



Daily Intelligence Briefing

Issued: 1030hrs 3 October 2023	Authorised by: [REDACTED] – Watch Leader	Next update: 1030hrs 4 October 2023
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Executive Summary

- Strong winds across most of Aotearoa New Zealand have eased and there are now no severe weather watches or warnings in force for today.

NEMA Operational Status

Operational Activity

- NCC is at Mode 1 (MAR Centre monitoring).

On-Call Roster

Director	[REDACTED]
National Controller	[REDACTED]

Response Manager	[REDACTED]
Activation Coordinator	[REDACTED]

PIM	[REDACTED]
REMA North	[REDACTED]
REMA South	[REDACTED]

Response Activity

Nothing to report.

Weather and Climate

Current Weather

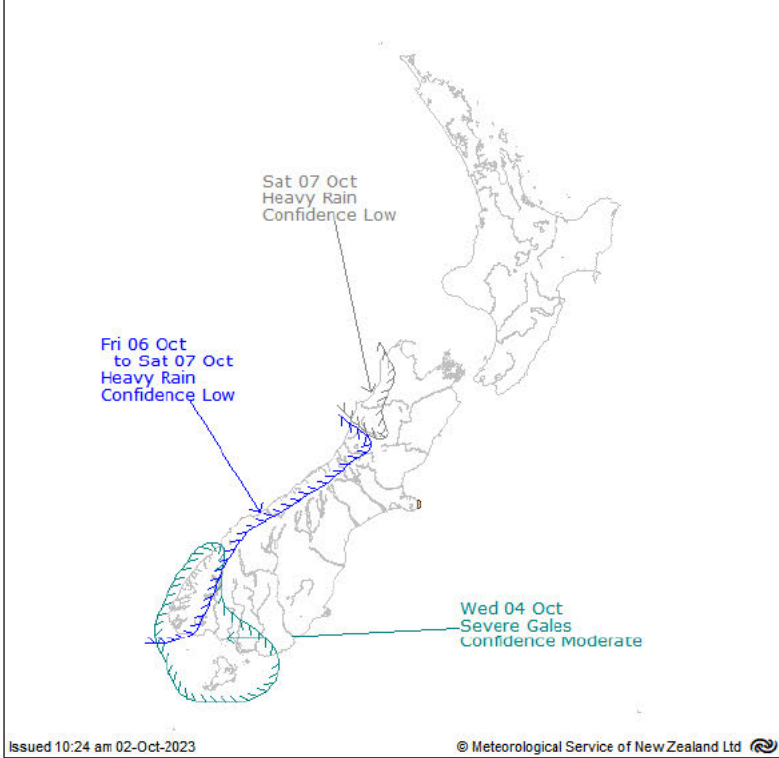
There are no severe weather watches or warnings in force for Aotearoa New Zealand today.



METSERVICE – MODELLED FORECAST FIELDS – RAIN



Valid Wed 04-Oct-2023 through Sat 07-Oct-2023



Severe Weather Outlook

A strong north-westerly flow develops over the far south tomorrow, while a ridge of high pressure covers the North Island and the upper South Island. An area of high pressure is expected to bring settled weather to the nation on Thursday, but a moist north-westerly flow moves onto the country on Friday. Moist north-westerlies persist on Saturday.

There is moderate confidence in severe north-westerly gales over Fiordland, and the south of Southland, on Wednesday.

Geological

Volcanic Activity (Level 1 and above)

Volcano	Level	Volcanic Activity	Aviation Code
Whakaari/ White Island	2	Moderate to heightened volcanic unrest	Yellow
Ruapehu	1	Minor volcanic unrest	Green

GNS Alert Levels guide visit: <https://www.geonet.org.nz/about/volcano/val>

GNS Aviation Colour Codes visit: <https://www.geonet.org.nz/volcano/acc>

Other Events

Nothing to report.

Media

NZ Weather: Strong wind lashes Canterbury leaving trees down, roofs damaged, thousands without power, ferries cancelled in Wellington

Ferries have been cancelled and large parts of Canterbury are without power, as high winds continue to batter the country. About 2500 thousand homes were plunged into darkness in Canterbury overnight, with electricity providers not expecting it to be restored for many until later on Tuesday morning.

[Newshub](#)

Cryptosporidium: 60 confirmed cases in Queenstown outbreak

There are now 60 cases of cryptosporidium as part of Queenstown's outbreak which began last month, Te Whatu Ora confirms.

