

# **Daily Intelligence Briefing**

Issued: 1030hrs 05 Oct 2023 Authorised by: ——Watch Leader Next update: 1030hrs 06 Oct 2023

### **Executive Summary**

A strong wind watch is in force for Fiordland and Southland beginning tomorrow morning.

# **NEMA Operational Status**

### **Operational activity**

NCC is at Mode 1 (MAR Centre Monitoring).

#### On-call roster

National Controller	
PIM	
REMA North	
DEMA South	

Response Manager	
<b>Activation Coordinator</b>	

# **Response Activity**

Director

Nothing to report.

# **Weather and Climate**



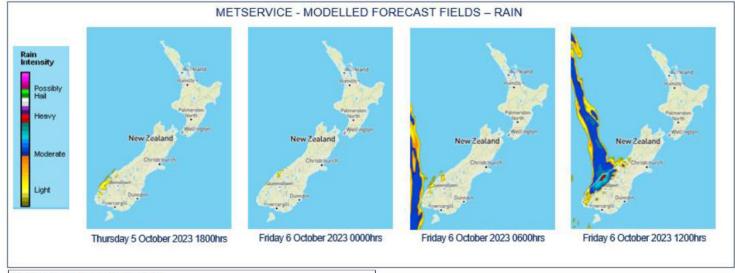
### **Current Weather**

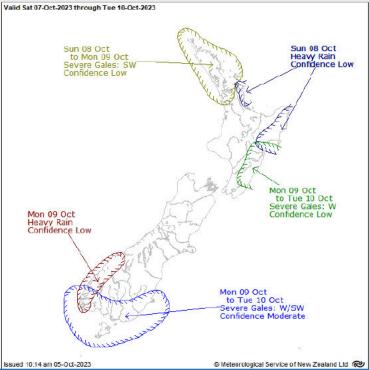
Northwesterlies may rise to gale in the South Island overnight and winds are expected to ease late tomorrow afternoon.

A strong wind watch is in place for Fiordland and Southland on early Friday morning from 0300hrs until 1700hrs. This watch is in place due to the possibility of severe gales briefing affecting exposed parts of Fiordland and Southland.

Accurate from MetService as at 1000hrs today

#### UNCLASSIFIED





#### Severe Weather Outlook

A couple of fronts are expected to move across the North Island during the weekend, with a low developing over or near the northern North Island late Saturday or Sunday. At this stage there is quite a lot of uncertainty regarding the development of this low, but it may bring some heavy rain and/or strong winds to parts of the North Island.

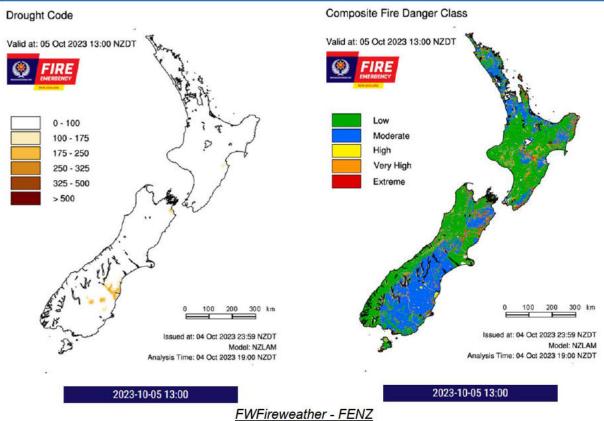
# Geological

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
Taupō	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>

# Fire and Drought Risk



# **Other Events**

Nothing to report.

# **Other Events**

#### What's in a Magnitude?

You might have noticed in the minutes following an earthquake, the magnitude and its precise location may change. Usually these changes are slight, but for larger, more complex events like the 2016 Kaikōura earthquake, they could be more significant.

#### GeoNet

#### New Zealand experiences warmest September on record

New Zealand has seen its warmest September on record, data from the National Institute of Water and Atmospheric Research (NIWA) shows.

