

22/09/2023– Situation Report Week 2

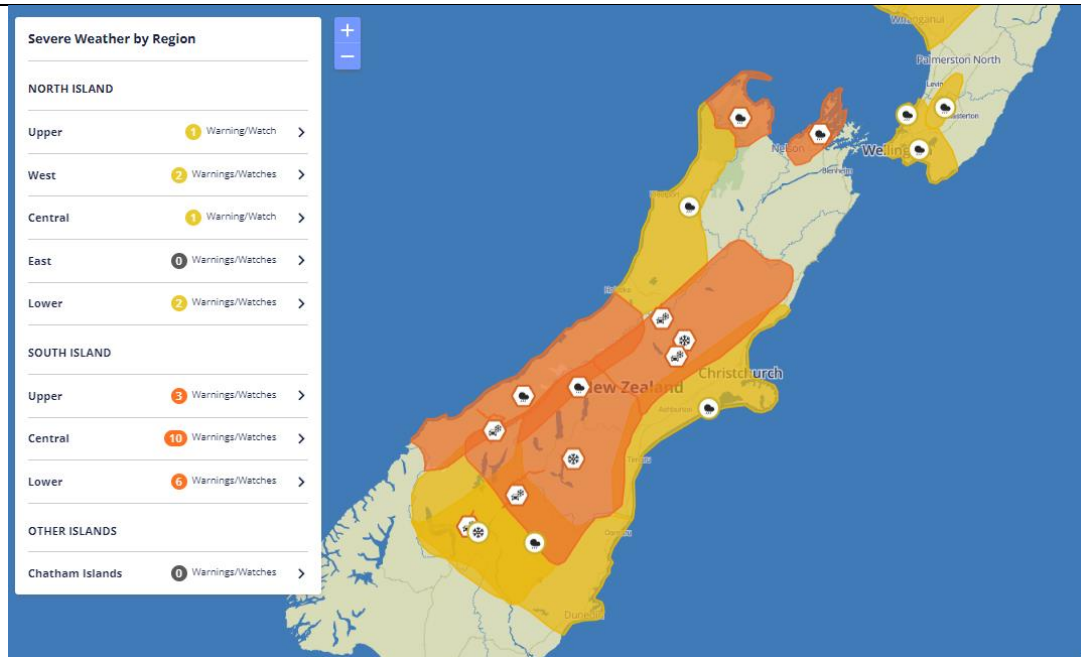
As at 12.16pm on 22/09/2023 prepared by Crispian [REDACTED]

Distributed to	All GEDT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	2 ELT Standup SITREPS 2 21092023 - 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 • Severe weather in South Island and flood in Queenstown • Cancel Saturday and Sunday Taskforce meetings.
Key Dates:	<p>Days to Advance voting: 10 days</p> <p>Days to Election Day: 22 days</p>
Enrolment	<p>ISSUES:</p> <p>Incorrect Keying of an enrolment application</p> <ul style="list-style-type: none"> • A complaint has been received on behalf of an elector, via the Office of Rawiri Waititi, MP for Waiariki, that the elector was enrolled on the General Roll, and should have been on the Māori Roll • We have confirmed this was a keying error by EC staff <p>ACTIONS:</p> <ol style="list-style-type: none"> 1. We have corrected the enrolment record of the elector and have spoken to him to apologise and explain what went wrong. 2. The Commission’s senior media advisor has been advised of the issue. 3. We are currently drafting an email to go to the Office of Rawiri Waititi, MP to update them. 4. We are also working with Voting services to understand and ensure we make the voting process for this elector as simple and easy as possible – given that they will now have to do a Special Vote. <p>MIKE Outage</p> <ul style="list-style-type: none"> • Experiencing issues with the MIKE enrolment application • No ETA for a fix was available at the time of writing this update • The teams are focussing on refresher training to ensure continued quality assurance for the enrolment processing function. • It is an issue with the network provider rather than MIKE. <p>ACTIONS:</p> <ol style="list-style-type: none"> 1. IT and Catalyst are working on the problem as a matter of priority. 2. Staff have been asked to stay out of MIKE. <p>NOTE: MIKE issue has been resolved.</p>
Ballot Papers and Rolls delivery	<p>Courier delivery issue with NZ Post.</p> <ul style="list-style-type: none"> • ACTION: Director Enrolment has been in touch with NZ Post through Craig [REDACTED] our NZ Post relationship manager. • Courier Post and NZ Post are aware of the issues and are managing them – [REDACTED] 6(a)