[RNZ](#)

New tsunami maps revealed to help people evacuate holiday hotspot

Revised evacuation maps for the Bay of Plenty area have revealed 100,000 people in the holiday and retiree hotspot would need to evacuate quickly with no official warning in the event of a tsunami.

[Stuff](#)

03/10/2023– Situation Report Week 4

As at 3.31pm 03/10/2023 prepared by Paula-Ann [REDACTED]

Distributed to	All GEDT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	3 ELT Standup SITREPS 4 02102023 FINAL.docx
Overview	<p>Summary of the weekly event</p> <ul style="list-style-type: none"> Advance Voting starts today (02/10) IMT stood up for MOJ criminal checks automation issue and immediately stood down.
Key Dates	Days to election day 11 days
After hours emergency contact number	<p>ELT ON CALL FOR TODAY – Kristina Temel</p> <p>In case of any emergency or any decision that you require from ELT after hours, please ring this number.</p> <p>Number to ring – [REDACTED]</p> <p>After hours - 5pm until 8.30am</p>
Voting Services	<p>GENERAL UPDATE/ISSUES:</p> <p>Overseas Operations</p> <ul style="list-style-type: none"> National party – Possible incorrect name stated - Spoken with the National Party staff concerned and assured them that there is not an error in the ballot paper. Preparing a short report for review by Legal & Policy and Comms to be sent to Holly Cotter, Campaign Manager, National Party Chinese community – IP addresses being reviewed The Overseas Voting Place (OVP) in Ankara, is the only one still affected by the delayed shipments and the comms are still on vote.nz. Some voters are printing their declarations and not realising the bottom of the witness section is not printing. They photograph their declaration and upload it to us. A small number of voters are affected, and we are looking into this issue currently. May require information on vote.nz to alert voters to this. Stats at end of report or here: - Overseas, Dictation, and Remote Voting: Overseas, Dictation, Remote, eLearn - Tableau Cloud <p>Voting Place – Auckland North</p> <ul style="list-style-type: none"> Experienced steady voting, however, numbers are down on 2020 General Election Covid cases in 3 rest homes, no mobile voting, focus is on takeaway votes 2 voting mobile voting campervans had a turnout of 100 voters. <p>Voting Place – Auckland South</p> <ul style="list-style-type: none"> An Allied security guard did not turn up at the HQ at the expected time last night. Raised with Allied local contact, guard turned up at 10pm Pakuranga mall – incident with a vacuum cleaner which started blowing smoke which triggered the fire alarms. Fire department turned up. <p>Voting Place - Central North Island</p> <ul style="list-style-type: none"> Minor incident at the Thames Civic Centre. [REDACTED] <p>[REDACTED] 6(c) [REDACTED]</p>

	<ul style="list-style-type: none"> • Several Electorate Managers (EMs) reported issues using the reconciliation app last night. <p>Voting Place – Lower North Island</p> <ul style="list-style-type: none"> • Minor incident at a Wairarapa VP on Monday around lunchtime - An individual stood at the exit of the Voting Place (VP), filming with his camera, shouting at voters inside to support Te Pati Māori. The Voting Place Manager (VPM) intervened and asked him to stop and move away. Eventually he was persuaded to leave the area. • A large media contingency (understood to be TV One news) arrived at Victoria University with the Greens Party and the Wellington Mayor. They had not sought permission to film. The media team did not follow protocols when asked. They were asked not to film/photograph behind the voting screen and the ballot box areas but took footage. • 24000 votes estimated across region for yesterday. <p>Voting Place – South Island</p> <ul style="list-style-type: none"> • Mobile Support were driving during the wild weather and reported seeing overturned trucks/vans. • Accessing eRoll on phones was problematic, connectivity was poor due to the weather. • Reconciliation app issues. Some Voting Place Managers found the processes hard to complete. <p>ISSUES</p> <ul style="list-style-type: none"> • Ongoing management of EasyVote issues • The impact of delays in getting the EasyVote cards out to voters, means vote issuing is slower.
Enrolment	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • 7,000+ online forms received overnight • The Electorate manager (EM) for Wellington central has advised that a “stack” of enrolment application forms had been dropped off at one of their advanced voting places. The EM has reason to believe that these forms are from people who participated in the demonstrations at Parliament last week • Enrolment will process these forms in the same way we would deal with any other enrolment form (reach out to the elector to try and facilitate corrections/correct completion of the form) • There have been 2,500 enrolment forms received at advanced voting places.
IT	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • MOJ Criminal records check processing has been impacted by technical issues within the Universal Service Bus. Resulting in a backlog of records to be processed, which introduces risk to the recruitment process. An Incident Management Team (IMT) meeting has been held to ensure cross business awareness and coordinated response. IT is now working with partners and Ministry of Justice (MOJ) to ensure files are processed correctly, root cause is identified and addressed • Enrolment Centralised Processing Wi-Fi issues in Upper Hutt – Further work is planned for this afternoon to extend wired connections to all agents, with the intent of further enhancing call quality. Call centre grade headsets will also be deployed this afternoon, enhancing user and public call experience • IT Service Desk Monitoring – There were 250 calls into the desk yesterday, an increase of 65% on last Monday, but within expectations and no major issues to report. Tuesday has already been busier than yesterday, but all manageable.
Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • There has been an increased volume of enquiries received since the Advanced Voting Period started. Since yesterday, the team had 1,238 tickets resolved, received 91 phone calls and made 18 outbound calls. 91% of tickets were resolved in one-touch. Telnet received 4,423 calls, and 325 emails • The top enquiry was about EasyVote (22%), followed by Where to Vote (19%) and Update details (15%). 29% of calls were triggered by website information • There are 33 complaints on hand across the business units.
Communications and Education	<p>GENERAL UPDATE:</p> <p>Preparing to publish advance voting number on vote.nz at about 2pm once numbers have been checked.</p>