#### **RNZ News**

#### Victoria flood news: 'Move to higher ground': Flash flooding hits Victoria's east

Residents living near a rising river in Victoria's east have been told to evacuate immediately as widespread rain continues to hit the state. More than 150mm of rain has fallen in parts of Victoria's alpine areas, prompting a string a flood watch alerts for the Gippsland region.

#### 9news

# 05/10/2023 - Situation Report Week 4

As at 12.32pm 05/10/2023 prepared by Crispian

Distributed to	All GEDT members					
<b>Key Contacts</b>	Anusha Guler and Crispian					
	Martin is acting Chair.					
Previous ELT	3 ELT Standup SITREPS 4 04102023 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.					
	At least 4 electorates actual ordinary votes results better than estimates (annexes)					
Key Dates	Days to election day 9 days					
After hours	ELT ON CALL FOR TODAY – Anusha Guler					
emergency	In case of any emergency or any decision that you require from ELT after hours, please ring this number.					
contact	Number to ring –					
number	After hours - 5pm until 8.30am					
Voting Services	GENERAL UPDATE/ISSUES:					
-	Overseas Operations					
	The Overseas Voting Place in Ankara has received their delivery now according to DHL, we await					
	confirmation from the site.					
	Votes issued to date = 37672					
	Votes received to date = 17302					
	Overseas, Dictation, and Remote Voting: Overseas, Dictation, Remote, eLearn - Tableau					
	<u>Cloud</u>					
	Voting Place – Auckland North					
	No particular issues. An incident regarding a voter wanting to speak te reo – he was directed to					
	Kaupapa Māori voting place.					
	Will have a full ballot box returning to electorate HQ, even with lower voting than estimated.					
	Voting Place – Auckland South					
	Sylvia Park shopping mall has taken a large number of votes – school holidays likey contributing to					
	this.					
	6(c)					
	Voting Place - Central North Island					
	No significant events to report.					
	Isolated disruption events, handled at a local level and managed swiftly by security or the VPM.					
	Reconciliation app (eRoll) still causing challenges for some staff. We are sending mobile support and					
	trainers out to retrain those who are persistently unable to use the app. The number of issues are					
	dropping.					
	Voting Place – Lower North Island					
	No significant issues to report.					
	Incident in Rongotai Electorate yesterday resolved and both staff members are back at work today.					
	A security guard is now onsite.					
	Actual votes taken still down about 40% on estimated votes					
	<ul> <li>Similar issues with reconciliation app (eRoll) – some additional support and training being looked at by some electorates to support those who will be working with it on EDay for the first time.</li> </ul>					
	Voting Place – South Island					
	Voting Frace South Island					

<ul> <li>No significant issues.</li> <li>6(c)</li> <li>VOTING SERVICES ISSUES</li> <li>Work is underway to bolster training around the reconciliation application, particularly for Election Day voting place staff.</li> </ul>
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Enrolment MANAGEMENT OF ISSUES:
Dumped mail
The Customer Servies team has had two reports from members of the public (one yesterday and one
this morning) in relation to dumped Electoral Commission mail.
Report 1
6(a)
Powert 3
Report 2  • The second
6(a)
ACTIONS
• It is too late to reissue the Enrolment Update packs dumped in 6(a) but depending on the
number of packs recovered we may look at contacting the impacted electors.
NZ Post investigating the second report.
UPDATE ON PREVIOUS ISSUES
Enrolment Forms from Advance Voting Places (AVPs)
<ul> <li>A new quality issue – we have had instances where the Advance Voting Place (AVP) Stamp has been affixed over the top of mandatory information on the enrolment form, making some of that mandatory information unreadable.</li> </ul>
eRoll Updates (MDA2)
The issue of multiple forms being sent is the result of users "clicking on confirm" more than once.
This will be most likely due to connectivity issues or drop-outs and the user not being confident that
<ul> <li>the form has been sent.</li> <li>Comms have been sent out to staff on how to mitigate the issue and IT will look at useability post-</li> </ul>
election.
ACTIONS:
Actions from yesterday are still applicable.
IT GENERAL UPDATE
• Enrolment Centralised Processing Wi-Fi issues in Upper Hutt – Changes made to the Network
connections and Zendesk tuning for agents has had a significant positive impact. Monitoring over the
next few days will validate the changes made.
<ul> <li>IT Service Desk Monitoring – There were 200 calls yesterday – a steady stream which is being managed well by the team. Volumes remain within expectations and no major issues to report.</li> </ul>
Customer GENERAL UPDATE:

