



Issued: 1030hrs 2 October 2023

Authorised by: ██████████ - Watch Leader

Next update: 1030hrs 3 October 2023

## Executive Summary

- There are orange strong wind warnings in force for the lower North Island and most of the South Island today.
- Orange heavy rain warnings are in force for Westland today.

## NEMA Operational Status

### Operational Activity

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

### On-Call Roster

Director	██████████
National Controller	██████████

Response Manager	██████████
Activation Coordinator	██████████

PIM	██████████
REMA North	██████████
REMA South	██████████

## Response Activity

Nothing to report.

## Weather and Climate



MetService warnings and watches accurate at 1000hrs today.

### Current Weather

A heavy rain warning is in place for Westland until 1400hrs today, with a further 30 to 40 mm of rain forecast in the ranges, with possible thunderstorms. Expect rain to ease this afternoon.

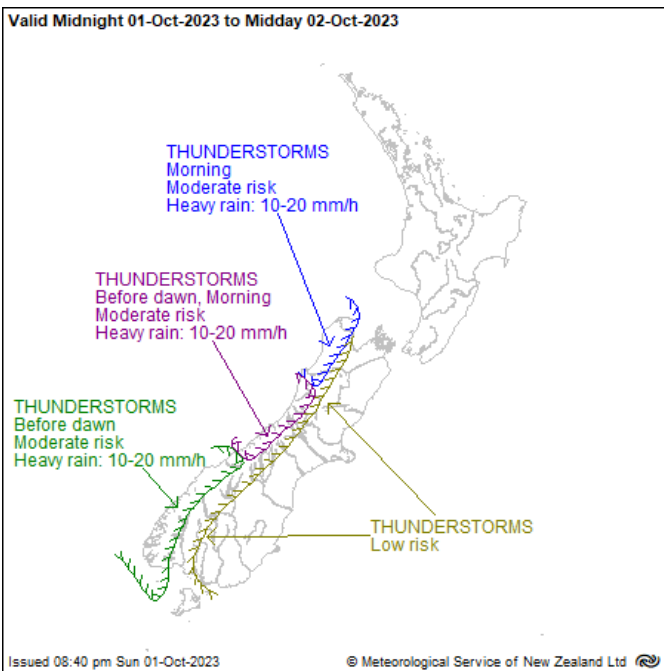
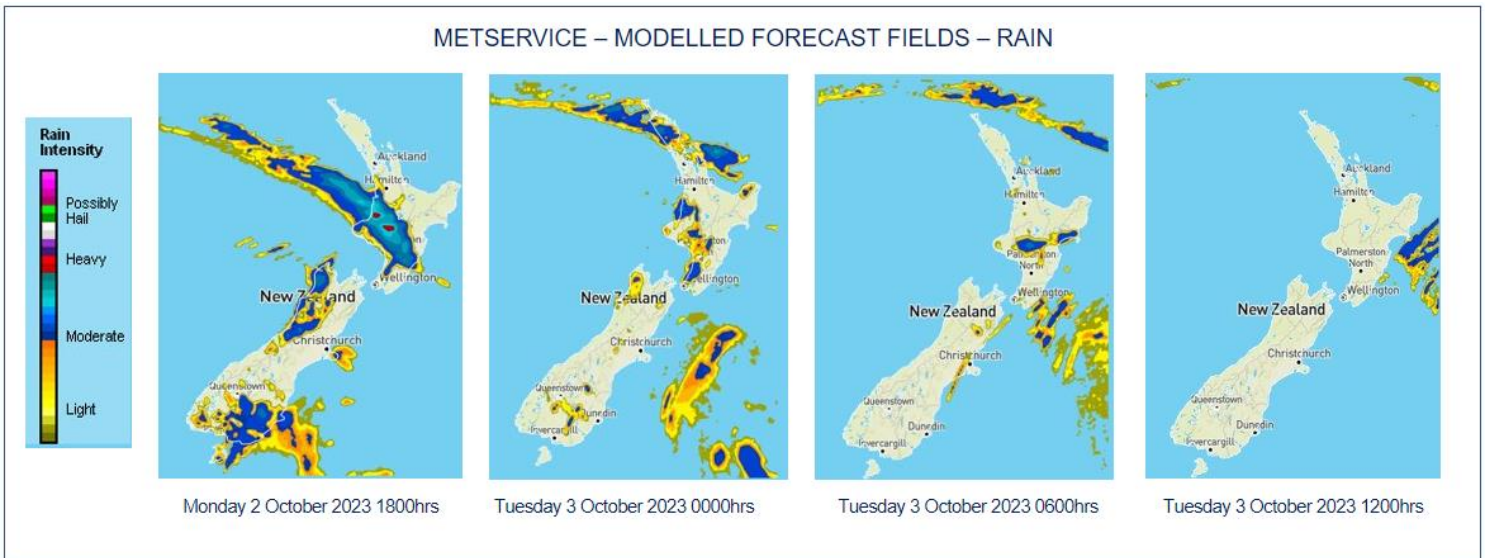
There are orange strong wind warnings in force for the majority of the South Island and lower North Island. They are in place for the Marlborough Sounds, Wellington, Wairarapa and Tararua District from until 1600hrs today and for Canterbury High Country and the ranges of Marlborough until 2000hrs tonight. There are also strong wind warnings in force for Canterbury Plains, Banks Peninsula, and coastal Marlborough (south of Ward) until 2300hrs tonight.

Strong wind warnings are also in place for Otago (excluding Clutha) until 2000hrs tonight, and for Fiordland, Southland, Stewart Island, and Clutha until 1700hrs this afternoon.

A strong wind watch for Hawke's Bay (south of Hastings) is valid for nine hours until 1800hrs tonight.

Heavy rain watches are in force for Buller and the Headwaters of the Canterbury lakes and rivers until 1400hrs today.

METSERVICE – MODELLED FORECAST FIELDS – RAIN

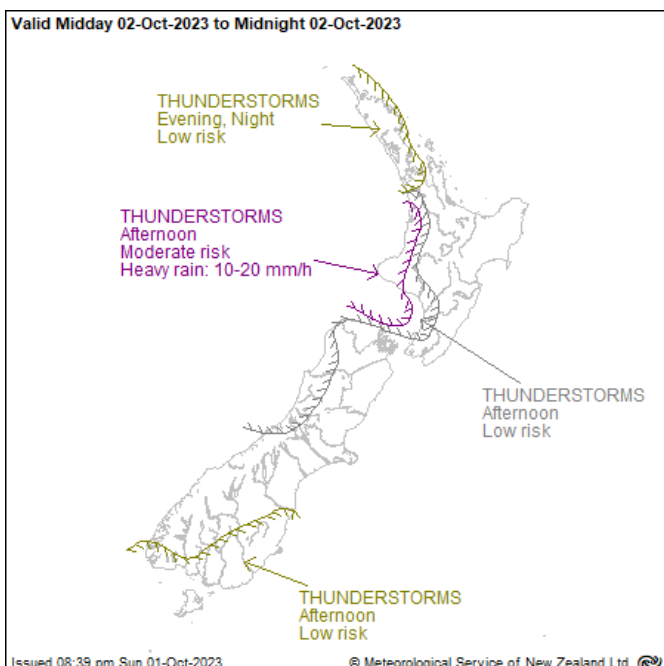


**Thunderstorm Outlook**

A front moves quickly north over the South Island this morning.