	<p>Numbers will also be published on social media.</p> <p>Media</p> <ul style="list-style-type: none"> • DCE, Operations interview on The Breeze this morning • Facilitating a lot of requests from media for filming at voting places • Themes – first day of voting, overseas voting, EasyVote packs, no ‘I voted’ stickers this year, Te Pati Māori complaint regarding Act’s plane use, political signage near voting places in malls • Communication to go out regarding “ you don’t need an EasyVote pack to vote”. <p>Social Media</p> <p>Themes - stickers, Greens advertising in a mall, EasyVote delivery.</p> <p>Daily metrics</p> <p>Heavy volume of enquiries across all our channels for the first day of voting:</p> <ul style="list-style-type: none"> • 26 media enquiries • 670 enquiries and comments on social media in the last 24 hours (an increase of 180% compared to the past 24 hours) • 251, 546 visitors to vote.nz (an increase of 350% on the previous day). <p>Action</p> <ul style="list-style-type: none"> • Prepare a message for the website on when to expect your EasyVote packs and you don’t need an EasyVote pack to vote • Prepare some reactive FAQs on EasyVote packs for Enquiries, Telnet and Voting Services Engagement staff. 												
<p>Legal & Policy</p>	<p>GENERAL UPDATE/ISSUES</p> <ul style="list-style-type: none"> • NZ Loyal served the Commission with a letter of demand on 2 October and a draft statement of claim. Their lawyers have indicated they are instructed to commence proceedings in the High Court by 11am on 3 October if the Commission does not accept their candidates on the party’s list. Crown Law has been instructed by the Legal team on this matter. They have alleged issues with access to the Party Portal and Election Management System (EMS). We are working with the IT team on a chronology timeline • We are following up on alleged buffer zone advertising breaches brought to our attention yesterday. <p>Action</p> <ul style="list-style-type: none"> • Reminder to Electoral Managers of what the buffer zone is. 												
<p>Strategic Engagement and Partnership</p>	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Multiple enquiries regarding EasyVote packs not arriving in time – providing reassurance that people can still participate even if they have not received them. • Engagement staff across the country are moving into Voting Services work and so likely to have less opportunity for insight gathering. 												
<p>Security & Integrity</p>	<p>GENERAL UPDATE:</p> <p>Four Security Incidents reported from the field yesterday:</p> <table border="1" data-bbox="354 1675 1054 1848"> <thead> <tr> <th>Type</th> <th>Reported</th> <th>Resolved</th> </tr> </thead> <tbody> <tr> <td>Filming and disruption</td> <td>2</td> <td>2</td> </tr> <tr> <td>Suspicious behaviour</td> <td>1</td> <td>1</td> </tr> <tr> <td>Guard quality</td> <td>1</td> <td>1</td> </tr> </tbody> </table> <ul style="list-style-type: none"> • Two incidents of filming at Voting Places (VPs). Both handled by Voting Place Manager. ■ 6(c) Assessed that this was likely general suspicious behaviour, not targeted at the Election. • Guard with insufficient training sent home and alarms set. New guard organised. 	Type	Reported	Resolved	Filming and disruption	2	2	Suspicious behaviour	1	1	Guard quality	1	1
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People and Culture	<p>GENERAL UPDATE:</p> <p>Recruitment:</p> <ul style="list-style-type: none"> • Pre-employment checks 481 • Offers 1182 • Onboarding 1197 • Hires 18670 <p>Total hire at 21049</p>
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FOR YOUR INFORMATION