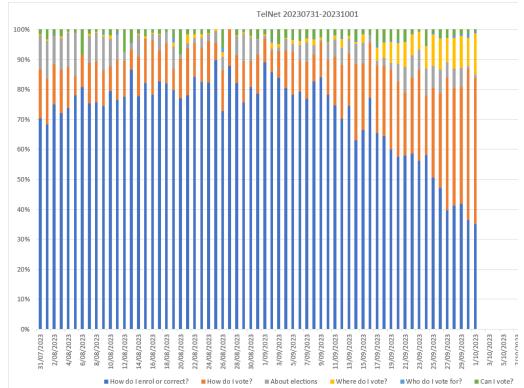
#### **Services**

- Since yesterday, the team had 688 tickets resolved, received 81 phone calls and made 20 outbound calls. 88% of tickets were resolved in one-touch. Telnet received 2,161 calls and 197 emails yesterday.
- The top enquiries were about EasyVote (18%), followed by Where to Vote questions (17%) and Update details (16%). 27% of the contacts were triggered by our website.
- There are 46 complaints on hand across the business units. No significant risk or issue to raise.

#### **INSIGHTS (ANNEX):**

Some analyses have been completed to understand the nature of call contacts received thus far, and a trend diagram is included in the Customers Enquiries section below. In summary,

- Since the end of August, there has been a significant increase in the percentage of "How do I vote?" contacts. This may be increased by people looking for information on EasyVote cards.
- While the enrolment related questions remain to be the main reason for contacting us, this was trending down since early September.
- New Zealanders have increasingly sought information on where they can vote since mid-September.
- Based on the forecast, it is expected each of these enquiries will continue to increase in proportion to other enquiries as the voting period continues.



# Communications and Education

#### **GENERAL UPDATE:**

- EasyVote was a key focus yesterday with preparation of our media release and statement in the afternoon. All main outlets ran stories after comments made by party leaders on EasyVote.
- We declined all requests for interviews and instead went out with a short statement reiterating the process involved in producing the EasyVote pack.
- Morning news items included a number of third-party political commentators who reinforced the message that you can vote without an EasyVote card and in support of the Commission.
- A lot of other media requests including filming, focus on early voting numbers and kaupapa Māori voting places.
- On social media, people are still sharing their disappointment about EasyVote although this was at a more manageable level than the previous day.
- Someone has created some parody fan art based on the 'I voted stickers' for the Wellington Zine Fest. This was picked up in a story on stuff and has been circulating on social media.