There is a moderate risk of elevated thunderstorms embedded in the rainband as it moves north, affecting the west of the Tasman District and Buller in the morning, and Westland and Fiordland before dawn. These thunderstorms are likely to be accompanied by heavy rain with peak intensities of 10 to 20 mm/h.

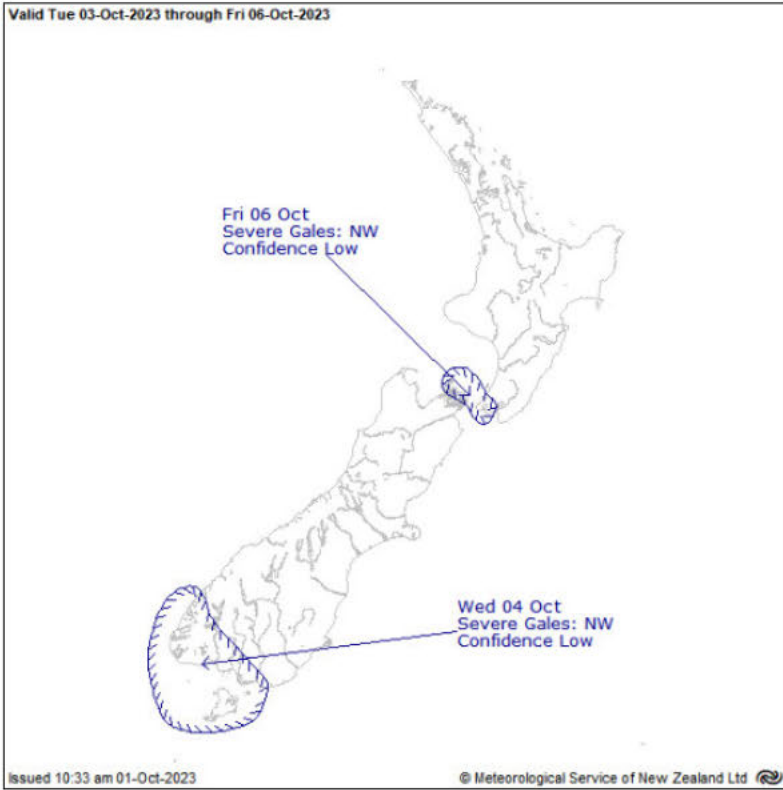
A lower risk of thunderstorms extends east to the Main Divide and to Stewart Island.



The front continues heading north over the North Island this afternoon and evening.

There is a moderate risk of elevated thunderstorms embedded in the rainband later today from Taranaki to Waikato, with a lower risk extending to inland western areas, and to Kapiti in the south. A low risk of thunderstorms also extends to Auckland and Northland in the evening. These thunderstorms are likely to be accompanied by heavy rain with peak intensities of 10 to 20 mm/h.

Over the South Island, there is a low risk of thunderstorms in the west to southwest flow behind the front over Buller and northern Westland this afternoon. There is further low risk of thunderstorms with showers in a south to southwest flow affecting eastern Otago, Southland, southern Fiordland, and Stewart Island.



### Severe Weather Outlook

A ridge of high pressure affects New Zealand tomorrow before a strong northwesterly flow develops over the far south on Wednesday. An area of high pressure is expected to bring settled weather to the motu on Thursday before a moist northwesterly flow moves onto the country on Friday.

There is low confidence in severe northwesterly gales over Fiordland and the south of Southland on Wednesday.

There is low confidence in severe northwest gales about the Cook Strait on Friday affecting Wellington and the Marlborough Sounds.

## Geological

### Volcanic Activity (Level 1 and above)

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

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

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

## Other Events

Nothing to report.

## Media

### Country in for 'last hurrah' of intense showers and wind

It's the storm before the calm this week for the country as strong gales and intense showers make their way up Aotearoa.

### Stuff

# 02/10/2023– Situation Report Week 3

As at 11.54am 02/10/2023 prepared by Crispian [REDACTED]

