



**ELECTORAL  
COMMISSION**  
TE KAITIAKI TAKE KŌWHIRI

# Voter Assistant

**Personal Instruction Manual**  
2023 General Election

Name:

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## My voting place

Voting place name: \_\_\_\_\_

Address: \_\_\_\_\_

Voting Place Manager: \_\_\_\_\_

HQ Phone: \_\_\_\_\_

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

### The voting place is

Accessible       Accessible with assistance       Not accessible

### Electoralates

The voting place will issue ordinary voting ballot papers for:

Electorate number and name

Home general electorate	
Home Māori electoralates	
Other (shared) electoralates	

# Foreword

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

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

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

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

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

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

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

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

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

Tēnā kāutau te hāpai tahi i te kaupapa nei

Ngā mihi

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

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

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

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

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

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

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

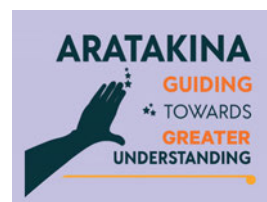
This manual provides you with the guidance and information you need to help people have their say this year.

Thank you for joining us in this journey.



Karl Le Quesne

Āpiha Pōti Matua  
Chief Electoral Officer



# Introduction

## Keep votes and other materials safe

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

## Be security conscious

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

## Keep yourself and voters healthy

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

## Incident Management Handbook

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

## The rights of the voter

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

## Privacy

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

## Secrecy

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

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

## Roles in the voting place



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

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



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

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



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

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



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

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



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

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

## Scrutineers



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

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

# At the voting place

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

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

## Electoralates



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

## The election

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

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

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

**No-one who wants to vote is turned away!**

## Enrolment

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

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

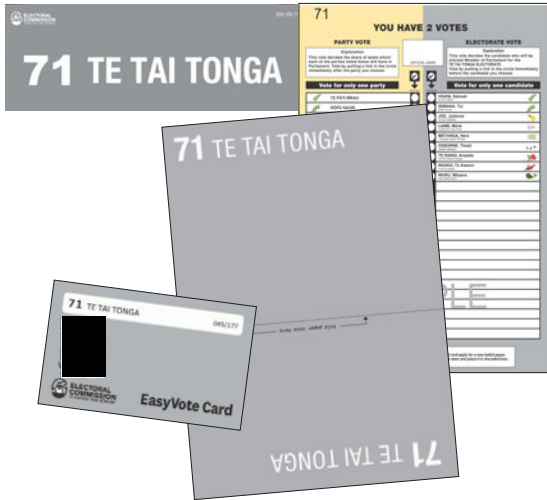
A screenshot of a web-based enrolment form titled "Get ready to vote". The form is divided into several sections: "Step 1: Personal details", "Step 2: Residential address", "Step 3: Contact details", "Step 4: Electoralate", and "Step 5: Comments". Each section contains various input fields for text, dates, and checkboxes. The form is designed to be completed by voters at a voting place.



# Māori and general rolls

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

Grey materials:  
Māori electorates



Orange materials:  
general electorates



## Voting information

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

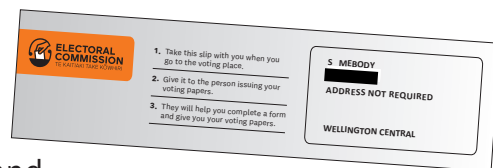
### EasyVote card:

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



### Special Vote slip:

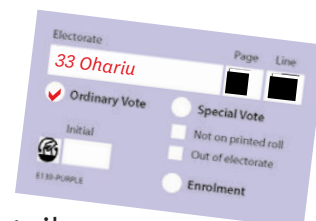
- A voter who enrolled after the rolls were printed or is on the unpublished roll may have been sent a Special Vote slip
- This gives the voter's name and electorate, and
  - if the voter enrolled after the rolls were printed shows their residential address
  - if the voter is on the unpublished roll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



These voters are always issued a special vote.

### Voting place card:

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







# Tasks during voting

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

A Voter Assistant has 4 main tasks:



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

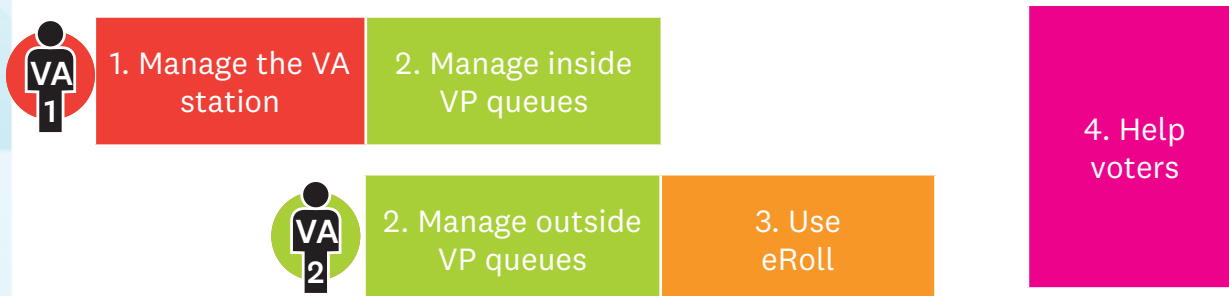
## One Voter Assistant

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

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

## Two Voter Assistants

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



### Tasks:



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



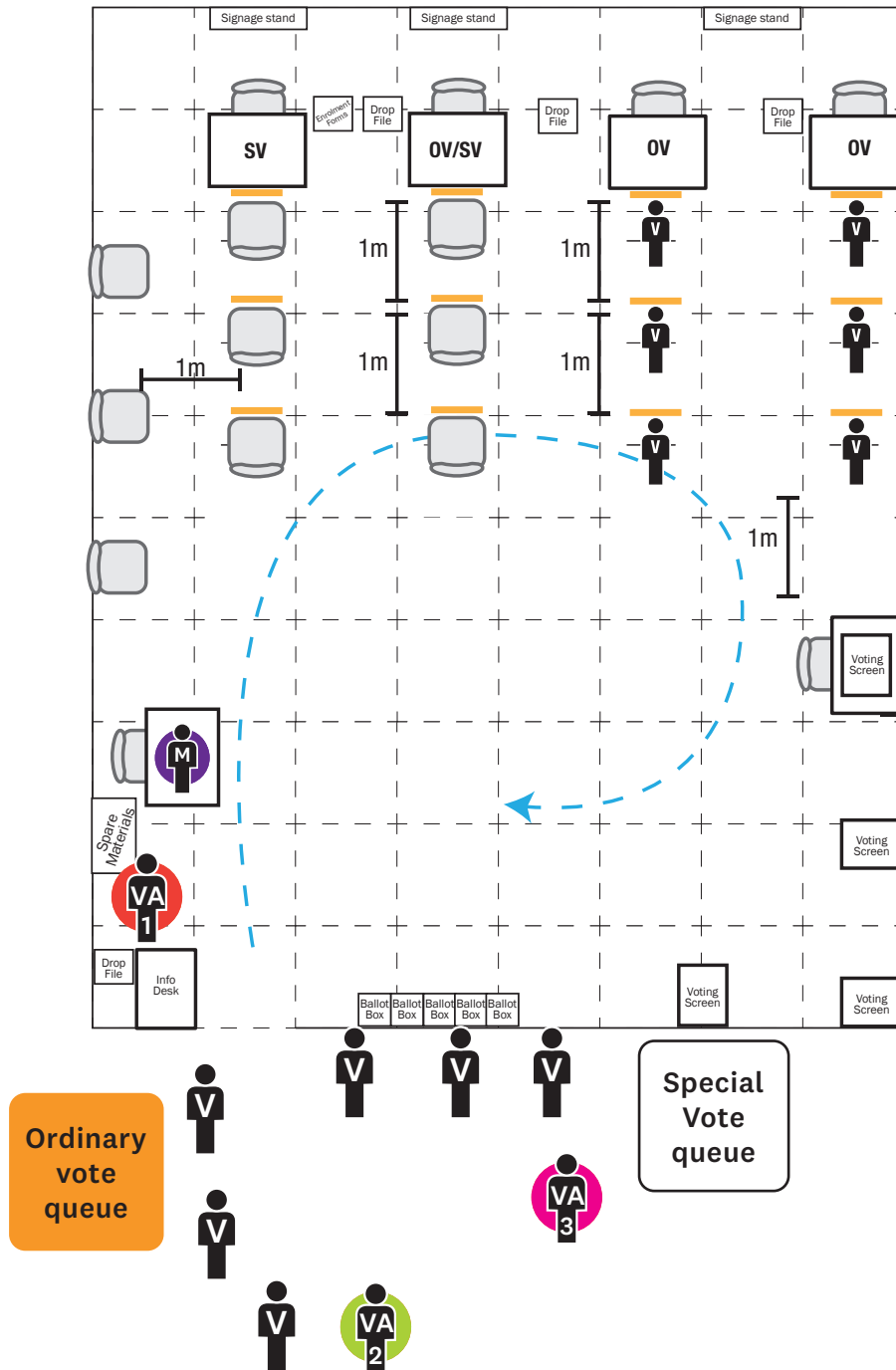
- Manage voters into queues as they arrive at the voting place. Depending on space, queues may be indoors or outdoors
- Use eRoll to prepare voting cards for voters who need one
- Identify voters who need extra help and assist them.

### If there is a third Voter Assistant:



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

Here is an example layout of a voting place and location of the Voter Assistants.



