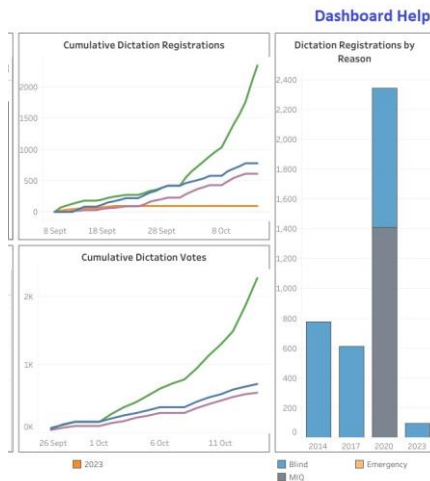


21/09/2023– Situation Report Week 2

As at 12.56pm on 21/09/2023 prepared by Crispian [REDACTED]

Distributed to	All GEDT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	2 ELT Standup SITREPS 2 20092023 - FINAL.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> • Ballot papers were checked and finalised and sent to 6(a) for printing. • Wild weather over the weekend (16-17/09) • EasyVote documents being printed • Special ballot papers completely printed • Ordinary ballot papers printed. • At 9:14am at a depth of 11km a magnitude 6.0 earthquake in Canterbury • Annex – Daily progress updates on ballot papers and EasyVote, dashboards
Overseas VS Operations	<p>Security Update:</p> <ul style="list-style-type: none"> • Issues at Gibson Sheat centre • Front and garage doors were compromised • <p>e-learning</p> <ul style="list-style-type: none"> • Activity trending down and should continue to do so as mitigations/fixes are put in place. • Service will be available 0900-1900 Monday to Saturday effective from tomorrow. • Awaiting Zendesk licences. • Service is running ok and we are planning to split out the dictation team to ensure this service is not compromised by the e-learning activity. • Service status is live and Ok. <div data-bbox="304 1330 1276 1848" style="text-align: right; margin-bottom: 10px;"> eLearning Support Dashboard Help </div> <p>Dictation</p> <ul style="list-style-type: none"> • 94 Dictation registrations to date. • All ready to receive dictation votes from 27/09, with dedicated team. • Service status is live and Ok.



Remote & Postal Voting.

- Remotes and postal votes requests that have been received over the last few months are being actioned currently. Overseas Postal votes being loaded into OS app and will be issued and sent tomorrow.
- Minor issue with batch printing for Overseas Postal Votes but with a workaround in place won't cause any issues.
- Four remote applications submitted, approved and votes issued to date.
- Working on Navy and fishing vessel bulk Remote applications currently.
- Service status is live and OK

Overseas Voter Support.

- The team has handled about 1500 enquiries since June with over 400 so far this month.
- Service status is live and Ok.

Overseas Voting Places.

- Shipment 1 of voting place materials dispatched Friday 8/09/23 to 74 sites. Most have arrived and 9 are currently awaiting local customs clearance/ DHL are monitoring closely.
- All diplomatic bags have been cleared, shipment 1 to Sri Lanka was resent Monday 18/09 due to customs clearance issues in Sri Lanka.
- Shipment 2, ballot papers, was dispatched Monday 18/09. In transit, no issues so far.
- Training - Both Personal Instruction Manuals (PIMs), printed copies, have been dispatched and are live on Tupu. 5 of the 7 OVP training modules are live on Tupu.
- Managing Overseas Returning Officer (ORO) changes as required, due to original appointed ORO becoming unavailable.
- Service status is live and being actively monitored. Tupu modules to be live by end 22/09.

Download Voting Paper (DVP)/Upload Voting Paper (UVP) applications

- UVP ready to go.
- DVP waiting for ballot paper load, should be completed today/tomorrow, then will be ready to go.
- Service status is preparing to go live by end 22/09.

Facility

- All workstations set up and operational and all equipment and supply items are on site.
- Security guards are in place.
- Service status is live and Ok.

Comms

- Web site is being updated with more information about how to vote from overseas, including specific details for downloading and marking voting papers on Android / Apple devices.

	<ul style="list-style-type: none"> Maintaining Overseas Voting Place (OVP) opening hours etc information as required. Service Status is live and being updated as required. <p>Staff.</p> <ul style="list-style-type: none"> Vote receipt team is being put in place with induction and training this week. Lost our 2 Post-election Managers (PEM) so revisiting that currently, interviewing today and tomorrow. Sorting candidates and building vote processing team currently, along with the count team. 123 candidates are hired with 40 more being processed currently. A total of 484 applications have been received. Service status is live and ongoing.
<p>Ballot Papers and Rolls delivery</p>	<p>UPDATES:</p> <ul style="list-style-type: none"> █ [REDACTED] 6(a) <ul style="list-style-type: none"> We will reinforce the instructions again for the deliveries tomorrow. <p>Ballot Papers delivery issue updates:</p> <ul style="list-style-type: none"> █ [REDACTED] 6(a) █ [REDACTED] <ul style="list-style-type: none"> The courier issues are now being dealt with at a higher level within both NZ Couriers and Courier Post, managed directly by the executive manager at the Print companies. <p>ACTION: Grace Chiang to share NZPost Courier delivery issues with Ross McPherson who will escalate these with NZPost management.</p> <p>Roll delivery issue updates:</p> <ul style="list-style-type: none"> █ [REDACTED] 6(a)
<p>Enrolment</p>	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> No risks or issues to report 3,494,376 electors (90.3% of the eligible population) are now ready to vote, with 74.1% of eligible youth now enrolled. Roll QA checks continue at █ 6(a) Processing of enrolment forms continues. Demand has slowed over the last two or three days. Enrolment is now preparing for the Easy Vote Supplementary letters data extract and QA scheduled for Friday 29 September (see Actions below) <ul style="list-style-type: none"> The data extraction will begin around 7am on Friday 29 September. The data being extracted are all enrolment updates and new enrolments processed since the Writ Day roll close process – likely circa 400,000 records The data will be QAd by IT and enrolment staff, following extract Sign-off will be required from Director Enrolment, DCE Operations and the Chief Electoral officer Activity, including sign-off should be completed around 11am on Friday 29 September, and the data transferred that afternoon.
<p>eLearning issues</p>	<p>ISSUES UNDER MANAGEMENT: The status of this issue has improved over the week – this will be the last day it will be reported to the GEDT.</p>

	<p>Numbers of phone calls received by the eLearning helpdesk are trending downwards. They are still significantly higher than for 2017 and 2020, but staffing of this area has been bolstered and Zendesk licences to support this have been provided.</p> <p>Updates:</p> <ul style="list-style-type: none"> • eLearning Tupu Access – Due to reduction in call volumes and potential consequence for field staff experience a collective decision was taken not to proceed with opening systems access earlier. • eLearning Zendesk Licenses – Contract variation approved; licenses available to general enquiries and being used. • eLearning Tupu Database Errors – issues resolved no further calls identified.
IT	<p>ISSUES UNDER MANAGEMENT:</p> <ul style="list-style-type: none"> • Field Users Mobile Connectivity - Sites with limited or no connectivity reduced from 81 to 36. After further investigation only 8 sites have no connectivity. Working with one.nz, Spark and Voting Services on alternative plans. • Interactive Voice Recognition Call Quality Issues – investigation identified 2 specific issues which are being worked through by the team, further testing taking place at Rongatai this afternoon. • Security update patching between now and the election period – Microsoft End User Device patches progressing well, server patching to complete by end of this week. Android device config update (to stop any more updates being deployed) has been activated, no issues expected. • Key Person risk – Finalising plan and sharing with Key Stakeholders today 21/09
Comms & Education	<p>GENERAL UPDATE:</p> <p>Media</p> <ul style="list-style-type: none"> • Key themes: Services to Māori voters; tactical voting/wasted votes • Chief Advisor, Māori interviewed on Waatea yesterday and on Whakaata Māori today • Stories today include article on the Newsroom website by academic Richard Shaw on tactical voting and in Otago Daily Times highlighting our youngest and oldest voting place employees. <p>Social Media</p> <ul style="list-style-type: none"> • More political opinions and voter apathy. • Planned proactive integrity post on how votes are counted scheduled for tomorrow <p>Daily key metrics</p> <ul style="list-style-type: none"> • 5 media enquiries • 82 enquiries and comments on social media in the past 24 hours • 26,120 visitors to vote.nz
Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • There is a steady volume of enquiries. Since yesterday, the team had 272 tickets created, received 29 phone calls and made 17 outbound calls. 84% of tickets were resolved in one touch. We continued to receive more enquiries about the EasyVote cards. • Currently there are 9 complaints on hand across the business units. No major risk or issue arise. • We continue to be vigilant around any enquiries about Loyal NZ, and make sure these are escalated to Legal immediately.
Strategic Engagement and Partnership	<p>INSIGHTS (APOLOGY FROM SHANE early departure)</p> <ul style="list-style-type: none"> • Coming across different pieces of misinformation in the community including you have to pay to enrol, if you didn't enrol by the 10th of September you can't vote, and around MEO. • A stop co-governance mail drop has taken place in Auckland which is generating questions and a prominent location in Whangārei with various political signage has been vandalised with 'give back our land' spray painted across them all. • An ethnic community in Tāmaki expressed concerns for elders who have limited/no English as previously their experience in voting places was that if you can't ask for help in English then none is available to you.