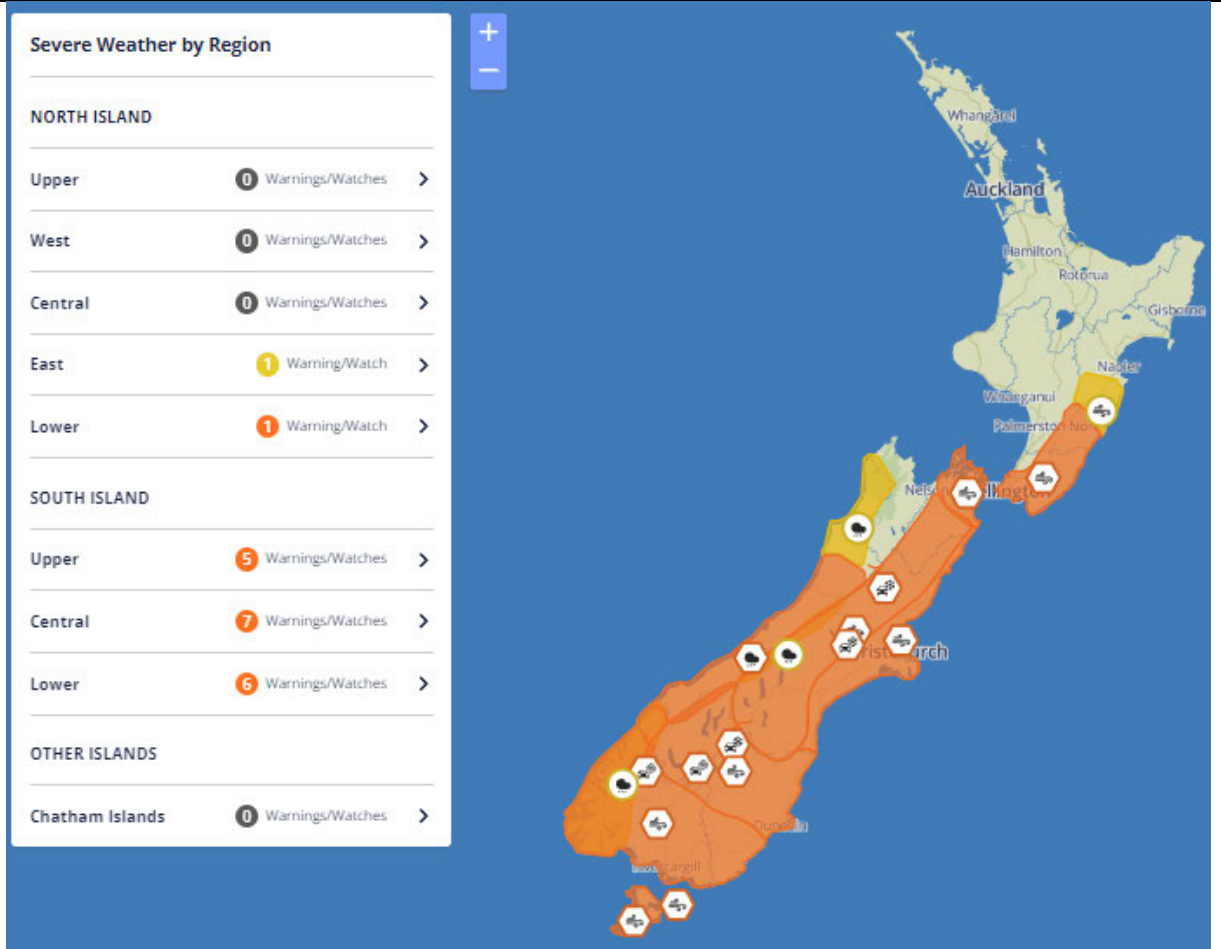
<b>Distributed to</b>	All GEDT members
<b>Key Contacts</b>	Anusha Guler and Crispian [REDACTED] Martin Rodgers to chair this meeting.
<b>Previous ELT SITREP</b>	<a href="#">3 ELT Standup SITREPS 3 29092023 FINAL.docx</a>
<b>Overview</b>	<b>Summary of the weekly event</b> <ul style="list-style-type: none"> <li>Advance Voting starts today (02/10)</li> </ul>
<b>Key Dates</b>	Days to advance voting <b>TODAY</b> Days to election day <b>12 days</b>
<b>After hours emergency contact number</b>	<b>ELT ON CALL - LUCY HICKMAN</b> In case of any emergency or any decision that you require from ELT after hours, please ring this number. Number to ring – [REDACTED] After hours - 5pm until 8.30am
<b>Voting Services</b>	<b>GENERAL UPDATE/ISSUES:</b>  <b>Overseas Operations.</b> <ul style="list-style-type: none"> <li><b>iPhone and Instagram</b> - We have had 2 reported instances via social media that the voter hasn't been able to download their voting papers due to the tooltip / pop up being over the link. They have been advised to use another browser and this has allowed them to download. We have spoken with IT and confirmed that there is not a full system bug (about 21,000 downloads so far) and this is likely due to human error but noting that Downloaded Voting Paper (DVP) was built back in 2005 while it has seen some upgrades to make it more mobile friendly, in some instance operating systems and browsers force unusual actions. Testing was done in IT using the browser stack software and one of the team had the same phone and it was checked on the device. Initial issue noted also that the team gave the wrong general response to the voter, this has now been addressed and the response reviewed and amended to ensure it captures these issues as well.</li> <li><b>Chinese community</b> – Strategic Engagement &amp; Partnerships Team have noted that there is a WeChat conversation within the Chinese community encouraging domestic voters to vote using download and upload. IT have advised that there is the ability to check IP addresses for those who use the download service as the move through Cloudflare. However, we generally look at downloads on an individual basis if there is a need, as there is no simple way for us to view just overseas downloads as DVP sits within the MIKE environment. This makes it difficult to filter those on mass just for DVP vs all enrolment queries. However, the new upload system which also sits behind Cloudflare, can more easily check IP addresses specifically for overseas. This in addition to upload voting papers transactional logging provides us with more specific information on just "overseas voters". IT have checked and there have been a couple of New Zealand based IP addresses, which have been forwarded to the overseas to review. These are being looked for now and once we have the declarations, we will be able to do the individual download checks. We will advise more once we have found them. These may also be valid overseas voters as they can use a virtual private network which has a New Zealand ip addresses. So will need to check them against the Download Voting Papers information.</li> <li><b>National party – Possible incorrect name</b> - We have had a report that one voter called to vote using the dictation voting service and one candidate was read as Craig XXX not Greg XXX. This was reported via the Electorate Manager (EM) Maungakiekie as well as via legal and policy from national party. We have called and responded to the National Party and will also advise the EM if needed.</li> <li>Some Stats - Approx 21,000 Voting Papers downloaded, 7347 Voting Papers uploaded, dictation Registrations 239, Dictation votes received 103. ELearning support calls 3687, Overseas Enquiries 2657.</li> </ul> <b>Voting Place – Auckland North</b> <ul style="list-style-type: none"> <li>An incident at St Lukes Mall in Auckland. It relates to the Labour Party advertising above the centre court voting place. People have become aggressive and are filming the situation. Peter [REDACTED] as Regional</li> </ul>