Severe Weather Outlook	<p>Valid Wed 04-Oct-2023 through Sat 07-Oct-2023</p> <p>Sat 07 Oct Heavy Rain Confidence Low</p> <p>Fri 06 Oct to Sat 07 Oct Heavy Rain Confidence Low</p> <p>Wed 04 Oct Severe Gales Confidence Moderate</p> <p>Issued 10:24 am 02-Oct-2023</p> <p>© Meteorological Service of New Zealand Ltd</p>
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MetService Extended Forecast 2 -5 October	<p>Tuesday</p> <p>North Island: A few showers clearing to fine, but isolated showers linger about Gisborne. South Island: Remaining showers in the east clearing and becoming fine. Cloud increasing in the south later.</p> <p>Wednesday</p> <p>North Island: Mainly fine for most, but some cloudy periods in the west. South Island: Cloud increasing in the west and south with scattered showers there. Mainly fine elsewhere. There is moderate confidence in severe northwesterly gales over Fiordland and the south of Southland on Wednesday.</p> <p>A strong northwesterly flow develops over the far south for a time on Wednesday while a ridge of high pressure covers the North Island and the upper South Island. An area of high pressure is expected to bring settled weather to the nation on Thursday, but a moist northwesterly flow moves onto the country on Friday. Moist northwesterlies persist on Saturday.</p> <p>There is moderate confidence in severe northwesterly gales over Fiordland and the south of Southland on Wednesday.</p> <p>Thursday</p>
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	<p>North Island: Partly cloudy in the west, with isolated showers. Fine elsewhere. South Island: Cloudy in the west, with scattered showers. Mainly fine elsewhere.</p>
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Friday

North Island: Fine in the east, but cloud increasing elsewhere with isolated showers. South Island: Rain developing in the west with possibly heavy falls. Scattered falls elsewhere.

Chatham Islands

Showers, with westerlies changing gale southerly Tuesday, clearing on Wednesday with winds easing. Cloudy periods on Thursday and Friday with light winds.