#### **Daily metrics**

27 media enquiries

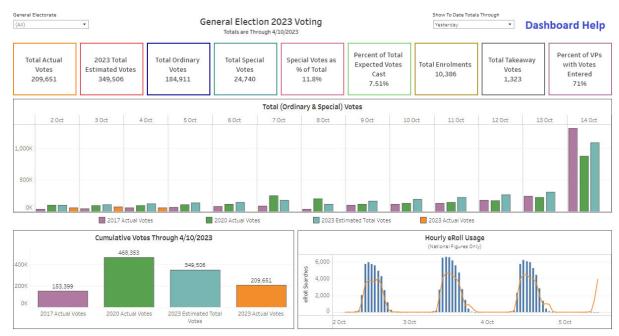
	F43		. 24 [	
	<ul><li>513 enquiries and commen</li><li>98,331 visitors to vote.nz</li></ul>	its on social media in the la	ast 24 nours	
Land & Daling	GENERAL UPDATE/ISSUES			
Legal & Policy	NZ Loyal High Court case – Crown Law is filing our statement of defence today.			
	One misinformation matter escalated to Twitter earlier this week. Awaiting a decision on escalation			
	of another matter on Faceb	oook		
Strategic	GENERAL UPDATE:			
Engagement and			nd recruitment into Voting Places (specifically	
Partnership	not hearing back from the	Commission).		
Interagency Update	MOJ:	II d B II		
Opuate	<ul> <li>MOJ secretary for Justice was contacted by the Public Service commission seeking assurance regarding the easy vote delays and plans to mitigate, particularly with respect to the three electorates.</li> </ul>			
	Ministry of Business, Innovatio	n & Employment (MBIE)		
	On 3 <sup>rd</sup> October, a package of envelopes was delivered to MBIE's CE. In the package were individual envelopes addressed to all of MBIE's Deputy Secretaries and General Managers, with their office locations listed on the envelope, marked Private and Confidential. Envelopes contained a pamphlet with political propaganda (anti co-governance.)			
			staff receiving letters with anti co-governance	
	have any jurisdiction regard		ponse to MBIE that the Commission does not	
	NZ Police	mig pointedi debate.		
	•			
		6(c)		
	6(c)			
	6(c)			
Security &	GENERAL UPDATE:			
Integrity	Field security incident reports		In the second	
	Type	Reported	Resolved	
	Voting Place Disruption	5	5	
	Access	1	1	
	Mechanical	1	1	
	Five significant voting place disruptions.			
	○ 6(c)			
	o Distraction that at lyn	on Mall Veting Place (VD) C	toff member had personal phone stalen. Allied	
	<ul> <li>Distraction theft at Lynn Mall Voting Place (VP). Staff member had personal phone stolen. Allied Security and RSRAs advised.</li> <li>Atrium on Elliot Voting Place (VP). Voter upset that party scrutineer was present. Took photos</li> </ul>			
	then left. Comms advised			
	0	6(c)		
	o Bayfair Mall – Group o	f vouths on scooters causin	ng disturbance near Voting Place (VP)	
	<ul> <li>Bayfair Mall – Group of youths on scooters causing disturbance near Voting Place (VP).</li> <li>Access issues. Mt Albert Voting Place (VP) when closing had another community group turn up to use</li> </ul>			
	space.			
	space.			
	space.		- Faulty appliance set off fire alarm. FENZ called	

2 30	<ul> <li>Verbal reports of issues around use of Te Reo. Alternatively that there is no Te Reo spoken, and that there is too much use of Te Reo.</li> </ul>
	Reports of filming and photographs at Voting Places. Mostly by individuals creating content of
	themselves voting and not knowing Voting Place rules. Majority have readily complied with Voting Place staff requests to desist. No instances where it has escalated unduly so far.
People and	GENERAL UPDATE:
Culture (P&C)	<ul> <li>Contingency workforce- There is a bit of nervousness that is they lose VPMs we might need to train more people. Also getting ELT behind the Community Liaison staff working as a contingency workforce.</li> </ul>
	<ul> <li>The matter of the 25 employees in Wairarapa is confirmed to be a coffee time miscommunication.</li> <li>The conversation referred to an EC statement about the possibility that people may want to use employment as a way to disrupt the election.</li> </ul>
FOR YOUR INFOR	MATION
Emerging events	In pictures: New aerial pictures show massive landslide in Gisborne
across the	In pictures: New aerial pictures show massive landslide in Gisborne   Stuff.co.nz
country	
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**

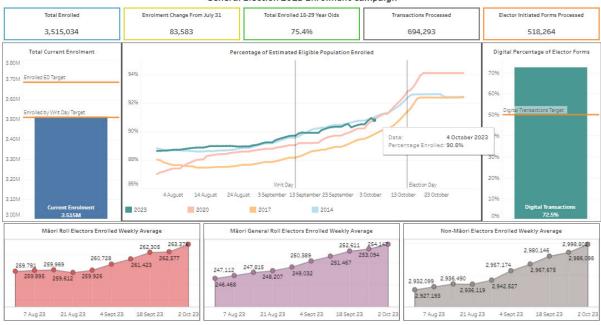
				OP	EN			
Unit	Issue Severity	ACTION	DATE RAISED ~	wно <u></u>	DUE DAT _	IMPACT	UPDATE/OUTCOME	DATE CLOSED ~
VS	нідн	Issues with EASYVOTE for:  1. Mt Albert- and Epsom voting place  2. Te Tai Hauauru candidate sheet found in ikaroa-Rawhiti electorate packs  3. Unsalvageable Te Atatū packs approx 700	29/09/23	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**

