these skills and qualities.

- ∞ Go where the people are to recruit, University, Schools, Kura Kaupapa Māori schools, Kapa Haka, sports tournaments, clubs, online etc. There has to be a wider cross section of the community represented behind the desks. At the moment it is elderly white male and female and a few younger ones (under 50). **That is not a reflection of the community.** Where are the Maori, where are the PI, where are the Immigrant representatives, we are a diverse community in Christchurch, why is our diverse community not represented here on Election Day behind the desks to take peoples votes,
- ∞ Many of the older people employed, do not know how to deal with sections of the community, they have set attitudes and it comes across when they deal with Maori, PI, immigrant families, those who are "different" to them (but normal to us), sections of the community do not see themselves. Like needs to see like!
- ∞ Develop a strategy to help people understand election day jobs. Think about engaging trusted people in the community to help people understand the jobs.
- When allocating staff to areas, think of the type of community they come from. **Election Day staff needs to reflect that community.**

Education

- The young people don't have the benefit of a 'community voice' informing their 'individual voice' or opinion that they can develop from taking part in community events such as marae where people talk while doing their jobs at a marae for instance. Christchurch is still in a state of change and some communities are re-establishing their community gathering places.
- Civics Education needs to be a priority in our schools. While it is a responsibility of the Ministry of education, the group felt that the Commission had a role to play in this space – however not clear what this is!
- Youth Parliament programme helped a group member's sister.

Working with the Commission – on-going conversations

- The were positive about staying engaged with the

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Supporting Notes and Comments - Graeme

Notes from Christchurch

General

- Voted because people around me voted
- When in Australia I was a non-voter
- Educated myself about voting
- I am a non-voter – my family two heads clashing.
- Just turned 19 – could not decide who to pick – too exhausting
- Mother an activist – very politically aware – passion for social justice – bit of a ritual for whanau on Election Day
- As I became a mother became less involved – family were important – became a bit despondent
- Disparity we see – those who do have and those who don't
- Raised our children to be independent – or children are experiencing different times
- Now more diversity – more choices – can be quite confusing
- I am a non-voter – too young – don't know much about voting until my Mum got involved working for the Electoral Commission
- Never voted at 18 – did in at late 20's – voted stupid – didn't know who I voted for
- First real vote was in 2017 – studied everyone – because I saw changes in society and our people
- Love seeing our people/or children
- Did not know much about enrolling – forgot to include my details of enrolment form – had to do a special vote – can't remember who I voted for
- Don't know much about voting – Mum and Dad hassled me about it – I just chose anyone – did not know what it meant
- I am a non-voter – did not know what was happening in politics – don't realise how important it is
- I enrolled so I can vote – now I am thinking about my child – need to educate myself
- Politics went on at hui – back in kitchen – we were not ready for it
- As you become older you understand better
- Why vote if you don't know
- Understand tribal voting – get it – did not understand the general election – do now
- Quite confusing
- Some of our community venues have been lost – had to educate, listen and learn in the community
- At 18 my head was not into voting – I get it now
- Like to hear young voices- you are not alone
- Prior to 2017 I had no idea what I was doing – just went in there because everyone else did – 2017 was first real vote
- Prior to then I did not understand – bringing up my children was more important
- Realistically voting was not in our minds – when I was eligible went on to Maori roll
- When you are young world is your oyster – important to know your whakapapa – a lot don't know their heritage
- Voting is a choice – politics changes so much – can become confusing
- No wrong vote

- Community voice – individual voice
- Encourage – start conversation with whanau – cousins/nanny

2017 General Election

- Got to have resources – what worked was music
- Got to do things differently
- Worked on last 4 elections/AVP/by-election – very experienced
- Lack of Maori – not as trainers or as managers
- Very few Maori working on Election Day – only had one work with me
- What about Facebook to attract young people – use whatever can attract
- When people work they are project focused – initiative – customer service skills – get paid
- Re-write adverts – update – go to where people are – schools/universities/sports clubs
- Voting places do not reflect the community – we are diverse – why are we not represented
- Some have set attitudes – sections of the community do not see themselves well – need like for like
- Maori need to have our say – pronunciation – succession planning – progress up the roles – will attract different type of people
- Last election worked in Riccarton Mall – busy – effective
- I was only Maori working
- Can't gauge how many youth were there

Education

- Lack of education – evolving for society – sit back and let it all happen – get myself educated
- Role within education – information should be in schools so young people can understand – really essential part
- Huge loss of young people and whanau – my sister is a teacher – engaging with students
- It should be installed in all schools as part of the curriculum
- Education – what each party stands for – simple – who can I relate with

Alicia

- Intimidating – off-putting – disrespectful
- Needs to be caring
- Utilising social media – wealth of opportunities
- Community liaison – in the community
- People have opportunity to vote – they are enrolled
- Christchurch has seen a lot of change – places where people use to vote may have gone
- Where should we put our services – best places

Future

- Go where people are to recruit – Universities/schools/Kura Kaupapa Maori Schools
- Sports clubs
- Kohanga Reo
- Online
- New High School – built in marae at the school

- One size does not fit all
- Need a diverse community representation on elections
- If people are decided they will go and vote
- What would make people excited about voting
- Reference to Orange Guy and why orange -politically neutral colour - reminder of elections - symbolic

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Overview of Feedback and Actions

This includes 'emerging national themes' and 'community specific' feedback.

Context	What the people of Christchurch told us about their voting experiences?	What we can do to improve local voting experiences in Christchurch?
The Location of Voting Places	<ul style="list-style-type: none"> ▪ Need to understand the population shift after the earthquake because many Māori are dislocated from traditional places of influence ▪ Emerging places of influence in new areas are Kohanga Reo and Sports Clubs ▪ Need to figure out what these shifts mean for where we locate VPs. 	
The service provided in the Voting Places	<ul style="list-style-type: none"> ▪ Pronunciation of Māori names is an issue for Christchurch VPs ▪ Need to see themselves when they turn up to vote i.e. staff need to reflect the make up of the communities they serve 	
Our staff in Voting Places	<ul style="list-style-type: none"> ▪ Need to cast the net wider, consider Social Media channels, facebook, Instagram etc. Consider using local media stars to promote jobs ▪ Highlight the relevant customer service skills required not just the processing skills and very importantly the pay rates. ▪ Go where the people are, University, Schools Kura Kaupapa Māori schools, Kapahaka tournaments, Sports tournaments, Clubs etc. ▪ Many of older people employed do not know how to deal with some groups of people in their Communities ▪ Develop a strategy to help people understand elections jobs before advertising and recruiting. ▪ Elections staff should reflect the communities they serve. 	
Community Advocates	<ul style="list-style-type: none"> ▪ The group were positive about working with the Commission to improve voting services in Christchurch 	

<p>Education Programmes</p>	<ul style="list-style-type: none">▪ Many young people don't have the benefit of the community voice informing their individual opinions that they can develop from taking part in community events.▪ Civics education needs to be a priority in our schools.▪ Youth Parliament programme helped the sister of one of the group	
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Feedback: Kaiti Korero Hui

Monday 10 September 2018

Introduction

The Gisborne hui was held at Te Tini o Porou, Te Runanga o Ngati Porou headquarters in Kaiti. The hui was attended by 12 community participants.

The purpose of the 13 scheduled hui in targeted communities is to encourage participants to share their voting experience, explore opportunities to build and enhance relationships in each community and look to identify ways to increase the number of people from each community to become involved in the electoral process. Information gathered from each hui will provide the basis for further discussion and planning and explore ways to remain in touch to enable ongoing dialogue. Information gathered will be referred back to participants to ensure that the essence of these discussions have been accurately captured.

What we heard?

We have grouped the information gathered under general themes and recorded individual comments under the same headings at the back of this document. The Kohere-Smiler whanau who attended this hui, provided quite specific feedback to the Commission immediately following the 2017 General Election. The Chief Electoral Officer subsequently met this group to talk through the feedback the Commission had received. It was decided to invite the whanau, which they accepted, to make a presentation to the hui participants to talk through the issues they had identified and give the hui participants the opportunity to work through the recommendations drafted by the whanau in their feedback to the Commission in 2017.

The 2017 General Election voting experience

While the majority of participants experienced a range of issues when voting there were a small group of 3-4 people who found the voting experience to be very good, easy and straight forward. However one of this group commented that having an English name seemed to make the process easier.

Advanced Voting Places

The Kaiti community was not well served through the Advance Voting Period. An AVP was located in the Kaiti Mall for two days only during this period and demand proved very heavy because many voters turned out on these two days. Aside from these two days Kaiti people who wanted to vote early had to cross the river and go to the other side of the town. It was recommended that advanced voting places should also be opened on Election Day.

2017 Election Day voting places

There were only two Voting Places located within the Kaiti area. The third voting place on the Kaiti side of the river was located in the small seaside community of Wainui which is not part of the Kaiti community. The group were united in their call for more voting places in Kaiti in future elections. They felt that the Commission were making it harder for Kaiti residents to vote, not easier! The

allocation of voting places across the Gisborne community did not seem to be a fair process because the low socio-economic communities were allocated less voting places with no rationale for this decision.

The culture of the voting places

The group shared incidents from their 2017 voting experience which they felt was disrespectful for voters. These included:

- Elderly people being asked to find their names on roll when the issuing person could not understand the person's pronunciation and asking them to "find their name" on the roll so that a vote could be issued and the elderly struggling to read the small font used for the rolls
- Māori names being incorrectly pronounced or not being found because they are not understood
- The voting place not being welcoming because they were staffed by non-Kaiti people
- Voting place at Te Wananga, across the river, was cold and not welcoming
- One voting place worker apologised for their mistake saying they were new to the role

Staffing the Kaiti voting places

Many of the issues identified at the voting places could be minimised if people from Kaiti are recruited to staff the local voting places. It is important to use people who know their community and are recognised by the voters of that community because these people know the community.

Civics education

Civics education including MMP was a high priority for the group because many people found that the voters and younger people (future voters) did not have a good understanding of New Zealand's democratic system.

The Kohere-Smiler whanau presentation

Project Goal

- Fairer system in the distribution and location of voting places for all voters
- Remove barriers to voting for all voters including distance from main centres
- Encourage young people to participate and make their vote count
- Help people access all future employment opportunities

2017 General election anomalies

- Found the Waikirikiri school was no longer a voting place i.e. their closest whanau voting place
- Met with the local Returning Officer to ask why the Waikirikiri school was no longer a voting place because the Ikaroa-Rawhiti Returning Officer was based in Napier
- Advised that it was closed because the school was facing renovations
- Further investigation revealed that Kaiti, the largest Gisborne suburb, had two voting places, Ilminster Intermediate and Kaiti School

Investigation

The following anomalies were discovered after investigating the location of voting places in other suburbs of Gisborne and the city of Whanganui and the regions of East Coast and Wairarapa:

- Lower socio-economic areas had fewer voting places than the higher socio-economic suburbs; Whataupoko to the hospital (population of 11,000) had 7 voting places; Kaiti to Wainui (population of 12,000) had 3 voting places; Beetham Lifestyle Village had a full week of advanced voting and Dunblane Retirement Home in Kaiti had one day of advanced voting; Kaiti Mall had 2 days of advanced voting.
- Comparison of Whanganui (population of 40,000) and Gisborne (population of 37,000) revealed that Gisborne had been allocated 13 voting places and Whanganui 20 voting places
- Average Gisborne income \$50,000 and Whanganui is \$70,000
- Masterton (population of 22,000) has 9 voting places; Cape Runaway to Gisborne has 22 polling places versus 49 from Waipawa to Pirinoa, no population data was included in this analysis.