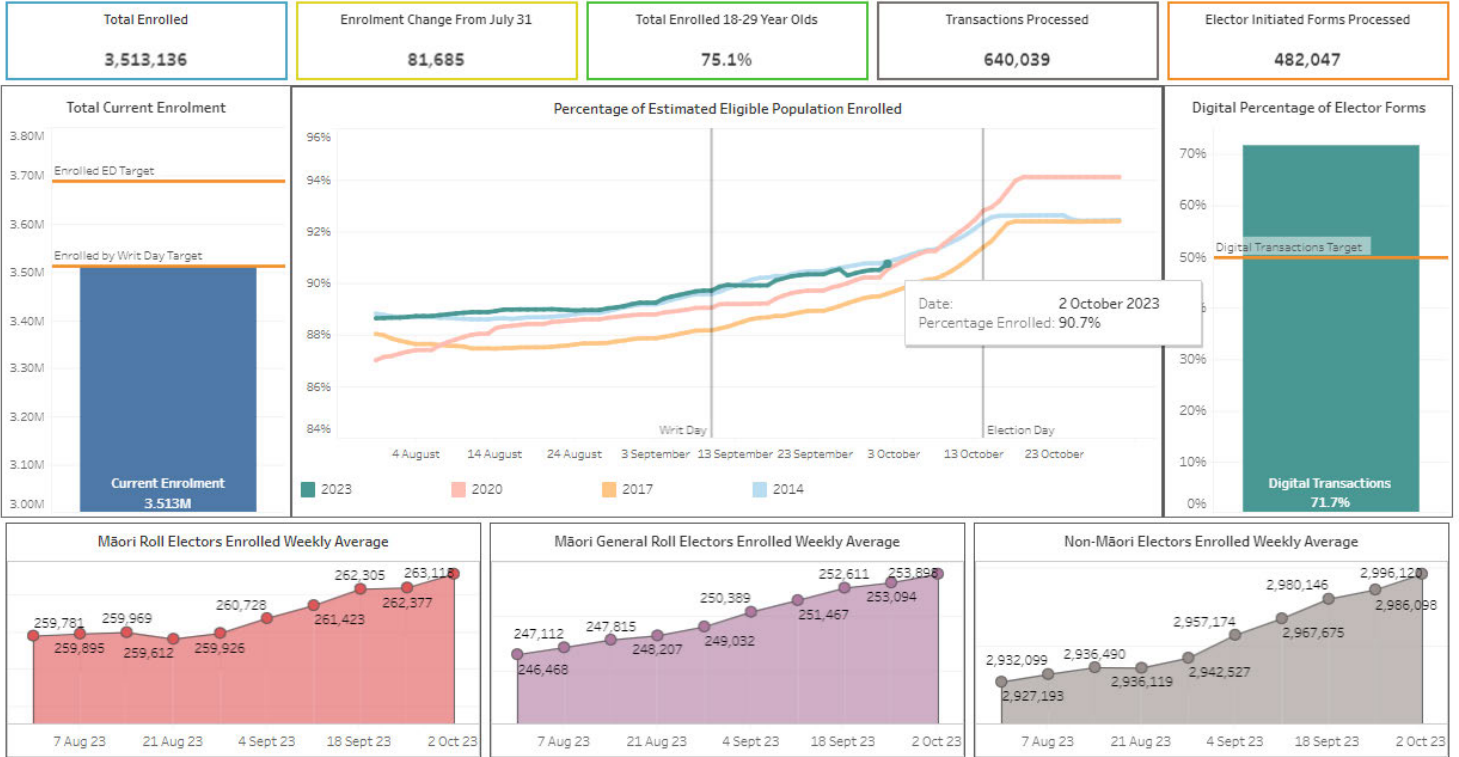
ACTION REGISTER LOG

OPEN

Unit	Issue Severity	ACTION	DATE RAISED	WHO	DUE DAT	IMPACT	UPDATE/OUTCOME	DATE CLOSED
VS	HIGH	Issues with EASYVOTE for: 1. Mt Albert- and Epsom voting place 2. Te Tai Hauāuru candidate sheet found in Ikaroa-Rāwhiti electorate packs 3. Unsalvageable Te Atatū packs approx 700	29/09/23	Adele [REDACTED] PA VS		Reputational - high impact on all these 3 electorates as it will delay EAsyVotes cards to electors.		

Enrolment

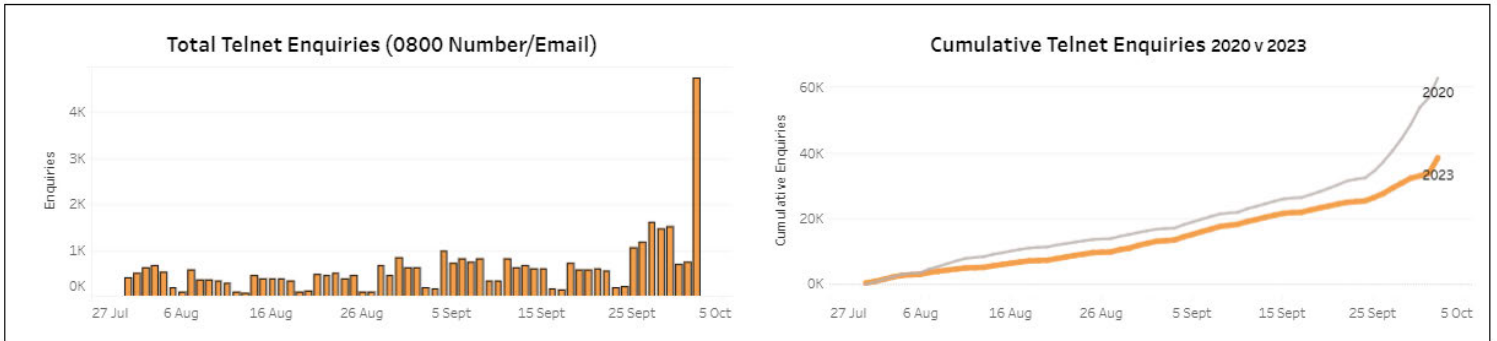
General Election 2023 Enrolment Campaign



Customer Enquiries

Enquiries and Complaints Summary | Enquiries Overview | Level 1 | Level 2 | Level 3 | Unpublished Only | All Complaints

Level 1: Telnet / 0800 Number		Level 2: Customer Services Team		Level 3: Unpublished Team Only		Level 3: Subject Matter Experts	
0800 Number Calls answered since 31 Jul 2023	Emails received since 31 Jul 2023	Tickets Closed Since 31 Jul 2023	Current Open Tickets	Tickets Closed Since 31 Jul 23	Current Open Tickets	Tickets Closed Since 31 Jul 23	Current Open Tickets
31,782	4,410	11,611	274	3,548	259	1,103	83



