

# Voting Teams

---

Follow the instructions in the other Personal Instruction Manuals (PIMs) for instructions and responsibilities:

- E3-2 Issuing Votes (all team staff)
- E3-1 Managing a Voting Place (team manager)

This PIM covers some specific needs for working in an voting team. Be familiar with the contents and ask your Electorate Manager if you have any questions.

Each voting team will consist of a Team Manager, who has overall responsibility for the voting team, and issuing officers. Each team will be accompanied by a Justice of the Peace (JP) when visiting care homes, but not prisons, Police stations or Defence Force Bases.

## Schedule and EM briefing

- The schedule of visits for the team will be organised by the Electorate Manager (EM) or Logistics and Supplies Manager (LSM) and recorded on M40-VTPLAN.
- All teams will have at least two people, including the Team Manager.
- You should receive a briefing from the Electorate Manager before the first day of voting about the specific duties for your team.
- Ensure you comply with facility requirements such as wearing an ID tag and security checks. Your EM or LSM will provide you with more details on what will be required and if there are any known hazards that you need to be made aware of.

## Your role

Your role in a voting team is very different from other staff issuing votes in voting places because:

- You will be a visitor when you are issuing votes
- While staff at the facility are likely to assist you, their main priority is the service they are providing (for example, caring for patients)
- Voters at care homes are likely to be in a private space such as a bedroom or a ward, so be mindful of this and act appropriately
- Voters may have a medical condition and/or be receiving treatment at the time you are issuing votes.

Allow up to 15 minutes for issuing each vote and some extra time to move from one voter to the next.

## The voter's experience

Every person has the right to cast their vote in a way which respects their privacy and provides them with the freedom to make their own decision. You should be supportive to all voters. Every effort must be made to ensure the secrecy of their vote.

All staff should be sensitive to any special needs the voter may have because of their age, language or disability. For example voters with intellectual disabilities have the right to vote and should be supported as required, although they may have a support person with them.

Your EM or LSM should have checked with care home staff about the best times to issue votes to residents and whether there are any requirements you should be aware of.

For example consider whether patients can move without assistance.

Offer help where needed and ensure voters feel respected – ask yourself how you would like to be treated.

### During voting

- You may need the help of facility staff to determine whether a person wishes to vote or whether a person requires assistance to vote. Keep in contact with facility staff during voting
- If a voter needs assistance to vote, they can choose who helps them. For example they may choose a facility staff member, a family member if present, or the JP accompanying the team
- If a voter wishes to make a vote, then it is your role to enable that and to make every effort to ensure the voter's privacy and the secrecy of their vote is maintained
- To assist voters with enrolment forms or special vote declarations in care homes, you may wish to ask staff for the correct mailing address
- Keep an eye on the ballot boxes. Voters must place their ballot paper in the ballot box; they are not permitted to keep them if they change their mind about voting
- When moving between facilities, ensure that voting materials are not left unattended at any time, including in cars.

## Prisons

The LSM will contact prison managers to organise prison voting. An estimate of the number of eligible prisoners will be provided to the Team Manager prior to the voting team conducting any prison visits.

### Security requirements

The LSM will advise the voting team about security requirements such as ID tags, security checks, prison procedures and safety guidelines. They will also maintain contact with prison management and resolve any issues as they arise.

Prison management should provide you with a secure room with tables and chairs for voting. Do not issue votes in an open prison area - ask for a secure room if one is not provided.

### Vote issuing

You will issue votes to prisoners being held on remand or who are sentenced to less than 3 years in prison. If a prisoner is not enrolled and wants to vote, issue the prisoner with a special vote and ask them to complete an enrolment form. Make sure that the prisoner provides their residential address prior to going to prison on the enrolment form - not the prison address.

## Prisoners in police cells

The LSM will contact Police station management to organise how Police cell voting will be conducted. Arrangements will be made for the voting team to visit Police stations before 12pm on Election Day. This will ensure any prisoners held in Police cells on Election Day are given a reasonable opportunity to vote.