<p>issue</p>	<p>[REDACTED]</p> <ul style="list-style-type: none"> The issues have been escalated to the NZ Post Network Ops Centre Committee (NOCC) – which is essentially NZ Posts Incident Management Team and includes senior representatives of all parts of NZ Post. The NOCC meets three times a day. ECs issues with courier deliveries by Courier Post is on the agenda for the NOCCs meetings today. <p>[REDACTED]</p> <ul style="list-style-type: none"> [REDACTED] [REDACTED] [REDACTED] 6(a) [REDACTED] <p>Update on Other Courier companies:</p> <ul style="list-style-type: none"> Rongotai – awaiting for the photo to confirm the consignment and the courier company. Mana – NZ Post Courier advised the delivery will be made next week. We are checking on the consignment with the Print companies. New Lynn – Ordinary Ballot Papers delivered by NZ Couriers. This has been raised with the [REDACTED] 6(a). <p>Updates on the process:</p> <p>[REDACTED]</p> <p>[REDACTED] 6(a)</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>As there are multiple consignments delivered by various Print companies, but the issues have been escalated to Grace via multiple channels with different information. Grace will be working with VS to finalise the escalation pathway and the information required in an email.</p> <p>ACTIONS:</p> <ol style="list-style-type: none"> Request all Regional Managers (RM) to monitor the delivery issues. To assist with the coordination for escalation across the region, do the following: <ul style="list-style-type: none"> Take a photo of the courier Escalate with your RM first, and inform Manager Business Enablement If it is a NZ Post courier, escalate with the Director of Enrolment
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<p>Comms & Education</p>	<p>GENERAL UPDATE:</p> <p>Media</p> <ul style="list-style-type: none"> Ongoing themes around services to Māori voters and youth voting.

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<p>People & Culture</p>	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • 43,000 applications • Pre employment checks 1069 • Offers made - 2644 • Hired including onboarding 18,272 • Hired 16581 • Number of enquiries dealt with by the Advisory Team last week: • Total enquiries 2491 • Includes 1448 SnapHire enquiries
<p>FOR YOUR INFORMATION</p>	

Severe Weather Outlook



On Saturday a front is expected to move northeast off the upper South Island onto the North Island. There is high confidence in warning amounts of rain for western Tasman and the west of Marlborough. A warning has been issued for those areas. There is high confidence in warning amounts of rain for Mt Taranaki and a watch has been issued. There is moderate confidence in warning amounts of rain for Wellington, Kapiti and the Tararua Range. A watch for heavy rain has been issued for the Tararua range. There is a moderate confidence in warning amounts of rain affecting the upper North Island from Taranaki to the Bay of Plenty northwards.

On Sunday the front is expected to move east over the east of the North Island. There is moderate confidence in warning amounts of rain for the far east of the Bay of Plenty and inland Gisborne.

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The front should move away to the east on Tuesday and severe weather is not expected then.

ACTION REGISTER LOG

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Unit	Issue Severity	ACTION	DATE RAISE	WHO	DUE DA	IMPACT	UPDATE/OUTCOME	DATE CLOS	
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.		
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.			
BE	LOW	Trasfer of calls from Telnet with background music and 2 agent pulled into one call.	22/09/23	Grace Chiang, Manager Business Enablement		Low impact - customer experience during call transfer.			

