

# **Daily Intelligence Briefing**

Issued: 1030hrs 4 October 2023 Authorised by: - Watch Leader Next update: 1030hrs 5 October 2023

## **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	
National Controller	

Response Manager	
<b>Activation Coordinator</b>	

PIM	
REMA North	
REMA South	

## **Response Activity**

Nothing to report.

## **Weather and Climate**

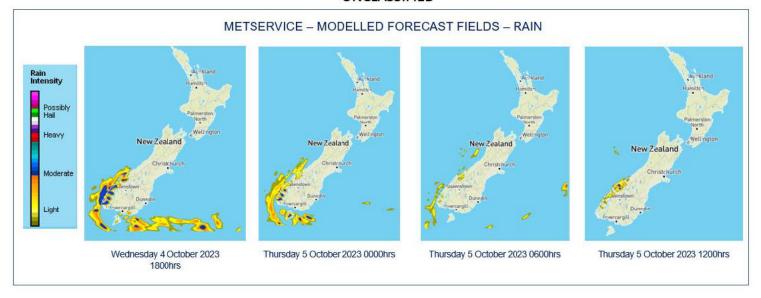


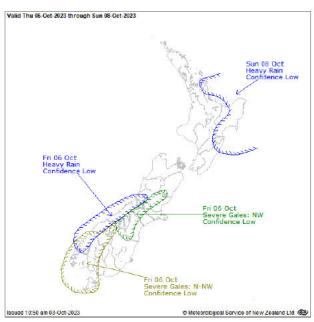
Accurate from MetService as at 1000hrs today.

## **Current Weather**

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

## **UNCLASSIFIED**





## Severe Weather Outlook

An area of high pressure is expected to bring settled weather to the nation tomorrow.

A moist north-westerly flow moves onto the country on Friday, with a series of embedded fronts crossing New Zealand. The flow turns southwest behind the fronts and eases on Saturday. A low is expected to develop on a front west of the North Island late Saturday, then crosses the North Island on Sunday, bringing a burst of heavy rain, especially to eastern parts.

# Geological

## Volcanic Activity (Level 1 and above)

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

GNS Alert Levels guide visit: <a href="https://www.geonet.org.nz/about/volcano/val">https://www.geonet.org.nz/about/volcano/val</a> GNS Aviation Colour Codes visit: <a href="https://www.geonet.org.nz/volcano/acc">https://www.geonet.org.nz/volcano/acc</a>

## Other Events

Nothing to report.

## **UNCLASSIFIED**

## Media

Watch: Major slip in Gisborne takes out massive portion of road.

The exact location of the slip is 20km from the SH2 roundabout, the Gisborne District Council reported.

NZ Herald

Queenstown cryptosporidium outbreak source may never be known - health authorities.

Queenstown's cryptosporidiosis outbreak may never be known despite extensive testing, Te Whatu Ora Health NZ says. RNZ News

The science lab at the end of the world.

A new lab has opened to allow scientists to study climate change and endangered species at one of the world's most remote and untouched places.