View Enquiries/Complaints Handled by National Office Staff

Enquiries

Enquiries over Time

Grouped by Week

	31 Jul	7 Aug	14 Aug	21 Aug	28 Aug	4 Sept	11 Sept	18 Sept	25 Sept	2 Oct
Enquiries Team	808	823	827	925	1,237	1,835	1,372	1,221	2,067	770
Enrolment	523	526	763	475	394	563	349	369	427	107
Legal & Policy	13	24	10	13	13	23	23	30	29	9
Overseas	5	7	7	11	7	19	14	22	45	10
Communications	7	8	5	18	17	16	16	15	10	5
Voting Services	1	2		1	2	4	5	7	8	15
CE's Office	1									

Top Enquiry Types

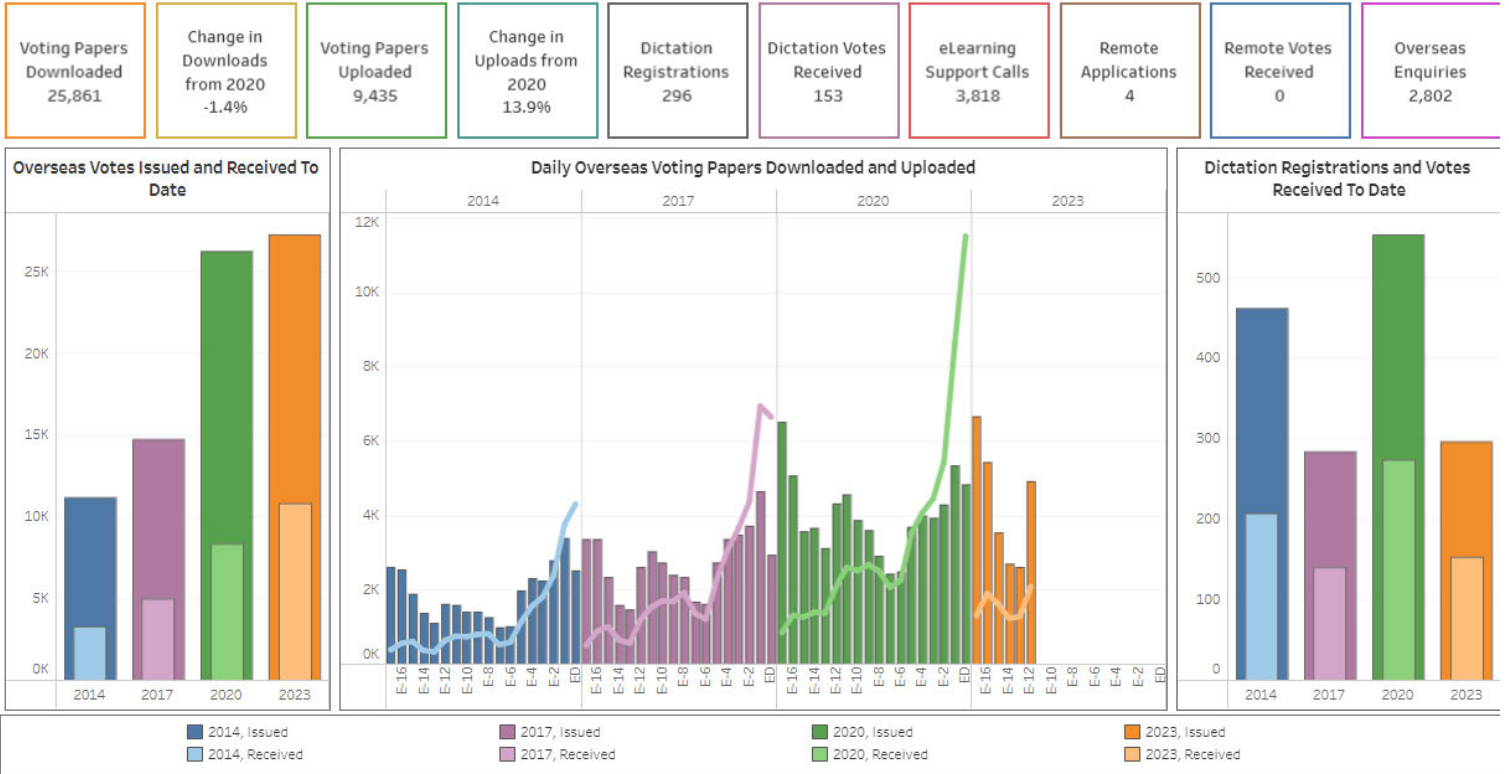
Last 7 days
Tue 26 Sept 2023 - Mon 2 Oct 2023