	<p>Manager (RM) was in the process to close the VP until the advertising is taken down (10.37am).</p> <ul style="list-style-type: none"> <li>• The Labour Party is aware of the situation as the Electorate Manager has been in contact with the Campaign Manager. The advertising has now been taken down. The Voting Place to continue with the voting (10.57am).</li> <li>• A secondary voting place in the Albany mall is temporarily closed as advertising has been found on a smaller digital board within 10 metres of the Voting Place. Voters are able to vote at the centre court Voting Place (12.01pm).</li> </ul> <p><b>Voting Place - Central North Island</b></p> <ul style="list-style-type: none"> <li>• One voting place opened late as it did not have rolls (~25 mins). No voters were waiting during the delay.</li> </ul> <p><b>Voting Place – Auckland South</b></p> <ul style="list-style-type: none"> <li>• Onehunga Community Centre voting place opened one hour later than advertised due to staff illnesses.</li> </ul> <p><b>Voting Place – Lower North Island</b></p> <ul style="list-style-type: none"> <li>• Reviewed staff roster to backfill staff in Voting Places.</li> </ul> <p><b>Voting Place – South Island</b></p> <ul style="list-style-type: none"> <li>• Opened all 104 voting places</li> <li>• No major issues other than lack of Easyvote cards for electors.</li> <li>• Added additional staff to Voting Places where it was busier than expected.</li> <li>• Due to severe high winds, some signs were taken down for H&amp;S reasons in some Voting Places.</li> </ul> <p><b>ISSUES</b></p> <ul style="list-style-type: none"> <li>• A complaint has been received that party advertising was included in the EasyVote pack. Communications is working on a response. NZPost have been informed and are awaiting further information on how to proceed.</li> <li>• A number of electorates are experiencing issues in their voting places with the mobile phones’ data connection dropping out. These are the phones being used to look up the eRoll. IT are investigating.</li> <li>• There has been a delay in completing EasyVote pack production for three electorates (Epsom, Mt Albert, Papakura) due to the potential for incorrect inserts to be included in the packs. The late delivery of these packs may have an impact on queuing at voting places and enquiries from the public.</li> </ul>
<p><b>Enrolment</b></p>	<p><b>GENERAL UPDATE</b></p> <ul style="list-style-type: none"> <li>• Enrolment staff are providing additional hours support for Quality Assurance (QA) at NZ Post for the Easy Vote packs.</li> <li>• 15,700 forms to key as at 8am this morning. Enrolment demand continues to be dominated by online applications.</li> <li>• Receiving e-roll updates as many as 70 from advanced voting places.</li> </ul>
<p><b>IT</b></p>	<p><b>GENERAL UPDATE</b></p> <ul style="list-style-type: none"> <li>• <b>Enrolment Centralised Processing Wi-Fi issues in Upper Hutt</b> – Continuing to monitor call quality across different agents. 6 agents were networked on Friday and IT are conducting comparative testing between networked and Wi-Fi calls and will take appropriate action as required in collaboration with the business.</li> <li>• <b>Issue with Online enrolment confirmation email</b> – Investigations by IT estimates that there would be a limited impact from this issue although determining the true/exact extent is likely to take many days due to the complex nature of the rules around correspondence resulting from system changes necessitated by the MEO. We are comfortable MIKE is correct, but the email in this case was incorrect. Due to the estimated effort and critical resource constraints this close to the General Election, the Chief Information Officer (CIO) and Director Enrolment are of the view that this issue should be investigated further post-election.</li> <li>• <b>IT Service Desk Monitoring</b> – There have been 94 calls into the desk this morning to 1300hrs. 87 related to user access/password reset issues and 7 related to mobile phone connectivity, which are currently being resolved.</li> </ul>
<p><b>Customer Services</b></p>	<p><b>GENERAL UPDATE:</b></p>

	<ul style="list-style-type: none"> <li>• Since Friday, the team had 640 tickets created, received 29 phone calls and made 10 outbound calls. 92% of tickets were resolved in one-touch. The amount of work on hand is well within expectations.</li> <li>• During the same time, Telnet received 2629 calls, and 332 emails.</li> <li>• There are 30 complaints on hand across the business units. No major issue or risk to raise.</li> <li>• To support better customer experience during the advanced voting period, the auto-reply email has been updated today to include links to the frequently asked questions on the website.</li> <li>• By 11am this morning, Telnet received over 1500 calls and the majority of these were asking about where is my EasyVote card.</li> </ul> <p><b>ACTION</b></p> <ul style="list-style-type: none"> <li>• The Telnet Interactive Voice Response (IVR) is now updated to include <i>'If you are calling as you have not received your EasyVote pack, they are still on the way. Don't worry if it doesn't arrive in time as you can still vote without it.'</i></li> </ul>
<p><b>Communications and Education</b></p>	<p><b>GENERAL UPDATE:</b></p> <p><b>Media</b></p> <ul style="list-style-type: none"> <li>• Lots of media interest on the start of advance voting and requests for filming at voting places now coming through. Starting to get media queries about EasyVote packs.</li> <li>• Chief Electoral Officer had 2 interviews this morning – AM Show, RNZ</li> </ul> <p><b>Social Media</b></p> <ul style="list-style-type: none"> <li>• Key theme and question being asked - Where is my EasyVote pack?</li> <li>• Facebook Live Q&amp;A with Anusha and Parliamentary Services</li> <li>• NZ Loyal had a billboard defaced and we are getting tagged in a lot of comments about it. We have directed people to complaints.</li> </ul> <p><b>ISSUES</b></p> <ul style="list-style-type: none"> <li>• Further posts from ██████████ on Saturday night regarding requesting a voting place at your location. She has posted a series of posts, tagging us in. She was highly critical of the Commission and suggests we are providing conflicting information to people who call us. We have not responded on social media.</li> <li>• Te Pāti Māori Instagram story on the weekend about the misspelling of Waikato in the Hauraki-Waikato EasyVote pack.</li> <li>• Kaikōura electorate raised an issue with a Facebook post questioning providing voting services to people with dementia. Post contains a lot of misinformation. We don't think this is likely to get much further interest outside of the group it was shared in.</li> </ul> <p><b>ACTION TAKEN:</b></p> <ul style="list-style-type: none"> <li>• Advertising – pushed out 'Didn't get your EasyVote pack? You need to enrol.' advertising phase until next week given the issues around EasyVote and the need to reprint some electorate packs.</li> </ul> <p><b>Daily metrics</b></p> <ul style="list-style-type: none"> <li>• 5 media enquiries Friday, 3 media enquiries over weekend</li> <li>• 261 enquiries and comments on social media over the weekend</li> <li>• 44,059 on Friday, 42,184 on Saturday, 57,324 on Sunday – about 143,567 total visitors to vote.nz</li> </ul>
<p><b>Strategic Engagement and Partnership</b></p>	<p><b>GENERAL UPDATE:</b></p> <ul style="list-style-type: none"> <li>• Nothing of note from the weekend.</li> </ul>
<p><b>Security &amp; Integrity</b></p>	<p><b>GENERAL UPDATE:</b></p> <ul style="list-style-type: none"> <li>• Minor security guard issue at a few Open Space Voting Places which have existing 'in-house' security who have been unable to provide services and given Voting Services only a few days notice. Allied are trying to find guards but are yet to confirm. Should Allied not have capacity, other companies will be approached. As at 1100 2nd October, two sites have not confirmed services. One is for 6-10 pm in the evenings. Both are in the Napier region.</li> </ul>
<p><b>People and</b></p>	<p><b>GENERAL UPDATE:</b></p>