Voting Services Progress report:

Dated: **22.09.23**

Executive Summary:

- 100% of Special E2's General & Māori (Special Vote ballot papers) have been printed and despatched
- 75% of Ordinary Ballot papers are despatched
- Of those 22% have been received
- Easy Vote- 100% of Priority one Electorates have had their letters printed
- 93% of Priority two have had their letters printed
- 100% of the Christchurch Party list print has been printed. 50% of the Auckland print completed. All HQ Party list despatched on Monday
- 100% of the Candidate List has been printed. Māori Candidate list all despatched on Wednesday
- Only 107 school deliveries remain of the 1117 school deliveries (95%)

Printing details: 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>Delivered</i>	<i>Total</i>
Ordinary	0	0	36	36	72
E2	0	0	44	21	65
E2-General	0	0	44	21	65
E2-Maori	0	0	7	0	7

Due 2/10/2023 (ready for Election Day)					
	<i>Not Started</i>	<i>Printed</i>	<i>Despatched</i>	<i>Delivered</i>	<i>total</i>
Ordinary	16	56	0	0	72
E2 – Māori Ballot Pads	0	65	0	0	65
E2-G	0	65	0	0	65
E2-M	0	7	0	0	7

EasyVote Production Update

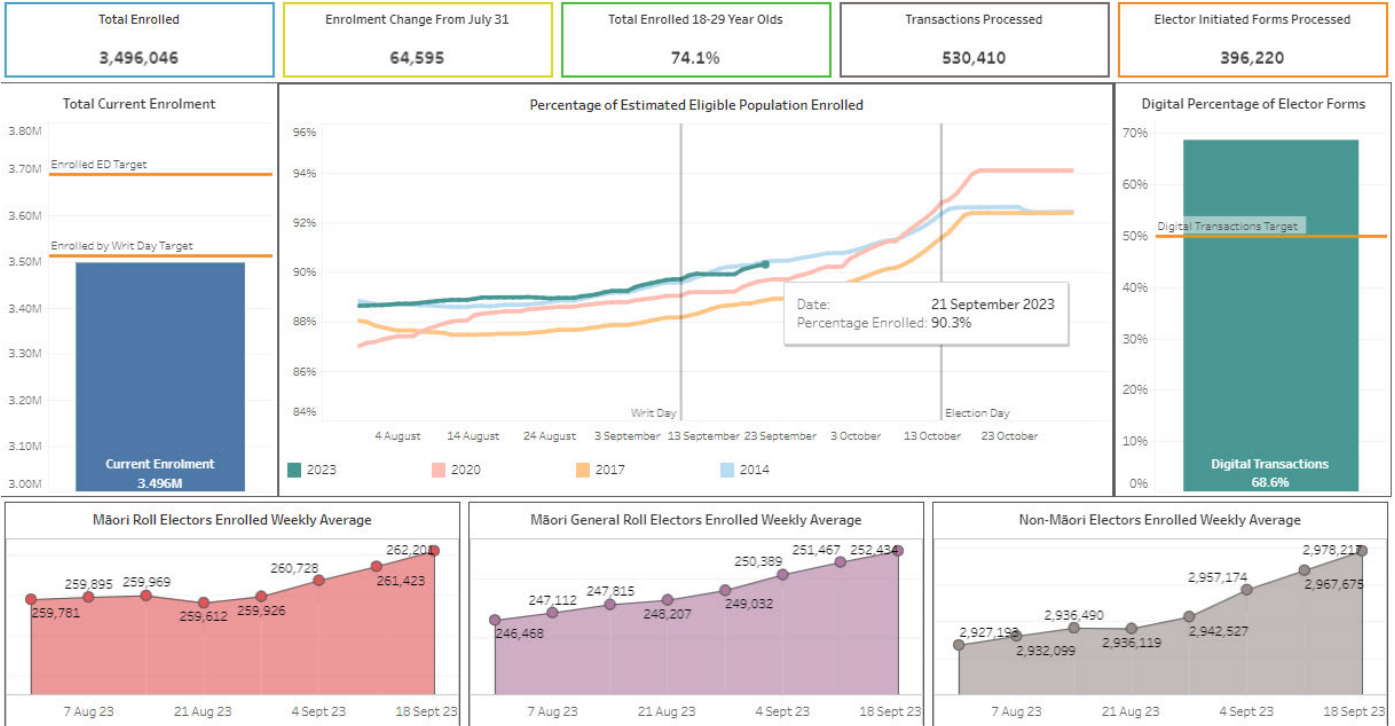
Auckland Site						
Electoral # and name	Actual Mailset Volume	Printing complete	Mail processing	Mail processing complete	Signed off by EC for release	
17 Kaikoura A & B	48,060	16-Sep	18-Sep	18-Sep	19-Sep	
5 Christchurch Central A	22,919	16-Sep	18-Sep	18-Sep	19-Sep	
5 Christchurch Central B	45,618	16-Sep	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	20-Sep	20-Sep	21-Sep	
7 Coromandel	53,313	17-Sep	20-Sep	20-Sep	21-Sep	
32 Northland	52,824	17-Sep	20-Sep	20-Sep	21-Sep	
41 Rangitikei	46,967	17-Sep	21-Sep	21-Sep	22-Sep	