Recommendations: Endorsed by the Group

- More voting places utilising marae, churches, Town Halls, Kohanga, kindergartens and Fire Stations
- Advance voting places at retirement/lifestyle villages and WINZ offices
- Mobile voting at job sites that require irregular shift hours such as forestry workers
- Have two Returning Officers per Council District instead of per electorate (except in cities like Auckland where more will be required). One representing the General roll and one representing the Māori roll. They can work as a team and bounce off each other.
- Utilise the Runanga and Marae committees to help recruit locals as well as places to train people
- Give 16-17 year olds the opportunity to be voting staff
- More advertising about being/working in voting places

Additional request for change:

- People should be able to enrol on Election day
- Continue to use the youth advocates to encourage young people to participate. The local youth advocates were friendly, helpful and very visible in their communities at events and out and about in public spaces
- Make enrolling to vote a one off process by taking people off the roll and activating the registration when contact is eventually made.
- A relationship with Unions could be very beneficial because they can connect to Employer groups

Customer expectations

- The Commission to do some thinking about developing list of expectations the voters should expect and demand of all of the Commission 'services.

Working with the Commission – on-going conversations

- List of people we should link with: Mere Kururangi, Ani Pahau, Donny Kupenga, Huhana Rox, Charlotte Gibson, and Connie Ferris.

Supporting Notes and Comments - Graeme

The following is notes taken that reflects views on what happened in 2017 at the general election and includes thoughts and ideas relating to opportunities for improvement:

- Where were the voting places on this side of the bridge?
- Students living away from home – registered to vote here – given wrong information where they could vote – they wanted to vote for Gisborne
- People still don't understand how MMP works – need more education in schools
- Still getting it wrong
- Where is our thinking re on-line voting ~~§ 9(2)(a)~~ watching how it unfolds overseas – not working overseas – need to do it right – we are moving into digital enrolment here this year
- Kaiti mall – limited – need more in the 2 week period. People loved it – could walk there
- Elderly voting – a lot not treated with respect – not spoken to properly – makes me sad. Need to spend a bit of time with them
- Made to look at the roll to find their own names – print is too small
- School no longer there – that got me going – over the other side of the bridge they had 10
- Did comparing and mapping – lower/higher income
- We need fairness with the number of voting places
- They could not pronounce our names and they couldn't find us
- My experience was good – found it easy (perhaps because I had a European name)
- Our Maori RO was based in Napier – few excuses – new role
- Who draws up the electorate boundaries ~~§ 9(2)(a)~~ MEO choice of Maori of general; then the Census? Determine number of seats. Then a boundary review in about a year)
- Fair process – democratic process – people who don't vote should penalise them?
- I like to come to Kaiti to vote – at various places in the past
- I voted – unfriendly and unhelpful – not busy – not good customer service
- I had a good experience – really helpful
- My experience: wrong person in wrong place – wrong pronunciation. Should reflect the community
- Communities know who hasn't voted – they should be a consideration
- Education is important – need to put into schools
- Wrong people – wrong places to have voting – people with no vehicles – need to take that into consideration
- Civics in Schools – more education
- Ruatoria – advertised AVP – did not happen
- Need to know times and places in advance – lost opportunity
- Old traditional voting places disappeared
- Signs not out or prominent
- Advanced voting – enrol up to day before election. People should tell you when not on roll. You should be able to enrol on election day
- AVP – coincide with payday – people should only need to go out once instead of separate days
- Young Maori people enrolling people – great
- Good advert on TV – MEO – in your face – good
- Easyvote card good – hand over card makes it easier

- Not enough advanced voting
- Mobile option did not happen
- Girls promoting rangatahi – excellent. Look after them – they have a lot of energy – pleasant
- Advanced voting good – we took people to vote – supported people – videoed that they had voted
- A bit easier this time round
- Would have been good to have more voting places on this side of the river
- Posters – put up to get people to vote – in hard to get into communities
- Remand prisoners can vote – when they go to prison they come off the roll – probably don't know they need to re-enrol when they get out
- People should not go off the roll – dormant roll and then off. Not easy to re-enrol – Shearers are all over and slip off the roll.

Presentation

- Our journey – not a Maori thing – it is an income thing
- Voting place comparison – Gisborne/Whangarei
- Decile 102 seemed to have less voting places
- East Coast compared to Wairarapa
- Could have AVP's at WINZ
- Teenagers could see elections as a career path
- Use more than one RO – General/Māori to connect to the local community
- Fairness where voting places are

General

- Could we lower voting age to 16 – get them to enrol sooner
- Mobile advanced voting need better planning
- Like the idea of reflection from the community
- Employer Groups could be a means to share information through the members – re enrolment
- There are lots of large organisations

Alicia

- We do get Political Parties input into voting place selection.
- One of the steps for 2020 will be to consult with communities
- It is a timing thing – when can Political Parties have input – plan earlier
- Thank you for coming out
- Presentation and analysis – wonderful
- We have noted the key messages and recommendations
- Quite simple – put voting places where the people are – and enough of them
- Commitment to come back and talk and then do
- Expect to see – you should have – more voting places; where you want them to be; where you live/work; in PaknSaves, New Worlds, Warehouses.
- Hear about jobs available from the Electoral Commission
- Expect staff to be able to speak te reo
- Have chairs available to sit on and feel welcome – customer service

- Expect to hear from us – have we got it right
- I can't promise voting places everywhere – you will have an opportunity to have input – we will do the best we possibly can
- Every vote matters – our service should represent that
- Advanced voting places should be voting places on Election Day – something we want to do but is subject to legislation change

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Overview of Feedback and Actions

This includes 'emerging national themes' and 'community specific' feedback.

Context	What the people of Kaiti told us about their voting experiences?	What we can do to improve local voting experiences in Kaiti?
The Location of Voting Places	<ul style="list-style-type: none"> ▪ Only two Voting Places in the Kaiti area. A third VP on the Kaiti side of the river was located in Wainui which is not part of the Kaiti community. ▪ Allocation of VPs across the wider Gisborne community did not appear to be a fair process ▪ Lower socio-economic areas of Gisborne had less VPs ▪ Utilise, marae, churches, halls Kohanga and Fire Stations in smaller communities ▪ More AVPs in Kaiti and up the coast! 	
The service provided in the Voting Places	<ul style="list-style-type: none"> ▪ Elderly people asked to find their names on a paper roll when the issuing officer not able to find their name ▪ Names were badly mispronounced ▪ The VP was not a welcoming environment, cold! ▪ Kaiti VPs not staffed by people from the Kaiti community 	
Our staff in Voting Places	<ul style="list-style-type: none"> ▪ Use people who reflect and know their community. Issues set out above will disappear with the right people providing services ▪ Consider splitting responsibilities for ROs, General and Māori roll split ▪ Utilise Runanga and Marae committees to recruit suitable staff ▪ Give young people the opportunity to work in the GE ▪ More advertising about job opportunities – local options 	
Community Advocates	<ul style="list-style-type: none"> ▪ Strong level of engagement from group who are willing to continue to work with and support the Commission to improve services to the Gisborne communities 	

<p>Education Programmes</p>	<ul style="list-style-type: none"> ▪ Young people do not fully understand NZs system including MMP 	
<p>Working with Communities</p>	<ul style="list-style-type: none"> ▪ Continue to use youth advocates to engage all voters, not just young voters ▪ A relationship with Unions can connect with employer groups ▪ Students living away from home (Universities etc) have received wrong information about who the can vote for 	
<p>General Election services:</p> <ul style="list-style-type: none"> ▪ Advanced Voting ▪ Enrolment options ▪ Voting options 	<ul style="list-style-type: none"> ▪ The Kaiti community was not well served during advanced voting period. AV only available for two days in the Kaiti Mall ▪ Recomend keeping AVPs open on Election Day ▪ Make enrolling to vote one process – reactivate not re-enrol when contact is re-established 	
<p>Voter Expectations</p>	<ul style="list-style-type: none"> ▪ The Commission to explore developing a list of expectations voters can have/expect from the Commission 	

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Feedback: Hastings Korero Hui

Monday 5 November 2018

Introduction

The Hastings hui was held at the Taiwhenua o Heretaunga complex and was attended by 14 community participants.

The purpose of the 13 scheduled hui in targeted communities is to encourage participants to share their voting experience, explore opportunities to build and enhance relationships in each community and look to identify ways to increase the number of people from each community to become involved in the electoral process. Information gathered from each hui will provide the basis for further discussion and planning and explore ways to remain in touch to enable ongoing dialogue. Information gathered will be referred back to participants to ensure that the essence of these discussions have been accurately captured.

What we heard?

We have grouped the information gathered under general themes and recorded individual comments under the same headings at the back of this document.

Personal insights and issues

- Attendee: Positive attitude to whanau because voting was a whanau event and always wanted to vote. When her son worked in a voting place at the 2017 general election she took her whanau to vote at his voting place to show their support for him. Wants voting to be a pleasant experience for her and her whanau.
- Attendee: Voting was a whanau event when she was young. They lived in a rural area and in their house politics was not talked about but this did not detract from the whanau being engaged. Strongly believes that the freedom to vote is not always available to all citizens in all countries so our right to vote in NZ should be valued and passed on to young people.
- Attendee: Learned why it was important to vote from her parents. However her first vote was not serious or informed. When she grew older she learned about her parent's journey and hardships they faced and resolved to use her vote to ensure her children had a better future.
- Attendee: Raised in a rural community and did not vote until he was 50 years old. Didn't care about politics or government. Worked as policeman and was involved in the Bastion Point protests on the police line. Went to the people later to apologise for his actions during the protest. After gaining his law degree he became an ardent supporter of democracy and is very grateful to the British for bringing democracy to NZ.
- Attendee: Young women not eligible to vote yet. Believes people need to take this opportunity to engage. Takes a keen interest in politics. Applied for the young Parliamentarians programme and was disappointed to be unsuccessful. Will try hard to represent the issues facing her whanau when she is eligible to vote.
- Attendee: Young man: his mum made him enrol and vote. Does not know who he voted for.
- Attendee: Young man (25 yrs.). Could not vote because he was in gaol at the time. Growing up his family was strong Greens supporters, but doesn't know why or what attracted them to the

Greens. In 2017 he didn't follow his family. He voted for someone else and now knows that this person does not represent him or his issues and will definitely not vote for this person in the future.

- Attendee: Young man (17 yrs.) cannot vote until next year. Has not thought about voting.
- Attendee: Young man (23 yrs.) Voted for the first time last year. No-one pushed him to vote. Has not been engaged in the idea of voting. Disappointed that schools do not adopt a more democratic approach so students can learn about voting i.e. for prefects or the head prefect etc.
- Attendee: Young man grew up in Maraenui. Thought only pakeha voted. First opportunity he had to vote he was in gaol so not allowed to vote. However he wanted to vote because he felt he had to give support to the memory of his grandmother. He met S 9(2)(a) in gaol so he is now a strong advocate in support of prisoner's right to vote. Believes that voting should be promoted and enshrined as a basic human right!
- Attendee: Young man, the first time he voted, he followed his mother's lead. Had no civics education at school to fall back on. The second time he was eligible to vote he tried following TV to get an understanding of what the parties stood for. Did not see his issues being represented. Wants to be more informed. He and his friends are not connected to the internet and are not able to use their phones because they rarely have minutes available on their devices. The only way they can access the internet is to go to the library or internet café and pay when they have money which is very rare.
- Attendee: Young man, the first time he voted he followed his parents, who were Labour voters. The second time he was eligible he didn't vote because he could not follow the political debate and could not separate Labour or National because they seemed much the same. Does not have the resource to access the internet for more information. Wants voting to be made easier, i.e. policies of parties more transparent and easier to understand.

