



**ELECTORAL  
COMMISSION**  
TE KAITIAKI TAKE KŌWHIRI

# Mobile Support

**Personal Instruction Manual**  
2023 General Election

Name:

## Your role

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



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

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

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



## Your Tools

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

### Mobile Support folder

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

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

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

### Personal Instruction Manuals (PIMs)

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

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

### Know your voting places

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

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

## Mobile Support mobile phone

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

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

## Your Supplies

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

## Your Support Network

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

## Briefing from the Electorate Manager

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

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

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

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

## The Mobile Support Team

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

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

## Look after yourself

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

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

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

## Timesheet and expenses

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

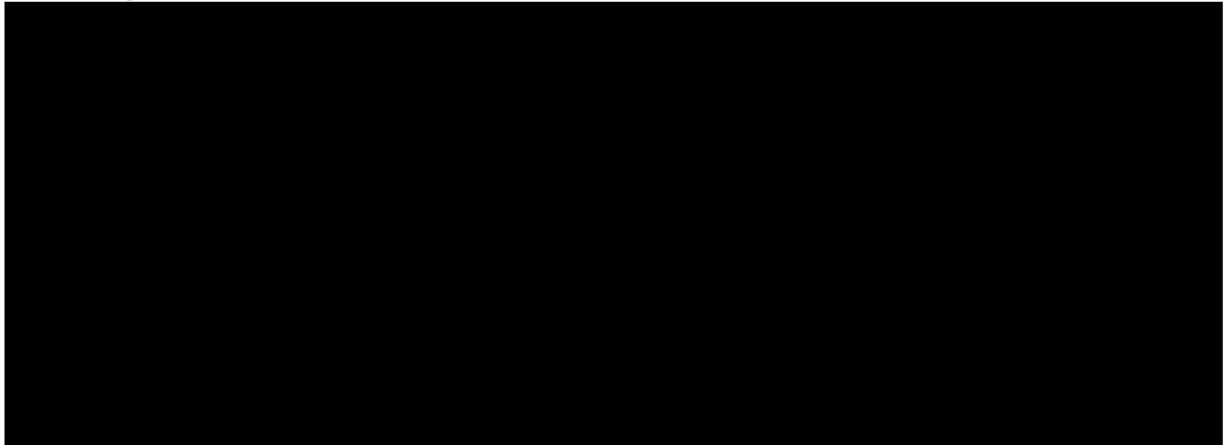
Log your hours of work on a M37-TIME against 'issuing votes'.

## During voting

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

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

## Security





## Questions from the public

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

## Electioneering

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

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

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

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

## Your day

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

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

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

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

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

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

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

## The voting place visit

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

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

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

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

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

## Support to the voting place

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

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

ELECTORAL COMMISSION MOBILE SUPPORT – Daily Support Sheet				M41-DSS			
Voting Place Name: <b>Main School West</b>			Date: <b>01/06/2023</b>				
Voting Place Manager name: [Redacted]			Mobile Support Name: [Redacted]				
Time: 9:50 am		Time:		Time:		Time:	
Visit: <input checked="" type="checkbox"/>	Phone: <input type="checkbox"/>	Visit: <input type="checkbox"/>	Phone: <input type="checkbox"/>	Visit: <input type="checkbox"/>	Phone: <input type="checkbox"/>	Visit: <input type="checkbox"/>	Phone: <input type="checkbox"/>
<b>2-minute observation of the voting place:</b>							
Is the internal & external signage clear and effective? Yes <input checked="" type="radio"/> No <input type="radio"/>	Does layout allow good voter flow? Yes <input checked="" type="radio"/> No <input type="radio"/>	Is there a hard table for tabletop voting? <input checked="" type="radio"/> Yes / No <input type="radio"/>	Are ballot boxes and other voting materials secure? Yes <input checked="" type="radio"/> No <input type="radio"/>				
<b>Notes from observation:</b>							
What's going well? Note any discussion points.							
Sandwich board at entrance to school hidden by parked cars – Moved to more visible spot. Internal signage clear.							
Suggest shuffling special vote desk to one side to allow for more seating in queues.							
Boxes not cable tied together.							
Good Atmosphere – Friendly, inviting							
<b>Voting Place folder – check for completion of:</b>							
Form L – Process check: (Review for all staff) <input checked="" type="radio"/> Yes / No <input type="radio"/>	Sign in, staff time sheets and breaks: Yes <input checked="" type="radio"/> No <input type="radio"/>	Form Q – Daily report Form U – Voting Place check <input checked="" type="radio"/> Yes / No <input type="radio"/>	Form P – Hazard notice <input checked="" type="radio"/> Yes / No <input type="radio"/>				
<b>Notes about the Voting Place folder:</b>							
What's going well? Note any discussion points.							
All staff checks completed.							
Scrutineer hasn't signed in.							