Stuff

# 04/10/2023 - Situation Report Week 4

	As at 11.52am 04/10/2023 prepared by Crispian							
Distributed to	All GEDT members							
Key Contacts	Anusha Guler and Crispian							
	Martin is Chair.							
Previous ELT SITREP	3 ELT Standup SITREPS 4 03102023 FINAL.docx							
Overview	Summary of the weekly event							
	Advance Voting starts today (02/10)							
	IMT stood up for MOJ criminal checks automation issue and immediately stood down.  At least 4 electorates actual ordinary votes results better than estimates (annexes)							
2	At least 4 electorates actual ordinary votes results better than estimates (annexes)							
Key Dates	Days to election day 10 days							
After hours	ELT ON CALL FOR TODAY – Emily Redmond							
emergency	In case of any emergency or any decision that you require from ELT after hours, please ring this							
contact number	number.  Number to ring –							
	After hours - 5pm until 8.30am							
<b>Voting Services</b>	GENERAL UPDATE/ISSUES:							
	Overseas Operations							
	National party – Possible incorrect name stated, reply being prepared.							
	The Overseas Voting Place (OVP) in Ankara should have their delivery by Thursday.							
	Downloaded Voting papers = 30608. Uploaded Voting Papers = 12031.							
	Dictation Registrations = 336. Dictation Votes received = 336.							
	• Elearning Support Calls = 3893. Overseas Enquiries = 2942.							
	Overseas, Dictation, and Remote Voting: Overseas, Dictation, Remote, eLearn - Tableau     Cloud							
	Voting Place – Auckland North							
	Voting is slower than expected, likely due to the timing of EasyVote pack deliveries.							
	Photos are being taken outside voting place – VPMs have been using the Incident Management							
	Handbook to engage with members of the public.							
	Voting Place – Auckland South							
	'Election Integrity Project' email received by Electorate Managers – awaiting National Office							
	response.							
	'Its in the Ballot' email also received by Electorate Managers.							
	<ul> <li>Noted free food being offered by a marae – the issue has been referred to L&amp;P.</li> </ul>							
	Voting Place - Central North Island							
	Nothing significant to report.							
	Voting numbers much lower than estimates, though pockets of heavy voting in the electorate.							
	<ul> <li>Small issues to manage around voting places. i.e – staff not following process. Managed by the Voting Place Manager (VPM)/Electorate Manager (EM) on the spot.</li> </ul>							
	Voting Place - Lower North Island							
	6(c)							

Feedback was that it was well-handled by the Voter

Assistance Voting Place Manager. A Safety Plan is being put in place if the person returns and a

- security guard is being put in place.
- Voting is also lower than expected.

#### **Voting Place – South Island**

- While some electorates are experiencing high turnout, others are quieter than expected.
- COVID-19 in two electorate co-located HQs impacting five staff. The electorates have put measures in place for their staff (masks, distancing, etc.).

#### 6(c)

- Member of the public collapsed in Kaiapoi. The person is okay.
- Late photo opportunity requested at Lincoln, voting place manager referred this to the Electorate Manager for approval (as pre set process).
- A voting place in Selwyn is being closed for 15 minutes this afternoon for a routine fire drill. Votes will be put in secure storage, posters will be hung in the voting places;

#### **VOTING SERVICES ISSUES**

- **Election Integrity Project**: Noted all Electorate Managers have received emails outlining the information they will asking their scrutineers to collect.
- VS, L&P, Comms and Security Teams have met to discuss. Will forward on actions to the Regional Managers.

#### **Enrolment**

#### **ISSUES:**

#### **ISSUE 1**

- Started receiving scanned paper forms from Advance Voting Places (AVPs) (via electorate Headquarters (HQs).
- Several forms are invalid due to missing information or quality of the form (40+) Some of these we cannot repair, and the electors vote won't count. examples include:
  - Handwriting is unreadable
  - Not signed
  - No address
  - Incomplete Address (e.g. 28 Wallson (not legible) Ave nothing else)
  - Signed on behalf of elector (must state clearly why signed on behalf e.g. Enduring Power of Attorney (EPOA), or Signed by their direction, or attach ROE1A
  - o Incorrect date of birth (e.g. DOB 29/08/2023)
  - o Roll choice panel not completed cannot determine which roll to put elector on

#### **ISSUE 2**

- Issue with receipt of eRoll updates a number of single eRoll entries are being repeated multiple times (i.e. a single eRoll was updated 7 times)
- This creates significant processing issues all "instances" go into our processing queues and are difficult to identify. We have to undertake a rather complex process, in a specific order, to ensure the first one is keyed, and the others are all discarded.
- Investigating to determine if it is a system error, or user error. Have raised a Priority 1 ticket with IT for urgent investigation of system functionality.

#### **ACTION:**

• Alerted all Voting Services field staff to the issue, and ensure they are not inadvertently sending the same update multiple times (e.g. there may be a delay due to WiFi connection, operator doesn't think form has been sent, so sends it again etc).