Feedback: "Draft statement of emerging feedback themes and proposed Commission actions"

No alternative issues for voting places.

Additional issues for Hastings:

- Feels persuaded by the current government putting more money into education because this is an important issue and motivating factor for him. Was affected by the Government of the days decisions while he was in gaol
- Strong group empathy for the voting rights of prisoners.
- Enrolment addresses for people recently out of gaol who move more frequently to get established is an issue as is rangatahi who are homeless. Believe the Commission needs to think hard about the impact of current legislation on these groups.
- Mobile voting service would be suitable for homeless rangatahi who congregate in Clive Square Napier. This group are disconnected from their community and not likely to go anywhere near a marae, church or community spaces.
- Mobile services should go to the people. The Commission should identify significant places where people gather and provide mobile services at different days and times to catch people.

Education

- No issues were identified.

Working with the Commission – on-going conversations

The group were positive about the Commission's strategy of building relationships and remaining engaged with the local community. The Lift Group and the two women are willing to have further dialogue with the Commission.

Further Consideration

The Commission needs to consider how to create and provide information for voters that retains a politically neutral stance but provides more information for voters about the parties and candidates and or how to get in front of them. In addition it needs to consider how to make this information more accessible through online tools.

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Supporting Notes and Comments

Graeme

- Growing up my parent always took me to see – then I always wanted to vote
- Lots of family members who do not vote or choose not to
- Took whanau to vote at voting place her son worked at to support him
- Opportunity to have your say – if you don't you can't complain
- Process needs to be pleasant
- Have worked in voting place – my child has also worked on elections
- Instilled in me – instilled in my children
- Lived out in country – school venue to vote – social experience
- It is a privilege to vote in NZ – not like some places overseas
- Expressing your right – take an interest in candidates
- Most of us get something in the mail (EasyVote)
- Learnt through life events – at University – enrolled – voted
- Each life event gives me a different reason for voting and who to vote for
- I have a 16 year old – important for her as well
- More of an educated vote now – having my say – that everyone's vote is equal
- Never voted until about 50 years old – could not care a less
- Democracy – it's a good deal – I believe in it
- When I became a lawyer I became more aware of voting
- Country needs to be directed – with courage to make things work
- I am enrolled on the Maori roll
- Not eligible to vote yet
- Chance to talk – take opportunity
- Lucky enough to know what voting is – a lot of young people don't – may not care
- When I am old enough – identify people who can provide things we need that are important
- It we be about the people around me
- When I turned 18 I did not know what voting was
- My mother told me to vote – don't know who I voted for
- I am 25 – first time I was eligible to vote I couldn't as I was in prison
- I did not understand about voting
- My parents/grandparents told me who I should be voting for – I did not agree with them
- I first voted at the last election – no one pushed me into voting
- Young people engaged as such
- Taken it upon myself to do some research and follow those who will push my causes
- Grew up with my father – believed only Pakeha voted
- When eligible I was in prison so could not vote – I lost the plot
- I voted ion 2017 – first time ever
- Experience pretty good – took the opportunity
- Thinking of my whanau behind bars – a lot of Maori in prison
- I have a lot of whanau who do vote – a privilege to vote
- Have a right – should have that right when in prison – giving them the right might be helpful

- First time I voted through family influence – did not think about it
- Second time though about it – how does my vote count – watched TV – watched debates
- What party offers more value for my vote?
- Like to see more knowledge than just a debate on TV
- Like to see how they represent the country as a whole
- Like to see more young people have a say – how it plays out
- Never had time to think about it – did not know difference between the parties
- Did not vote – need to be around long enough to understand
- I need to set an example for my 7 and 8 year olds
- I am very persuaded by which party is going to give the most money – money into education will persuade me to vote for them
- Educate them to get somewhere in life
- Right to get education in prisons
- Voting is a privilege

Alicia

- Things that stop people from voting – not easy to get to a voting place – location – the hours they are open/access
- Lots of time – great – sometimes not welcoming
- Service in a voting place – some not happy – not welcoming – inconsistent – queues – in wrong queue
- On Maori or General roll – guessing
- Staff in voting places not always the people representing that community
- Te Reo – voting staff can be older – not connected – poor pronunciation
- Support community advocates
- Education programmes
- Online voting systems not secure enough
- Prisons and the right places – different ways to figure who to vote for – chatting to someone – hearing from candidates
- Online tools – how do we best facilitate that
- Not everyone knew they could vote early
- Homeless hang out in Clive Square – is there an opportunity to have a vote there – rather than a cafe or a church
- Could it be 2 hours at the Clive Square, then maybe at the Mini Golf?
- Big game at Mclean Park
- Youth Symposium was pretty cool
- Visualise where to go

Overview of Feedback and Actions

This includes 'community specific' feedback.

Context	What the people of Hastings told us about their voting experiences?	What we can do to improve local voting experiences in Hastings?
The Location of Voting Places	<ul style="list-style-type: none"> ▪ Mobile voting services could be an option for engaging homeless rangatahi who are unlikely to go near a marae, church or community events/gathering places ▪ Need to consider the best times and spaces to engage these young people. 	
The service provided in the Voting Places	<ul style="list-style-type: none"> ▪ Experience voting place staff guessing and acting on assumptions as to which roll the individual is on! 	
Our staff in Voting Places	<ul style="list-style-type: none"> ▪ Not always welcoming ▪ Not representative of their communities and struggle to communicate effectively 	
Community Advocates	<ul style="list-style-type: none"> ▪ The Lift Programme group are supportive and interested in continuing to talk to the Commission 	
Education Programmes	<ul style="list-style-type: none"> ▪ Politically neutral information about political parties and candidates 	
Working with Communities	<ul style="list-style-type: none"> ▪ It's really difficult to follow political party policies through the media. ▪ The commission needs to think hard about how to provide information for voters that retains a politically neutral stance but provides more information about the political parties and candidates and even how voters can 'get in front' of candidates. ▪ Strong empathy from the group for the voting rights of prisoners based on the belief that voting should be a basic human right. ▪ Many young people do not access information online because they do not have 'minutes' on their phones so are dependent on Libraries etc. 	

<p>General Election services:</p> <ul style="list-style-type: none">▪ Advanced Voting▪ Enrolment options▪ Voting options	<ul style="list-style-type: none">▪ Not widely known among the group that anyone could vote in advance▪ Enrolment addresses is an issue for people recently released from prison who a very itinerant because they have to move to try to get re-established in communities. Note: These people will not follow Commission requirements to update addresses.▪ Not always easy to get to a voting place when venues and hours change i.e. advanced voting place and election day voting places	
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Feedback: Highbury Korero Hui

Thursday 27 September 2018

Introduction

The Highbury hui was held at the Highbury Whanau Centre in the suburb of Palmerston North and was attended by 9 community participants and the Palmerston North based registrar of electors.

The purpose of the 13 scheduled hui in targeted communities is to encourage participants to share their voting experience, explore opportunities to build and enhance relationships in each community and look to identify ways to increase the number of people from each community to become involved in the electoral process. Information gathered from each hui will provide the basis for further discussion and planning and explore ways to remain in touch to enable ongoing dialogue. Information gathered will be referred back to participants to ensure that the essence of these discussions have been accurately captured.

What we heard?

We have grouped the information gathered under general themes and recorded individual comments under the same headings at the back of this document.

New Zealand's System of Democracy

This group's view of New Zealand's system of democracy was split. A sub-group comprised of non-voters who strongly believe that New Zealand's system of democracy is not working for Māori and more importantly, the political leaders being promoted through the system are not doing anything to advance Māori aspirations. Subsequently we are stuck with a system that is creating hopelessness and homelessness among Māori. Therefore why bother enrolling and voting because nothing is changing and the system failure will continue because it will never be owned by Māori.

Some elements of these views were supported by some of the attendees in the group, however they had a different view about the way forward. The group also comprised people who consider themselves advocates for the community of Highbury i.e. advocates to promote participation in New Zealand's system of democracy, general and local body elections. The advocates in the group believed in encouraging people to register and vote as a means to facilitate change.

Interestingly the group expressed a strong connection to the community of Highbury and a pride in their community as well as the 'potential' of the people in this community. This connection was stronger than any affiliation they expressed to their turangawaewae connection because the majority of the group were affiliated to Iwi outside the rohe of Rangitane.

Insights for the Commission

- Sectors in the Highbury community have been badly affected by Government housing policies and the subsequent empty promises to change the system. They also feel let down by Government. This attitude will require a strong commitment and presence in the Highbury community to educate the different sectors. The Commission will need to maintain a presence in

the community and continue to **listen to the Highbury stories** because this is where the system changes for Highbury non-voters and the reluctant voters will emerge.

- Acceptance from some voters and non-voters that some politicians influenced by the views of people will support change to the political system.
- The Local Body system works against Māori because the future involvement of Māori in the Wards debate demonstrated to people in Palmerston North that people with racist views had the legislative right to block Māori participation. The system is flawed because 'majority rules' which is fundamental to the democratic system will always work against minority groups and despite Māori holding tangata whenua status they are in the minority and subject to the whims and fancy of the majority.
- Local communities can drive and support change because local conversations can help the local voters to be strategic when voting.
- Local videos using local influencers and local content will work in Highbury.

Locating Voting Places

- People from the group are willing to engage with Commission to talk more about Highbury and help us to better understand the 'places of influence' in Highbury so that voting places can be deployed in these locations.
- Perception among the group that the number of voting places being located in places like Highbury is reducing.

Inside Voting Places

The group shared incidents from network-whanau voting experiences in 2017 which they felt was disrespectful for voters. These included:

- Pronunciation of Māori names in local Voting Places is an issue, therefore we need to recruit people who are able to pronounce Māori names

Staffing the voting places

- When setting up voting places in primarily Māori communities, Māori workers should be recruited to provide services to their community
- Engage influential people from the respective Māori communities to take a leadership role in recruiting and setting up voting places
- One person was horrified at the number of Māori votes that were disallowed in 2017 because so many people were not able to exercise their right. It is an issue the Commission needs to give priority to in 2020.
- One person knew of two students who were not able to vote in the Te Tai Hauauru electorate and made to vote in their general electorate
- Recruit Returning Officers from their communities.

Education

- The Commission should consider a wider focus when thinking about education and not being overly focused on the transactional aspects of enrolling voting (mechanics of voting) because many of the people in Highbury, young and old do not understand the MMP system, how it

works and how people can make it work for minority groups. Many strongly believe that a better understanding of the system and how it works will enable people to be 'strategic' when voting.

- The Commission should also think about how it can raise the aspirations and value of the vote among younger people and or first time voters as well as the role and influence of the media in the political debate.
- The Commission should consider mounting a focused education campaign and providing resources and support that will enable communities/community groups to work with their communities of interest.
- Delivering Highbury specific education will inform people and empower them to 'get some skin' in the game when voting.