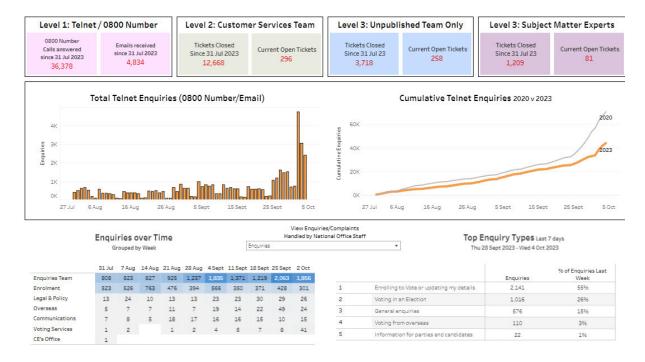


#### **Enrolment**

#### General Election 2023 Enrolment Campaign

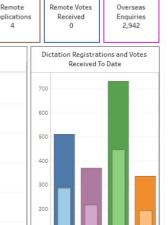


#### **Customer Enquiries**

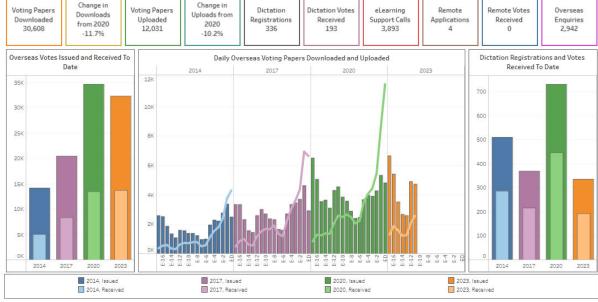


#### **Overseas, Dictation**





**Dashboard Help** 



# 05/10/2023 – ELT Situation Report Week 4

As at 3.00pm 05/10/2023 prepared by Crispian approved by Martin Rodgers

Distributed to	ELT members			
Key Contacts	Martin and Crispian			
Previous ELT	3 ELT Standup SITREPS 4 04102023 FINAL.docx			
SITREP				
Overview	Summary of the weekly event			
	Concerns around delayed EasyVote packs			
	Issues around eRoll updates causing challenges for enrolment and field staff			
Key Dates	Days to election day 9 days			
After hours	ELT ON CALL FOR TODAY – Anusha Guler			
emergency	In case of any emergency or any decision that you require from ELT after hours, please ring this number.			
contact	Number to ring – After hours - 5pm until 8.30am			
number	AND CONTROL OF THE STATE OF THE			
Voting Services	GENERAL UPDATE/ISSUES:			
	Overseas Operations			
	The Overseas Voting Place in Ankara has received their delivery now according to DHL, we await confirmation from the site.			
	Voting Place – Auckland North			
	An incident regarding a voter wanting to speak te reo – he was directed to the Kaupapa Māori voting			
	place.			
	Will have the first occasion of a full ballot box returning to electorate Headquarter (HQ) - even with rates of voting generally being lower than estimated.			
	Voting Place – Auckland South			
	Sylvia Park shopping mall has taken a large number of special votes – school holidays likely			
	contributing to this.			
	6(c)			
	Voting Place - Central North Island			
	Isolated disruption events, handled at a local level and managed swiftly by security or the Voting Place Manager (VPM).      Reconstitution and (ARAII) still sequence for some staff. Support is being provided as proceed.			
	<ul> <li>Reconciliation app (eRoll) still causing challenges for some staff. Support is being provided as needed.</li> <li>The number of instances is reducing.</li> </ul>			
	Voting Place – Lower North Island			
	Incident in Rongotai Electorate yesterday resolved and both staff members are back at work today.     A security guard is now onsite.			
	<ul> <li>Actual votes taken still down about 40% on estimated votes.</li> <li>Similar issues with reconciliation app (eRoll).</li> </ul>			
	Voting Place – South Island			
	6(c)			
	VOTING SERVICES ISSUES			
	Work is underway to bolster training around the reconciliation application, particularly for Election			