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

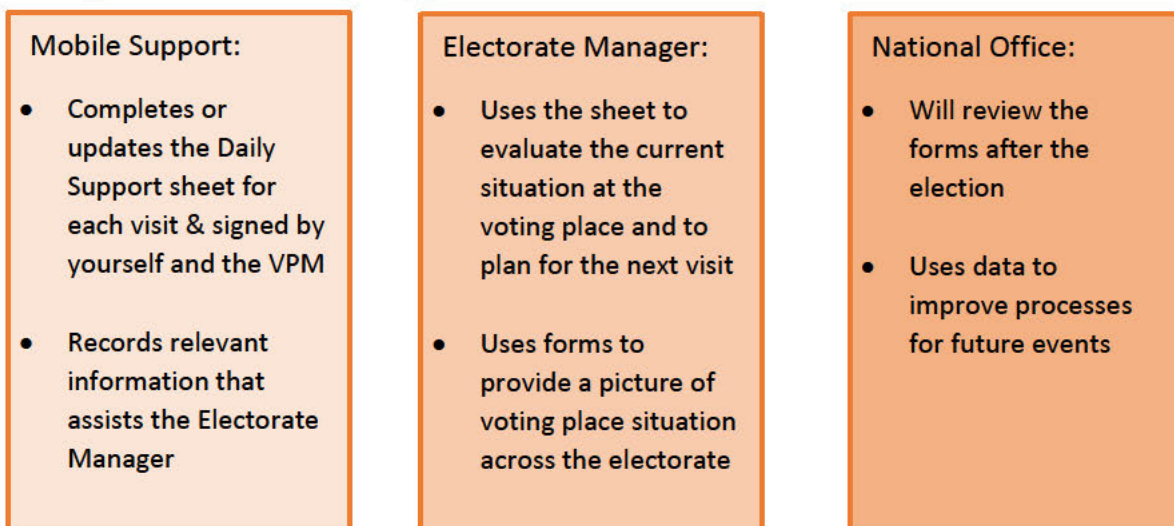
Also read the Manager’s report (Form Q) for any points that would be helpful to discuss with them, and check that the daily voting place checks (Form U) and reconciliation forms (Form A, B & G) have been completed.

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

ELECTORAL COMMISSION		M41-DSS	
<b>Discuss with the Voting Place Manager and note observations, actions and solutions</b>			
<b>Health &amp; Safety:</b> Any concerns/support needed, near risks, any incidents? Mats from caretaker ready if rain becomes heavier.			
<b>Voting place functions:</b> Will there be issues: questions asked, any processes from voters/staff, use of technology, eRoll/registration app. Might need ordinary votes for neighbouring electorate, check at 10:30 if there are still queues for special votes (lots of people at sports field). Phone going well for eRoll			
<b>Other notes:</b>			
<b>Any supplies/materials needed?</b>			
Items: None at the moment – Possibly ordinary votes for neighbouring electorate.			
<b>Mobile Support and Voting Place Manager to confirm discussion: (initial)</b>			
MOBILE SUPPORT NAME: [REDACTED]	VPM NAME: [REDACTED]	MOBILE SUPPORT NAME: [REDACTED]	VPM NAME: [REDACTED]
<b>HQ contacted &amp; supplies ordered:</b>		<b>Confirmed with:</b>	<b>Time:</b>
<b>Outcomes:</b>			
<b>Notes for the Electorate Manager:</b>			
<b>HQ user resolved by:</b>			
<b>Date:</b>			