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Supporting Notes and Comments – Graeme

Palmerston North notes

General – Voting Experiences

- Nothing changes
- I refuse to register
- We have got less – homelessness and hopelessness
- Youth don't use their minds
- What is the number to register to make it viable
- My job is to help people
- System fails us because it is not ours
- It's not about ownership
- Is the system going to change or will it stay the same
- Nothing has changed for our people – hopelessness
- Courage not encourage
- Education does not teach them – listen
- System about hierarchy
- We can't come to an agreement to honour – will there be change
- It's not a job – culture – is culture of love
- We don't think the same
- Look what has happened in Australia and America – stole everything they had – nothing changes
- I encourage registration – we won't change
- A lot don't register – they don't see change
- I got involved in the last election
- Get whanau to be involved – not pulling down houses and selling the land
- Some not pulled down and now fixed up
- Different places in Palmerston North – land idle for years – houses could have been built there
- Went to hui last weekend – proposed to pull more houses down – feel let down – broken promises
- Been in Palmerston North for 10 years – look after enrolments
- Humbled to be here
- We naturally love everyone – passionate and emotional
- Worked for Commission for 6 years – seen small changes
- We do our job for the right reasons
- What we do is connected to education, health and elections
- Our family had nothing – a lot of whanau worse off
- Have some hope – getting enrolled small step
- s 9 (2)(a) coming to hui is great
- Keep our values and principles and whanau forward – educate
- We have a lot of work to do
- Commission more open
- Not from this area – mother Tongan
- Maori/Pacific don't vote – false promises – drip feeding – don't deliver
- I believe system going to be a problem – made for colonial Europeans

- We can try and change system – vote or more direct
- Our struggle has got to be from grass roots level
- Politicians have got to be picked from the people – need to know system a problem
- It's how we approach it not influenced by corporates or money – influenced by people
- My dad never voted – told me not to vote
- I've never registered
- My dad did not get heard
- One vote may add – but maybe not my time
- Fight for yourself – never seen voting as helping me
- Voting stops you from working – never voted – probably won't
- Recently registered – voted first time last year
- Like a game – that was my experience – not sure I will vote again
- Thanks for being a part of a conversation
- I am on the general role – proactive – be in the game – everybody
- Get locals to R?Os – make it more friendly
- Get people to pronounce our names – would be marvellous
- Continue to talk to the community – I am proud to come home to this community
- Born in Palmerston North – first to be born outside my hapu – outside of the Maori area
- Voting was important to my father
- Everyone in family had to vote same as him
- Voted when I was able
- First vote most important – our chance to have a say in government
- I am involved – last roll changed to Maori roll – I wanted to vote for candidate I knew
- I stand in two worlds - I see what happened to Maori whanau – why engage in a system that does not engage
- I am a voter – voted 13 times
- Supporter of participation – respect views
- Historical discrimination
- Our vote could influence the government

2017 General Election

- There is a lot of problems with our systems – what happens in local body/local council – all seems the same
- Maori participation not here for us
- I participate – have a university education – doesn't take that much out of your life
- Working class – voting important
- Always voted strategically - changed to General roll then back to Maori roll
- Horrified at the number of disallowed votes that were Maori – disempowered – not good enough
- Another reason why it is disheartening
- Engage with the community – enrolment is important
- Explain difference between Maori and General rolls
- Engage with our whanau – take some of the confusion away
- Supporter of voting – should participate – should have representation – right to be heard

- One or two examples – two cheated from their vote – told to vote on the General roll and not the Maori roll
- Voting staff need to listen and understand
- Your role really does count – more Maori people on the roll
- Less engaged – way to approach young people – work in a different frame of mind – social media
- Engaged in all parts of the world – really frustrating you can't enrol in Maori
- Could not find a map of the Maori Electorates
- We have to be approached in a number of ways
- Everyone can have a role to play to encourage people to vote
- If I did not vote I could not whinge
- We are in a MMP environment – need to be strategic
- Maori/Pacific/Asian – can have the biggest say
- Getting our names right – a bit of catch up needs to happen
- Those of us who do vote are strategic
- Maori electorates are a crazy size – you don't see the people you are voting for
- Seeing MPs are important – it is difficult for the MP as well
- People in leadership positions – need to be encouraging and proactive
- Trying to improve enrolment forms – also looking at digital enrolment
- Appalled can only switch to Maori roll every 5 years
- Local leaders – coaches – kapa haka

Education

- Lack of information in relation to civics
- Need a really focused civic campaign – in te reo
- Teachers would have a lot of work to put something together
- Go a lot deeper to understand lack of participation
- Tipping some strategy in that direction
- Create a platform before the election to get people engaged – to increase awareness – empowering our people
- Maybe we can teach people how to vote strategically
- Get people enrolled – work with prisoners – 50% are Maori – just let out – what's the point
- Getting iwi involved – going to a marae
- We paid an actor to provide some messages – we have got better at that now
- UP2 campaign – what are you up to – wanted to get them into the election – best people in the community to do this
- Doesn't stop us continuing the conversation
- Need education surrounding local authority/Maori Wards and being on the Maori roll
- If all people of Maori descent opted for the Maori roll that would create 14 Maori seats – very likely would hold the balance of power
- Mindful civics not promoted – this sits with the government
- If you sign a petition you need to be on the roll
- Need to start talking to each other
- Get information – we need to continue to talk
- Bring our people so that it is normalised
- Opportunity to learn from each other

- Education most important – bust the myths

Future

- Where rich more voting places – where poor less voting places
- Make voting places close – St Michael's Church; Bill Brown park
- Now less in our community – lesser number of Maori booths
- I worked on the election – had a long queue
- Will come back and work again
- MEO – did not talk about the advantages/disadvantages

Commission

- Thank you for coming out
- Humbled by stories and what you are sharing
- Acknowledge § 9(a)(a) who raised concerns in 2017 – in many ways these hui came from that place
- One of the things that she said – the system is not your system – there are ways we can improve it
- Need to hear and listen – to think about how we can improve system
- Proposed legislation change – so people can exercise their option more often relating to the Maori or General roll
- The journey of your vote – radio series
- Not compulsory to teach civics or NZ history
- Have spoken to the Ministry of Education – they are developing a school leavers kit – includes financial and voting information
- Good discussion relating to the system – how it works
- Basic question – what service can we provide to walk into a voting place to get people to vote
- Expect from us – expectations of our service
- Voting places where you need them – ask you where
- Deep desire – more understanding of systems – it's a big step
- Long road to make inroads
- I truly believe every vote counts and matters
- Every vote makes a difference
- Thanks again – we will be back

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Overview of Feedback and Actions

This includes 'emerging national themes' and 'community specific' feedback.

Context	What the people of Palmerston North told us about their voting experiences?	What we can do to improve local voting experiences in Palmerston North?
The Location of Voting Places	<ul style="list-style-type: none"> ▪ Local advocates happy to work with the Commission to identify 'places of influence' in Highbury for deployment of VPs ▪ Perception VPs in Highbury reducing over time. ▪ Highbury people walk around in their community 	
The service provided in the Voting Places	<ul style="list-style-type: none"> ▪ Pronunciation of names is an issue in Highbury VPs. ▪ Long queues were experienced in Highbury ▪ VP staff were not Highbury people. 	
Our staff in Voting Places	<ul style="list-style-type: none"> ▪ Staff local VPs with local people ▪ Engage influential community people to take leadership roles ▪ Staff should focus on reducing number of special votes ▪ Two students not able to vote in their Māori electorate where they used to live with their parents and forced to vote in the local general electorate ▪ Recruit Returning Officers for their local communities. 	
Community Advocates	<ul style="list-style-type: none"> ▪ People are available to work with the Commission to provide input to local solutions for local issues. 	
Education Programmes	<ul style="list-style-type: none"> ▪ Many Highbury people, young and old, do not understand MMP and how minority groups can make this system work strategically for them. ▪ Think about how the Commission can help educate young people to value their vote. ▪ Provide education resources to community groups to work with their local communities. ▪ Delivering Highbury specific education focus will empower people to get some skin in the voting game. 	

<p>Working with Communities</p>	<ul style="list-style-type: none">▪ Support local communities to drive and support change because local conversations can help the local voters to be strategic when voting▪ Local videos using local influencers and content will work in Highbury.	
<p>General Election services:</p> <ul style="list-style-type: none">▪ Advanced Voting▪ Enrolment options▪ Voting options	<ul style="list-style-type: none">▪	

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Feedback: West Auckland Korero Hui

Tuesday 18 September 2018

Introduction

The West Auckland hui was held at Waitemata Community Law Centre in Henderson. The hui was attended by 5 community participants. Unfortunately, the combination of heavy rain and peak hour traffic affected the attendance levels because people advised that they were not able to make the journey in the time available.

The purpose of the 13 scheduled hui in targeted communities is to encourage participants to share their voting experience, explore opportunities to build and enhance relationships in each community and look to identify ways to increase the number of people from each community to become involved in the electoral process. Information gathered from each hui will provide the basis for further discussion and planning and explore ways to remain in touch to enable ongoing dialogue. Information gathered will be referred back to participants to ensure that the essence of these discussions have been accurately captured.

What we heard?

We have grouped the information gathered under general themes and recorded individual comments under the same headings at the back of this document.

The 2017 General Election voting experience

This small group were very savvy voters and all found it easy to take part in the 2017 General Election. They also give priority to activating their whanau networks to vote in elections. However, despite this there were aspects of the voting process that did not sit well with them which will be picked up later in this report.

Insights for the Commission

- A natural distrust for Government is embedded into thinking among many Māori in their community
- Understanding of New Zealand's electoral system is high among younger Māori
- Young Māori will not be influenced by the older Māori demographic who tell the same old story i.e. this is what's good for you because it was good for us!
- However, many whanau members are strongly influenced by significant women in their whanau and some of these influencers have a lot of power
- When thinking about getting messages to Māori, make it fun and tell the right stories to activate the power of the collective
- Social media works for Māori. Social Media influencers can be very influential and drive the behaviour of young Māori. Music is an important platform when engaging young Māori
- When thinking about the purpose or reason for people voting we need to shift the narrative from what's in it for me to what's in it for us/our moko's! The power of voting for Māori is in the activation of the wider group/whanau – power of the collective!

- Every community is different. What will work in the west may not work in the South. We should work with communities to connect with it's strength. For example the West is currently represented by four Kapahaka groups who will travel to Matatini and the wider community are connected to and behind these groups. The performers in these groups are very influential and willing to take on a cause
- Slogans and catchy songs can be powerful attractors to young Māori because it is an accepted way of young Māori telling their stories to other young Māori in their own voice!

Locating Voting Places

- Marae should be an option. It is a place where whanau are used to working together and where whanau gather to celebrate. Locating voting places here would facilitate a whanau activity.
- Hoani Waititi Marae is a long established Westside gathering place

Inside Voting Places

The group shared incidents from network-whanau voting experiences in 2017 which they felt was disrespectful for voters. These included:

- The Voting Place can be over-whelming and rather chaotic for some people and it's not always easy to work out where voters on the Māori Roll should engage
- When I turned up to vote the people working in the voting place did not look like me and I was not greeted with a smile, the people's demeanour matched the environment
- Consider using Kaumatua and Kuia to meet and greet people at the door. This is a great way to set the scene for a welcoming process.

Staffing the voting places

- Think about how we can build the reputation of the voting place jobs? i.e. market the positive aspects including, good pay, interesting work, fun training, group focused and then follow through.

Civics education

- Education needs to start earlier, i.e. in Primary School
- Education is important; however it needs to be fun for the whanau not just individually focused. The challenge is to engage people in a community conversation

Working with the Commission – on-going conversations

- The group are very positive about maintaining a long term relationship with the Commission and are very keen to work with us to make voting a better whanau based experience.