Day voting place staff. **Election Integrity Project Update** The team is meeting with Karl to go through the action points: Provide communication back to the organisers that can also be used by field staff Provide field staff with clarity on the provisions in the Scrutineer's Handbook e.g qualifications of scrutineers, their role, permitted and non-permitted activities Joining the regular meetings tomorrow that are taking place with Electorate Managers to talk through the provisions and any questions The key challenge is around these groups believing other sources of information and not being willing to accept what they are told by Commission staff. **Chief Executive** The Chief Executive conveyed the words of appreciation and thanks from the Chair and Board to staff on their work delivering the General Election that is going smoothly as expected. The Chief Electoral Officer is working closely with interested stakeholders regarding the concerns around EasyVotes packs Big focus after the election is to report back to Parliament on this issue and the process undertaken. **MANAGEMENT OF ISSUES:** Enrolment **Dumped mail** The Customer Servies team has had two reports from members of the public (one yesterday and one this morning) in relation to dumped Electoral Commission mail. Report 1 6(a) Report 2 6(a) NZ Post has been notified and will recover the mail and investigate as a matter of priority. **ACTIONS** It is too late to reissue the Enrolment Update packs dumped in 6(a) we may look at contacting the impacted electors depending on quantity. General Update – we're getting EasyVote GNAs (Gone No Address) returned mails where electors no longer are living at the address. This is a normal process. **UPDATE ON PREVIOUS ISSUES Enrolment Forms from Advance Voting Places (AVPs)** A new quality issue – we have had instances where the Advance Voting Place (AVP) Stamp has been affixed over the top of mandatory information on the enrolment form, making some of that mandatory information unreadable. eRoll Updates (MDA2) The issue of multiple forms being sent is the result of users "clicking on confirm" more than once. This will be most likely due to connectivity issues or drop-outs and the user not being confident that the form has been sent. Comms have been sent out to staff on how to mitigate the issue and IT will look at useability postelection. **GENERAL UPDATE** IT

Enrolment Centralised Processing Wi-Fi issues in Upper Hutt - Changes made to the Network

connections and Zendesk tuning for agents has had a significant positive impact. Monitoring over the next few days will validate the changes made.