<b>Culture</b>	<p>Recruitment update:</p> <ul style="list-style-type: none"> <li>• Pre employment checks 495</li> <li>• Offers Made 1231</li> <li>• Onboarding 1379</li> <li>• Hires 17775</li> </ul> <p><b>Total hires 20362</b></p> <p>Still concerned about having the right numbers in specific places. Working through options to manage this.</p> <p>Last week the P&amp;C Advisory Team fielded a <b>total of 1813</b> enquiries from the Field of these <b>548 were SnapHire Related.</b></p>
<b>FOR YOUR INFORMATION</b>	
<b>Any emerging events across the country</b>	<p>Weather: 6500 lightning strikes, severe gales and heavy rain on the way in South Island  <a href="#">Weather: 6500 lightning strikes, severe gales and heavy rain on the way   Stuff.co.nz</a></p> <p><b>Interislander Cook Strait travel information:</b></p> <p><b>Kaiarahi:</b></p> <p>The 1:00pm Kaiarahi sailing from Wellington today 2 October is cancelled  The 6:30pm Kaiarahi sailing from Picton today 2 October is cancelled  The 2:30am Kaiarahi freight sailing from Wellington on 3 October is cancelled  The 7:30am Kaiarahi sailing from Picton on 3 October is cancelled</p> <p><b>Kaitaki:</b></p> <p>The 8:45am Kaitaki sailing from Wellington on 3 October is cancelled  The 2:15pm Kaitaki sailing from Picton on 3 October is cancelled</p>

## Severe Weather Outlook



## MetService Extended Forecast 1 -5 October

### Monday

A **heavy rain warning is in place for Westland** until 1400hrs today, with a further 30 to 40 mm of rain forecast in the ranges, with possible thunderstorms. Expect rain to ease this afternoon.

There are **orange strong wind warnings in force for the majority of the South Island and lower North Island**. They are in place for the Marlborough Sounds, Wellington, Wairarapa and Tararua District from until 1600hrs today and for Canterbury High Country and the ranges of Marlborough until 2000hrs tonight. There are also **strong wind warnings in force for Canterbury Plains, Banks Peninsula, and coastal Marlborough (south of Ward)** until 2300hrs tonight.

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A **strong wind watch for Hawke's Bay** (south of Hastings) is valid for nine hours until 1800hrs tonight.

**Heavy rain watches are in force for Buller and the Headwaters of the Canterbury lakes and rivers** until 1400hrs today.

### Tuesday

North Island: A few showers clearing to fine, but isolated showers linger about Gisborne. South Island: Remaining showers in the east clearing and becoming fine. Cloud increasing in the south later.

### Wednesday

North Island: Mainly fine for most, but some cloudy periods in the west. South Island: Cloud increasing in the west and south with scattered showers there. Mainly fine elsewhere. There is moderate confidence in severe northwesterly gales over Fiordland and the south of Southland on Wednesday.

### Thursday

North Island: Partly cloudy in the west, with isolated showers. Fine elsewhere. South Island: Cloudy in the west, with scattered showers. Mainly fine elsewhere.



**Friday**

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

**Chatham Islands**

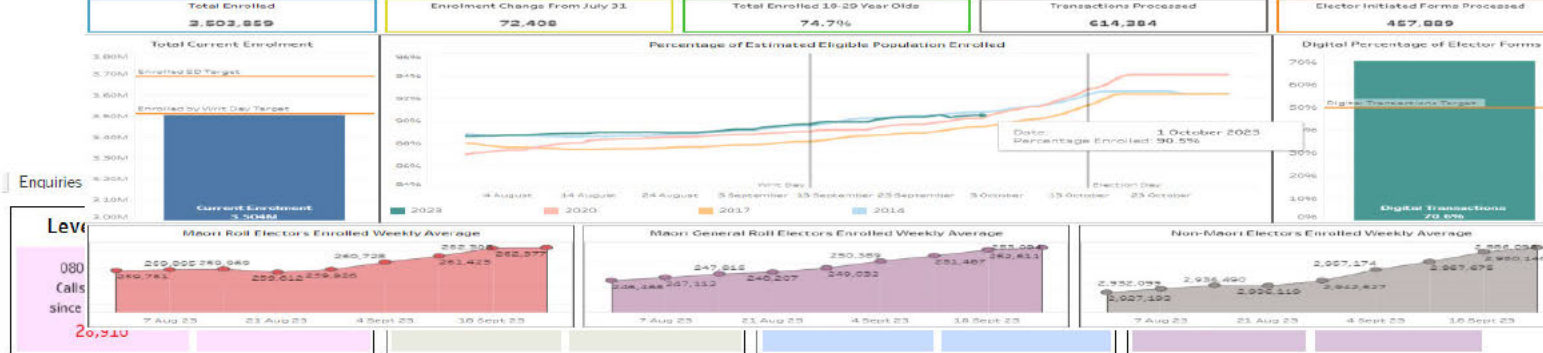
Showers, with westerlies changing gale southerly Tuesday, clearing on Wednesday with winds easing. Cloudy periods on Thursday and Friday with light winds.

## ACTION REGISTER LOG

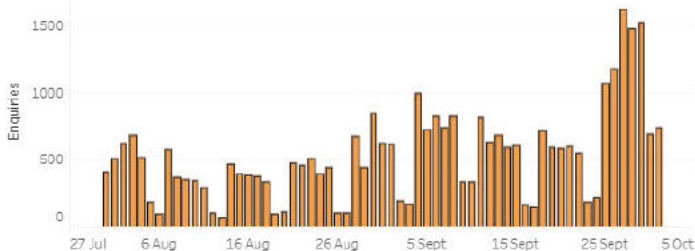
OPEN

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

# General Election 2023 Enrolment Campaign



Total Telnet Enquiries (0800 Number/Email)



Cumulative Telnet Enquiries 2020 v 2023



Enquiries over Time

Grouped by Week

View Enquiries/Complaints Handled by National Office Staff

Enquiries

Top Enquiry Types Last 7 days

Mon 25 Sept 2023 - Sun 1 Oct 2023

	31 Jul	7 Aug	14 Aug	21 Aug	28 Aug	4 Sept	11 Sept	18 Sept	25 Sept
Enquiries Team	808	823	827	925	1,237	1,835	1,372	1,221	2,105
Enrolment	523	526	763	475	394	563	349	369	415
Legal & Policy	13	24	10	13	13	23	23	30	26
Overseas	5	7	7	11	7	19	14	22	45
Communications	7	8	5	18	17	16	16	16	7
Voting Services	1	2		1	2	4	5	7	5
CE's Office	1								

	Enquiries	% of Enquiries Last Week	
1	Enrolling to Vote or updating my details	1,698	67%
2	General enquiries	531	21%
3	Voting in an Election	187	7%
4	Voting from overseas	91	4%
5	Information for parties and candidates	14	1%

## Enrolment

## Customer Enquiries

(All)