Supporting Notes and Comments - Graeme

Notes below from West Auckland:

Experience

- My Dad never enrolled
- We talked about politics at home
- As I grew up realised political conversations – I cared about these things
- Proud to go and vote when 18
- I have a school teacher cousin who does not vote
- What will the future be like for my children – systemic/structural issues
- See how voting is changing in recent years
- Come from family of seven – all vote except for 2 younger brothers
- I don't think my parents voted
- When I became active in union started to understand politics
- Excited for my 17 year old – enrolment/voting
- Campaigned in local Board elections – successful campaign – people really transient – tried to phone voters
- Too scared not to vote
- Through voting changed laws re adoption contact
- You were expected to vote – my experience passed on to my children
- Changed to Maori roll – now understand why option was given
- Told to vote by my mother – stopped for a while in my 20's
- When I grew up realised I needed to have a say
- A couple of youth groups – why don't you vote – different answers – fail to understand importance – some have a mistrust of government
- Those who may vote – probably would if they wanted to
- We need to participate to effect change
- Young people – what is in it for me – not necessarily valuing it – almost contemptible
- Don't want to hear how hard it was
- Key word is influence - who influences that demographic
- Video – young people telling the story – what is relevant at the time
- Engaging those people with the biggest following
- Young people subscribe to YouTube – choose content
- Power of women's voice in the whanau – the Mum is the stronghold – or nana or Auntie
- Influence of women in the whanau and the community

2017 - 59(2)(a)

- Heard some stories during the election where service not as good as it could be
- We want to do better – more systemic issues
- Pleased with turnout in 2017 – but not in South Auckland – some real challenges here
- We need to understand that – what can we do to improve service

- Auckland works differently - Want to hear how Auckland works – how can we get people enrolled and voting

2017 General Election Experience

- Enjoyed working for the Commission and understanding the process
- Advanced voting – great for older generation before the queues – planned shopping days
- Currently there are barriers – not easy – signs everywhere – where to go
- Some of my voting experiences not good -Like a court house – like a judgement – people there did not look like me
- I have had a wonderful experience as well
- Predominantly non-Maori in voting place

Future – Young People

- Getting people on board – celebrities
- Lots of people can influence our young people – using music – something at their level – be the face
- Reminder texts – go to vote – voting coming up – week to go
- The fun thing – what happens to a vote – something simple – something that appeals to them
- Make it online
- Our children's reality is quite different
- Young people do care about their country and their families – they don't understand the process
- How do we get young people to tell the story to other young people
- Make conversation normal at primary school
- Now more choice – making it normal to learn – fun to learn – ran a quiz – kids got excited

Future – General

- I want to receive information in a fun way – stories are really powerful
- Heartens me to see a team here from the Commission
- Social media is a powerful platform – the way to go
- How do you make process easier
- Shift narrative from "what's the point" – How do you shift that
- What's in it for me – for Maori it is a collective thing
- When Maori party created our people went out to vote – had purpose and a reason
- Community champions
- Training is important
- Voting is a tradition – family environment at a marae – create an atmosphere – somewhere people are willing to go
- If I could go somewhere – celebration
- Kapa haka leadership groups – understand these – they bring their whanau – the strength of their community
- Each group challenge the other to go and vote – influential platforms

- Apply for some of the jobs
- How do we structure the response to message why you should vote – influence is important
- Short videos in Maori or Tongan or Samoan
- How many Polynesians have Maori blood – lots
- MEO sands story very good
- Lower socioeconomic – high immigration
- Transition into voting – where to recruit
- Kapa haka event at the marae
- Take time to build relationships – there will be some risk
- It will take trust
- There will be some key people – leaders in our community
- Community events – build reputation around it
- Invest some money and trial it and make it work
- Maori patterns on voting stands – design
- Make it a competition – pride/identity – who is the best – compete for the pride of their community
- We are competitive – we like to debate
- Tap into strengths that are already there
- Use radio programme to send out messages

59(2)(a) - Summary

- Thanks for ideas and input
- Consistent themes needing to feel more comfortable =- resonates with me
- Building relationships – trying something different – scary for Commission
- Talked a lot about young people – work on the boring
- Want everyone to vote – need a different (not sterile) voting place

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Overview of Feedback and Actions

This includes 'emerging national themes' and 'community specific' feedback.

Context	What the people of Kaiti told us about their voting experiences?	What we can do to improve local voting experiences in Kaiti?
The Location of Voting Places	<ul style="list-style-type: none"> ▪ Marae should be an option. It is a place where whanau are used to gathering and celebrating. ▪ Such a venue would provide setting for a whanau to make an event by voting together ▪ Hoani Waititi Marae is an influential location important to many people in the west 	
The service provided in the Voting Places	<ul style="list-style-type: none"> ▪ VPs can be chaotic and it's not always easy to work out where to engage ▪ Consider using kaumatua and kuia to greet and direct voters 	
Our staff in Voting Places	<ul style="list-style-type: none"> ▪ Need to think about how we can build the reputation of the voting place jobs so we can market the positive aspects of the jobs from the communities perspective i.e. fun, work and train together, build your CV. 	
Community Advocates	<ul style="list-style-type: none"> ▪ Attendees very happy to continue to talk and support the Commission to improve local voting services. 	
Education Programmes	<ul style="list-style-type: none"> ▪ Education needs to start earlier, at Primary School ▪ Education needs to be fun and engaging at all age levels. 	
Working with Communities	<ul style="list-style-type: none"> ▪ Really enjoyed engaging with the people representing the Commission during the 2017 GE because these people were from their community ▪ Social media works for Maori who can also be influenced by their local heroes so don't always need the high flyers. ▪ Take advantage of the high profile activities at different times E.g Matatini will be great platform currently because the west is currently represented by four groups all qualified for Matatini in Wellington 	

Feedback: Whangarei Korero Hui

Monday 24 September 2018

Introduction

The Whangarei hui was held at Te Kapehu Whetu Charter School in Whangarei and was attended by 12 community participants.

The purpose of the 13 scheduled hui in targeted communities is to encourage participants to share their voting experience, explore opportunities to build and enhance relationships in each community and look to identify ways to increase the number of people from each community to become involved in the electoral process. Information gathered from each hui will provide the basis for further discussion and planning and explore ways to remain in touch to enable ongoing dialogue. Information gathered will be referred back to participants to ensure that the essence of these discussions have been accurately captured.

What we heard?

We have grouped the information gathered under general themes and recorded individual comments under the same headings at the back of this document.

The 2017 General Election voting experience

This group were highly educated, grounded in their whanau and communities and very savvy voters and all found it easy to take part in the 2017 General Election. They also give priority to activating their whanau networks to vote in elections. However, despite this there were aspects of the voting process and the education system in New Zealand that did not sit well with them which will be picked up later.

Insights for the Commission

- Some of the group, who like many other Māori, focused on work when they were younger and didn't think much about voting. However, once they were set up economically, they turned their attention to being informed voters.
- Strong view that education is a key driver of change in young people's attitude towards voting. The process of enrolling and voting needs to be normalised. The context is wider than general elections as it includes Runanga elections, DHB and Local Authority elections as well.
- Literacy and form filling remains an issue for some people - invest in developing simpler forms or provide training and support to help people.
- Recruiting open-minded people will have a flow-on effect of increasing the number of people from local communities who vote.
- Providing easier access to voting places will not necessarily entice or motivate non-voters to vote.
- The Commission could think about investing in people who are connected to local communities (local faces) and provide resources to wananga and learn about the system of democracy.
- Some people who are not engaged choose not to be engaged or to vote because being on a roll will allow them to be found. Therefore the Commission may need to think about making it easier

to be on the Unpublished roll and not continuing to be over-zealous about letting people be on the Unpublished roll. Perhaps restricting access to the roll will also provide some further safeguards to people who enrol.

- Savvy voters will go out of their way to locate a voting place and vote. Non-voters will not go anywhere near voting places. However, there are a large group of voters who can be put off from voting by little things i.e. locating voting in places in places where they have previously been located, or making it easy to navigate around a voting place, or even providing a non-welcoming greeting at the door of a voting place – little things really do matter! Mobile units in areas where communities are known to have a high number of reluctant voters may be a good option.
- The Commission should be open to working with community organisations as deliverers of voting services in rural centres because some groups are skilled and highly trusted and respected in these areas. This could result in the development of 'unit standards' for community organisations.

Locating Voting Places

- Need to be strategic when locating voting places. Get to know the community by talking to the right influential people and learn from them where the places of influence are and peoples preferences to congregate and interact.
- Schools and Marae are places of influence.

Inside Voting Places

The group shared incidents from network-whanau voting experiences in 2017 which they felt was disrespectful for voters. These included:

- The Voting Places are not staffed by people who are part of the community the voting place serves
- The little things really do matter, greetings, clear signage, basics of customer service.

Staffing the voting places

- When setting up voting places in primarily Māori communities, Māori workers should be recruited to provide services to their community.
- Engage influential people from the respective Māori communities to take a leadership role in recruiting and setting up voting places.

Education

- Education needs to start earlier.
- The Commission should consider a wider focus when thinking about education and not being overly focused on the transactional aspects of enrolling and voting (mechanics of voting).
- Need to think about providing information about the process of voting, about the candidates and political policies of parties in a format that does not require a high level of literacy i.e. face to face Wānanga or videos etc.

- The Commission should also think about how it can raise the aspirations and value of the vote among younger people and or first time voters as well as the role and influence of the media in the political debate.
- Getting people to voting places and helping them to understand or buy into the 'why' of voting that will motivate them to vote is also an important education outcome to strive to achieve.
- Education is not just an election related event. It should be on-going and fun and most importantly actively prepare young people to be savvy voters.

Working with the Commission – on-going conversations

- The Commission are urged to continue to employ young people, advisors and advocates, in the communities across Te tai Tokerau.
- The Commission should continue be 'faces in the community places', i.e. out and about in the communities of Te Tai Tokerau.
- The group are very positive about maintaining a long term relationship with the Commission and are very keen to work with us to make voting a better whanau based experience.

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Supporting Notes and Comments – Graeme

Notes fro Whangarei

General – Voting Stories

- Grew up in Sydney – got told about voting in primary school – process, importance and effect. Helped get us to vote – different in NZ
- I talked to students – their impression is it does not count – why bother – is of concern
- Australia – free sausage sizzle after a vote – Kai works to attract a vote
- Youth advocate for Commission last year – people incorrectly informed what to do – how to enrol
- Good trying to be more active and create awareness in the community
- Brought up by my grandparents – moved to and educated in Australia – mind set was getting a job and earning money
- Plan to buy a house and have a family – too tired/busy to vote
- Mother-in-law said I needed to vote – starting to get on facebook
- Misinformation gets around – social media helps
- Guilt trip – be proactive about voting – positive active member of society
- Did not care about voting – first voted when I was 29 – started to care
- Policy does not filter into communities
- Grew up with grandparents always voted and had their say – my parents quite ignorant
- Under educated about elections/voting
- I made sure I had my say when I was 18 – which MP appealed to me. Second time I was more of an activist
- Normalise voting around family/whanau – get on board – have their say
- Aroha that connects with people – the community
- Voting journey – voted at 18 – no idea what for
- Did not get anything from that – did not see the point
- Six years ago I wanted change – went to vote on the general roll – did not know process – still uneducated
- What does my vote mean – does it matter
- Talked about voting a lot at home
- Just enrolled my brother – aged 40
- I am passionate about voting and enrolment – great team. You can see in the community who and who are not voting
- Mother and aunty started voting conversations when I was young – marae conversation interesting
- Excited at 18 – voted with my mother
- Some years I did not vote – generally involved
- What party aligns with my whanau and my people
- If we are serious, needs to be in our education system
- Needs to be instilled at a young age – normalised
- I am instilling in my children – take my children
- Local authority elections important too – need to know that process too
- Get the right faces in front of our young ones