Where there are multiple Voter Assistants, they may rotate through the inside and outside tasks during the day.

## 1. Manage the VA station

**Send** to the correct queue

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

### Send the voter to the correct queue

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

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

### Provide an enrolment form

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

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


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

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

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

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

# Enrolment form (ROE1)



**ELECTORAL COMMISSION**  
TE Kaitiaki Take Kōwhiri

## Get ready to vote

Enrol or update your details

Do it online at  
[vote.nz](http://vote.nz)

---

**Step 1**  
**Your details**

Please write clearly in blue or black pen

1

2

---

**Step 2**  
**Your New Zealand address**

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

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

---

**Step 3**  
**Your postal address**

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

---

**Step 4**  
**Your roll**

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

---

**Step 5**  
**Sign and return**

Upload form at [vote.nz/upload](http://vote.nz/upload)  
Email form to [enrol@vote.nz](mailto:enrol@vote.nz)  
Post form to Electoral Comm'n, Freepost 2 Enrol, PO Box 190, Wellington

5

**Questions?** Please turn over for help with this form

Title  Mr  Mrs  Miss  Ms  Mx  Other

Surname or family name

First names

Date of birth [dd/mm/yyyy]  /  /  Occupation

Mobile phone number  Other phone number

Email address

---

Current NZ home address   
New Zealand

---

Postal address

---

Please tick ONE statement that applies to you.

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

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

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

---

I declare that:

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

Signature  Date [dd/mm/yyyy]

03/23
ROE1

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

**Step 2A**  
**Current address under one month?**

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

When did you move into your current home address?  /  /  [dd/mm/yyyy]

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

---

**Step 2B**  
**Living overseas?**

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

Are you a New Zealand  Citizen  Permanent resident

When did you last visit or live in New Zealand?  /  /  [dd/mm/yyyy]

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

Please turn over to complete and sign your form

Māori desc

## 2. Manage queues

### After welcoming the voter

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



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

Ordinary  
vote  
queue

Special  
Vote  
queue

Ordinary  
vote  
queue

Special  
Vote  
queue

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

### Priority voters

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

# Managing queues with eRoll



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



Yes



Direct to the appropriate queue

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



No

What is your:

- first name
- last name
- month of birth

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

Could you please confirm your address [check for match]

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

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

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

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

Turn over page

Electorate	Page	Line	
33 ŌHĀRIU			
<input checked="" type="radio"/> Ordinary vote	<input type="radio"/> Special vote	Not on printed roll	
Initial	<input type="checkbox"/> Not on printed roll	<input type="checkbox"/> Out of electorate	
	<input type="checkbox"/> Enrolment		

Direct to OV

Electorate	Page	Line	
33 ŌHĀRIU			
<input type="radio"/> Ordinary vote	<input checked="" type="radio"/> Special vote	Not on printed roll	
Initial	<input checked="" type="checkbox"/> Not on printed roll	<input type="checkbox"/> Out of electorate	
	<input type="checkbox"/> Enrolment		

Direct to SV




Voter has said they are on the unpublished roll

Electorate **Unpublished** Page Line

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

Initial




Direct to SV

Always follow the guidance given in eRoll - other examples:


Dormant roll

Person is on Dormant roll. Provide enrolment form for them to update their details.

Electorate **Index** Page Line

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

Initial




New enrolment (voter not found in eRoll)

Electorate **Index** Page Line

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

Initial



Provisional roll

**Provisional Roll**  
 This person will not be 18 years old as at election day. As such they are not eligible to vote in this election.

# Updating a voter's address with eRoll



Tap **Update**

Ask the voter the questions as prompted on the eRoll screen

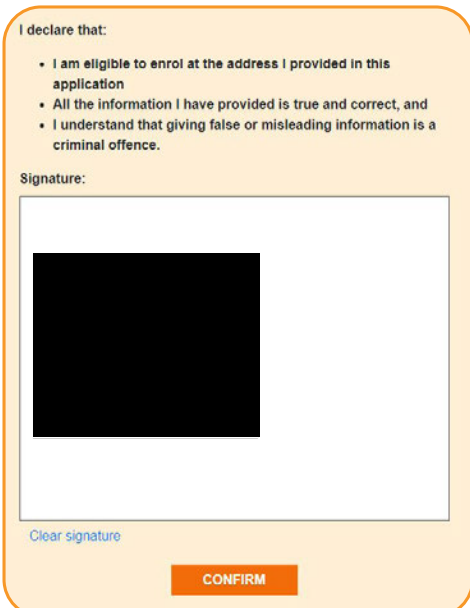
Address change within their current electorate: ask the voter to check their details and sign on screen. Provide the voting card and direct to OV