	Enquiries	% of Enquiries Last Week
1	Enrolling to Vote or updating my details	1,963 (61%)
2	General enquiries	659 (20%)
3	Voting in an Election	465 (14%)
4	Voting from overseas	122 (4%)
5	Information for parties and candidates	21 (1%)

Overseas, Dictation

Overseas, Dictation, and Remote Voting and e-Learning Support

[Dashboard Help](#)



General Election 2023 Voting

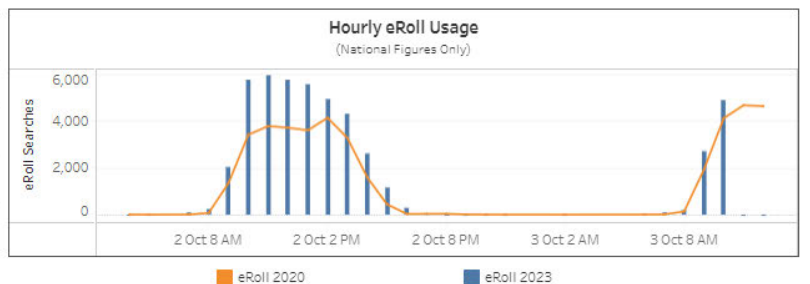
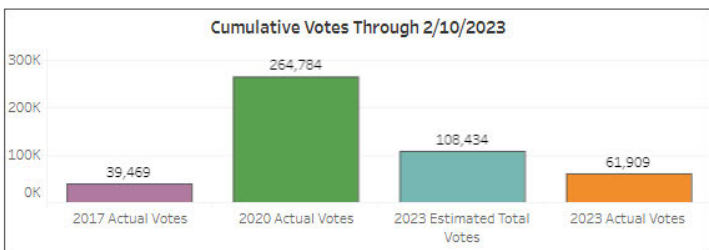
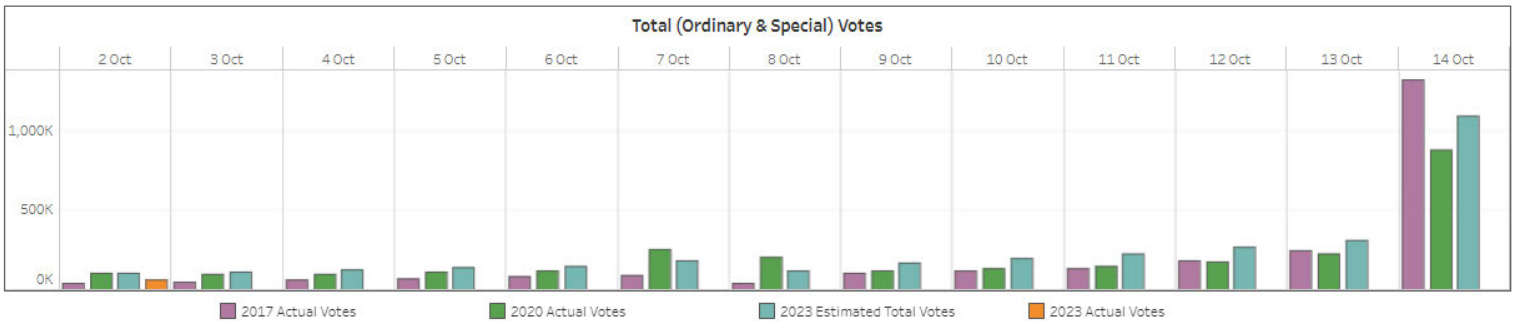
General Electorate
(All)

General Election 2023 Voting

Show To Date Totals Through
Yesterday

[Dashboard Help](#)

Totals are Through 2/10/2023



This dashboard is updated at 20 minutes after the hour each hour from 6 AM - 10 PM.