- Got to go voting with my aunty – lived in a strong voting family
- First vote overwhelming – did research for second vote
- Mum would take me to voting place when I was young
- First time voting did not know what I was doing
- General/Maori – did not know – my mum filled in the forms – I was on the Maori roll
- More educated second time
- A lot of my friends vote – get together and talk about it
- Getting educated slowly through my partner
- First voting experience did not care – moved home and started to learn
- First time on the General roll then at some stage switched to the Maori roll
- Reasons I don't vote – how racist it was – some of the underlying stuff in our communities
- How do you get out to those who don't vote – more to worry about in their lives than voting
- It is not hard voting – not as easy if you have to fill out a form
- Who are our leaders in our community that people listen to – leaders tell us to vote – means something – good experience to the whole thing
- Whole group who don't give a damn
- Make it easier to fill out forms – some do not know how to spell – literacy issue
- Mum helped dad to vote – believed it would help make change
- I did not vote – brother made me vote
- Young people don't seem to care – try and make the process easier to get enrolled
- Have a say in how our country is run – have debates with other students
- I have done my own research and understand importance of voting
- Literacy is a big issue

Voting 2017 General Election

- Different communities – School or marae – have people who do voluntary work and community leaders as well
- Old white people in our voting place- the way they treat you – bumped off talking can put you off
- It matters the people you can see – better than seeing old white people that you don't know
- Find people – who would be willing to be trained and open a booth
- Better way to set up voting places – how they are manned
- Decision about being strategic – where are the best places
- Local leaders – make contact with local people – start those discussions
- Easier access – find a better place – connecting face
- May not convince those who do not already vote
- Local faces supported to go out into the community
- Elevating our champions and our leaders
- Some choose not to vote – because they are making a stand
- Participation is the best way
- Some people do not want to be found – what is the criteria re unpublished roll
- First Youth Advocate group last year – not just a few months – needs to be all year
- Outlying districts – mobile voting not there long enough – little signage
- Got 20 people out of painting competition to enrol and vote
- Placement and length of time voting place available

- Is there an opportunity to get some assistance – community liaison – late hours – special groups
- Not voting – don't know how; don't know about candidates; too busy/don't care
- The role of the media - what is real and what is not real

Education

- Education is the key
- How do you make it easier for kids – stuff on their devices
- Incorporate it into education system – nothing at school
- Education in the community – seeing people to assist – to get more people to assist
- Education is the most important – still won't get some whanau to vote – more resource to educate on elections
- Start in the school – nice and young
- Education – where it sits in the programme
- A normal part of schooling – play videos in assembly – simple messages without making it boring

Commission

- Who to vote for and why
- I am passionate about making it as easy as possible for everyone to vote
- Everyone can bring their own reason to vote – no wrong choice
- Online voting problematic
- Online enrolment improving
- Some conversations about how public the roll should be - has been raised with Ministers – unpublished protection
- Roll is those who are registered – eligible to vote for each electorate – confidence that the roll is accurate – one person/one vote – transparency
- What's important – Electoral Commission help inform – simple/accessible – areas of weakness – mechanics of voting – what do you need to be thinking about
- Can do more in the community

Future

- Raising aspirations – the value of the vote
- Value to me – value to my mother
- Needs to be some control over the media – important role in the demise of candidates – some have been a circus
- Discrediting one another
- Working with a group in local communities to source talent
- Skills and mana of the community contract – hand over to an organisation
- Familiar faces – training our whanau
- Local faces – community liaison – needs to be continued
- Familiarity- support is the continuation of this – real efforts/benefits/fruits
- Community faces in Community places
- Getting organisations on board – bringing young vibrant faces – face of the front house – people all ages who can do that – talk to people – Maori for Maori – helping them with the process

- Some young people reduced to tears – how do we represent our community – young people like us
- Interesting – we are all voters
- Still like getting people to vote – why don't they
- How can we get them interested – what's your "why" for voting
- Community liaison at events – kids sitting on our mat – now we are trying to get out into hard to reach areas
- Local team in our communities – being that face. Important – keep it going.
- Staff doing videos – locals – on the screen – Facebook/Instagram
- A topic to look into around election time – how do you make it normal

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- Thank you – some of the things you have identified we have not heard before
- Holding us to account – critical
- Expectations you have of the Commission
- My expectations – we will be listening to you – a voting service that works
- See and recognise people from the community – smiling/pronunciation correctly – explain process
- Some way to go – talking about how elections work – how it works for you – know about how to go about doing it
- Resources out into the community
- Some work getting into the education system – ongoing challenge
- Local 3 minute videos – voting, information, tools – helping to choose a party candidate
- Being in the community and staying in the community

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Overview of Feedback and Actions

This includes 'emerging national themes' and 'community specific' feedback.

Context	What the people of Whangarei told us about their voting experiences?	What we can do to improve local voting experiences in Whangarei?
The Location of Voting Places	<ul style="list-style-type: none"> ▪ Need to be strategic, get to know community and learn where the places of influence are because this where people will congregate. ▪ Schools and Marae will fit these criteria 	
The service provided in the Voting Places	<ul style="list-style-type: none"> ▪ The VPs are not generally staffed by people who are part of the community the VP serves ▪ Little things matter, greetings, clear signage and basics of customer service ▪ Consider working with local organisations to deliver election services 	
Our staff in Voting Places	<ul style="list-style-type: none"> ▪ When setting up VPs in primarily Māori communities (as in the North) Māori workers should be recruited to provide services to their communities ▪ Engage influential people from their communities to take leadership roles in recruiting for and set up of VPs. 	
Community Advocates	<ul style="list-style-type: none"> ▪ The group are very positive about maintaining a long term relationship with the Commission to make voting a better whanau-based experience. 	
Education Programmes	<ul style="list-style-type: none"> ▪ Education needs to start earlier ▪ Consider a wider focus when thinking about voting not just transactional aspects of voting ▪ The Commission needs to take a lead in providing information about candidates and political 	

	<p>parties because this is an important motivator to voting</p> <ul style="list-style-type: none">▪ Use mul;ti-media approach to training resources	
Working with Communities	<ul style="list-style-type: none">▪ Think hard about the 'why' of voting because this is an important outcome of any training or education programme▪ Education should be on-going and not just an event based activity aligned with electoral events.▪ How do we support whanau to normalise voting in the whanau unit so all members will get on-board with voting	

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Improving Services for Māori

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17 March 2020

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2017 AT A GLANCE:

- 79.8%** turnout for all enrolled electors
- 66.7%** turnout for electors in Māori electorates
- 94%** overall voter satisfaction
- 88%** Māori voter satisfaction

Complaints from Māori voters in 2017:

40 received focusing on service people received

Introduction

- Māori are the group least likely to enrol and vote in NZ. This view is supported by all the data and significant research undertaken by a myriad of people!
- In 2017 comparative turnout and satisfaction data clearly demonstrated this.
- However, the indicator that caught Alicia's attention was the number of complaints the Commission received about the service some Māori received when they rocked up to vote. While 40 may not be a large number the issues raised were remarkably similar and in many instances totally unacceptable to Alicia.
- Following the 2017 GE the Chief Electoral Officer met with people from Gisborne and Palmerston North to talk about the issues they raised in their complaints. Out of these conversations emerged the need to get a more informed understanding of the scale of negative feedback from Māori voters.

What we did?

ELECTIONS

How we engaged with our targeted communities?

What approach we took and what we told the hui participants?

- Our approach, "Story Telling" in a facilitated hui setting. Sharing our voting stories and the group's voting experience. We listened, they talked we recorded the feedback. Small group's of people talked to 5 9(2)(a) about our services (often direct and confronting).
- Key messages we carried; we weren't consulting, we were listening to peoples concerns. We believed what we needed to do required community help. We wanted community people to help us build and deploy solutions to voting problems so that people would find it easy to cast their vote and that it would count. We also recognised that we needed to develop long term relationships and committed to a process to do this!

Where we went?

ELECTIONS

Auckland Region	Northern-Eastern	Central	Southern
Manukau	Kaiti	Highbury	Christchurch
Henderson	Huntly	Wairoa	Dunedin
	Whangarei	Hastings	
		Porirua-Kapiti	

NOTE: Meetings were also scheduled for Rotorua and Taupo, but unfortunately we were unable to find a suitable time for participants.

- We deployed a very simple strategy to identify where to hold hui to reach out to Māori voters.
- In GE 2017 and the 2018 MEO the Commission deployed a network of engagement advisors and youth advocates in communities with significant populations of Māori voters. These people knew their communities including those people with an interest in enrolment and voting in their communities.
- The only locations which did not meet the priority indicators were Christchurch and Dunedin, we decided we should visit these communities, a politically expedient option.
- With the benefit of hindsight, including these regions was the right thing to do because it reinforced the feedback from the regions with high populations of Māori voters and also raised new issues for consideration (E.g. Responding to moving populations).

What we heard – The Base Narrative

- **Community Engagement**
- **Location of Voting Places**
- **Services at voting Places**
- **Voting Place Staff**
- **Education**

What we heard.

- The consolidated feedback is recorded in the Korero Hui Outcomes Framework under the heading, “Base Narrative” sets out what we heard across the country that creates an opportunity to improve services to Māori voters.
- Following the hui in Huntly, Kaiti, Manukau, Henderson and Whangarei, we analysed the feedback looking for themes which would help us to make sense of the feedback we were receiving. These themes shone through because peoples voting experience were scarily similar!
- We then continued to build this consolidated document. At the end of the hui we developed an outcome focused planning template which helped us to think about what we needed to do to change the base narrative (the feedback)
- This framework plan has been shared with representatives from each of the hui and they are currently thinking about additional activities for their regions.
- I am also socialising the framework plan with internal business units.
- AT OUR FIRST HUI IN HUNTLY WE WERE CHALLENGED TO NOT BLAME PEOPLE FOR BAD EXPERIENCES AND TO FOCUS ON THE SYSTEMS RATHER THAN INDIVIDUALS – VERY SAGE ADVICE!

Community Engagement

ELECTIONS

Enrolment:

- Enrolment options available
- The Unpublished roll
- People in transitional housing
- People released from prison

Voting:

- Range of voting options
- The advanced voting period

Enrolment:

- Many people not knowing the full range of enrolment options available
- Many people did not know about the Unpublished roll
- People in transitional housing are not clear about when their address changes what is required to keep them on the roll when circumstances change
- People who are released from prison often are very itinerant when trying to re-establish themselves – which results in them being hard to contact and when they are, which address to use

Voting:

- Many people not knowing the full range of voting options available
- A number of hui participants having little knowledge of the advanced voting period or that anyone could vote at an AVP
- People being surprised when AV

Location of Voting Places



- Not enough voting places
- Some traditional voting place venues had been closed
- Some voting places were not located in places that enabled members of the local community to access them easily
- Some advance voting places were not open to the voting public at convenient times.
- Many rural communities did not have access to the full range of voting services

- There were not enough voting places
- Some traditional voting place venues had been closed
- Some voting places were not located in places that enabled members of the local community to access them easily
- Some advance voting places were not open to the voting public at convenient times.
- Many rural communities did not have access to the full range of mobile voting services – voting services were not available at the times or places that were best suited to these communities

Services at Voting Places

- **Te reo Māori not commonly spoken by voting place officials**
- **Not a welcoming environment**
- **Māori names are often mispronounced**
- **Difficult to locate where people on the Māori roll needed to queue in the voting place**
- **Some staff at the voting place made assumptions about which roll people were on**
- **Some staff struggled to hear a Māori name and search to confirm which roll the voter was on**

The service Māori received at voting places in their communities:

- Te reo Māori is not commonly spoken by voting place officials
- Not a welcoming environment, no-one greets people on arrival
- Māori names are mispronounced which can be very embarrassing
- It is difficult to locate where they needed to queue in the voting place to vote if they were enrolled on the Māori roll.
- Staff at the voting place made assumptions about which roll people were on
- Staff struggled to hear a Māori name and search to confirm which roll people were on
- Name confusion resulted in people making a special vote when their names could not be found on the roll or people being issued with a ballot paper for the wrong electorate

Voting Place staff

- **Staff do not always represent the diversity of the local community**
- **Many older staff did not relate well to young Māori voters**
- **Many Māori do not know about the general election jobs**
- **Many Māori do not know how to access the Commission's recruitment systems**
- **Online recruitment processes can be a barrier to applying for jobs in rural communities**

- Voting Place staff do not always reflect and represent the diversity of the local community they are working in
- Many older Voting Place staff do not relate well to the younger people from the more diverse Māori communities
- Many people from Māori communities do not know about the elections jobs
- Many people from Māori communities do not know about recruitment processes or how to access the Commissions systems to apply for jobs
- Online recruitment processes can be seen as a barrier to applying for jobs

What this all means for us?