50	Taranaki-King Country	46,165	17-Sep	21-Sep	21-Sep	22-Sep
48	Takanini	49,896	17-Sep	21-Sep	21-Sep	22-Sep
21	Mangere	44,019	17-Sep			
22	Manurewa	42,703	18-Sep			
37	Panmure-Otahuhu	45,012	18-Sep			

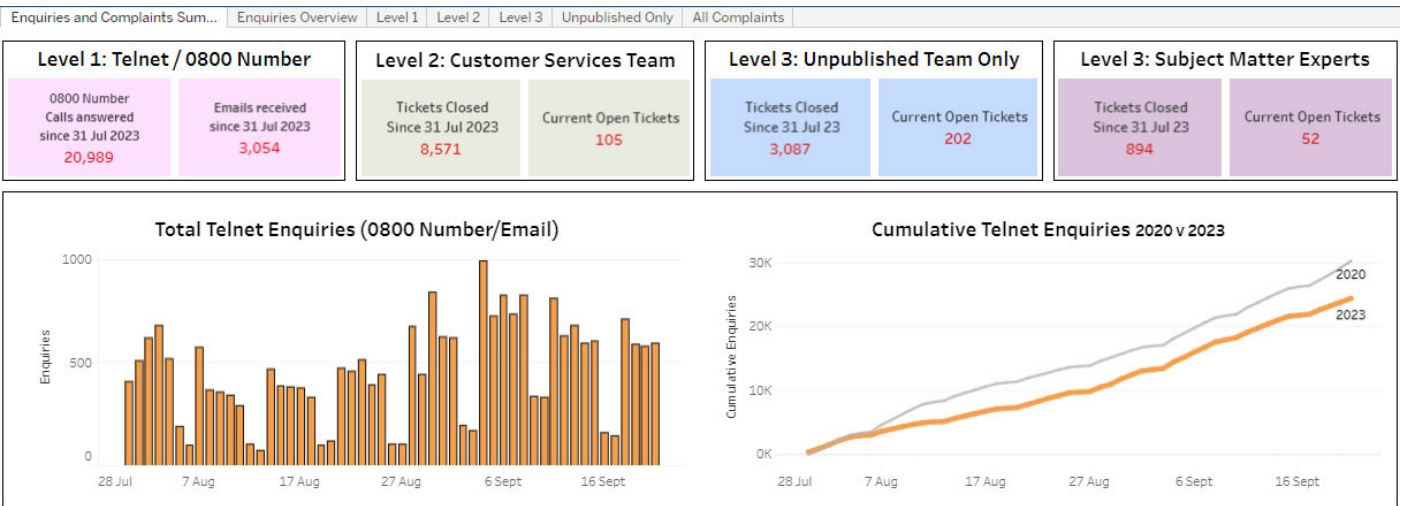
Christchurch Site						
Electoral # and name		Actual Mailset Volume	Printing complete	Mail processing	Mail processing complete	Signed off by EC for release
60	Wellington Central	47,729	16-Sep	Quarantined		
51	Taupo	50,591	16-Sep	18-Sep	18-Sep	19-Sep
8	Dunedin	49,296	16-Sep	18-Sep	18-Sep	19-Sep
59	Waitaki	49,413	17-Sep	19-Sep	19-Sep	20-Sep
46	Southland	44,840	17-Sep	20-Sep	20-Sep	21-Sep
61	West Coast-Tasman	48,767	17-Sep	19-Sep	19-Sep	20-Sep
40	Rangitata	47,784	17-Sep	20-Sep	20-Sep	21-Sep
	Unpublished	25,372	17-Sep	20-Sep	20-Sep	21-Sep
66	Hauraki-Waikato	33,994	18-Sep	20-Sep	20-Sep	21-Sep
67	Ikaroa-Rawhiti	36,006	18-Sep			
68	Tamaki Makaurau	38,308	18-Sep	21-Sep	21-Sep	
69	Te Tai Hauauru	35,008	19-Sep			
70	Te Tai Tokerau	37,445	19-Sep	21-Sep	21-Sep	
71	Te Tai Tonga	36,963	In Progress			