## ΙT

#### **GENERAL UPDATE**

- MOJ Criminal records check processing Processing backlog has been cleared and a workaround is
  in place to ensure processing continues. IT will continue to work with MOJ and our suppliers to
  address the root cause.
- Enrolment Centralised Processing Wi-Fi issues in Upper Hutt Changes made to the Network connections and Zendesk tuning for agents appear to have improved call quality to 80-90% for 20-30% will now monitor over the next day or so to assess performance against a baseline.

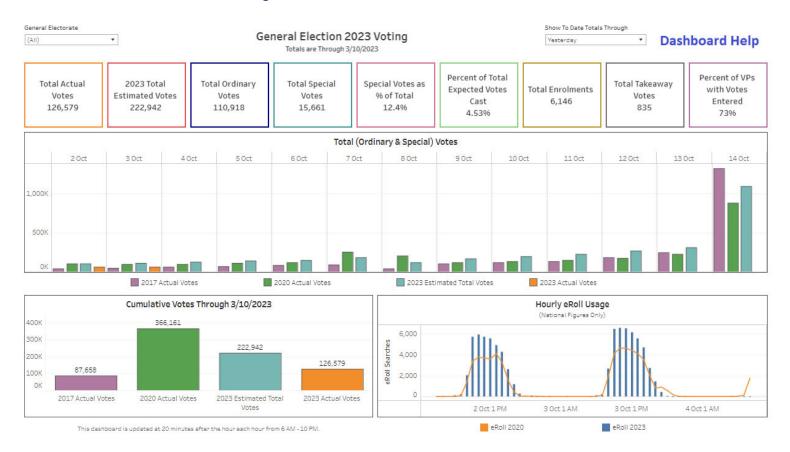
## IT Service Desk Monitoring – There were 220 calls into the desk yesterday, lower than Monday but still an increase on last week. Volumes remain within expectations and no major issues to report. Customer **Services** Since yesterday, the team had 764 tickets resolved, received 116 phone calls and made 26 outbound calls. 87% of tickets were resolved in one-touch. Telnet received 2,435 calls and 227 emails. The top enquiries were about EasyVote (18%), followed by Where to Vote questions (17%) and Update details (16%). There are 36 complaints on hand across the business units. No significant risk to raise so far. The volume of EasyVote questions remains to be high and we started receiving more enquiries on 'I think my EasyVote pack has been stolen'. The 'Your EasyVote card' webpage published at mid-day today will allow us to provide responses with confidence and drive down unnecessary contacts. **Communications GENERAL UPDATE:** and Education Steady volume of enquires after high volume on the first day of voting **EasyVote** Proactive media release sent just after midday to address criticism and queries about delivery of EasyVote packs. We have also created a new page on vote.nz with this information and added a banner to the website homepage to let people know they can vote with or without and EasyVote card. We are preparing a new targeted advertising message to Epsom, Mt Albert and Papakura electorates letting them know they can vote without an EasyVote card. Media Themes – I voted stickers, lots of regional requests around voting services in smaller regions, stats from first day of voting, lots of filming requests from media Whakaata Māori interviewing Chief Advisor, Māori at Hoani Waititi marae today TVNZ – Filming the Kaupapa Māori voting place in Kaikohe and interviewing our local Community **Engagement Advisor Social Media** Themes – EasyVote delays, stickers, advertising in malls (queries around consequences) A lot of criticism and negative sentiment of the Commission around EasyVote delivery; tone of commentary around 'I voted' stickers is much lighter and tongue in cheek **Daily metrics** 22 media enquiries 472 enquiries and comments on social media in the last 24 hours 103,684 visitors to vote.nz (down on Monday) **Legal & Policy GENERAL UPDATE/ISSUES** NZ Loyal applied to the High Court on 3 October to judicially review the Commission for: failing to meet our statutory obligations, with regard to training and access to the nominations system unlawfully refusing to allow the party to amend their party list by midday on 15 September **ACTION** The Legal team will prepare a statement of defence and continue to work with Voting Services staff on a number of apparent breaches in buffer zones. **Strategic Engagement and** Receiving ongoing queries around when you can change between the Māori and general rolls **Partnership** Hearing instances of racist incidents towards Commission's work **GENERAL UPDATE:** Security & Integrity Field security incident reports received 3 October 2023