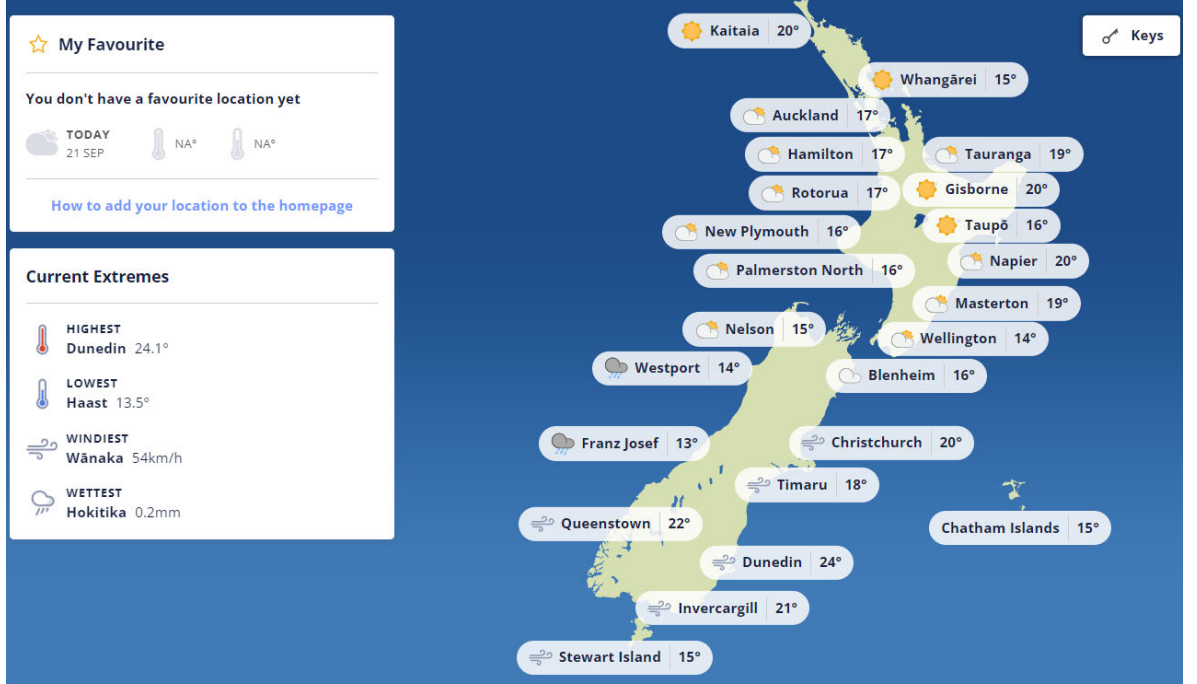
People & Culture

GENERAL UPDATE:

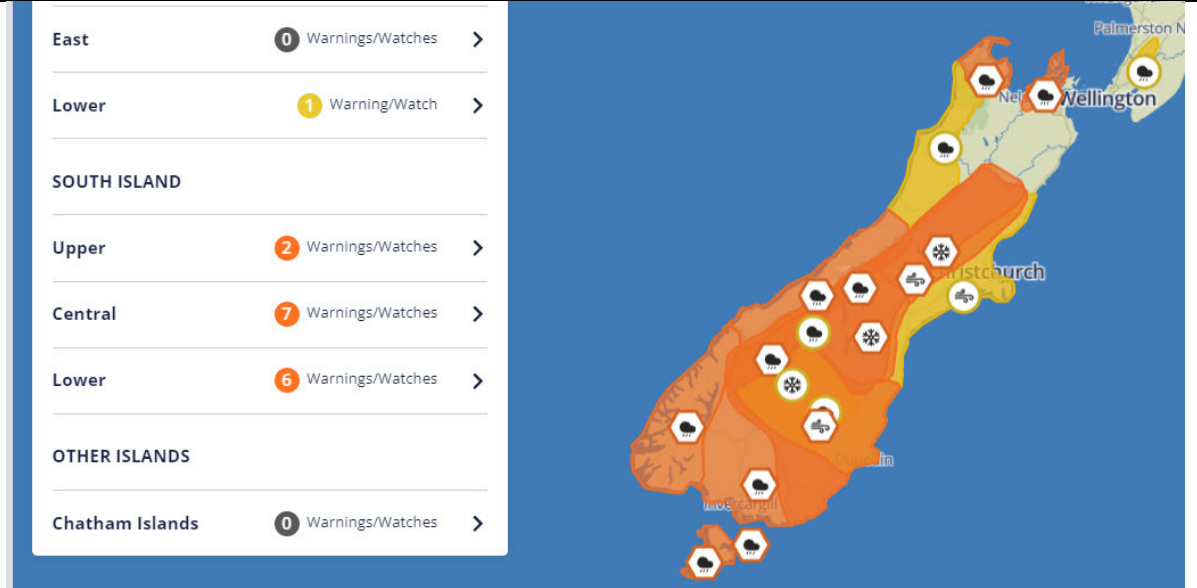
- Pre employment checks 997
- Offers out 2148
- Onboarding 1624
- Hired 12847