Enrolment Dashboard

General Election 2023 Enrolment Campaign



Customer Enquiries and Complaints Dashboard



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	1,373	848
Enrolment	523	526	763	475	394	564	348	291
Legal & Policy	13	24	10	13	13	23	23	20
Communications	7	8	5	18	17	16	16	14
Overseas	5	7	7	11	7	19	14	19
Voting Services	1	2		1	2	4	5	6
CE's Office	1							

View Enquiries/Complaints Handled by National Office Staff

Enquiries

Top Enquiry Types

Last 7 days
Fri 15 Sept 2023 - Thu 21 Sept 2023

	Enquiries	% of Enquiries Last Week
1	Enrolling to Vote or updating my details	1,036 (70%)
2	General enquiries	303 (21%)
3	Voting in an Election	88 (6%)
4	Voting from overseas	30 (2%)
5	Information for parties and candidates	5 (0%)

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FOR YOUR INFORMATION

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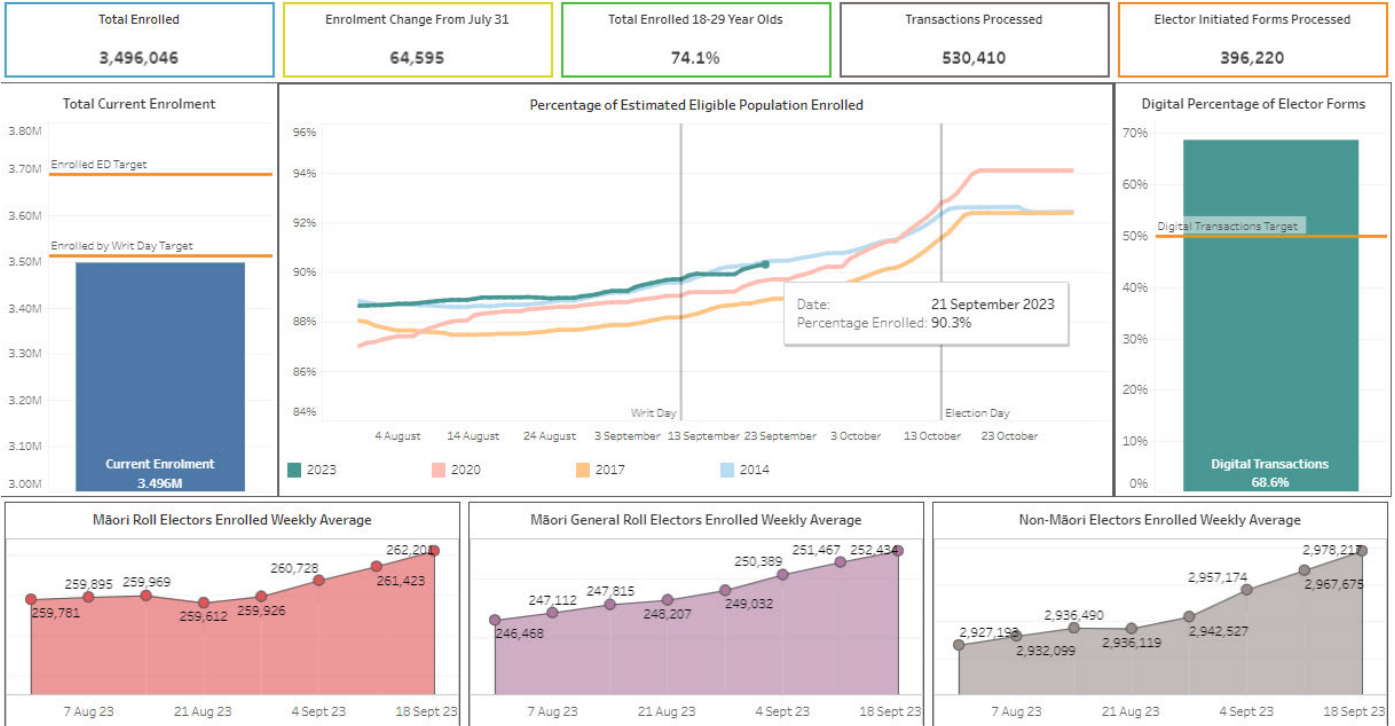
Auckland Site						
Electoral # and name	Actual Mailset Volume	Printing complete	Mail processing	Mail processing complete	Signed off by EC for release	
17 Kaikoura A & B	48,060	16-Sep	18-Sep	18-Sep	19-Sep	
5 Christchurch Central A	22,919	16-Sep	18-Sep	18-Sep	19-Sep	
5 Christchurch Central B	45,618	16-Sep	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	20-Sep	20-Sep	21-Sep	
7 Coromandel	53,313	17-Sep	20-Sep	20-Sep	21-Sep	
32 Northland	52,824	17-Sep	20-Sep	20-Sep	21-Sep	
41 Rangitikei	46,967	17-Sep	21-Sep	21-Sep	22-Sep	