	Туре	Reported	Resolved					
	Voting Place Disruption	3	3					
	Staff	1	1					
	Three voting place disruptions.	10		<u>.</u>				
	o 2 Oct Westfield Malls - Par	rty advertising c	lose to Voting	Places was highlighted by member of				
	public. One VP was closed while advertising was removed.							
	o 3 Oct Thames – Local pers	on loudly disrup	oting Voting Pla	ace. Was moved on.				
	o 3 Oct Auckland malls – Increased amount of filming outside 10m cordon. Not disruptive.							
	•	6(0	:)					
		0(0	7)					
People and	GENERAL UPDATE:							
Culture (P&C)	Recruitment:							
	• Offers 1131							
	• Onboarding 1079							
	• Hires 18690							
	Total hire 20900							
	13 National office staff have be	een trained this	week to act as	Issuing Officers				
		*V		es in Voting places. We are asking the				
				tingent workforce in hard to fill areas.				
	We had a good response from  Development (MSD) in Crowner							
	Greymouth on Election Day.	outh who have i	ound us upwa	rd of 15 people who can work in				
		<ul> <li>Greymouth on Election Day.</li> <li>We have MSD on standby to help us find people on short notice in hard to fill areas.</li> </ul>						
	<ul> <li>We have MSD on standby to help us find people on short notice in hard to fill areas.</li> <li>25 Casual Employees in the Wairarapa are not available for further engagements and there is a</li> </ul>							
	suspicion that this is related to social media messaging potentially with an aim to disrupt voting by							
	getting trained and then to wit	hdraw. We are i	n the process	of getting further information.				
FOR YOUR INFORM		The Annual Control of the Control of						
Emerging events across the	Watch: Major slip in Gisborne takes	197						
country	Watch: Major slip in Gisborne takes		10.2	the Gisborne District Council reported. - NZ Herald				
Severe Weather	No severe weather.							
Outlook								
MetService	Thursday							
Extended	SEAST AND TOTAL SERVICE AND	est. Fine elsewh	nere. South Isla	and: Mainly fine. Scattered rain about				
Forecast 2 -5	Fiordland.							
October	Friday							
	North Island: Fine in the east, but cloud increasing elsewhere, with late rain in the south. South Island: Rain developing in the west with possibly heavy falls. Cloud increasing elsewhere, with scattered rain							
	developing in the south.	ossibily fiedvy (a)	is. Ciouu mere	asing eisewhere, with stattered fam				
	Saturday							
	North Island: Occasional rain developing. South Island: Occasional rain or showers for most.							
	Chatham Islands							
	A few showers on Thursday with we turning northerly.	esterlies, then c	loudy periods	on Friday and Saturday with winds				

## **ACTION REGISTER LOG**

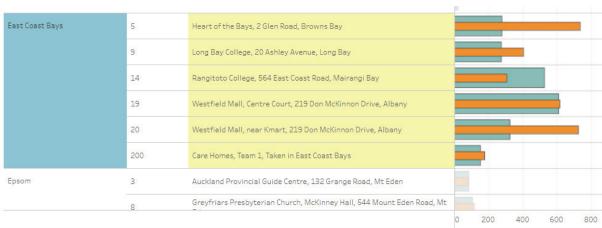
OPEN								
Unit	Issue Severity	ACTION	V DATE RAISED V	wно <u></u>	DUE DAT ~	IMPACT ~	UPDATE/OUTCOME	DATE CLOSED ~
VS	нідн	Issues with EASYVOTE for:  1. Mt Albert- and Epsom voting place  2. Te Tai Hauduru candidate sheet found in Ikaroa-Rāwhiti electorate packs  3. Unsalvageable Te Atatū packs approx 700	29/09/23	Adele PA VS		Reputational - high impact on all these 3 electorates as it will delay EAsyVotes cards to electors.	Ongoing progress to identify issues across all three electorates	