FOR YOUR INFORMATION

MetService Forecast for 21 Sep



Severe Weather Outlook

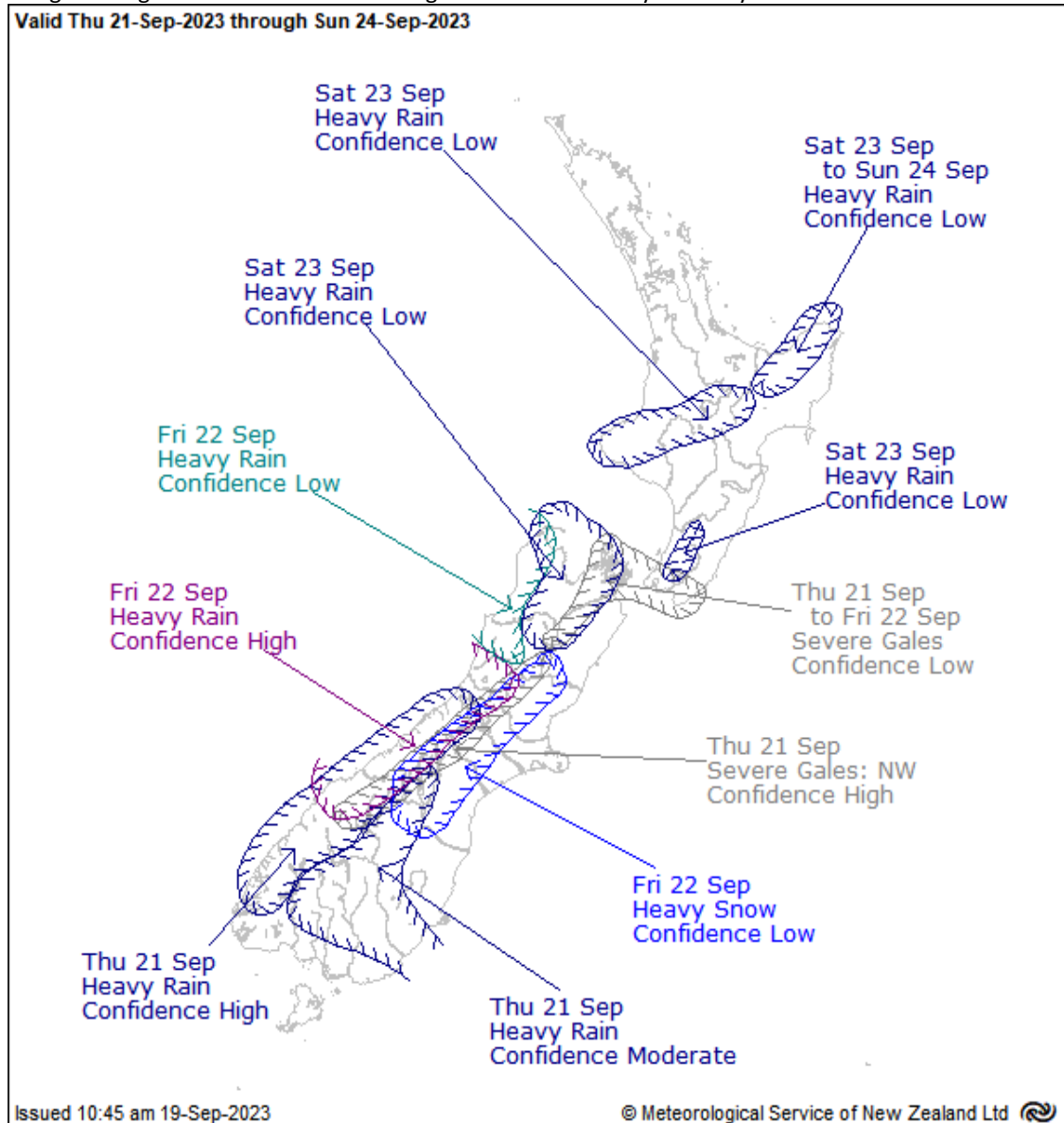


On Thursday an active front preceded by a strong northwesterly flow moves north over the lower South Island. There is then a **high confidence in warning amounts of rain for Fiordland, Westland, and the headwaters of the Canterbury and Otago lakes and rivers**. There is a moderate confidence in warning amounts of rain for Southland, Clutha and inland Otago. There is a **high confidence in winds reaching severe gale force about the Southern Alps in Otago and Canterbury** and a low confidence in severe gale force winds for the west of Marlborough and the Marlborough Sounds and also Wellington and the south of Wairarapa.

On Friday the front is expected to move north over the central and upper South Island. There is then a **high confidence in warning amounts of rain for Westland and the headwaters of the Canterbury lakes and rivers**. There is a low confidence in warning amounts of snow for the Canterbury high country. There is a low confidence in severe gale force winds affecting the west of Marlborough, the Marlborough Sounds and also Wellington and the south of Wairarapa. There is a low confidence in warning amounts of rain for Buller and the far west of Nelson.

On Saturday the front moves north over the upper South Island and onto the North Island. There is then a low confidence in warning amounts of rain for Nelson, the west of Marlborough and the Marlborough Sounds, the Tararua Range, Taranaki, the central North Island high country and the eastern ranges of the Bay of Plenty.

The front is expected to move away to the east on Sunday but there is still a low confidence that it could bring warning amounts of rain to the ranges of the eastern Bay of Plenty then.



**MetService
Extended
Forecast 19-
22 Sep**

Thursday
North Island: Mostly fine, but the odd shower in the west. South Island: Rain in the west and south with some **heavy falls**. Partly cloudy elsewhere from Canterbury northwards. Northwest gales in exposed places.
Friday

North Island: Becoming cloudy with showers for most, but mainly fine in the east. South Island: Rain with **heavy falls spreading north**, and gradually easing or clearing in the south. Snow may lower to 500 metres in Canterbury.

Saturday

North Island: Cloudy with rain for most, some possibly heavy. Strong northerly winds. South Island: Rain with some heavy falls in the north. Early rain also for Canterbury, with snow likely above 500 metres. isolated showers in the south, but mainly in Fiordland and Westland.

Chatham Islands

Cloudy periods. A few late showers possible on Saturday and northwesterlies strengthening.

ACTION REGISTER LOG

OPEN

Unit	Issue Severity	ACTION	DATE RAISED	WHO	DUE DAT	IMPACT	UPDATE/OUTCOME	DATE CLOSED
OVS	MEDIUM	Request Paul [REDACTED] CIO to investigate options and provide solutions to address key personnel risk	9/11/2023	Paul [REDACTED] CIO	21/09/23	Reputational - direct impact on Overseas Voting application system and delivery of overseas voting due to loss of institutional knowledge	12/09 - Progressing. Please refer to SITREP. Mitigation plan to be in place.	21/09 - CLOSED
IT	MEDIUM	IT working with One.NZ and VS to identify and deliver contingent solutions for sites that do not have one.NZ connectivity.	12/09/23	Paul [REDACTED] CIO	19/09/23	Reputational - direct impact on VS staff across the region.	Working with the provider to resolve this.	
IT	LOW	IT to roll out security patches for ios and Android phones	12/09/23	Paul [REDACTED] CIO	22/09	Impact on all staff's phones	Working on a plan to roll out patches.	21/09 - CLOSED
VS	MEDIUM	Request immediate resource applied to investigating the 'error writing to the database issue' (compiled list of Zendesk tickets required describing the issue) – Paul [REDACTED]	18/09/23	Paul [REDACTED] CIO	19/09	Reputational - Voting Services staff require eLearning as a source of information. Has direct impact on voting processes at VPs.		21/09 - CLOSED
CS	Low	Print Advisors working with Print Company to investigate into the delivery issue at Epsom.	20/09/23	Grace Chiang, Manager		Reputational – Voter confidence		Ongoing

Voting Services Progress report:

Dated: **20.09.23**

Days to Advance voting 12 days

Days to Election Day 24 days

Printing: Of ballot papers, and Easy Vote packs

Due 25/09/2023 (ready for Advance voting)				
	<i>Not Started</i>	<i>Printed</i>	<i>Despatched</i>	<i>Total</i>
Ordinary Ballots	5	14	53	72
E2 (Special)	0	65	0	65
E2-G = General?	0	65	0	65
E2-M = Māori?	0	7	0	7
Party List				Koen? No.
Candidate list				
Due 2/10/2023 (ready for Election Day)				
	<i>Not Started</i>	<i>Printed</i>	<i>Despatched</i>	<i>Total</i>
Ordinary	25	47	0	72
E2	33	32	0	65
E2-G	0	65	0	65
E2-M	0	7	0	7