50	Taranaki-King Country	46,165	17-Sep	21-Sep	21-Sep	22-Sep
48	Takanini	49,896	17-Sep	21-Sep	21-Sep	22-Sep
21	Mangere	44,019	17-Sep			
22	Manurewa	42,703	18-Sep			
37	Panmure-Otahuhu	45,012	18-Sep			

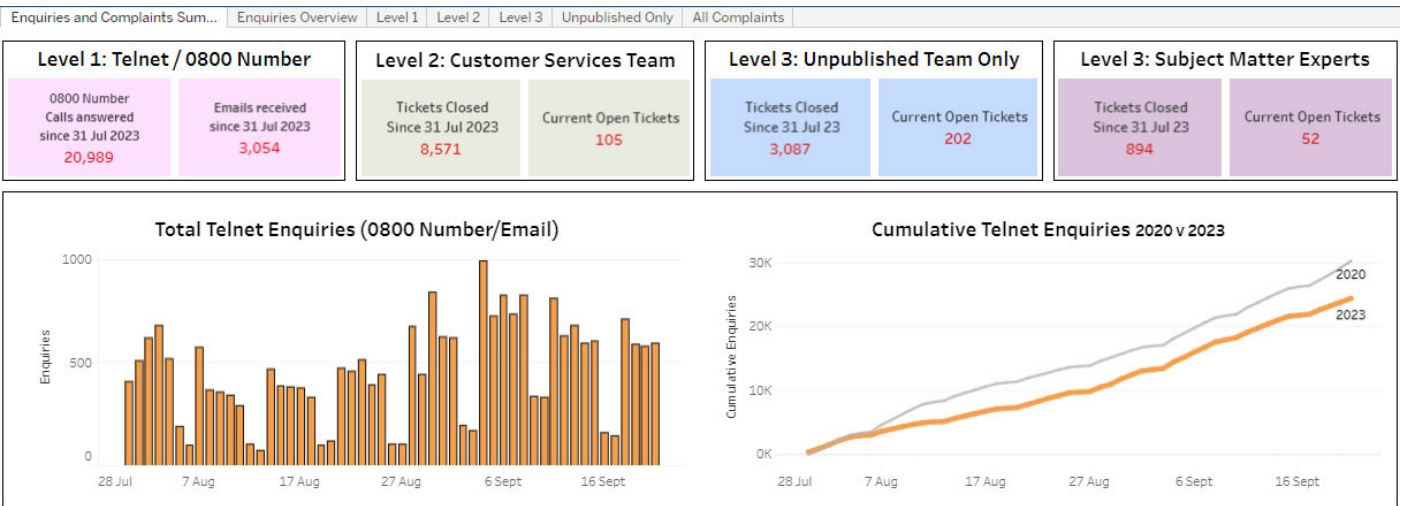
Christchurch Site						
Electoral # and name		Actual Mailset Volume	Printing complete	Mail processing	Mail processing complete	Signed off by EC for release
60	Wellington Central	47,729	16-Sep	Quarantined		
51	Taupo	50,591	16-Sep	18-Sep	18-Sep	19-Sep
8	Dunedin	49,296	16-Sep	18-Sep	18-Sep	19-Sep
59	Waitaki	49,413	17-Sep	19-Sep	19-Sep	20-Sep
46	Southland	44,840	17-Sep	20-Sep	20-Sep	21-Sep
61	West Coast-Tasman	48,767	17-Sep	19-Sep	19-Sep	20-Sep
40	Rangitata	47,784	17-Sep	20-Sep	20-Sep	21-Sep
	Unpublished	25,372	17-Sep	20-Sep	20-Sep	21-Sep
66	Hauraki-Waikato	33,994	18-Sep	20-Sep	20-Sep	21-Sep
67	Ikaroa-Rawhiti	36,006	18-Sep			
68	Tamaki Makaurau	38,308	18-Sep	21-Sep	21-Sep	
69	Te Tai Hauauru	35,008	19-Sep			
70	Te Tai Tokerau	37,445	19-Sep	21-Sep	21-Sep	
71	Te Tai Tonga	36,963	In Progress			