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

### Lifecycle of the Daily Support Sheet





## Issues or concerns

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

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

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

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

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

## Phone Check in

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

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

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

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

## Takeaway votes

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

You should:

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

## Phase changes and return of other supplies

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

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

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

## Return of enrolment forms

The Voting Place Manager will count the completed enrolment forms

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

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

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

Recruit ID: (S5) Wabulap  
Name: (S5) Wabulap  
Home #: (S5) Wabulap  
WP: (S5) Sample Library  
21 Sample Street, Sampleton

**S5**

Enrolment Forms  
Number in envelope: 2

Date: 20/08/20  
Manager: [REDACTED]

5102-55

ELECTORAL

## Return of special vote ballot boxes

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

## Phase change of materials – ordinary votes

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

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

## After voting on Election Day

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

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

## Troubleshooting

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

### Technical Problems

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

### Staffing Problems

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

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

## Security

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- [Redacted]
- [Redacted]

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

### Vote Issuing Process Questions

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

### Equipment and supplies

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

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

Voting Materials Tracking						EMS-TN
Electorate: 65 Wigram		Tracking Note #: 750		Date Created: 26/08/2020 02:48 pm		
Receiver: [Redacted]						
Material's Pick-up Check						
ES	Electorate	Quantity	Number	OK	Barcode	Notes
<b>Electoral Roll</b>						
65	Wigram	4	13	<input checked="" type="checkbox"/>	00 13	
			14	<input checked="" type="checkbox"/>	00 14	
			16	<input checked="" type="checkbox"/>	00 15	
			16	<input checked="" type="checkbox"/>	00 16	
<b>Ballot Paper - General</b>						
65	Wigram	4	1651	<input checked="" type="checkbox"/>	01 651	201 Wigram Comm House [Redacted]
			1701	<input checked="" type="checkbox"/>	01 701	201 Wigram Comm House [Redacted]
			1751	<input checked="" type="checkbox"/>	01 751	
			1801	<input checked="" type="checkbox"/>	01 801	
<b>Cell Phone</b>						
00	Nationwide	4	1933	<input checked="" type="checkbox"/>	19 33	
			1934	<input checked="" type="checkbox"/>	19 34	
			1935	<input checked="" type="checkbox"/>	19 35	
			1936	<input checked="" type="checkbox"/>	19 36	
<b>Ballot Box Label</b>						
00	Nationwide	4	2573	<input checked="" type="checkbox"/>	02 573	
			2574	<input checked="" type="checkbox"/>	02 574	
			2575	<input checked="" type="checkbox"/>	02 575	
			2576	<input checked="" type="checkbox"/>	02 576	
<b>E81-AV SVD Pack</b>						
00	Nationwide	4	38641	<input checked="" type="checkbox"/>	0 039 641	201 Wigram Comm House [Redacted]
			38661	<input checked="" type="checkbox"/>	0 039 661	
			38681	<input checked="" type="checkbox"/>	0 039 681	
			38701	<input checked="" type="checkbox"/>	0 039 701	
<b>E82-AV SVD Pack</b>						
00	Nationwide	4	39641	<input checked="" type="checkbox"/>	0 030 641	
			39661	<input checked="" type="checkbox"/>	0 030 661	
			39681	<input checked="" type="checkbox"/>	0 030 681	
			39701	<input checked="" type="checkbox"/>	0 030 701	
<b>E83-ED SVD Pack</b>						
00	Nationwide	4	38641	<input checked="" type="checkbox"/>	0 030 641	
			38661	<input checked="" type="checkbox"/>	0 030 661	
			38681	<input checked="" type="checkbox"/>	0 030 681	
			38701	<input checked="" type="checkbox"/>	0 030 701	
<b>E84-ED SVD Pack</b>						
00	Nationwide	4	39641	<input checked="" type="checkbox"/>	0 030 641	
			39661	<input checked="" type="checkbox"/>	0 030 661	
			39681	<input checked="" type="checkbox"/>	0 030 681	
			39701	<input checked="" type="checkbox"/>	0 030 701	

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

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

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

At remote rural voting places that you may only visit once

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

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

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