These will all need to be issued as Special Votes and returned to electorate headquarters before 7pm on Election Day.

### Personal safety

Voting teams experience a wide range of situations. If at any stage during your duties you feel uneasy about a situation or environment, issuing officers should talk with your Team Manager and the Manager should contact the Electorate Manager as soon as possible.

As you move through the facility be aware of any hazards such as electrical cords in working spaces, or wet floors if it has been raining.

Make sure the Electorate Manager is able to contact the Team Manager at any time using the mobile phone assigned to your team, other than at facilities where mobile phones are not permitted, such as prisons.



## Before leaving home

Check that you have:

- Enough time to get to the facility
- Chosen clothes and shoes for comfort and that would not be considered inappropriate or politically biased
- Packed reading glasses and any medication (if required)
- Packed any personal identification, such as photo id, required at the voting location and are aware of any restricted items, such as mobile phones
- Packed this and your other PIM(s)

## When travelling to and from the facilities

The driver must:

- Hold a current driver's licence, for the class of vehicle being driven
- Assess hazards when driving, drive within the legal speed limits and drive to the conditions
- Wear a safety belt at all times (driver and passengers)
- Comply with all traffic legislation and report any accidents or damage to the Electorate Manager.

**Note:** Always have your Commission issued mobile phone with you and have it switched on, with location enabled. Use Google Maps on the mobile phone if required to help you navigate between locations. Ensure that you have the phone numbers for electorate headquarters, the EM and LSM with you, preferably loaded into the contacts of the phone.

## Before voting begins

- The facility contact must meet the team and provide a briefing, such as explaining emergency, any hazards at the site, and the location of facilities such as toilets
- The Team Manager must provide the JP with their briefing (see next page)
- All staff and the JP sign in on Form S - Staff and introduce themselves
- All staff, but not the JP, have an electoral official vest to wear with their ID card.

## Justice of the Peace (JP)

The Justice of the Peace is an independent observer of the voting process who is present to maintain the integrity of the electoral system.

JPs must follow the instructions of the Team Manager and any requirements of the facility. They are not members of the issuing team and are not permitted to issue votes or handle EasyVote cards.

JPs are not permitted to intervene if they see anything that is of concern to them, but should report the matter to the Team Manager in a timely way.

Justices of the Peace can only assist a voter if asked by that voter to help.

If a JP acts outside what they are permitted to do, the Team Manager will:

- Ask the JP to refrain from what they are doing, reminding them that their role is to oversee and observe the procedures but not to become involved in them
- If the JP continues to intervene, the Team Manager will contact the EM and inform them of the situation.



## Briefing for Justice of the Peace by the Team Manager

The Team Manager will provide JPs with the following briefing before the start of vote issuing:

"My name is [say your name] and I am the Voting Team Manager today. If you have any questions or concerns about what you observe during voting, please let me know and I will assist you the best I can. If I cannot answer your question or concern, I will put you in contact with my Electorate Manager.

To help me and my staff today, please follow the rules of what a JP can and can't do.

- You are here as an independent observer of the voting process. You cannot issue votes or intervene in the voting process
- A voter may choose to ask you to assist them with their vote. This is entirely the voter's choice and they can also choose to receive help from a facility staff member or a family member if they are present
- You must not blog or otherwise communicate via social media about what is happening during voting."

Note: JPs are not required to complete a Declaration of Secrecy. They should have their own name badge to wear at the facility.



## Briefing for staff by the Team Manager

### Before voting starts every day

Take time every morning to brief and remind staff:

- When they will have their breaks: depending on the number of hours they are working. This may include morning tea (10 minutes), lunch (30 minutes) and afternoon tea (10 minutes)
- To switch off mobile phones and other devices while they are working. Mention that you will have the voting team mobile phone switched on so that the Electorate Manager can contact you at any time
- The priorities during voting:
  - **Keep votes safe: watching the ballot boxes, packing up materials while on breaks**
  - **Voters' details are private: only use the information for the purpose of issuing votes**
  - **Maintain secrecy: no posting on social media about what is happening, no photos taken by staff or voters during voting**
- To look after the needs of voters
- To follow vote issuing processes and that accuracy is more important than speed. Mention that you will be checking for this as they issue votes during the day
- That the voter in front of them is their primary focus.
- Whether you will have access to eRoll on the mobile phone to check the details of any voter as necessary.