Address change outside of their current electorate

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

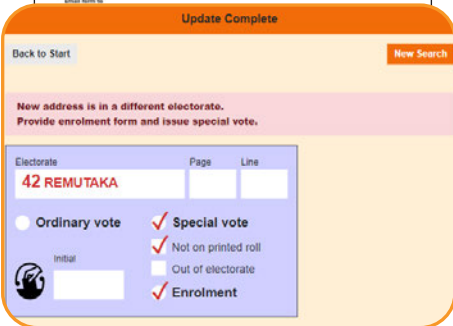
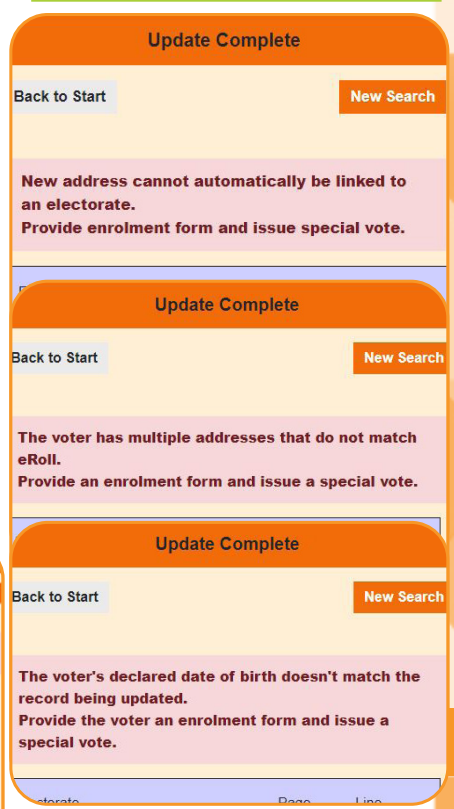
Multiple addresses / different date of birth / not an address in eRoll