03/10/2023– ELT Situation Report Week 4

As at 3.31pm 03/10/2023 prepared by Paula-Ann [REDACTED]

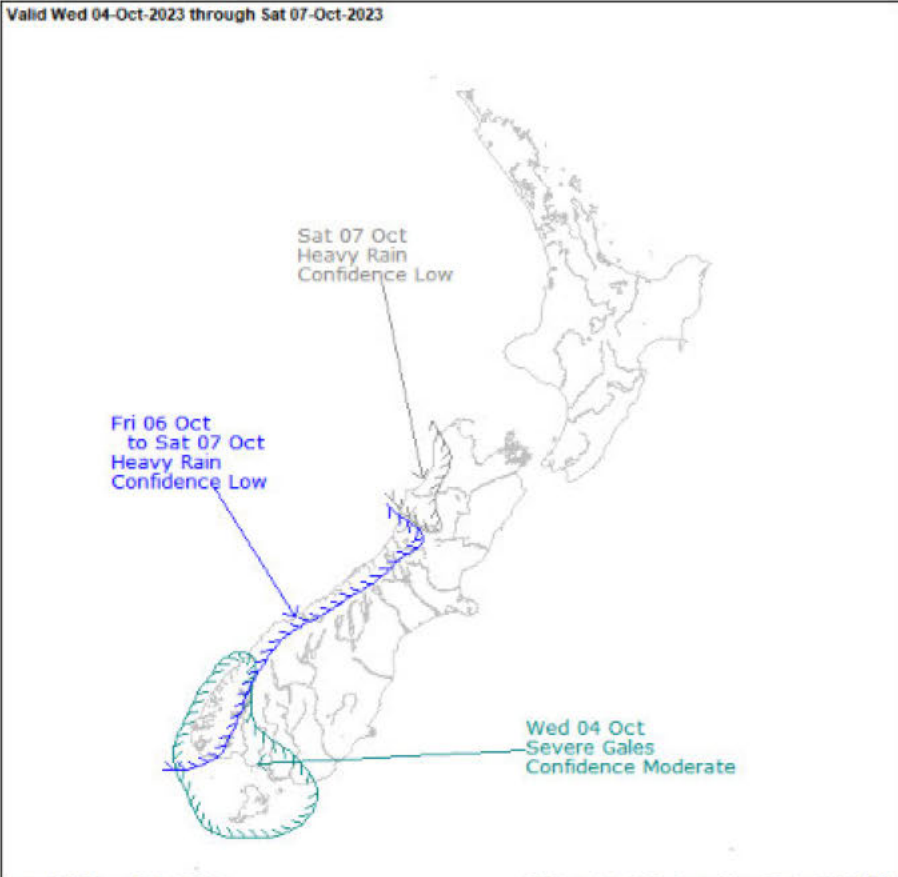
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Severe Weather Outlook	<p>Valid Wed 04-Oct-2023 through Sat 07-Oct-2023</p>  <p>© Meteorological Service of New Zealand Ltd</p>
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MetService Extended Forecast 2 -5 October	<p>Tuesday</p> <p>North Island: A few showers clearing to fine, but isolated showers linger about Gisborne. South Island: Remaining showers in the east clearing and becoming fine. Cloud increasing in the south later.</p> <p>Wednesday</p> <p>North Island: Mainly fine for most, but some cloudy periods in the west. South Island: Cloud increasing in the west and south with scattered showers there. Mainly fine elsewhere. There is moderate confidence in severe northwesterly gales over Fiordland and the south of Southland on Wednesday.</p> <p>A strong northwesterly flow develops over the far south for a time on Wednesday while a ridge of high pressure covers the North Island and the upper South Island. An area of high pressure is expected to bring settled weather to the nation on Thursday, but a moist northwesterly flow moves onto the country on Friday. Moist northwesterlies persist on Saturday.</p> <p>There is moderate confidence in severe northwesterly gales over Fiordland and the south of Southland on Wednesday.</p> <p>Thursday</p>
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	<p>North Island: Partly cloudy in the west, with isolated showers. Fine elsewhere. South Island: Cloudy in the west, with scattered showers. Mainly fine elsewhere.</p>
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Friday

North Island: Fine in the east, but cloud increasing elsewhere with isolated showers. South Island: Rain developing in the west with possibly heavy falls. Scattered falls elsewhere.

Chatham Islands

Showers, with westerlies changing gale southerly Tuesday, clearing on Wednesday with winds easing. Cloudy periods on Thursday and Friday with light winds.

ACTION REGISTER LOG

OPEN

Unit	Issue Severity	ACTION	DATE RAISED	WHO	DUE DAT	IMPACT	UPDATE/OUTCOME	DATE CLOSED
VS	HIGH	Issues with EASYVOTE for: 1. Mt Albert- and Epsom voting place 2. Te Tai Hauāuru candidate sheet found in Ikaroa-Rāwhiti electorate packs 3. Unsalvageable Te Atatū packs approx 700	29/09/23	Adele [REDACTED] PA VS		Reputational - high impact on all these 3 electorates as it will delay EAsyVotes cards to electors.		