EasyVote Production Complete

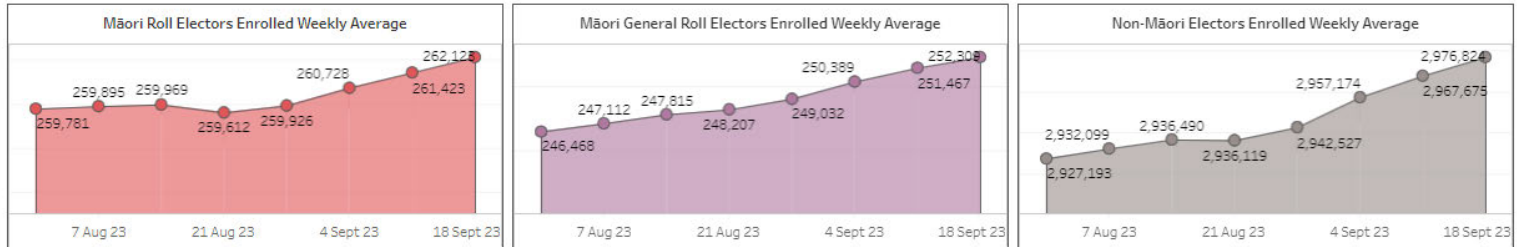
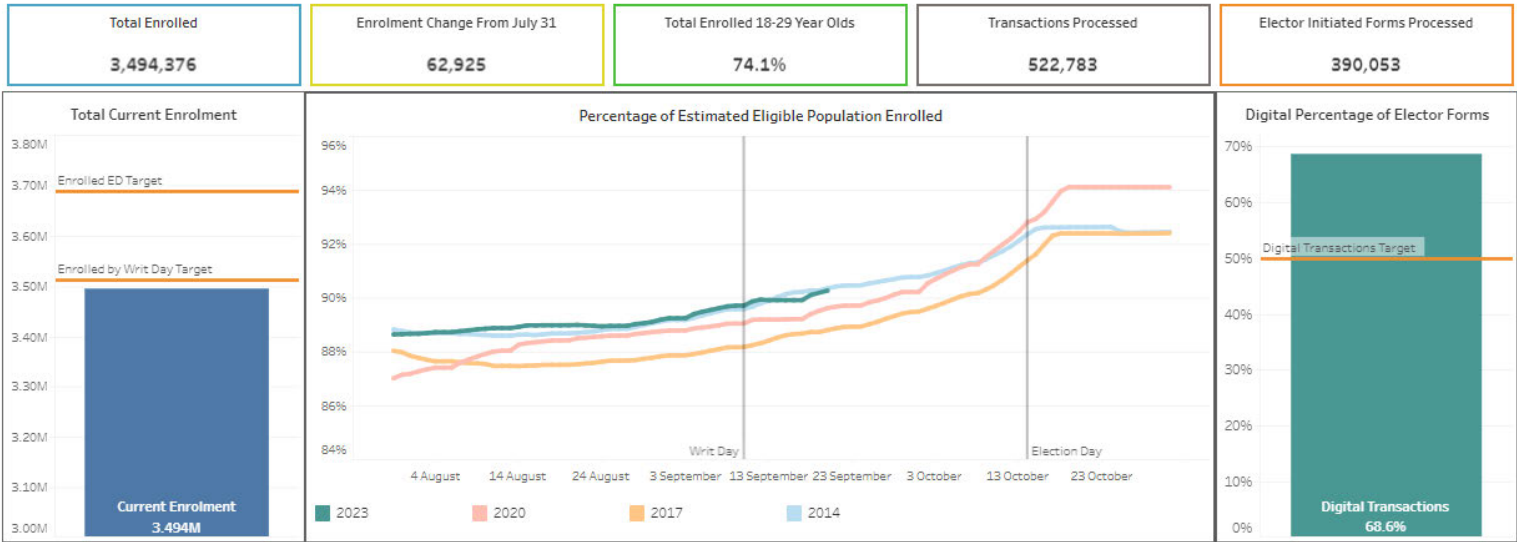
Auckland Site						
Electoral # and name	Actual Mailset Volume	<u>Printing complete</u>	<u>Mail processing</u>	<u>Mail processing complete</u>	<u>Signed off by EC for release</u>	
17	Kaikoura A & B	48,060	16-Sep	18-Sep	18-Sep	19-Sep
5	Christchurch Central A	22,919	16-Sep	18-Sep	18-Sep	19-Sep
5	Christchurch Central B	45,618	16-Sep	19-Sep	19-Sep	20-Sep
6	Christchurch East	47,149	16-Sep	19-Sep	19-Sep	20-Sep
1	Auckland Central	39,170	17-Sep	19-Sep	19-Sep	20-Sep
9	East Coast	49,439	17-Sep	In Progress		
7	Coromandel	53,313	17-Sep			
32	Northland	52,824	17-Sep			
41	Rangitikei	46,967	17-Sep			
50	Taranaki-King Country	46,165	17-Sep			
48	Takanini	49,896	17-Sep			
21	Mangere	44,019	17-Sep			
22	Manurewa	42,703	18-Sep			
37	Panmure-Otahuhu	45,012	18-Sep			

Christchurch Site

Electoral # and name		Actual Mailset Volume	<u>Printing complete</u>	<u>Mail processing</u>	<u>Mail processing complete</u>	<u>Signed off by EC for release</u>
60	Wellington Central	47,729	16-Sep	Quarantined		
51	Taupo	50,591	16-Sep	18-Sep	18-Sep	19-Sep
8	Dunedin	49,296	16-Sep	18-Sep	18-Sep	19-Sep
59	Waitaki	49,413	17-Sep	19-Sep	19-Sep	20-Sep
46	Southland	44,840	17-Sep	In Progress		
61	West Coast-Tasman	48,767	17-Sep	19-Sep	19-Sep	20-Sep
40	Rangitata	47,784	17-Sep	In Progress		
	Unpublished	25,372	17-Sep			
66	Hauraki-Waikato	33,994	18-Sep			
67	Ikaroa-Rawhiti	36,006	18-Sep			
68	Tamaki Makaurau	38,308	18-Sep			
69	Te Tai Hauauru	35,008	19-Sep			
70	Te Tai Tokerau	37,445	19-Sep			
71	Te Tai Tonga	36,963	In Progress			

Enrolment Dashboard

General Election 2023 Enrolment Campaign



Customer Enquiries and Complaints Dashboard

Enquiries and Complaints Sum...	Enquiries Overview	Level 1	Level 2	Level 3	Unpublished Only	All Complaints
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Level 1: Telnet / 0800 Number

0800 Number Calls answered since 31 Jul 2023	20,467
Emails received since 31 Jul 2023	2,980

Level 2: Customer Services Team

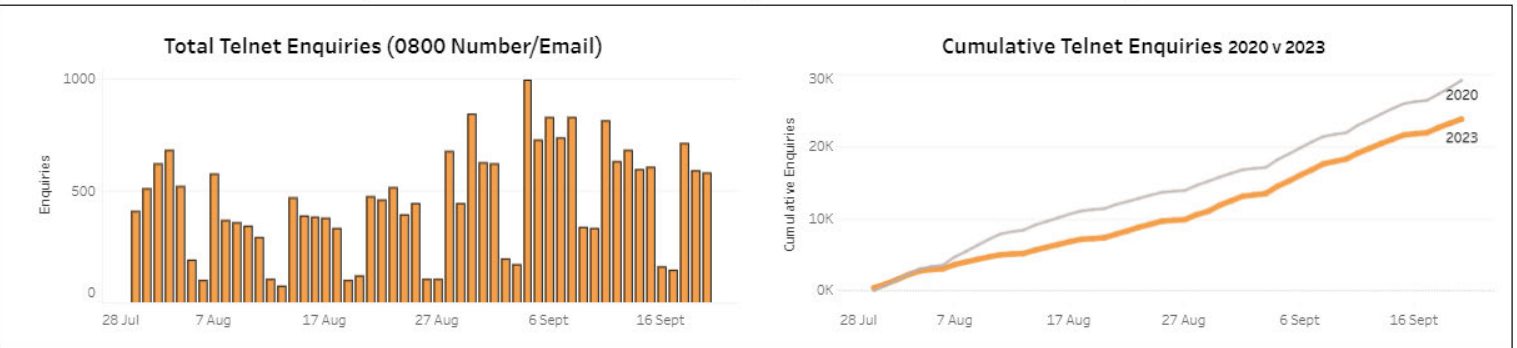
Tickets Closed Since 31 Jul 2023	8,386
Current Open Tickets	127

Level 3: Unpublished Team Only

Tickets Closed Since 31 Jul 23	3,006
Current Open Tickets	216

Level 3: Subject Matter Experts

Tickets Closed Since 31 Jul 23	864
Current Open Tickets	63



Enquiries over Time

Grouped by Week

	31 Jul	7 Aug	14 Aug	21 Aug	28 Aug	4 Sept	11 Sept	18 Sept
Enquiries Team	808	823	827	925	1,237	1,835	1,374	684
Enrolment	523	526	763	475	394	564	347	216
Legal & Policy	13	24	10	13	13	23	23	17
Communications	7	8	5	18	17	16	16	12
Overseas	5	7	7	11	7	19	14	15
Voting Services	1	2		1	2	4	5	5
CE's Office	1							

View Enquiries/Complaints Handled by National Office Staff

Enquiries

Top Enquiry Types Last 7 days

Thu 14 Sept 2023 - Wed 20 Sept 2023

	Enquiries	% of Enquiries Last Week	
1	Enrolling to Vote or updating my details	1,081	72%
2	General enquiries	294	20%
3	Voting in an Election	81	5%
4	Voting from overseas	25	2%
5	Information for parties and candidates	11	1%

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As at 4.01pm on 21/09/2023 prepared by Crispian [REDACTED]