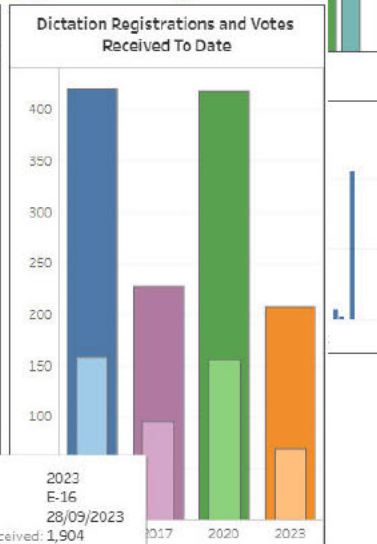
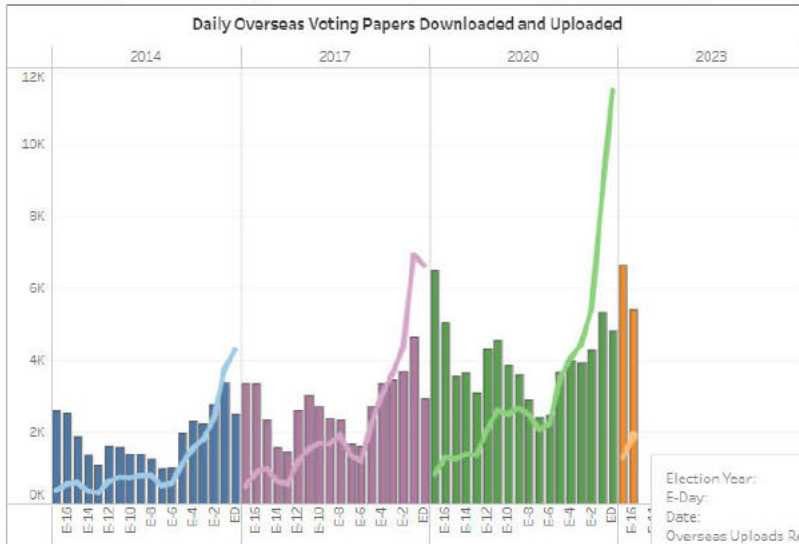
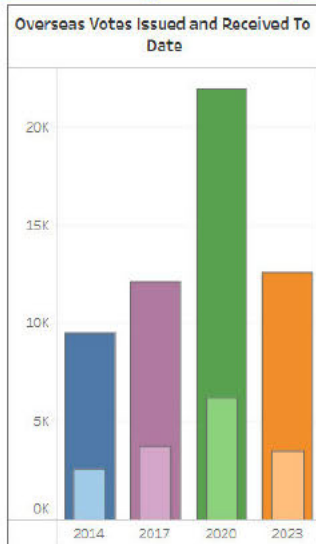
Totals are Through 2/10/2023



### Total (Ordinary & Special) Votes

30 Sept | 1 Oct | 2 Oct | 3 Oct | 4 Oct | 5 Oct | 6 Oct | 7 Oct | 8 Oct | 9 Oct | 10 Oct | 11 Oct | 12 Oct | 13 Oct | 14 Oct

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



Election Year: 2023  
 E-Day: E-16  
 Date: 28/09/2023  
 Overseas Uploads Received: 1,904

■ 2014, Issued    ■ 2017, Issued    ■ 2020, Issued    ■ 2023, Issued  
■ 2014, Received    ■ 2017, Received    ■ 2020, Received    ■ 2023, Received

## Overseas, Dictation

## General Election 2023 Voting

# 02/10/2023– ELT Situation Report Week 4

As at 2.52pm 02/10/2023 prepared by Crispian [REDACTED], approved by Anusha Guler

<b>Distributed to</b>	ELT members
<b>Key Contacts</b>	Anusha Guler and Crispian [REDACTED] Martin Rodgers chaired the meeting.
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<b>After hours emergency contact number</b>	<b>ELT ON CALL FOR TODAY - LUCY HICKMAN</b> In case of any emergency or any decision that you require from ELT after hours, please ring this number. Number to ring – [REDACTED] After hours - 5pm until 8.30am
<b>Voting Services</b>	<b>GENERAL UPDATE/ISSUES:</b>  <b>Overseas Operations.</b> <ul style="list-style-type: none"> <li><b>iPhone and Instagram</b> - We have had 2 reported instances via social media that the voter hasn't been able to download their voting papers due to the tooltip/pop up (text displayed when a user positions the cursor over a control) being over the link. They have been advised to use another browser and this has allowed them to download.</li> <li>IT has confirmed that this is not a full system bug (about 21,000 downloads so far) and is likely due to human error. Testing was done in IT using the browser stack software and one of the team had the same phone and it was checked on the device.</li> <li><b>Chinese community</b> – Strategic Engagement &amp; Partnerships Team have noted that there is a WeChat conversation within the Chinese community encouraging domestic voters to vote using download and upload. IT have checked and there have been a couple of New Zealand based IP addresses, which have been forwarded to the overseas team to review. Once we have the declarations, we will be able to do the individual download checks. These may also be valid overseas voters as they can use a virtual private network which has a New Zealand IP addresses.</li> <li><b>National party – Possible incorrect name</b> -An individual contacted the National Candidate for Maungakiekie on 1 October regarding the dictation voting service, the name provided (read out) as Craig XXX and not Greg XXX. The local campaign person for Maungakiekie as well as the National Party Campaign Manager contacted the Electorate Manager (EM) Maungakiekie about the issue. We have called and responded to the National Party and will also advise the EM if needed.</li> <li>Approx 21,000 Voting Papers downloaded, 7347 Voting Papers uploaded, dictation Registrations 239, Dictation votes received 103. ELearning support calls 3687, Overseas Enquiries 2657.</li> </ul> <b>Voting Place – Auckland North</b> <ul style="list-style-type: none"> <li>An incident at St Lukes Mall in Auckland relates to the Labour Party advertising above the centre court voting place. People have become aggressive and were filming the situation. Peter [REDACTED] as Regional Manager (RM) closed the voting place until the advertising was taken down (10.37am).</li> <li>A second voting place in the Albany mall is temporarily closed as advertising has been found on a smaller digital board within 5 metres of the voting place. Voters are able to continue to vote at the centre court Voting Place in Albany mall.</li> </ul> <b>Voting Place - Central North Island</b> <ul style="list-style-type: none"> <li>One voting place opened late as it did not have rolls (~25 mins). No voters were waiting during the delay.</li> </ul> <b>Voting Place – Auckland South</b> <ul style="list-style-type: none"> <li>Onehunga Community Centre voting place opened one hour later than advertised due to staff illnesses</li> </ul>