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



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

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

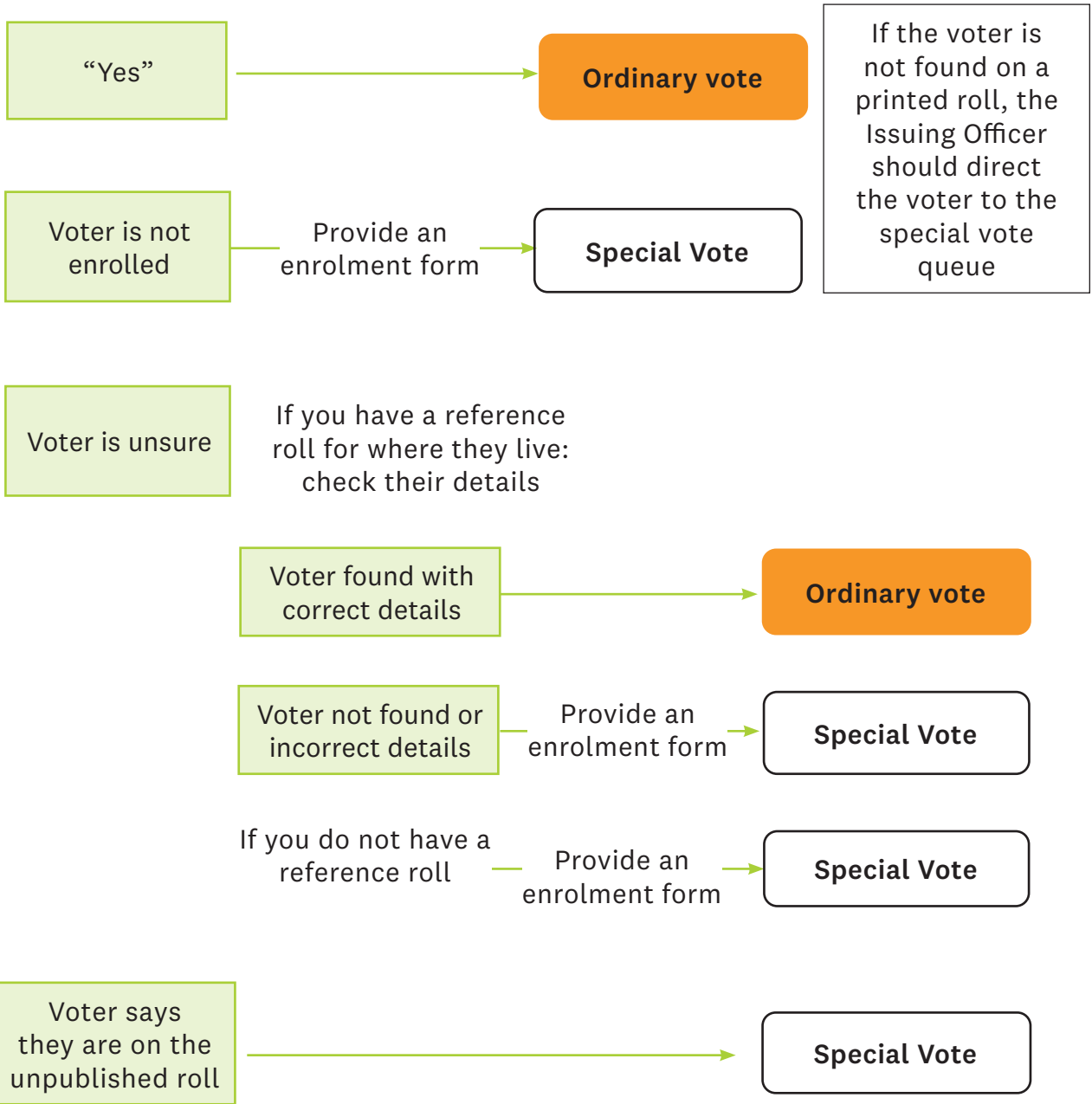


# Managing queues without eRoll

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



A person icon with a 'V' on their chest says "No". A speech bubble next to them says "That's okay, do you know which electorate you are enrolled in?"



## Using eRoll

1

Tap

Login

Enter your user name  
and password if prompted



### TERMS & CONDITIONS

By signing in, you agree to

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

Login

2

Tap the electorates  
your voting place is  
issuing ordinary votes for

Tap

Save

Note: tap a highlighted  
electorate to unselect

The screenshot shows a mobile application interface titled "Electorates" with a right-pointing arrow icon. Below the title, it says "Select the electorates your voting place issues ordinary votes for". There is a grid of 20 orange buttons, each representing an electorate. The buttons are arranged in two columns of ten. The first column contains electorates 01 through 10, and the second column contains 37 through 46. A third column of buttons is overlaid on the right side of the grid, containing electorates 28 through 72. The button for "33 Ōhāriu" is highlighted in a darker orange, and the button for "71 Te Tai Tonga" is highlighted in a dark grey. At the bottom of the screen, there are two buttons: "Clear" and "Save".

3

Check the correct electorates  
are listed.

Tap

Go to search

The screenshot shows a mobile application interface titled "Start" with a right-pointing arrow icon. At the top, there is a button labeled "Back to electorates". Below this, the text "Ordinary vote electorates" is displayed. Underneath, two buttons are shown: "33 Ōhāriu" (highlighted in orange) and "71 Te Tai Tonga" (highlighted in dark grey). Below these buttons, the text "Unpublished" is displayed on the left, and a button labeled "Go to search" is on the right. The bottom half of the screen is a light blue-grey area.

## Using eRoll continued

4

Enter the voter's details into the search fields:

*Only enter the first 4 letters and '.'*

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

Tap **SEARCH**

All three fields need to contain information.

Search

Back to Start New Search

Person Search Address Lookup

Type the first 4 letters and .

First name(s)

Surname or family name

Voter has one name only

Month of birth

January February March

April May June

July August September

October November December

SEARCH

5

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

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

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

Search Results

New Search Refine Search

Search Details

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

Matching Details

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

[Redacted]

Unpublished Enrolment

6

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

Direct them to the correct queue in the voting place.

Tap **New Search**

Voter's Details

New Search Back to Results

Voter details

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

Update

Electorate Page Line

33 OHARIU [Redacted]

Ordinary vote  Special vote

Not on printed roll

Out of electorate

Enrolment

Initial

[Redacted]

## Using eRoll - troubleshooting

1

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

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

The screenshot shows the 'Search Results' screen. At the top, there are buttons for 'New Search' and 'Refine Search'. Below that is the 'Search Details' section with a form containing 'First Name(s)', 'Surname', and 'Month' fields. A message states 'No results found. Ask the voter:' followed by a list: 'if known by other name(s)', 'if spelling is correct', and 'if on unpublished roll'. Below this, it says 'If you can't find the voter, use Enrolment'. At the bottom, there are buttons for 'Unpublished' and 'Enrolment'.

2

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

The screenshot shows the 'Search' screen. At the top, there are buttons for 'Back to Start' and 'New Search'. Below that are tabs for 'Person Search' and 'Address Lookup'. A blue bar prompts the user to 'Type the first 4 letters and .'. There is a 'Name' input field. Below it, the checkbox 'Person has one name only' is checked. Underneath is a 'Month of birth' section with a grid of month options: January, February, March, April, May, June, July, August, and September.

3

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

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

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

The screenshot shows the 'Search Results' screen. At the top, there are buttons for 'New Search' and 'Refine Search'. Below that is the 'Search Details' section with a form containing 'First Name(s)', 'Surname', and 'Month' fields. A red warning message is displayed: 'Your search returned more than 25 results. The first 25 results are displayed. For a better outcome try:' followed by a list: 'Using the voter's full first name', 'Using the voter's full surname', and 'Using the voter's middle name'. At the bottom, it says 'If you can't find the appropriate match, choose 'Enrolment''.