Distributed to	All ELT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	2 ELT Standup SITREPS 2 20092023 - FINAL.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> • Ballot papers were checked and finalised and sent to [REDACTED] 6(a) for printing. • Wild weather over the weekend (16-17/09) • EasyVote documents being printed • Special ballot papers completely printed • Ordinary ballot papers printed. • At 9:14am at a depth of 11km a magnitude 6.0 earthquake in Canterbury • Annex – Daily progress updates on ballot papers and EasyVote, dashboards
Key Dates:	<p><i>Days to Advance voting 12 days</i></p> <p><i>Days to Election Day 24 days</i></p>
Overseas VS Operations	<p>GENERAL UPDATES:</p> <p>Dictation</p> <ul style="list-style-type: none"> • 94 Dictation registrations to date. • All ready to receive dictation votes from 27/09, with dedicated team. • Service status is live and Ok. <div data-bbox="395 1234 826 1713" style="text-align: center;"> <p>Dashboard Help</p> <p>The dashboard contains four charts. The top-left chart, 'Cumulative Dictation Registrations', is a line graph showing four data series from 8 Sept to 8 Oct, with values ranging from 0 to 2000. The top-right chart, 'Dictation Registrations by Reason', is a stacked bar chart for years 2014, 2017, 2020, and 2023, with a total of approximately 2400 registrations. The bottom-left chart, 'Cumulative Dictation Votes', is a line graph from 26 Sept to 11 Oct, with values from 0K to 2K. The bottom-right chart is a bar chart showing the distribution of reasons for dictation registrations across the years 2014, 2017, 2020, and 2023, with categories for Blind, MIQ, and Emergency.</p> </div> <p>Remote & Postal Voting</p> <ul style="list-style-type: none"> • Remotes and postal votes requests that have been received over the last few months are being actioned currently. Overseas Postal votes being loaded into OS app and will be issued and sent tomorrow. • Minor issue with batch printing for Overseas Postal Votes but with a workaround in place won't cause any issues. • Four remote applications submitted, approved and votes issued to date. • Currently working on Navy and fishing vessel bulk Remote applications.

	<ul style="list-style-type: none"> • Service status is live and OK <p>Overseas Voter Support</p> <ul style="list-style-type: none"> • The team has handled about 1500 enquiries since June with over 400 so far this month. • Service status is live and Ok. <p>Overseas Voting Places.</p> <ul style="list-style-type: none"> • Shipment 1 of voting place materials dispatched Friday 8/09/23 to 74 sites. Most have arrived and 9 are currently awaiting local customs clearance/ DHL are monitoring closely. • All diplomatic bags have been cleared, shipment 1 to Sri Lanka was resent Monday 18/09 due to customs clearance issues in Sri Lanka. • Shipment 2, ballot papers, was dispatched Monday 18/09. In transit, no issues so far. • Training - Both Personal Instruction Manuals (PIMs), printed copies, have been dispatched and are live on Tupu. 5 of the 7 OVP training modules are live on Tupu. • Managing Overseas Returning Officer (ORO) changes as required, due to original appointed ORO becoming unavailable. • Service status is live and being actively monitored. Tupu modules to be live by end 22/09. <p>Download Voting Paper (DVP)/Upload Voting Paper (UVP) applications</p> <ul style="list-style-type: none"> • UVP ready to go. • DVP waiting for ballot paper load, should be completed today/tomorrow, then will be ready to go. • Service status is preparing to go live by end 22/09. <p>Facility</p> <ul style="list-style-type: none"> • All workstations set up and operational and all equipment and supply items are on site. • Security guards are in place. • Service status is live and Ok. <p>ISSUES</p> <ul style="list-style-type: none"> • Issues at Gibson Sheat centre most likely due to stormy weather • Front entrance and rear garage doors were compromised – unable to close • Mitigate issues with additional security guards at entrance and back garage door. • Front door RESOLVED. • Rear garage door will be repaired in 2-3 weeks. Security guards are still in place. <p>Comms</p> <ul style="list-style-type: none"> • Web site is being updated with more information about how to vote from overseas, including specific details for downloading and marking voting papers on Android / Apple devices. • Maintaining Overseas Voting Place (OVP) opening hours etc information as required. • Service Status is live and being updated as required. <p>Staff</p> <ul style="list-style-type: none"> • Vote receipt team is being put in place with induction and training this week. • Lost 2 Post-election Managers (PEM), interviewing today and tomorrow. • Currently sorting candidates and building vote processing team, along with the count team. • 123 candidates are hired with 40 more being processed currently. A total of 484 applications have been received. • Service status is live and ongoing.
<p>Voting Place -South Island</p>	<p>ISSUE: Weather Impact</p> <ul style="list-style-type: none"> • Staff who are currently in training will have to delay their travel due to the weather and this could lead to additional cost for accommodation.

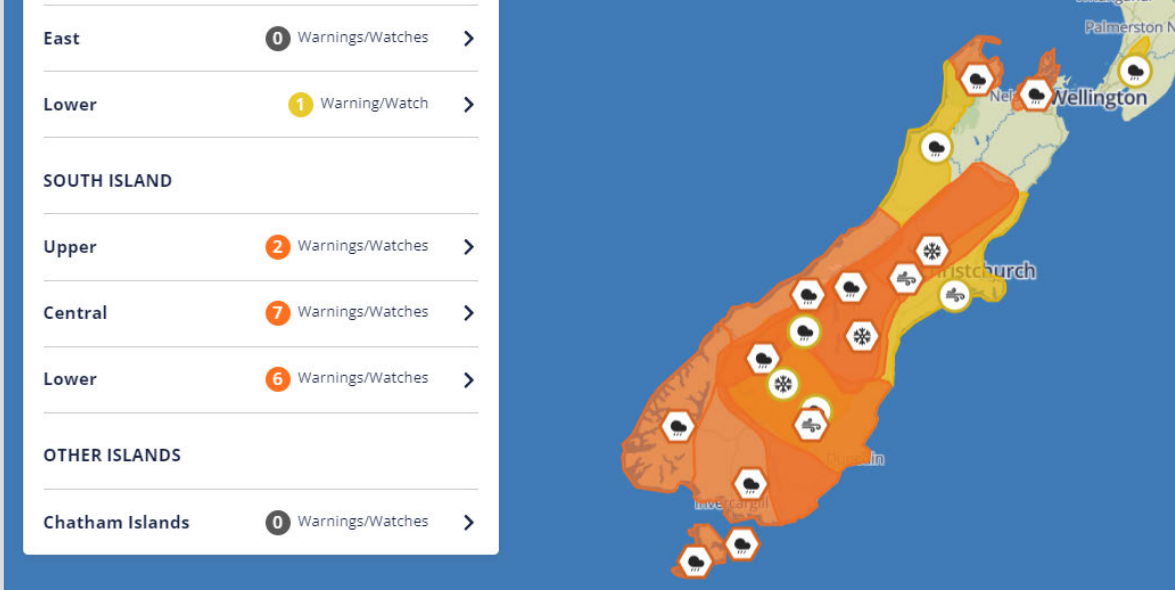
	<ul style="list-style-type: none"> Some staff were unable to attend the training due to the weather and training will have to be rescheduled.
<p>Ballot Papers and Rolls delivery</p>	<p>UPDATES:</p> <ul style="list-style-type: none"> Confirmed the instructions with the courier companies for the Ballot Papers are that the nature of the "Secure Services" required. [REDACTED] <p>Ballot Papers delivery issue updates:</p> <ul style="list-style-type: none"> [REDACTED] [REDACTED] The courier issues are now being dealt with at a higher level within both NZ Couriers and Courier Post, managed directly by the executive manager at the Print companies. <p>Roll delivery issue updates:</p> <ul style="list-style-type: none"> [REDACTED] <p>ACTION</p> <ol style="list-style-type: none"> Director of Enrolment to escalate with NZ Post regarding [REDACTED]
<p>Enrolment</p>	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> 3,494,376 electors (90.3% of the eligible population) are now ready to vote, with 74.1% of eligible youth now enrolled. Roll QA checks continue at [REDACTED] Demand has slowed over the last two or three days. Enrolment is now preparing for the Easy Vote Supplementary letters data extract and QA scheduled for Friday 29 September (see Actions below) <ul style="list-style-type: none"> The data extraction will begin around 7am on Friday 29 September. The data being extracted are all enrolment updates and new enrolments processed since the Writ Day roll close process – likely circa 400,000 records The data will be QAd by IT and enrolment staff, following extract Sign-off will be required from Director Enrolment, DCE Operations and the Chief Electoral officer Activity, including sign-off should be completed around 11am on Friday 29 September, and the data transferred that afternoon. <p>UPDATE AFTER TASKFORCE (2.43pm)</p> <p>Electoral Roll Fault</p> <ul style="list-style-type: none"> A first time ROE1 paper application was received. Person received a letter from the Commission that he was unable to be included in the Māori roll The matter was referred to the office of Rawiri Waititi, MP from Te Pati Māori by the young man's father. The father appears to already have concerns about Māori enrolment and the EC The matter was referred to the Rotorua office (community engagement) by Rawiri Waititi's office at parliament. The error was picked up at TSR (the second check of an enrolment change) point in the process. An