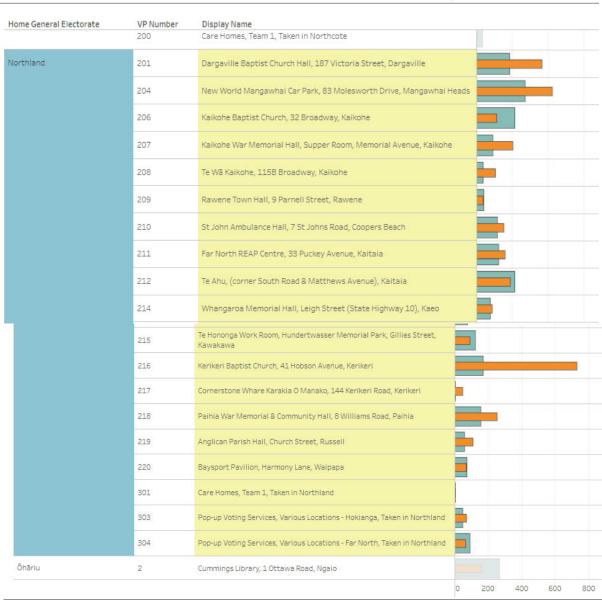
## **General Election 2023 Voting**



## Electorates with current majority results more than estimates



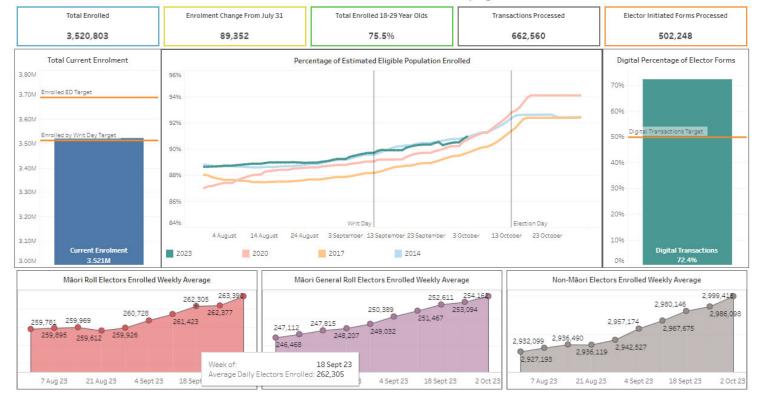




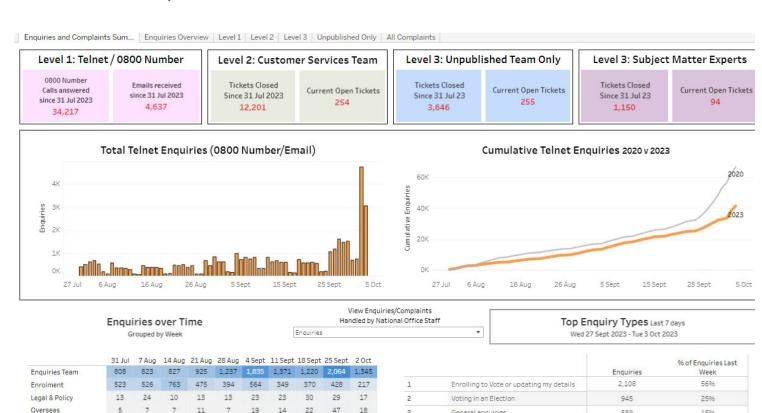


## **Enrolment**

## General Election 2023 Enrolment Campaign



## **Customer Enquiries**



## **Overseas, Dictation**

8

1

18 17

16

16

5

15

10

10

31

Communications

Voting Services

CE's Office

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

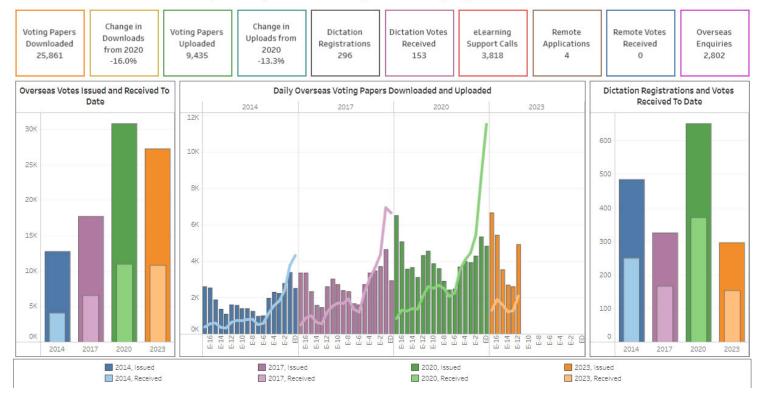
#### **Dashboard Help**

496

196

139

Information for parties and candidates



# 04/10/2023 – ELT Situation Report Week 4

As at 2.28pm 04/10/2023 prepared by Crispian , approved by Anusha Guler

	ELT members					
Key Contacts	Anusha Guler and Crispian					
9050	Martin was Chair.					
Previous ELT	3 ELT Standup SITREPS 4 03102023 FINAL.docx					
SITREP						
Overview	Summary of the weekly event					
	Advance Voting starts today (02/10)					
	IMT stood up for MOJ criminal checks automation issue and immediately stood down.  To the stood up for MOJ criminal checks automation issue and immediately stood down.					
	<ul> <li>At least 4 electorates actual ordinary votes results better than estimates (Epsom, Tāmaki, East Coast Bays and Northland)</li> </ul>					
Key Dates	Days to election day 10 days					
After hours	ELT ON CALL FOR TODAY – Emily Redmond					
Ciliciaciicy	In case of any emergency or any decision that you require from ELT after hours, please ring this					
contact number	number.					
	Number to ring – After hours - 5pm until 8.30am					
	GENERAL UPDATE/ISSUES:					
N-3X	Overseas Operations					
	<ul> <li>National party overseas dictation vote – Possible incorrect name stated, reply being prepared.</li> </ul>					
	The Overseas Voting Place (OVP) in Ankara should have their delivery by Thursday.					