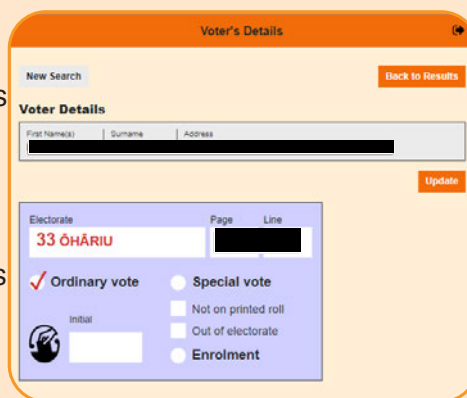
## Using eRoll - update address

1

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

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

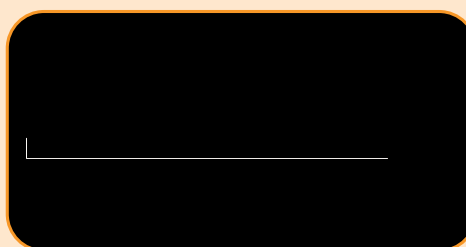
Then tap **Update**



2

Start typing the voter's new address and select from the drop down list.

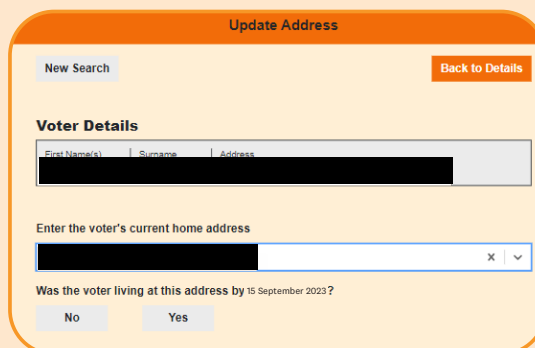
*If the address does not appear then select "no matching address found" at the bottom of the list.*



3

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

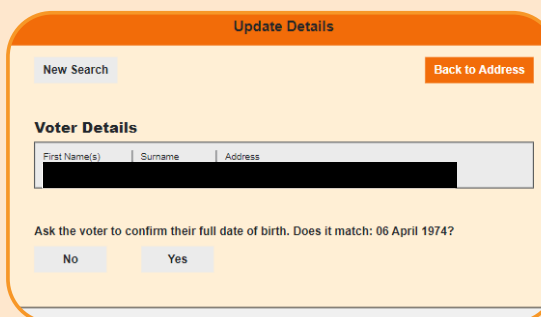
**No or Yes**



4

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

**No or Yes**





## Using eRoll - update address

5

Ask the voter for their mobile phone number.

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

The 'Update Details' screen features a header with 'Update Details' and a 'Back to Address' button. Below the header is a 'New Search' button. The main section is titled 'Voter Details' and contains three input fields: 'First Name(s)', 'Surname', and 'Address'. Below these fields is a confirmation question: 'Ask the voter to confirm their full date of birth. Does it match: 06 April 1974?' with 'No' and 'Yes' buttons. Another question follows: 'Ask the voter for their mobile phone number in case they need to be contacted about their enrolment:' with an input field labeled 'Enter voter's mobile phone number ...' and a checkbox option: ' Voter has provided no additional contact info.'

6

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

Tap

The 'Confirm Details' screen has a header with 'Confirm Details' and a 'Back to Details' button. It includes a 'New Search' button and a pink notification box stating: 'New address is in the same electorate. Ask the voter to sign to confirm the change to their current home address.' Below this are several input fields: 'First name:', 'Last name:', 'Date of Birth:' (with 'April 1974' selected), 'Previous home address:', 'Current home address:', and 'Phone number:'. A declaration box contains the text: 'I declare that: • I am eligible to enrol at the address I provided in this application • All the information I have provided is true and correct, and • I understand that giving false or misleading information is a criminal offence.' Below the declaration is a 'Signature:' field with a signature image, a 'Clear signature' link, and a 'CONFIRM' button.