Enrolment Dashboard

General Election 2023 Enrolment Campaign



Customer Enquiries and Complaints Dashboard



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	1,373	848
Enrolment	523	526	763	475	394	564	348	291
Legal & Policy	13	24	10	13	13	23	23	20
Communications	7	8	5	18	17	16	16	14
Overseas	5	7	7	11	7	19	14	19
Voting Services	1	2		1	2	4	5	6
CE's Office	1							

View Enquiries/Complaints Handled by National Office Staff

Enquiries

Top Enquiry Types

Last 7 days
Fri 15 Sept 2023 - Thu 21 Sept 2023

	Enquiries	% of Enquiries Last Week
1	Enrolling to Vote or updating my details	1,036 (70%)
2	General enquiries	303 (21%)
3	Voting in an Election	88 (6%)
4	Voting from overseas	30 (2%)
5	Information for parties and candidates	5 (0%)

22/09/2023– Situation Report Week 2

As at 22/09/2023 prepared by Suzanne Knight-Tinirau

Distributed to	GEDT members		
Key Contacts	Suzanne Knight-Tinirau		
Overview	<p>No issues to report</p> <p>Media</p> <ul style="list-style-type: none"> • Ongoing themes around services to Māori voters and youth voting. • Chief Advisor Māori interview on services to Māori voters aired on Te Ao yesterday • Preparing DCE, Operations for interview on The Morning Shift, a youth focused podcast on Monday and working with Seven Sharp to visit a school doing Kids Voting programme <p>Daily key metrics</p> <ul style="list-style-type: none"> • 4 media enquiries • 44 enquiries and comments on social media in the past 24 hours • 23, 020 visitors to vote.nz 		
Status of the issue/s			
Actions Underway	Action	Owner	Description
Notes:	Early observation:		

21/09/2023– Situation Report Week 2

As at 22/09/2023 prepared by Shane Whitfield

Distributed to	GEDT members		
Key Contacts	Shane Whitfield		
Overview	No issues to report. Insights <ul style="list-style-type: none">• Increase in enquiries around voting including overseas eligibility, dual votes or 'wasted' votes, and rules around support people in voting booths.• Received a request to support a gang event in Ōpōtiki on 2nd October, 60+ members who all need enrolment support.		
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	Izak [REDACTED]		
Overview			
Status of the issue/s	<p>43,000 applications Pre employment checks 1069 Offers made - 2644 Hired including onboarding 18,272 Hired 16581</p> <p>Number of enquiries dealt with by the Advisory Team last week: Total enquiries 2491 Includes 1448 SnapHire enquiries</p>		
Actions Underway	Action	Owner	Description
Notes:	Early observation:		