	Voting Place – Auckland North					
	<ul> <li>Incident - photos are being taken outside voting place – Voting Place Managers (VPMs) have been</li> </ul>					
	using the Incident Management Handbook to engage with members of the public.					
	Voting Place – Auckland South					
	<ul> <li>'It's in the Ballot' email request to share candidates contact details also received by Electorate</li> </ul>					
	Managers. Legal & Policy updated that EMs are allowed to provide candidates contact details.					
	<ul> <li>Noted free food (hangi) for first 300 electors offered by a marae – the issue has been referred to Legal &amp; Policy.</li> </ul>					
	Voting Place - Central North Island					
	Small issues to manage around voting places. i.e – staff not following process. Managed by the					
	Voting Place Manager (VPM) and Electorate Manager (EM) on the spot.					
	Voting Place – Lower North Island					
	• 6(c) Feedback was that it was well-handled by the Voter					
	Assistant and Voting Place Manager. A Safety Plan is being put in place if the person returns and a					
	security guard is being put in place.					
	Voting Place – South Island					
	COVID-19 in two electorates co-located Headquarters (HQs) impacting five staff. The electorates					
	have put measures in place for their staff (masks, distancing, etc.).					
	6(c)					
	<ul> <li>Member of the public collapsed in Kaiapoi. The person is okay.</li> </ul>					
	Late photo opportunity requested by the Deputy Prime Minister at Lincoln University, Voting Place					
	Manager referred this to the Electorate Manager for approval (as pre set process).					
	<ul> <li>A voting place in Selwyn is being closed for 15 minutes this afternoon for a routine fire drill. Votes will be put in secure storage, posters will be hung in the voting places.</li> </ul>					