HOW WE ARE CHANGING THE BASE NARRATIVE

- Identified a **network of Community Advocates (70 plus)**
- Identified **160 locations for AVPs** in 19 communities
- "Site Visits"** confirm locations suitable with mitigations
- Currently working with 19 targeted communities to **recruit suitable Māori staff** to work in voting places

- Relationship management approach with community advocates, learning to take advice!

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Returning Officer's Role



1. Advance the Commission's commitment to change the base narrative at every opportunity.
2. Assess proposed voting places in the 19 target communities.
3. Engage with community advocates in target communities to implement a targeted recruitment plan to recruit Māori for the new locations.
4. Give priority to deploying people in locations with a high number of Māori voters, who can accurately pronounce Māori names.

1. Advance the Commission's commitment to change the base narrative at every opportunity:
 - Review opening times of AVPs
 - Review rural access to AVPs
 - Consider and align VP staff with the demographic/ethnicity of the communities
2. Assess proposed voting places in the 19 target communities:
 - Consider mitigations to work rather than reasons not to use!
 - Engage local people in the process to recruit locals who can do the job
3. Engage with community advocates in target communities to implement a targeted recruitment plan to recruit Māori for the new locations:
 - Depending solely on digital processes can work against diversity intentions
4. Give priority to deploying people in locations with a high number of Māori voters, who can accurately pronounce Māori names:
 - This will not be solved with training, you need people who can pronounce te reo Māori

Who can support you?

ELECTIONS

➤ **Advance the Commission's commitment – look for opportunities:**

- Regional Advisor
- Community advocate/contact
- Peter Potaka

➤ **Assess voting places in the 19 target communities:**

- Regional Advisor
- Community advocate and venue contact
- Peter Potaka

➤ **Develop and implement a targeted recruitment plan:**

- Community advocate, Voting place contact, Peter Potaka

➤ **Give priority to deploying people in locations with a high number of Māori voters, who can accurately pronounce Māori names:**

- Regional Advisor

1. Advance the Commission's commitment to change the base narrative at every opportunity:
 - Review opening times of AVPs
 - Review rural access to AVPs
 - Consider and align VP staff with the demographic/ethnicity of the communities
2. Assess proposed voting places in the 19 target communities:
 - Consider mitigations to work rather than reasons not to use!
 - Engage local people in the process to recruit locals who can do the job
3. Engage with community advocates in target communities to implement a targeted recruitment plan to recruit Māori for the new locations:
 - Depending solely on digital processes can work against diversity intentions
4. Give priority to deploying people in locations with a high number of Māori voters, who can accurately pronounce Māori names:
 - This will not be solved with training, you need people who can pronounce te reo Māori

Korero Hui Outcomes for the 2020 General Election and Beyond

Topic	Base Narrative	Participants	Activities	Outputs	Outcomes	Impact
	<p>The Commission's communication programme is not reaching some Maori communities. Communication gaps resulted in:</p> <ul style="list-style-type: none"> Many people not knowing the full range of enrolment and voting options available A number of hui participants having little knowledge of the advanced voting period or that anyone could vote at an AVP People being surprised when AVPs were closed on Election Day Many people do not know about the Unpublished roll People in transitional housing are not clear about the address changes required to keep them on the roll when circumstances change People who are released from prison often are very itinerant when trying to re-establish themselves which is highly likely to result in 	<ul style="list-style-type: none"> Community, advocates, korero Manager Voting Services Project Manager RMs Voting Service ROs Voting Service ROEs E&CE RAs 	<p>Communications & Education:</p> <ul style="list-style-type: none"> Review communication plans for the General Election to enable improved messaging surrounding the advanced and election day voting period for voters in all regions Review messaging and information made available to the public relating to enrolment and voting options to improve the level of understanding in regard to what options are available. Enrolment and Community Engagement: <ul style="list-style-type: none"> Provide staff with resources to promote: <ul style="list-style-type: none"> The Unpublished Roll in all communities Consider stream-lining Transitional housing and prisoner address policies which will keep people enrolled <p>Voting Services:</p> <ul style="list-style-type: none"> Provide staff with resources and training that will ensure they can confidently promote the full range of voting options available to voters. Promotes (12) Whakarongota! AVP initiative to RMs and ROs ROs develop a comprehensive AVP Deployment strategy for all targeted communities which sets out a rationale for the number, location and target communities they plan to provide services for. 	<ul style="list-style-type: none"> Established a network of community advocates in all targeted communities who are willing to work with RMs, ROs, and ROEs to make voting easier for their communities in the 2020 GE and beyond A plan to deploy AVPs, EDs, Mobile Services and recommended times at places of influence supported by CAs Increased use of marae as voting places 	<ul style="list-style-type: none"> Enhanced information about targeted communities Voter turnout in 2020 exceeds the 2017 voter turnout for the relevant community Voting places deployed in locations recommended by community advocates and open for voting at times people are available to cast their vote Rural voters, where relevant have access to advanced voting places at convenient times and places Enduring relationships between community advocates, ROs, ROEs and relevant Commission staff 	<ul style="list-style-type: none"> Increase in resources available to promote range of voting service available for people in NZ and overseas. ROEs clear about the enrolment address requirements for people in transitional housing and /or people recently released from prison.
	<ul style="list-style-type: none"> In communities with a high percentage of Maori voters, some voters report that there were not enough voting places deployed in their community during the 2017 GE and those that were deployed were in the wrong places and not open to the voting public at convenient times. This is making it more difficult for voters to cast their vote during the advanced voting period and on election day. 	<ul style="list-style-type: none"> Community, advocates, korero Manager Voting Services Project Manager RMs Voting Service ROs Voting Service ROEs E&CE RAs 	<ul style="list-style-type: none"> Validate the information collected through the korero hui with hui participants and share this with project staff who wish to provide input to the engage with CAs to understand and respond to community voting experiences, provide input and advice to community profiles, and establish a network of advisers willing to work with the Commission Voting Services recruitment strategy Increasing participation strategy 	<ul style="list-style-type: none"> Commission staff Project Manager ROs Voting Service ROEs E&CE RAs 	<ul style="list-style-type: none"> Location of Voting Places 	<ul style="list-style-type: none"> Location of Voting Places
	<ul style="list-style-type: none"> People told us that the service they received at voting places in their communities was not welcoming and those with Maori names had their names mispronounced which was very embarrassing. They also found it difficult to locate where they needed to queue to vote if they were enrolled on the Maori 	<ul style="list-style-type: none"> Community, advocates, korero Manager Voting Services Project Manager RMs Voting Service ROs Voting Service ROEs E&CE RAs 	<ul style="list-style-type: none"> A Corporate Services strategy to develop and embed the Commission's customer service standards into all induction training. A 2020 GE recruitment strategy for Voting Services. RMs and Corporate Services HR. High-light and elevate the importance of customer service skills and experience relevant to the communities Voting Place will be providing voting services to. All frontline Voting Place role descriptions for 	<ul style="list-style-type: none"> Commission's customer service standards and activities/outcomes for all front line staff. Recruitment plan for frontline staff who can correctly pronounce te reo Maori names Meet and Greet Kaumatua/Kuia role job description for roles in designated communities with high Maori populations A deployment plan for Kaumatua/Kuia roles 	<ul style="list-style-type: none"> All of the Commission's staff know the customer service standards and what they mean for their individual roles Increase in the number of Maori who have a positive voting experience in the 2020 GE. An increase in voter satisfaction level for 2020 GE. Increase in the number of Maori working in voting places for 2020 GE 	<ul style="list-style-type: none"> Services at Voting Places

Topic	Base Narrative	Participants	Activities	Outputs	Outcomes	Impact
	What we are trying to change?	Who will take part?	What we will do? Programmes, events or strategies.	What output we will produce?	Short and long term consequences?	Impact on the base narrative?
	roll. Many also reported that staff at the voting place made assumptions about which roll people were on and struggled to hear a Māori name and search to confirm which roll people were on which resulted in people having make a special vote because their names could not be found on the roll or people being issued with the wrong ballot paper.	<ul style="list-style-type: none"> Services ROEs E&CE 	<ul style="list-style-type: none"> staff in communities with high Māori populations include skills in te reo Māori pronunciation <ul style="list-style-type: none"> ∞ Develop 'Kaumatua/Kuia meet and greet voting place role' job descriptions and a deployment schedule in communities with high Māori populations Engage with Te Wharewaka o Rakaumanga to agree a pilot strategy to implement te reo Māori Voting Place in Huntly A Voting Place proposal to improve signage for Māori voters and the development of te reo Māori posters 	<ul style="list-style-type: none"> An implementation plan and budget to develop te reo Māori Voting Place pilot Improved Voting Place te reo Māori signage Transparent Voting Place service standards 		
Voting Place Staff	<ul style="list-style-type: none"> Consistently we were told that many of the people staffing voting places do not always reflect the diversity of the local community they are working in. People also found that the voting place staff are often older and did not relate to well to the people from the more diverse Māori communities. People from Māori communities do know about the elections jobs because the recruitment processes do not reach into these communities. 	<ul style="list-style-type: none"> HQ staff Training staff Chief Electoral Officer Manager Voting Services Project Manager ROs Voting Services Corporate Services HR staff Comms & Education staff 	<ul style="list-style-type: none"> Engage further with CAs and ROEs in local communities to assist with organising and scheduling information sessions on the work available for ECE and Voting Services: <ul style="list-style-type: none"> ∞ Target young people at High Schools and Polytechnics/Wananga to ensure they attend job briefings ∞ Work with local radio and community newspapers to engage and co-opt an elections workforce ∞ Promote the training that goes with the jobs ∞ Promote the customer service skills as well as processing 	<ul style="list-style-type: none"> A deployment and implementation plan to help communities with high Māori populations to better understand the Commission's jobs including ECE and voting services roles A list of people interested in being considered for election roles in the 2020 GE 	<ul style="list-style-type: none"> The Commission's staff in voting places truly reflects the diversity in the community they serve. Increase in the number of young people aged 16-20 years The number of Māori employed matches the percentage of eligible Māori voters in the target communities 	<ul style="list-style-type: none"> HR reporting confirms a significant increase in the number of Māori staff employed for 2020 GE.
Education	<ul style="list-style-type: none"> People want to see a comprehensive civics education programme in all schools which will help young people to understand NZ's system of democracy or how the voting process works. Young people reported that they wanted access to information about political parties or candidates to help them make up their mind. People also think it is important that young people learn how to make an informed vote. 	<ul style="list-style-type: none"> Manager Voting Services Project Manager ROs Voting Services Corporate Services HR staff Comms & Education staff 	<ul style="list-style-type: none"> Communications and Education develop a comprehensive education strategy to: <ul style="list-style-type: none"> ∞ Engage key partners in the development and delivery of programmes ∞ Provide fit-for-purpose education resources for community use ∞ Consider how the Commission can deliver information to young voters about the political parties and candidates in a politically neutral manner. ∞ Involve local community members to be the faces of some of the resources to make them relevant and interesting 	<ul style="list-style-type: none"> An education strategy and plan to develop fit for purpose education resources for communities Options to help young people be more informed about the political parties and their policies, and the candidates standing in elections 	<ul style="list-style-type: none"> 2020 GE enrolment update resources for ROEs 2021 education training implementation initiative for community organisations 	<ul style="list-style-type: none"> Number of training education resources available for community organisations Number of people trained by community organisations.