## Supplies

<input type="checkbox"/>	Ensure that spare voting materials are kept secure
<input type="checkbox"/>	When distributing satchels to issuing officers check that each contains the relevant issuing point stamp, ballot papers, electoral rolls, declarations and enrolment forms. Provide two ballot paper pads or declaration packs to begin with.
<input type="checkbox"/>	Each satchel should have red and black pens, a ruler, black stickers, party list (E15) for any voter wishing to view
<input type="checkbox"/>	Keep one pad of E2 special vote ballot papers as a master to photocopy from if required. Do not issue these papers
<input type="checkbox"/>	You will be provided with a Team Manager's folder that contains all the paperwork and forms you will need.



As appropriate for the facility instruct staff to:

- Set up free-standing voting screens (E124) in groups of two, about one metre from the wall, so the voter has their back to the wall when voting
- Set up table-top screen(s) and seating for elderly voters and voters with disabilities
- Set up your issuing desk using the instructions given in your E3-2 PIM (page 30 & 31).

Instruct staff to set up the ballot boxes:

- Check that the ballot boxes are empty
- Seal the ballot box with a numbered seal and record the seal number on the panel on the cardboard ballot box or on the form in the pocket of the collapsible ballot box.

Note: If you are using a collapsible ballot box and it becomes full, the seal cannot be broken before Election Day. In this case you will need to use a second ballot box.

## Leaving a facility

All materials must be packed up appropriately before leaving a facility. The ballot boxes must remain sealed. When transporting materials by car, keep voting materials out of sight, such as in the boot, and do not leave unattended at any time.

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.

For bedside voting, a mobile voting screen (E127) may be used to provide privacy, or the curtains around the bed if in a shared room



Free standing voting screen (E124)



Top half of screen being used for table top voting



Collapsible ballot box (E172)

## eRoll:

- The mobile phone may be used by the Team Manager to look up the voter's details if you cannot determine which electorate they are enrolled in.
- It does not contain voters who are on the unpublished roll, as the details of these people are not released publicly for privacy or safety reasons. Only the Registrars of Electors have access to this information
- It is a live look-up so will show everyone who is enrolled to vote, including those who have enrolled recently
- The mobile phone will not be permitted to be taken into prisons.

## Dormant roll:

- If the Commission loses contact with a voter, for example a letter to a voter cannot be delivered to them, the voter's enrolment may be moved onto the dormant roll.

This will appear in eRoll as:

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

- The voter can update their details using an enrolment form. They will also need to cast a special vote.
- If voters of Māori descent are unsure which roll they were previously enrolled on, call the enrolment helpdesk (0800 36 76 56) for advice.



## 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

Save

Note: tap a highlighted  
electorate to unselect

The screenshot shows the 'Electorates' selection interface. At the top, it says 'Electorates' with a right-pointing arrow. Below that, it asks to 'Select the electorates your voting place issues ordinary votes for'. A list of 46 electorates is displayed in a grid. Electorate 33, 'Ōhāriu', is highlighted in orange. At the bottom of the list, there are 'Clear' and 'Save' buttons.