## **VOTING SERVICES ISSUES** Election Integrity Project: Noted all Electorate Managers have received emails outlining the information they will asking their scrutineers to collect. Voting Services (VS), Legal & Policy (L&P), Comms and Security Teams have met to discuss an action plan regarding scrutineers. Will forward on actions to the Regional Managers. **ISSUES: Enrolment ISSUE 1** Receiving scanned paper forms from Advance Voting Places (AVPs). Several forms are invalid due to missing information or quality of the form (40+), cannot be repaired, and the electors vote won't count. Examples include: Handwriting ineligible Not signed 0 No address Incomplete Address (e.g. 28 Wallson (not legible) Ave – nothing else) Signed on behalf of elector (must state clearly why signed on behalf e.g. Enduring Power of Attorney (EPOA), or Signed by their direction, or attach ROE1A o Incorrect date of birth (e.g. DOB 29/08/2023) Roll choice panel not completed – cannot determine which roll to put elector on **ISSUE 2** Issue with receipt of eRoll updates – a number of single eRoll entries are being repeated multiple times (i.e. a single eRoll was updated 7 times) Creating significant processing issues – all "instances" go into our processing queues Investigating to determine if it is a system error, or user error. Priority 1 ticket with IT for urgent investigation. **ACTIONS:** Alerted all Voting Services field staff to the issue, and ensure they are not inadvertently sending the same update multiple times (e.g. there may be a delay due to WiFi connection, operator doesn't think form has been sent, so sends it again etc). Voting Services to expedite message on Pānui to ensure Electorate Managers speak to Voting Place staff to take special care when checking and completing enrolment forms and eRoll updates. IT **GENERAL UPDATE** MOJ Criminal records check processing – Processing backlog has been cleared and a workaround is in place to ensure processing continues. IT will continue to work with MOJ and our suppliers to address the root cause. Enrolment Centralised Processing Wi-Fi issues in Upper Hutt – Changes made to the Network connections and Zendesk tuning for agents appear to have improved call quality to 80-90% for 20-30% will now monitor over the next day or so to assess performance against a baseline. IT Service Desk Monitoring – There were 220 calls into the desk yesterday, lower than Monday but still an increase on last week. Volumes remain within expectations and no major issues to report. Customer **GENERAL UPDATE: Services** Since yesterday, the team had 764 tickets resolved, received 116 phone calls and made 26 outbound calls. 87% of tickets were resolved in one-touch. Telnet received 2,435 calls and 227 emails. The top enquiries were about EasyVote (18%), followed by Where to Vote questions (17%) and Update details (16%). There are 36 complaints on hand across the business units. The volume of EasyVote questions remains to be high and we started receiving more enquiries on 'I think my EasyVote pack has been stolen'. The 'Your EasyVote card' webpage published at mid-day today will allow us to provide responses with confidence and drive down unnecessary contacts. **Communications GENERAL UPDATE:** and Education Steady volume of enquires after high volume on the first day of voting

#### **EasyVote**

Proactive media release sent just after midday to address criticism and queries about delivery of EasyVote packs. Created a new page on vote.nz with this information and added a banner to the website homepage to let people know they can vote with or without and EasyVote card.

Preparing a new targeted advertising message to Epsom, Mt Albert and Papakura electorates letting them know they can vote without an EasyVote card.