Improving Services to Māori Workstream

Milestone	Key Tasks	Deliverable and Responsibility
<ul style="list-style-type: none"> ▪ Validation of AVP and VP locations of significance to Māori voters. 	<ul style="list-style-type: none"> ▪ Work with community advocates to confirm all AVP-VP location contacts for those locations which will need to be validated. ▪ Produce a timeline with key dates and deliverables which will connect with the business as usual validation time frames managed by Electorate Managers. ▪ VP assessment and security criteria or most recent draft. ▪ Develop a high-level strategy to validate all priority locations set out in the AVP-VP Summary Matrix. Include: <ul style="list-style-type: none"> ∞ Confirm composition and location of validation team of Electorate Managers ∞ A draft plan and schedule to train all EMs who will validate the locations set out in the matrix. ∞ A planned approach to handover relationships with community advocates and voting place contacts to key people. ∞ RMs Identify key locations to socialise with S 9(2)(a) ∞ S 9(2)(a) to Identify key locations across the matrix that Peter will stay connected to through the validation process. ∞ A validation schedule. 	
<ul style="list-style-type: none"> ▪ Recruitment Presentations. 	<ul style="list-style-type: none"> ▪ Produce a timeline with key dates and deliverables which will connect with the business as usual recruitment timeframes. ▪ Document feedback and recommendations from advisory group. ▪ Reframe the presentation content, outline and facilitation notes based on the feedback received and amend the facilitation notes. 	

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Milestone	Key Tasks	Deliverable and Responsibility
	<ul style="list-style-type: none"> ▪ Work with SA(2)(a) to identify available resources and draft fit for purpose materials recommended by the advisory group. ▪ Deployment schedule across all communities identifying the recommended approach for each of the target communities. 	
<ul style="list-style-type: none"> ▪ Te Reo Māori Voting Place: Rakaumanga 	<ul style="list-style-type: none"> ▪ Produce a timeline with key dates and deliverables which will connect with the business as usual Voting Place time frames managed by Electorate Managers. ▪ Meet with RM Voting Services, RM E&CE and Rakaumanga representative Dave Thompson to develop a high-level operations implementation plan for all key actions and deliverables. To include: <ul style="list-style-type: none"> ∞ Key tasks to achieve Enrolment outcomes. ∞ Recruitment of staff for Enrolment and Voting Services. ∞ Targeted events. ∞ AVP-VP set up, resources, training, staffing and operating model (scrutineers etc) and schedule. ∞ Communications Plan 	

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Revised Christchurch Korero Hui Programme

Time	Session	Comments
6:00pm (30 min)	<ul style="list-style-type: none"> Mihi whakatau - s 9(2)(a) r Introduction to hui programme – s 9(2)(a) Individual introduction – s 9(2)(a) <ul style="list-style-type: none"> Your voting story, what influenced your attitude to voting or not voting. 	<p>Introduction to the hui programme notes</p> <ul style="list-style-type: none"> Programme Outline sheet of hui sessions to talk to: <ul style="list-style-type: none"> Programme, what, why, who? Role of note takers Group work Me and my story?
6:45pm (30 min)	<p>2017 General Election voting experiences:</p> <p>Large Group Discussion:</p> <ul style="list-style-type: none"> s 9(2)(a) – what we heard when we were out and about during the 2017 GE? 	<ul style="list-style-type: none"> One group of 13 s 9(2)(a) document feedback
7:00pm (40 min)	<p>Facilitate Full Group discussion: Peter P</p> <ul style="list-style-type: none"> Activity: What can the Commission do in Christchurch? Where to from here with feedback s 9(2)(a) <p>Working with the Commission:</p> <ul style="list-style-type: none"> Additional community advocates Process from here on? 	<ul style="list-style-type: none"> Other 2017 voting experiences, (include specific examples of how we can improve the services to your community/mates)
8:00pm (15 min)	<p>Feedback from the group:</p> <ul style="list-style-type: none"> Closing comments Message to the Commission, if there is ONE thing to change to make things better or easier to vote, this is it? 	
8:05pm (5 min)	<ul style="list-style-type: none"> Closing comments from s 9(2)(a) Karakia whakamutunga 	<ul style="list-style-type: none"> s 9(2)(a) TBC
8:10-8:30pm	<ul style="list-style-type: none"> Blessing and Kai 	<ul style="list-style-type: none"> TBC

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Meeting with Community Advocates – Napier Hastings
“Locating Voting Places in Significant Spaces where Maori Voters Gather”

Introduction

This paper has been developed to help Commission staff engage with community advocates to ensure we get relevant advice that will result in 2020 GE voting places being located where Maori voters gather to access services or celebrate with whanau and friends. This will make voting easier and more accessible because voting places deployed in these gathering spaces will enable Maori voters to vote while they go about their everyday lives.

Our network of community advocates are all busy people. Therefore, we need to ensure that our discussions are focused, and we are clear about what elements of the base narrative in the Korero Hui Framework we are wanting to change for the next election in 2020 because this will resonate with them.

Engagement Framework

PHASE	KEY ACTIVITIES	NOTES - KEY FINDINGS
<p>Resources:</p>	<p>Maps and Tables:</p> <ul style="list-style-type: none"> ▪ Parliamentary electorate profiles, results 2017, population, households etc. ▪ https://ecartgis02.election.net.nz/s/2017_voting_by_descent/ ▪ Map: <ul style="list-style-type: none"> ∞ Location of 2017 GE Voting Places where 200 or more voters of Maori descent voted ▪ Table setting out the name and address of 2017 GE voting places where 200 or more voters of Maori descent voted ▪ Staffing details 2017 GE, number and ethnicity of people employed for VPs 	<p>General:</p> <ul style="list-style-type: none"> ▪ Consider PAK'nSAVE and Warehouse locations in Napier and Hastings <p>Hastings:</p> <ul style="list-style-type: none"> ▪ Issues raised about VP locations in Flaxmere ▪ Turnout in Flaxmere 64%, therefore this should be an area of strong focus. There were issues in 2017 at the marae because of availability problems. The marae is also not easily accessible to people who do not live close to the marae. ▪ Headquarters AVP (Busiest in Hastings) in 209 Avenue no longer available for HQ, therefore need to locate an AVP in a new location in central Hastings ▪ Consider access to New World Supermarket in Flaxmere <p>Napier:</p> <ul style="list-style-type: none"> ▪ Consider a Maraenui based AVP at marae or other significant location in the Maraenui shopping centre. <p>Area of focus:</p> <ul style="list-style-type: none"> ▪ Flaxmere village locations. CA suggested we should consider Raureka shops location close to the Raureka school because there are a significant number of Maori in this community.

		<ul style="list-style-type: none"> Flaxmere locations with high volumes of foot traffic Maraenui locations, Pukemokemoke marae or Maraenui shops. Supermarkets in busy locations Warehouses in busy locations Flaxmere community centres Maraenui shops PAK'nSAVE supermarkets Warehouse Napier/Hastings
<p>Significant Places Napier-Hastings</p>	<p>Significant Places for people in their community:</p> <ul style="list-style-type: none"> Where are they? Why are they significant? What do people generally come here for? When are people most likely to gather here? Have voting places been located here in past elections? 	<ul style="list-style-type: none"> Roll-over 2017 AVPPNP sites. Note: Hastings central AVP located at the 2017 Headquarters is not available in 2020. Therefore, a new location in Hastings central is a priority.
<p>Site Visit to 2017 Voting Places</p>	<p>Each Site Visited:</p> <ul style="list-style-type: none"> Who are the people most likely to vote here? When are they likely to come here if given the choice? Are Maori likely to vote here? Why yes or No? What does the deprivation Index map tell us about this location? Good – Not so Good for Maori? Compare data from 2017 GE? Keep or relocate? 	<p>Napier-Hastings</p> <p>These locations are well frequented by Māori are key gathering places for sitting AVPs:</p> <ul style="list-style-type: none"> Warehouses PAK'nSAVE supermarkets <p>Flaxmere:</p> <p>The community advocates advise that a large number Flaxmere people, aged 18-24 years walk around their community. Consequently, the village shops, including the only Flaxmere based New World supermarket are very busy with high volumes of foot traffic and people in cars moving through this area. The Community Centre and Library is close to the village shops.</p> <ul style="list-style-type: none"> Flaxmere Village vacant shop, corner location close to the supermarket, adjacent to The Learning Innovations Ltd Centre, presents as an ideal location for an AVP if it is available. The location is also on the route from the village shops to the Community Centre and Library. The contact for the building owner: 5 91(2)(a). <p>High Priority location:</p> <p>Flaxmere Community Centre Library – an excellent option is available in a community space next to the entrance way with direct access from outside. The cost is \$25 per hour for this space. Elderly use the gymnasium space on Tues/Thurs 11am-12pm.</p>
<p>Proposed New Sites</p>	<p>New Sites to consider:</p> <ul style="list-style-type: none"> Has this been used previously as a VP? How accessible is this to passers-by? Who are the people most likely to come here to vote? Good for AVP? What buildings are available if any? What services exist or are based here? What social activities can be located here? Meet assessment criteria. 	

		<p>Receptionist noted that 18-24 years do not regularly use this facility. The contact details for the facility manager § 9(2)(a)</p> <p>Priority location and option to open hours outside the vacant village shop location.</p> <ul style="list-style-type: none"> Pool Street Te Karoa Rangatahi Social Services Inc has a room available with direct access to the public and is adjacent to the organisation's main office. The space is currently used by the Te Mahi Hoki educational programme for young people. There is also a vacant shop available in this shopping block. This social service facility is used by young people and also has high foot traffic numbers. The educational programme group will be an excellent recruitment source for young workers. Note: The contact for vacant shop owner § 9(2)(a) is available through § 9(2)(a) <p>High Priority location.</p> <ul style="list-style-type: none"> Raureka shops – vacant café is the only option available in the shopping centre close to the school which may be an option. Not a high priority – may be an AVP option none the less. <p>Maraenui shops:</p> <ul style="list-style-type: none"> Te Roopu A Iwi Trust – is the mandated Iwi Social Service provider for Ahuriri, based in Maraenui delivering Hawkes Bay wide services. Their youth development programmes will be a rich source for the recruitment of young people to work in the voting places in Napier and Hastings. The Maraenui community has a high gang presence, many hang out in the Maraenui shops. No safety issues because there is a well-staffed Police Station at the shops adjacent to the Roopu A Iwi facility. The community support the trust programmes as was demonstrated when Kahungunu Runanga used the venue to encourage people to register for the Iwi elections. Contact § 9(2)(a) <p>The Board Room has direct street access and can be available on a flexible schedule. The Board are committed to supporting programmes and opportunities to engage their community in events such as General Elections.</p> <p>High Priority</p>
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Issues raised	<ul style="list-style-type: none">Encourage people to talk about local Iwi politics that may help us understand people's attitudes to voting and options to manage etc.Who are the influencers/mobilisers who may have an interest in the new voting places we set up for Maori voters and how can we get them on-board?Are there historical issues surrounding the new or proposed location that we need to be aware of?	<ul style="list-style-type: none">No issues
Risks	<ul style="list-style-type: none">Political alliances of key people we are working with?Push back from non-Maori/attitudes?Security?	<ul style="list-style-type: none">No risks

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