	<p>error was made in the attempt to correct the situation. Instead, the staff did not correct the error but generated the wrong letter going to the elector.</p> <ul style="list-style-type: none"> • Enrolment can easily correct the record and put the elector onto the Māori roll. However, the rolls have already been printed. • This person will have to do a special vote, but the information at VS will have him under the General Roll. • Enrolment will ring the Māori elector and apologise, as soon as Enrolment have corrected the record. <p>ACTION:</p> <ol style="list-style-type: none"> 1. Director of Enrolment will raise the issue with VS to find a solution for this person to vote.
eLearning issues	<p>ISSUES UNDER MANAGEMENT:</p> <p>The status of this issue has improved over the week – this will be the last day it will be reported to the GEDT. Numbers of phone calls received by the eLearning helpdesk are trending downwards. They are still significantly higher than for 2017 and 2020, but staffing of this area has been bolstered and Zendesk licences to support this have been provided.</p> <p>Updates:</p> <ul style="list-style-type: none"> • eLearning Tupu Access – Due to reduction in call volumes and potential consequence for field staff experience a collective decision was taken not to proceed with opening systems access earlier. • eLearning Zendesk Licenses – Contract variation approved; licenses available to general enquiries and being used. • eLearning Tupu Database Errors – issues resolved no further calls identified.
IT	<p>ISSUES UNDER MANAGEMENT:</p> <ul style="list-style-type: none"> • Field Users Mobile Connectivity - Sites with limited or no connectivity reduced from 81 to 36. After further investigation only 8 sites have no connectivity. Working with one.nz, Spark and Voting Services on alternative plans. • Interactive Voice Recognition Call Quality Issues – investigation identified 2 specific issues which are being worked through by the team, further testing taking place at Rongatai this afternoon. • Security update patching between now and the election period – Microsoft End User Device patches progressing well, server patching to complete by end of this week. Android device config update (to stop any more updates being deployed) has been activated, no issues expected. 21/09 • Key Person risk – Finalising plan and sharing with Key Stakeholders today 21/09
Comms & Education	<p>GENERAL UPDATE:</p> <p>Media</p> <ul style="list-style-type: none"> • Key themes: Services to Māori voters; tactical voting/wasted votes • Chief Advisor, Māori interviewed on Waatea yesterday and on Whakaata Māori today • Stories today include article on the Newsroom website by academic Richard Shaw on tactical voting and in Otago Daily Times highlighting our youngest and oldest voting place employees. <p>Social Media</p> <ul style="list-style-type: none"> • More political opinions and voter apathy. • Planned proactive integrity post on how votes are counted scheduled for tomorrow <p>Daily key metrics</p> <ul style="list-style-type: none"> • 5 media enquiries • 82 enquiries and comments on social media in the past 24 hours • 26,120 visitors to vote.nz
Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Since yesterday, the team had 272 tickets created, received 29 phone calls and made 17 outbound calls. 84% of tickets were resolved in one touch. More enquiries about the EasyVote cards. • Currently there are 9 complaints on hand across the business units. • Vigilant around any enquiries about Loyal NZ, and make sure these are escalated to Legal immediately.
Strategic	INSIGHTS

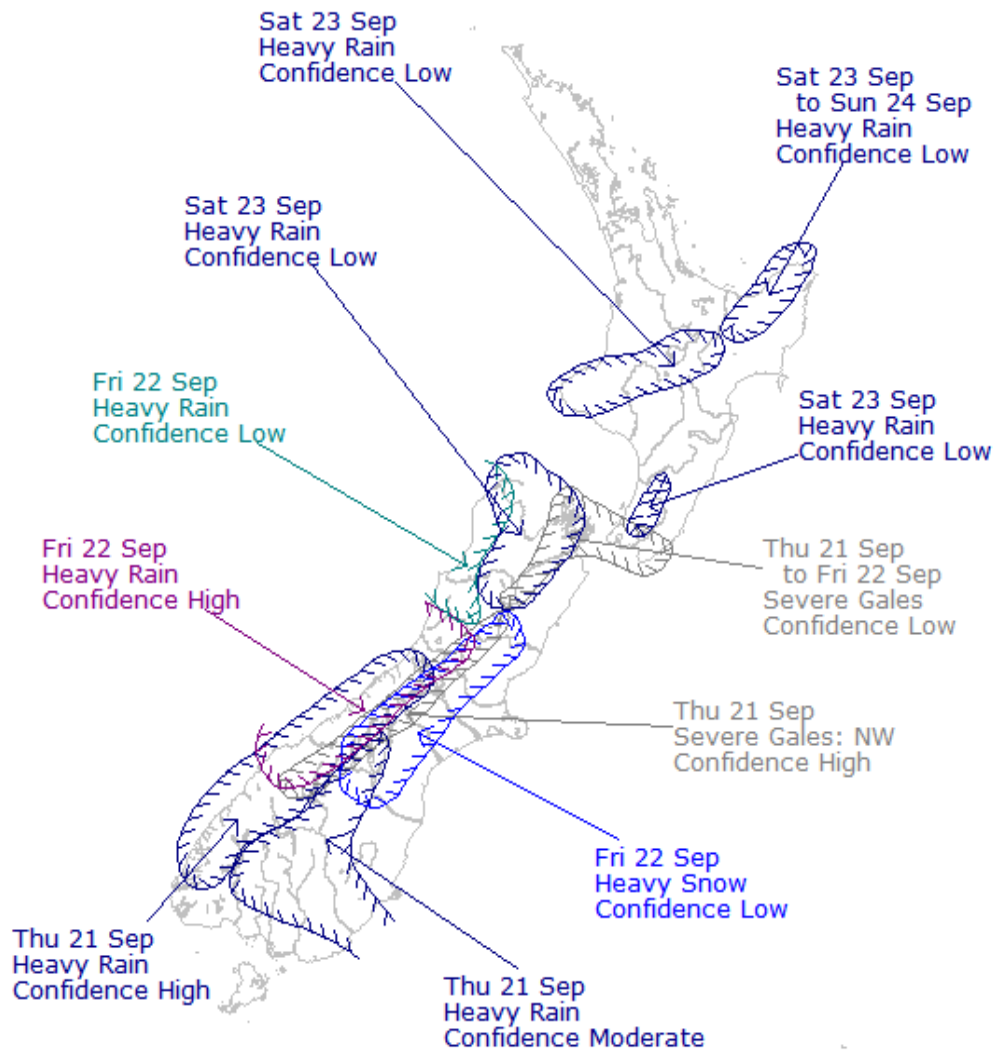
Engagement and Partnership	<ul style="list-style-type: none"> • Coming across different pieces of misinformation in the community including payment to enrol, if one is not enrolled by 10th of September one cannot vote, and around MEO. • A stop co-governance mail drop has taken place in Auckland which is generating questions and a prominent location in Whangārei with various political signage has been vandalised with 'give back our land' spray painted across them all. • An ethnic community in Tāmaki expressed concerns for elders who have limited/no English as previously their experience in voting places was that if you can't ask for help in English then none is available to you.
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People & Culture	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Pre employment checks 997 • Offers out 2148 • Onboarding 1624 • Hired 12847
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FOR YOUR INFORMATION