#### Media

- Themes I voted stickers, lots of regional requests around voting services in smaller regions, stats from first day of voting, lots of filming requests from media
- Whakaata Māori interviewing Chief Advisor, Māori at Hoani Waititi marae today
- TVNZ Filming the Kaupapa Māori voting place in Kaikohe and interviewing our local Community Engagement Advisor

#### **Social Media**

- Themes EasyVote delays, stickers, advertising in malls (queries around consequences)
- A lot of criticism and negative sentiment of the Commission around EasyVote delivery; tone of commentary around 'I voted' stickers is much lighter and tongue in cheek

#### **Daily metrics**

- 22 media enquiries
- 472 enquiries and comments on social media in the last 24 hours
- 103,684 visitors to vote.nz (down on Monday)

## **Legal & Policy**

#### **GENERAL UPDATE/ISSUES**

NZ Loyal applied to the High Court on 3 October to judicially review the Commission for:

- failing to meet our statutory obligations, with regard to training and access to the nominations system
- unlawfully refusing to allow the party to amend their party list by midday on 15 September

#### **ACTION**

• The Legal team will prepare a statement of defence and continue to work with Voting Services staff on a number of apparent breaches in buffer zones at Voting Places.

## Strategic Engagement and Partnership

#### **GENERAL UPDATE:**

- Receiving ongoing queries around when you can change between the Māori and General rolls
- Hearing instances of racist incidents towards Commission's work

# Security & Integrity

#### **GENERAL UPDATE:**

### Field security incident reports received 3 October 2023

Туре	Reported	Resolved
Voting Place Disruption	3	3
Staff	1	1

- Three voting place disruptions.
  - 2 Oct Westfield Malls Party advertising close to Voting Places was highlighted by member of public. One VP was closed while advertising was removed.
  - o 3 Oct Thames Local person loudly disrupting Voting Place. Was moved on.
  - 3 Oct Auckland malls Increased amount of filming outside 10m cordon. Not disruptive.

• 6(c)

# People and Culture (P&C)

#### **GENERAL UPDATE:**

#### Recruitment:

• Offers **1131** 

	Onboarding 1079			
	• Hires 18690			
	Total hire 20900			
	<ul> <li>13 National office staff have been trained this week to act as Issuing Officers</li> <li>We have a list of 64e Community Liaison Casuals - 33 have roles in Voting places. Checking with others if they are willing to train and be on standby as a contingent workforce in hard to fill areas.</li> <li>Received a good response from Department of Conservation (DOC) and Ministry of Social Development (MSD) in Greymouth who have found us upward of 15 people who can work in Greymouth on Election Day.</li> <li>We have MSD on standby to help us find people on short notice in hard to fill areas.</li> <li>25 Casual Employees in the Wairarapa are not available for further engagements and there is a suspicion that this is related to social media messaging potentially with an aim to disrupt voting by getting trained and then to withdraw.</li> </ul>			
FOR YOUR INFORM	MATION			
Emerging events	Watch: Major slip in Gisborne takes out massive portion of road.			
across the	The exact location of the slip is 20km from the SH2 roundabout, the Gisborne District Council reported.			
country	Watch: Major slip in Gisborne takes out massive portion of road - NZ Herald			
Severe Weather	No severe weather.			
Outlook				
MetService	Thursday			
Extended	North Island: Partly cloudy in the west. Fine elsewhere. South Island: Mainly fine. Scattered rain about			
Forecast 2 -5	Fiordland.			
October	Friday			
	North Island: Fine in the east, but cloud increasing elsewhere, with late rain in the south. South Island: Rain developing in the west with possibly heavy falls. Cloud increasing elsewhere, with scattered rain developing in the south.			
	Saturday			
	North Island: Occasional rain developing. South Island: Occasional rain or showers for most.			
	Chatham Islands			
	A few showers on Thursday with westerlies, then cloudy periods on Friday and Saturday with winds turning northerly.			

## **ACTION REGISTER LOG**

		OPEN							
	Issue Severity	ACTION	DATE RAISED	<u>∨</u> 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 P/	A VS		Reputational - high impact on all these 3 electorates as it will delay EAsyVotes cards to electors.	Ongoing progress to identify issues across all three electorates 04/10 - Progressing well. Database for Te Atātu is 280 rather than 700 as earlier expected. An apology letter will be sent to electors to provide relevant information. A media release has been drafted and details on Elections NZ	