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# Customer Services

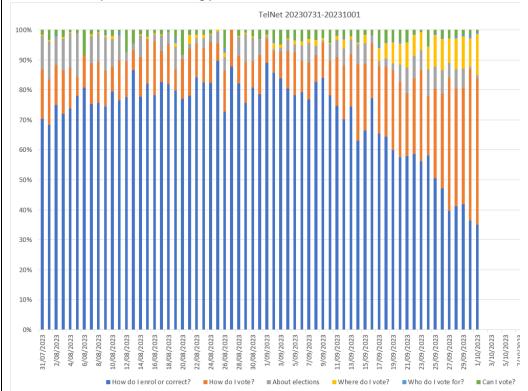
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	27 media enquiries				
	513 enquiries and commen	ts on social media in the las	t 24 hours		
	98,331 visitors to vote.nz				
Legal & Policy	GENERAL UPDATE/ISSUES				
	<ul> <li>NZ Loyal High Court case –</li> <li>One misinformation matter</li> </ul>	_	ement of defence today.  this week. Awaiting a decision on escalation		
	of another matter on Faceb		this week. Awarting a decision on escalation		
Strategic	GENERAL UPDATE:				
Engagement and	Ongoing concerns expresse	ed across the country around	d recruitment into Voting Places (specifically		
Partnership	not hearing back from the 0	Commission).			
Interagency	MOJ:				
Update	-		Service commission seeking assurance		
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	Ministry of Business, Innovatio	n & Employment (MBIE)			
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	individual envelopes addre	ssed to all of MBIE's Deputy	Secretaries and General Managers, with their		
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	pamphlet with political pro  On 4 <sup>th</sup> October, received gu		e.) aff receiving letters with anti co-governance		
			onse to MBIE that the Commission does not		
	have any jurisdiction regarding political debate.				
	NZ Police				
		6(c)			
		C(z)			
	6(c)				
Security &	GENERAL UPDATE:				
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	Туре	Reported	Resolved		
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	Access issues. Mt Albert Voting Place (VP) when closing had another community group turn up to use				
	space.				
	Mechanical – Pakuranga Plaza Mall Voting Place (VP) - Faulty appliance set off fire alarm. FENZ called				
	<ul> <li>These incidents are isolated incidents and are not premeditated, coordinated or targeted at the Commission.</li> </ul>				
	Additional trends:				
	Verbal reports of issues around use of Te Reo. Alternatively that there is no Te Reo spoken, and that there is too much use of Te Reo.				
	<ul> <li>Reports of filming and photographs at Voting Places. Mostly by individuals creating content of themselves voting and not knowing Voting Place rules. Majority have readily complied with Voting Place staff requests to desist. No instances where it has escalated unduly so far.</li> </ul>				
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# **ACTION REGISTER LOG**

		OPEN									
Unit	Issue Severity	ACTION	DATE RAISED ~	wно <u></u>	DUE DAT ~	IMPACT ~	UPDATE/OUTCOME	DATE CLOSED ~			
-	HIGH	Issues with EASYVOTE for:  1. Mt Albert- and Epsom voting place  2. Te Tai Hauðuru candidate sheet found in Ikaroa-Rāwhiti electorate packs  3. Unsalvageable Te Atatū packs approx 700				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				
VS		3. Grantageable te Atata peura approxi 700	29/09/23	Adele A VS							



# DAILY INTERAGENCY REPORT TO **GEDT**

Submitted daily not later than 11am.

Date:	5	Octo	ber 2	2023	

DPMC:
NSTR
NZ Police:
6(c)
6(c)
6(c)
NEMA (Daily Intelligence Briefing attached):
NSTR
GCSB:
NSTR
NZSIS:
Reporting via the JIG

#### **IN-CONFIDENCE**

МоН:
NSTR
Waka Kotahi:
https://www.journeys.nzta.govt.nz/highway-conditions/traffic-and-travel-list-view/
NSTR
MFAT:
NSTR
MoJ:
MoJ Secretary for Justice contacted by the Public Service Commission seeking assurances regarding the easy vote delays and plans to mitigate, particularly with respect to the three electorates.
FENZ:
NSTR
MPI:
NSTR

#### MBIE:

On the afternoon of 3 Oct, a package of envelopes was delivered to MBIE's Chief Executive's office at Stout Street. Inside the package were individual envelopes addressed to all of MBIE's Deputy Secretaries and General Managers, with their office locations listed on the envelope. The envelopes were marked Private and Confidential. The envelopes contain a pamphlet with political propaganda (anti co-governance).

#### **IN-CONFIDENCE**

The Executive Assistant and the Chief Advisor to the Chief Executive asked for the advice of our Chief Legal Officer.

At this point, the envelopes have not been distributed and are still held by the Chief Executive's office.

On 4 Oct, a query was received from TVNZ asking "Can we please request a comment from MBIE around staff receiving letters with anti co-governance information?"

MBIE are currently considering a response to the query.

Response from EC (to MBIE): The Commission doesn't have any jurisdiction regarding political debate. Hence wouldn't appropriate to comment or provide media/comms messaging support.

#### Comment from MBIE this morning:

As per yesterday afternoon's update provided, we will be responding to a query that was received from TVNZ asking "Can we please request a comment from MBIE around staff receiving letters with anti co-governance information?"

Prepared by: David