	<p>and rostering of staff.</p> <p><b>Voting Place – Lower North Island</b></p> <ul style="list-style-type: none"> <li>Regional Manager reviewed staff roster to backfill staff in some voting places.</li> </ul> <p><b>Voting Place – South Island</b></p> <ul style="list-style-type: none"> <li>All 104 voting places opened on time.</li> <li>No major issues other than lack of Easyvote cards for electors.</li> <li>Added additional staff to some voting places where it was busier than expected.</li> <li>Replaced the Electorate Manager at Banks Peninsula.</li> <li>Due to severe high winds, some signs were removed for H&amp;S reasons in some voting places.</li> </ul> <p><b>ISSUES</b></p> <ul style="list-style-type: none"> <li>A complaint has been received that political party advertising allegedly was included in the EasyVote pack. Communications is working on a response. NZPost have been informed and are awaiting further information on how to proceed.</li> <li>A number of electorates are experiencing issues in their voting places with the mobile phones' data connection dropping out. These are the phones being used to look up the eRoll. IT are investigating.</li> <li>There has been a delay in completing EasyVote pack production for three electorates (Epsom, Mt Albert, Papakura) due to the potential for incorrect inserts to be included in the packs. The late delivery of these packs may have an impact on queues at voting places and enquiries from the public.</li> </ul> <p><b>ACTION</b></p> <ul style="list-style-type: none"> <li>As of 3.11pm all advertising signage have been removed from billboards nationwide.</li> </ul>
<b>Enrolment</b>	<p><b>GENERAL UPDATE</b></p> <ul style="list-style-type: none"> <li>Enrolment staff are providing additional hours support for Quality Assurance (QA) at NZ Post for the Easy Vote packs.</li> <li>15,700 forms to key as at 8am this morning. Enrolment demand continues to be dominated by online applications.</li> <li>Receiving eRoll updates as many as 70 from advanced voting places. eRoll updates are minor changes to the elector's details completed electronically e.g moving address WITHIN the same electorate without the need to complete a full paper enrolment form.</li> </ul>
<b>IT</b>	<p><b>GENERAL UPDATE</b></p> <ul style="list-style-type: none"> <li><b>Enrolment Centralised Processing Wi-Fi issues in Upper Hutt</b> – Continuing to monitor call quality across different agents. 6 agents were networked on Friday and IT are conducting comparative testing between networked and Wi-Fi calls and will take appropriate action as required in collaboration with the business.</li> <li><b>Issue with Online enrolment confirmation email</b> – Investigations by IT estimates that there would be a limited impact from this issue although determining the true/exact extent is likely to take many days due to the complex nature of the rules around correspondence resulting from system changes necessitated by the MEO. We are comfortable MIKE is correct, but the email in this case was incorrect. Due to the estimated effort and critical resource constraints this close to the General Election, the Chief Information Officer (CIO) and Director Enrolment are of the view that this issue should be investigated post-election.</li> <li><b>IT Service Desk Monitoring</b> – There have been 94 calls into the desk this morning to 1300hrs. 87 related to user access/password reset issues and 7 related to mobile phone connectivity, which are currently being resolved.</li> </ul>
<b>Customer Services</b>	<p><b>GENERAL UPDATE:</b></p> <ul style="list-style-type: none"> <li>Since Friday, the team had 640 tickets created, received 29 phone calls and made 10 outbound calls. 92% of tickets were resolved in one-touch. The amount of work on hand is well within expectations.</li> <li>Telnet received 2629 calls, and 332 emails.</li> <li>There are 30 complaints on hand across the business units.</li> <li>During the advanced voting period, the auto-reply email has been updated to include links to the frequently asked questions on the website.</li> <li>By 11am this morning, Telnet received over 1500 calls and the majority of these were asking about where</li> </ul>

	<p>is my EasyVote card.</p> <p><b>ACTION</b></p> <ul style="list-style-type: none"> <li>The Telnet Interactive Voice Response (IVR) is now updated to include <i>'If you are calling as you have not received your EasyVote pack, they are still on the way. Don't worry if it doesn't arrive in time as you can still vote without it.'</i></li> </ul>
<b>Communications and Education</b>	<p><b>GENERAL UPDATE:</b></p> <p><b>Media</b></p> <ul style="list-style-type: none"> <li>Lots of media interest on the start of advance voting and requests for filming at voting places now coming through. Starting to get media queries about EasyVote packs.</li> <li>Chief Electoral Officer had 2 interviews this morning – AM Show, RNZ</li> </ul> <p><b>Social Media</b></p> <ul style="list-style-type: none"> <li>Key theme and question being asked - Where is my EasyVote pack?</li> <li>Facebook Live Q&amp;A with Anusha and Parliamentary Services</li> <li>NZ Loyal had a billboard defaced and we are getting tagged in a lot of comments about it. We have directed people to complaints.</li> </ul> <p><b>ISSUES</b></p> <ul style="list-style-type: none"> <li>Further posts from ██████████ on Saturday night regarding requesting a voting place at your location. She has posted a series of posts, tagging us in. She was highly critical of the Commission and suggests we are providing conflicting information to people who call us. We have not responded on social media.</li> <li>Te Pāti Māori Instagram story on the weekend about the misspelling of Waikato in the Hauraki-Waikato EasyVote pack.</li> <li>Kaikōura electorate raised an issue with a Facebook post questioning providing voting services to people with dementia. Post contains a lot of misinformation. We don't think this is likely to get much further interest outside of the group it was shared in.</li> </ul> <p><b>ACTION TAKEN:</b></p> <ul style="list-style-type: none"> <li>Advertising – pushed out 'Didn't get your EasyVote pack? You need to enrol.' advertising phase until next week given the issues around EasyVote and the need to reprint some electorate packs.</li> </ul> <p><b>Daily metrics</b></p> <ul style="list-style-type: none"> <li>5 media enquiries Friday, 3 media enquiries over weekend</li> <li>261 enquiries and comments on social media over the weekend</li> <li>44,059 on Friday, 42,184 on Saturday, 57,324 on Sunday – about 143,567 total visitors to vote.nz</li> </ul>
<b>Strategic Engagement and Partnership</b>	<p><b>GENERAL UPDATE:</b></p> <ul style="list-style-type: none"> <li>Nothing to report. Shane was not in attendance.</li> </ul>
<b>Security &amp; Integrity</b>	<p><b>GENERAL UPDATE:</b></p> <ul style="list-style-type: none"> <li>Minor security guard issue at a few Open Space Voting Places. These building premises have existing 'in-house' security who are unable to provide services and have given Voting Services only a few days notice of security guard shortages. Allied are trying to find guards but are yet to confirm. Should Allied not have capacity, other companies will be approached. As at 11.00am, 2nd October, two sites have not confirmed services. One is for 6-10 pm in the evenings. Both are in the Napier region.</li> </ul>
<b>People and Culture</b>	<p><b>GENERAL UPDATE:</b></p> <p>Recruitment update:</p> <ul style="list-style-type: none"> <li>Pre employment checks 495</li> <li>Offers Made 1231</li> <li>Onboarding 1379</li> <li>Hires 17775</li> <li><b>Total hires 20362</b></li> <li>Working through options to manage short of staff across some voting places.</li> </ul>

- Last week the People & Culture Advisory Team fielded a **total of 1813** enquiries from the Field of these **548** were SnapHire Related.