01 Auckland Central	37 Panmure North	28 New Lynn	63 Whangaparāoa
02 Banks Peninsula	38 Paparua	29 New Plymouth	64 Whangārei
03 Bay of Plenty	39 Porirua	30 North Shore	65 Wigram
04 Botany	40 Rangitikei	31 Northcote	66 Hauraki-Waikato
05 Christchurch Central	41 Rangitikei	32 Northland	67 Ikaroa-Rāwhiti
06 Christchurch East	42 Rodney	33 Ōhāriu	68 Tāmaki Makaurau
07 Coromandel	43 Rodney	34 Ōtaki	69 Te Tai Hauāuru
08 Dunedin	44 Southland	35 Pakuranga	70 Te Tai Tokerau
09 East Coast	45 Southland	36 Palmerston North	71 Te Tai Tonga
10 East Coast Bays	46 Southland		72 Waairiki

3

Check the correct electorates  
are listed.

Go to search

The screenshot shows the 'Start' screen. At the top, it says 'Start' with a right-pointing arrow. Below that, there is a 'Back to electorates' button. Underneath, it says 'Ordinary vote electorates'. Two buttons are shown: '33 Ōhāriu' (highlighted in orange) and '71 Te Tai Tonga' (highlighted in grey). At the bottom, there are 'Unpublished' and 'Go to search' buttons.

Start

Back to electorates

Ordinary vote electorates

33 Ōhāriu 71 Te Tai Tonga

Unpublished Go to search

## Using eRoll continued

4

Enter the voter's details into the search fields:

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

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

Tap **SEARCH**

All three fields need to contain information.

Search

Back to Start New Search

Person Search Address Lookup

Type the first 4 letters and .

First name(s)

Surname or family name

Voter has one name only

Month of birth

January February March

April May June

July August September

October November December

SEARCH

5

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

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

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

Search Results

New Search Refine Search

Search Details

First Name(s) Surname Month

October

Matching Details

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

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

Electorate Page Line

33 OHARIU

Ordinary vote  Special vote

Not on printed roll

Out of electorate

Enrolment

Update

## 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** .

**Search Results**

New Search Refine Search

**Search Details**

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

No results found. Ask the voter:

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

If you can't find the voter, use Enrolment

Unpublished Enrolment

2

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

**Search**

Back to Start New Search

Person Search Address Lookup

Type the first 4 letters and .

Name

Person has one name only

Month of birth

January	February	March
April	May	June
July	August	September

3

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

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

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

**Search Results**

New Search Refine Search

**Search Details**

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

**Matching Details**

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

For a better outcome try:

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

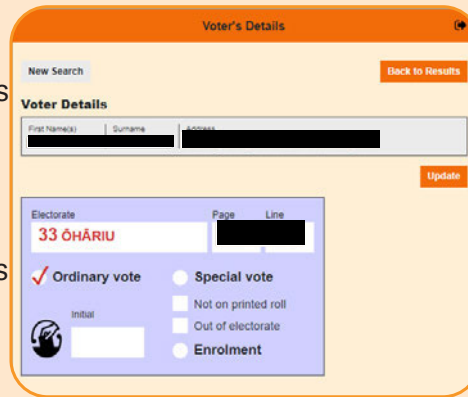
If you can't find the appropriate match, choose 'Enrolment'

## Using eRoll - update address

1

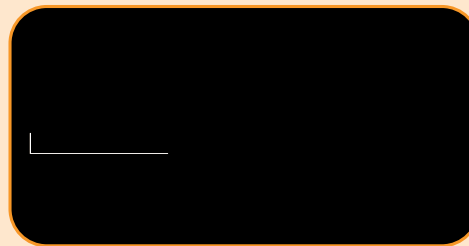
If a voter gives you a different address from what is shown on screen you may be able to use eRoll to update their address. Confirm that the address is a previous address for the voter.