Severe Weather Outlook	 <p>The screenshot shows a weather outlook interface. On the left, there is a list of regions with their respective warning and watch counts: East (0 Warnings/Watches), Lower (1 Warning/Watch), SOUTH ISLAND (Upper: 2 Warnings/Watches, Central: 7 Warnings/Watches, Lower: 6 Warnings/Watches), OTHER ISLANDS (Chatham Islands: 0 Warnings/Watches). On the right, there is a map of New Zealand with various weather icons (rain, snow, sun) placed over different geographical areas.</p> <p>On Thursday an active front preceded by a strong northwesterly flow moves north over the lower South Island. There is then a high confidence in warning amounts of rain for Fiordland, Westland, and the headwaters of the Canterbury and Otago lakes and rivers. There is a moderate confidence in warning amounts of rain for Southland, Clutha and inland Otago. There is a high confidence in winds reaching severe gale force about the Southern Alps in Otago and Canterbury and a low confidence in severe gale force winds for the west of Marlborough and the Marlborough Sounds and also Wellington and the south of Wairarapa.</p> <p>On Friday the front is expected to move north over the central and upper South Island. There is then a high confidence in warning amounts of rain for Westland and the headwaters of the Canterbury lakes and rivers. There is a low confidence in warning amounts of snow for the Canterbury high country. There is a low confidence in severe gale force winds affecting the west of Marlborough, the Marlborough Sounds and also Wellington and the south of Wairarapa. There is a low confidence in warning amounts of rain for Buller and the far west of Nelson.</p> <p>On Saturday the front moves north over the upper South Island and onto the North Island. There is then a low confidence in warning amounts of rain for Nelson, the west of Marlborough and the Marlborough Sounds, the Tararua Range, Taranaki, the central North Island high country and the eastern ranges of the Bay of Plenty.</p> <p>The front is expected to move away to the east on Sunday but there is still a low confidence that it could bring warning amounts of rain to the ranges of the eastern Bay of Plenty then.</p>
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Valid Thu 21-Sep-2023 through Sun 24-Sep-2023



Issued 10:45 am 19-Sep-2023

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**MetService
Extended
Forecast 19-
22 Sep**

Thursday

North Island: Mostly fine, but the odd shower in the west. South Island: Rain in the west and south with some **heavy falls**. Partly cloudy elsewhere from Canterbury northwards. Northwest gales in exposed places.

Friday

North Island: Becoming cloudy with showers for most, but mainly fine in the east. South Island: Rain with **heavy falls spreading north**, and gradually easing or clearing in the south. Snow may lower to 500 metres in Canterbury.

Saturday

North Island: Cloudy with rain for most, some possibly heavy. Strong northerly winds. South Island: Rain with some heavy falls in the north. Early rain also for Canterbury, with snow likely above 500 metres. isolated showers in the south, but mainly in Fiordland and Westland.

Chatham Islands

Cloudy periods. A few late showers possible on Saturday and northwesterlies strengthening.

ACTION REGISTER LOG

OPEN

Unit	Issue Severity	ACTION	DATE RAISED	WHO	DUE DATE	IMPACT	UPDATE/OUTCOME	DATE CLOSED
OVS	MEDIUM	Request Paul [REDACTED] CIO to investigate options and provide solutions to address key personnel risk	9/11/2023	Paul [REDACTED] CIO	21/09/23	Reputational - direct impact on Overseas Voting application system and delivery of overseas voting due to loss of institutional knowledge	12/09 - Progressing. Please refer to SITREP. Mitigation plan to be in place.	21/09 - CLOSED
IT	MEDIUM	IT working with One.NZ and VS to identify and deliver contingent solutions for sites that do not have one.NZ connectivity.	12/09/23	Paul [REDACTED] IO	19/09/23	Reputational - direct impact on VS staff across the region.	Working with the provider to resolve this.	
IT	LOW	IT to roll out security patches for ios and Android phones	12/09/23	Paul [REDACTED] CIO	22/09	Impact on all staff's phones	Working on a plan to roll out patches.	21/09 - CLOSED
VS	MEDIUM	Request immediate resource applied to investigating the 'error writing to the database issue' (compiled list of Zendesk tickets required describing the issue) - Paul [REDACTED]	18/09/23	Paul [REDACTED] CIO	19/09	Reputational - Voting Services staff require eLearning as a source of information. Has direct impact on voting processes at VPs.		21/09 - CLOSED
CS	Low	Print Advisors working with Print Company to investigate into the delivery issue at Epsom.	20/09/23	Grace Chiang, Manager		Reputational - Voter confidence		Ongoing
Enrol	MEDIUM	Director of Enrolment will raise the issue with VS to find a solution for this person to vote as special vote. This person is on the General Roll but registered to be on the Māori Roll.	21/09/23	Ross McPherson, Director		Reputational - First time Māori voter incorrectly added into the General Roll.		
Enrol	HIGH	Director of Enrolment to escalate with NZ Post regarding NZ courier delivery forging signatures and leaving important packages at office.	21/09/23	Ross McPherson, Director		Reputational - Integrity of the ballot papers can be compromised.		

Voting Services Progress report:

Dated: **21.09.23**

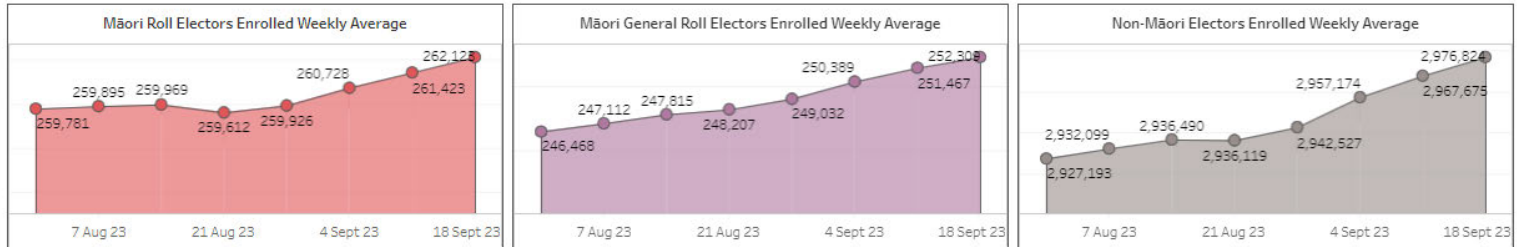
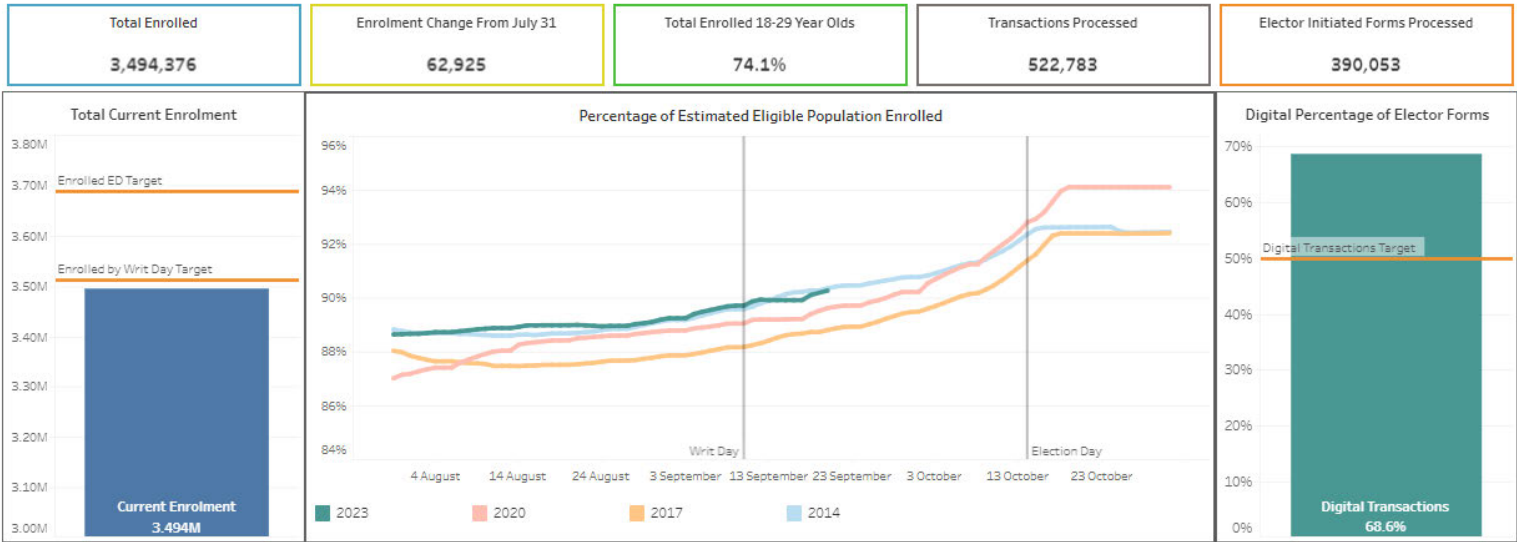
EasyVote Production Complete