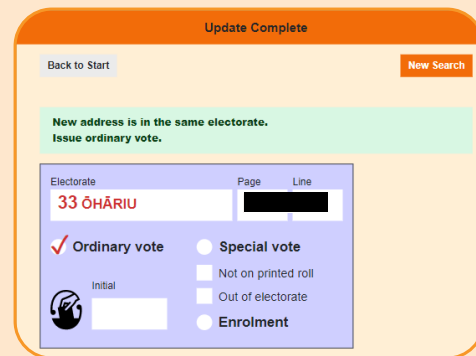
## Using eRoll - update address

7

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

Tap 

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



Update Complete

Back to Start New Search

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

Electorate	Page	Line
33 OHARIU		

Ordinary vote     Special vote

Not on printed roll

Out of electorate

Enrolment

Initial

# Providing language support



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



### How to vote guide

in the following languages:

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

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M15-LGUIDE

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

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

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

### 普通话 / Chinese (Mandarin) Simplified

#### 主要对话 / Key Phrases

您有EasyVote卡或SpecialVote卡吗? Do you have an EasyVote card or Special Vote slip?	您是已经注册的选民吗? Are you enrolled?
您知道您在哪个选区注册的? Which electorate are you enrolled in?	您的姓是什么? What is your last or family name?
您的名字是什么? What is your first name?	您的生日是哪一天? What is your date of birth?
您的现住址在哪里? What is your current address?	您有没有在现住址居住超过一个月? Have you lived at this address for more than 1 month?
您的上一个住址在哪里? What address were you living at previously?	您的电话号码是什么? What is your telephone number?
您的电子邮件地址是什么? What is your email address?	您注册的是普通选区或是毛利选区? Are you on the General or Māori roll?

#### 回答、答案 / Answers

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

#### 关键的指导短语 / Key Directive Phrases

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

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

普通话 / Chinese (Mandarin) Simplified

### 如何投普通选票

普通话 / Chinese (Mandarin) Simplified

### 如何投普通选票

普通话 / Chinese (Mandarin) Simplified

### 如何投票

普通话 / Chinese (Mandarin) Simplified

## Voter care

Follow the guidance below to provide assistance to voters.



Do



Don't

### To help a voter:

Speak slowly and carefully

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

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

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

Use technical terms or jargon

Explain everything in detail, unless the voter requires that

Be patient and listen attentively

Know what languages are spoken by other staff members

Pretend to understand if you do not

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

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

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

Assist a person with a physical disability unless asked

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

### Helping a voter understand how to cast a vote

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

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

# Frequently asked questions



## Enrolment

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

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

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

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

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

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

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

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

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



## Roll changes since the last election

### "When can I make my roll choice?"

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

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

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

### "What's changed for Māori voters?"

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

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

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

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



## Home address

### **“What do I use as my home address?”**

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

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

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

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

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

### **“I am a student living away from home”**

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

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

### **“I have more than one house”**

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



## In temporary accommodation or without a fixed address

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

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

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

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

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

### **“I live on a ship or boat”**

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

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

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

### **Overseas**



#### **“I have recently returned from overseas”**

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

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

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

### **Help to complete the enrolment form or special vote declaration**



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

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

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

#### **‘Voter with physical impairment — signed by their direction’**

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



### **Different name**

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

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

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

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





## **A voter has someone else's EasyVote card**

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

Ask the voter why that might be.

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

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

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

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



## **Takeaway vote**

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

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

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

**"Can I return voting papers for my neighbour?"**

Anyone can return a takeaway vote for another person.

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

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

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

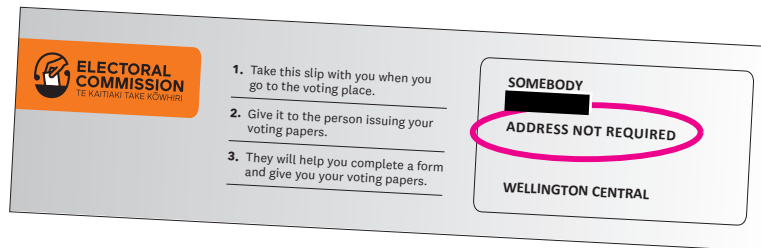


## Unpublished roll

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

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

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



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

### “How do I enrol on the unpublished roll?”

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



## Leaving the voting place with papers issued to a voter

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

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

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

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

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



## Disruptive behaviour

### What if someone is behaving inappropriately or disturbing other voters?

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

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



## Voter being influenced

### If a support person is influencing a voter

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

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



## Reading or marking a ballot paper for a voter

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

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



## Photos taken in voting place

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

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



## Two forms

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

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

# Before leaving home

Check that you have:

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

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



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

## Your own vote

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

## Before voting starts

Check that you have:

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

## Dropfile

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

Put the following materials in the dropfile:

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



# Integrity checks

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

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



- 2 Break the tamper evident tape

- 3 Remove the materials and separate into piles by electorate

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

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

Voting Materials Tracking						EMS-TN	
Electorate: 20 Mana		Tracking Note #: 6386		Date Created: 16/09/2020 11:35 am			
Receiver: A220 E021 Pātaka Art + Museum, Performing Arts Studio, Corner Norrie Street & Parumoana Street, Porirua						Phase: 1	
Materials Pick-up Check							
E#	Electorate	Quantity	Number	OK	Barcode	Material	Quantity
Electoral Roll							
14	Hutt South	1	13	✓	00 13	14	Hutt South
			144	✓	01 44		
			145	✓	01 45		
			146	✓	01 46		
20	Mana	7	147	✓	01 47	20	Mana
			148	✓	01 48		
			149	✓	01 49		
			150	✓	01 50		
33	Ōhāriu	1	4	✓	00 04		
34	Ōtaki	1	35	✓	00 35		
42	Remutaka	1	26	✓	00 26		
43	Rongotai	1	22	✓	00 22		
58	Wairarapa	1	51	✓	00 51		
60	Wellington Central	1	87	✓	00 87		
			925	✓	09 25		
69	Te Tai Hauāuru	4	926	✓	09 26		
			927	✓	09 27		
			928	✓	09 28		
71	Te Tai Tonga	1	250	✓	02 50		
Ballot Paper - General							
			2601	✓	02 601		
			44751	✓	44 751		
			34151	✓	34 151		
			34201	✓	34 201		
			34251	✓	34 251		
			34301	✓	34 301		
			34351	✓	34 351		
			34401	✓	34 401		
			34451	✓	34 451		
			38001	✓	38 001		
			38051	✓	38 051		
			38101	✓	38 101		
			38151	✓	38 151		
			38201	✓	38 201		
			38251	✓	38 251		
			38301	✓	38 301		
			38351	✓	38 351		
			50801	✓	50 801		
			50851	✓	50 851		

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

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





# Completing your timesheet

Timesheets are located in the Voting Place folder.

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

**Electorate**  
no. and name

**Voting place**  
no. and name

**Employee full name:** [Redacted]

**Position or Role:** Voter Assistant

**Week ending date:** Friday 7/10/2023

**Voting Place Manager:** [Redacted]

**M37-VPTIME**

**Voting Place Employee Timesheet**

**Timesheet instructions:**

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

Record your start and finish times to the closest 15mins

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

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

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

**TOTAL HOURS for week**  
13hr 15mins

Make sure you sign your timesheet

**Employee signature:** [Redacted]

Date: 4/10/2023

**Voting Place Manager signature:** [Redacted]

Date: \_\_\_\_\_

**Electorate Manager signature:** [Redacted]

Date: \_\_\_\_\_

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Voting Place Employee Timesheet

M37-VPTIME



# After voting finishes



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

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

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

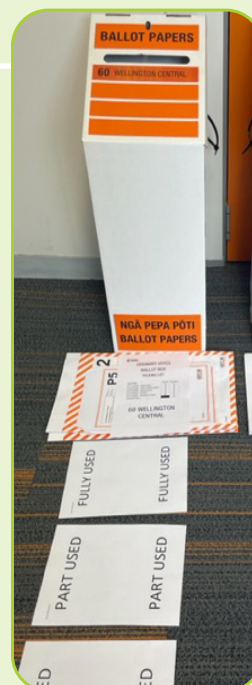
3 Cut the cable ties that link the ballot boxes together and spread them out. Do not open the ballot boxes.

4 For the ordinary votes ballot box...

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

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

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



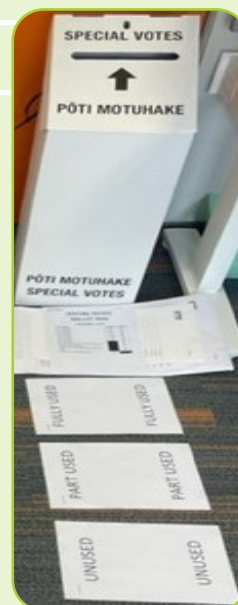
5 For the special votes ballot box...

From the S6 envelope, unpack the:

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

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

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



Continued



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

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

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

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

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



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



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

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

Then for:

**Ordinary votes**

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

**Special votes**

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

**9** Advance voting

- Pack up materials as directed by the Voting Place Manager

**On Election Day**

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

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

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

# Troubleshooting

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## 1. Spoilt enrolment form

If a voter spoils their enrolment form

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

## 2. More complex situations

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

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

The Voting Place Manager must contact the Electorate Manager if:

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

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

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

# Glossary

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

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

## Symbols used:



Voting Place Manager



Voter



Issuing Officer



Agent (for takeaway votes)



Issuing Support Officer



Mobile Support



Voter Assistant



Security Guard

Notes:

# HEALTH AND SAFETY

Keep yourself and others safe in the voting place.

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

A hazard could be:

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

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

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

## **Accidents, other incidents and near misses**

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

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

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

Before voting begins:

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

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

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

**REMEMBER:**

**People are the priority.**

**Ensure you and those around you are safe.**

**DO NOT**

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

**REMAIN CALM**

**LEAVE THE VOTING PLACE QUICKLY**

*Electorate Manager's phone number*