Then tap **Update**



2

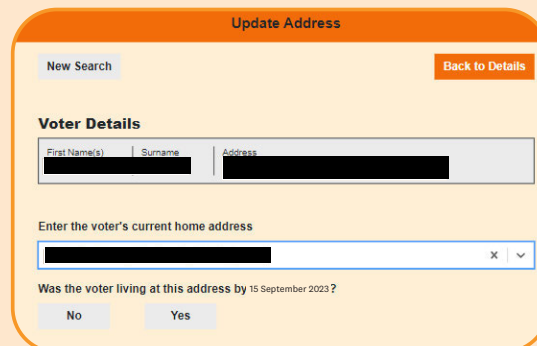
Start typing the voter's new address and select from the drop down list. *If the address does not appear then select "no matching address found" at the bottom of the list.*



3

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

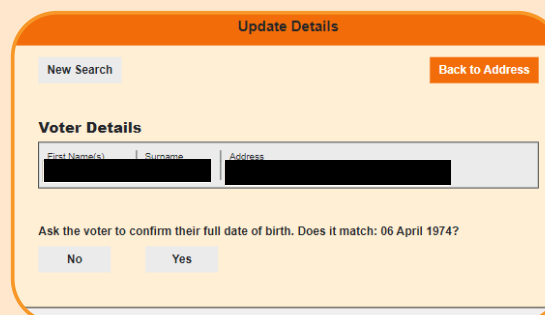
**No or Yes**



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 screenshot shows the 'Update Details' screen. At the top, there are two buttons: 'New Search' and 'Back to Address'. Below this is the 'Voter Details' section, which includes two input fields for 'First Name(s)' and 'Surname', both containing redacted text. Below the name fields is a question: 'Ask the voter to confirm their full date of birth. Does it match: 06 April 1974?'. There are two buttons: 'No' and 'Yes'. Below this is another question: 'Ask the voter for their mobile phone number in case they need to be contacted about their enrolment:'. There is an input field for 'Enter voter's mobile phone number ...' and a checkbox labeled 'Voter has provided no additional contact info.'.

6

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

Tap

The screenshot shows the 'Confirm Details' screen. At the top, there are two buttons: 'New Search' and 'Back to Details'. Below this is a pink box with the text: 'New address is in the same electorate. Ask the voter to sign to confirm the change to their current home address.' Below this are several input fields: 'First name:', 'Last name:', 'Date of Birth:' (with 'April 1974' visible), 'Previous home address:', 'Current home address:', and 'Phone number:' (with '3344' visible).

The screenshot shows a declaration screen. It starts with 'I declare that:' followed by a bulleted list: 'I am eligible to enrol at the address I provided in this application', 'All the information I have provided is true and correct, and', 'I understand that giving false or misleading information is a criminal offence.' Below this is a 'Signature:' label and a large black redacted area. At the bottom, there is a blue link 'Clear signature' and an orange button labeled 'CONFIRM'.

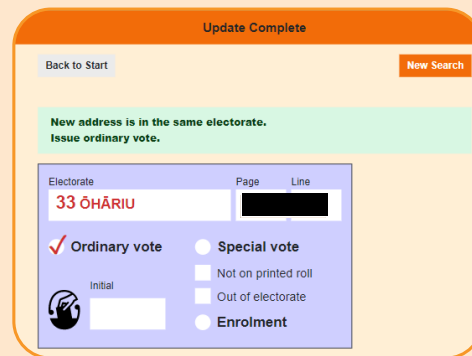
## Using eRoll - update address

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

## End of day processes

Follow the processes as given in your PIMs for the end of day processes, as in a voting place. Issuing votes pages 34 - 35, Managing a Voting Place pages 27 - 41.

The key tasks are:

- All materials must be accounted for and reconciliation completed each day that the voting team operates
- Use Form Q - Daily Report to record any details of the day's voting to discuss with the EM or LSM
- Ask all staff and the JP to complete their timesheet on M37-VPTIME and sign out on Form S, before leaving for the day
- If you are driving your own car, keep accurate records of your mileage to record on a M38-EXPENSE claim form.

## Delivering takeaway votes

The voting team may be called on if a person needs their vote delivered and/or picked up.

You should:

- Work in pairs
- Wear your orange Electoral Official vest and name label, clearly identifying yourself as an electoral official
- Record who you travelled with, the address(es) you visited and the time you were at the address, on the M40-VTPLAN