Auckland Site						
Electoral # and name	Actual Mailset Volume	<u>Printing complete</u>	<u>Mail processing</u>	<u>Mail processing complete</u>	<u>Signed off by EC for release</u>	
17	Kaikoura A & B	48,060	16-Sep	18-Sep	18-Sep	19-Sep
5	Christchurch Central A	22,919	16-Sep	18-Sep	18-Sep	19-Sep
5	Christchurch Central B	45,618	16-Sep	19-Sep	19-Sep	20-Sep
6	Christchurch East	47,149	16-Sep	19-Sep	19-Sep	20-Sep
1	Auckland Central	39,170	17-Sep	19-Sep	19-Sep	20-Sep
9	East Coast	49,439	17-Sep	In Progress		
7	Coromandel	53,313	17-Sep			
32	Northland	52,824	17-Sep			
41	Rangitikei	46,967	17-Sep			
50	Taranaki-King Country	46,165	17-Sep			
48	Takanini	49,896	17-Sep			
21	Mangere	44,019	17-Sep			
22	Manurewa	42,703	18-Sep			
37	Panmure-Otahuhu	45,012	18-Sep			

Christchurch Site						
Electoral # and name	Actual Mailset Volume	<u>Printing complete</u>	<u>Mail processing</u>	<u>Mail processing complete</u>	<u>Signed off by EC for release</u>	
60	Wellington Central	47,729	16-Sep	Quarantined		
51	Taupo	50,591	16-Sep	18-Sep	18-Sep	19-Sep
8	Dunedin	49,296	16-Sep	18-Sep	18-Sep	19-Sep
59	Waitaki	49,413	17-Sep	19-Sep	19-Sep	20-Sep
46	Southland	44,840	17-Sep	In Progress		
61	West Coast-Tasman	48,767	17-Sep	19-Sep	19-Sep	20-Sep
40	Rangitata	47,784	17-Sep	In Progress		
	Unpublished	25,372	17-Sep			
66	Hauraki-Waikato	33,994	18-Sep			
67	Ikaroa-Rawhiti	36,006	18-Sep			
68	Tamaki Makaurau	38,308	18-Sep			
69	Te Tai Hauauru	35,008	19-Sep			
70	Te Tai Tokerau	37,445	19-Sep			
71	Te Tai Tonga	36,963	In Progress			

Enrolment Dashboard

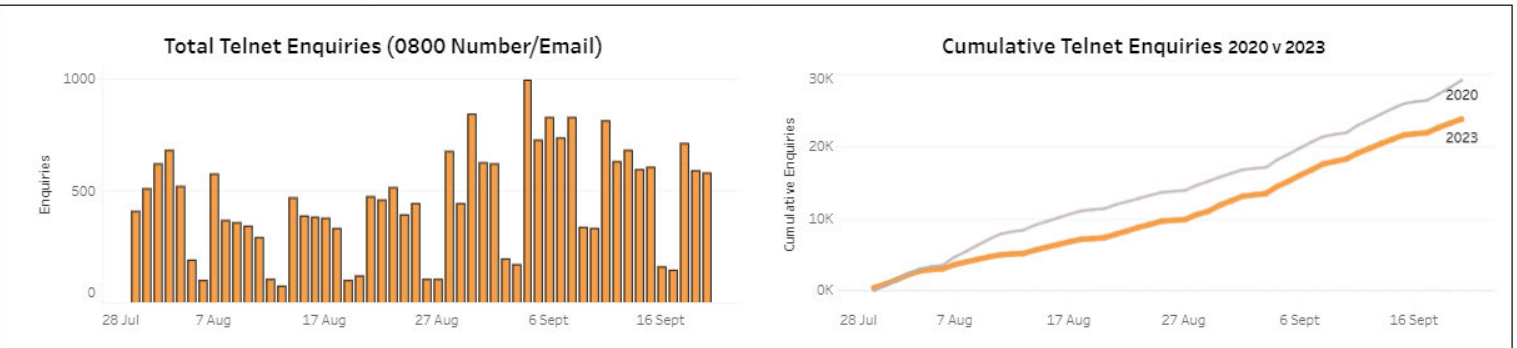
General Election 2023 Enrolment Campaign



Customer Enquiries and Complaints Dashboard

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
20,467	2,980	8,386	127	3,006	216	864	63



Enquiries over Time

Grouped by Week

	31 Jul	7 Aug	14 Aug	21 Aug	28 Aug	4 Sept	11 Sept	18 Sept
Enquiries Team	808	823	827	925	1,237	1,835	1,374	684
Enrolment	523	526	763	475	394	564	347	216
Legal & Policy	13	24	10	13	13	23	23	17
Communications	7	8	5	18	17	16	16	12
Overseas	5	7	7	11	7	19	14	15
Voting Services	1	2		1	2	4	5	5
CE's Office	1							

View Enquiries/Complaints Handled by National Office Staff

Enquiries

Top Enquiry Types Last 7 days

Thu 14 Sept 2023 - Wed 20 Sept 2023

	Enquiries	% of Enquiries Last Week
1	Enrolling to Vote or updating my details	1,081 72%
2	General enquiries	294 20%
3	Voting in an Election	81 5%
4	Voting from overseas	25 2%
5	Information for parties and candidates	11 1%

21/09/2023– Situation Report Week 2

As at 21/09/2023 prepared by Suzanne Knight-Tinirau

Distributed to	GEDT members		
Key Contacts	Suzanne Knight-Tinirau		
Overview	<p>Media</p> <ul style="list-style-type: none"> • Key themes: Services to Māori voters; tactical voting/wasted votes • Chief Advisor, Māori interviewed on Waatea yesterday and on Whakaata Māori today • Stories today include article on the Newsroom website by academic Richard Shaw on tactical voting and in Otago Daily Times highlighting our youngest and oldest voting place employees. <p>Social Media</p> <p>More political opinions and voter apathy comments Planned proactive integrity post on how votes are counted scheduled for tomorrow.</p> <p>Daily key metrics</p> <ul style="list-style-type: none"> • 5 media enquiries • 82 enquiries and comments on social media in the past 24 hours • 26,120 visitors to vote.nz 		
Status of the issue/s	No issues currently being managed.		
Actions Underway	Action	Owner	Description
Notes:	Early observation:		

21/09/2023– Situation Report Week 2

As at 21/09/2023 prepared by Shane Whitfield

Distributed to	GEDT members		
Key Contacts	Shane Whitfield		
Overview	<p>No issues</p> <p>General Update:</p> <ul style="list-style-type: none"> • Coming across different pieces of misinformation in the community including you have to pay to enrol, if you didn't enrol by the 10th of September you can't vote, and around MEO. • A stop co-governance mail drop has taken place in Auckland which is generating questions and a prominent location in Whangārei with various political signage has been vandalised with 'give back our land' spray painted across them all. • An ethnic community in Tāmaki expressed concerns for elders who have limited/no English as previously their experience in voting places was that if you can't ask for help in English then none is available to you. 		
Status of the issue/s			
Actions Underway	Action	Owner	Description
Notes:	Early observation:		

21/09/2023– Situation Report Week 2

As at 21/09/2023 prepared by Ross McPherson

Distributed to	GEDT members		
Key Contacts	Ross McPherson		
Overview	<ul style="list-style-type: none"> • No risks or issues to report • Roll QA checks continue at [REDACTED] • Processing of enrolment forms continues. Demand has slowed over the last two or three days. • Enrolment is now preparing for the Easy Vote Supplementary letters data extract and QA scheduled for Friday 29 September (see Actions below) <ul style="list-style-type: none"> ○ The data extraction will begin around 7am on Friday 29 September. ○ The data being extracted are all enrolment updates and new enrolments processed since the Writ Day roll close process – likely circa 400,000 records ○ The data will be QAd by IT and enrolment staff, following extract ○ Sign-off will be required from Director Enrolment, DCE Operations and the Chief Electoral officer ○ Activity, including sign-off should be completed around 11am on Friday 29 September, and the data transferred that afternoon. 		
Status of the issue/s	No issues currently being managed.		
Actions Underway	Action	Owner	Description
	Easy Vote Supp extract & QA	Ross McPherson	Extract and QA of elector data for the easy Vote supplementary letters
Notes:	Early observation:		

21/09/2023– Situation Report Week 2

As at 21/09/2023 prepared by Ross McPherson

Distributed to	GEDT members		
Key Contacts	Izak [REDACTED]		
General Update	<ul style="list-style-type: none">○ Pre employment checks 997○ Offers out 2148○ Onboarding 1624○ Hired 12847		
Status of the issue/s	No issues are currently being managed.		
Actions Underway	Action	Owner	Description
Notes:	Early observation:		