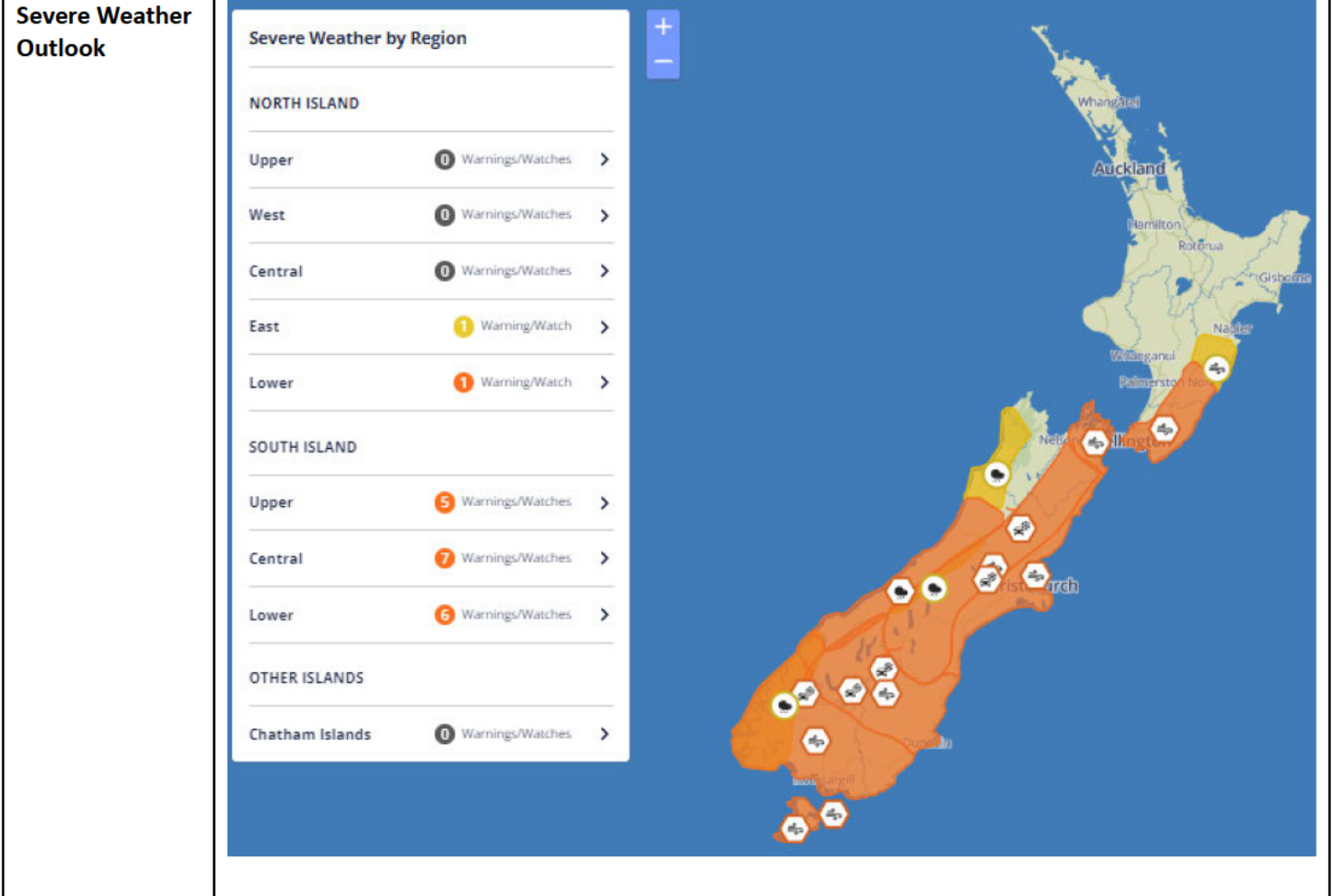
**FOR YOUR INFORMATION**

**Any emerging events across the country**

Weather: 6500 lightning strikes, severe gales and heavy rain on the way in South Island  
[Weather: 6500 lightning strikes, severe gales and heavy rain on the way | Stuff.co.nz](#)

**Interislander Cook Strait travel information:**  
 Kaiarahi sailing cancelled 2 -3 October (1pm, 2.30pm Wellington and 6.30pm, 7.30am Picton).  
 Kaitaki sailing cancelled 3 October (8.45am Wellington, 2.15pm Picton).

**Air New Zealand cancelled 80 flights.**



**MetService Extended Forecast 1 -5 October**

**Monday**

A **heavy rain warning** is in place for **Westland** until 1400hrs today, with a further 30 to 40 mm of rain forecast in the ranges, with possible thunderstorms. Expect rain to ease this afternoon.

There are **orange strong wind warnings** in force for the majority of the **South Island and lower North Island**. They are in place for the Marlborough Sounds, Wellington, Wairarapa and Tararua District from until 1600hrs today and for Canterbury High Country and the ranges of Marlborough until 2000hrs tonight. There are also **strong wind warnings** in force for **Canterbury Plains, Banks Peninsula, and coastal Marlborough (south of Ward)** until 2300hrs tonight.

**Strong wind warnings** are also in place for **Otago (excluding Clutha) until 2000hrs tonight, and for Fiordland, Southland, Stewart Island, and Clutha** until 1700hrs this afternoon.



A **strong wind watch for Hawke's Bay** (south of Hastings) is valid for nine hours until 1800hrs tonight.  
**Heavy rain watches are in force for Buller and the Headwaters of the Canterbury lakes** and rivers until 1400hrs today.

**Tuesday**

North Island: A few showers clearing to fine, but isolated showers linger about Gisborne. South Island: Remaining showers in the east clearing and becoming fine. Cloud increasing in the south later.

**Wednesday**

North Island: Mainly fine for most, but some cloudy periods in the west. South Island: Cloud increasing in the west and south with scattered showers there. Mainly fine elsewhere. There is moderate confidence in severe northwesterly gales over Fiordland and the south of Southland on Wednesday.

**Thursday**

North Island: Partly cloudy in the west, with isolated showers. Fine elsewhere. South Island: Cloudy in the west, with scattered showers. Mainly fine elsewhere.

**Friday**

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

**Chatham Islands**

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

## ACTION REGISTER LOG

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