CHAPTER 12 – VOTING SERVICES PREPARATIONS

CONTENTS

1 OVERVIEW

1.1   PURPOSE

This chapter follows on from Chapter 7 – Entering Voting Services information into EMS. The purpose of this chapter is to help your electorate complete your preparations for delivering voting services throughout the voting period.

A lot of planning and preparation goes into delivering voting services. This chapter sets out key activities during July through to September, your electorate will need to do:

- contact hospitals, care homes, prisons, Defence Force bases and other identified organisations
- plan to issue takeaway votes from your electorate headquarters (HQ)
- finalise specific, physical voting place details, including resolving any outstanding health and safety and security issues
- liaise with Registrars of Electors about using community liaison staff in voting places.

Other key processes are described in other chapters, eg,:

- packing the supplies needed by voting place staff (Chapter 13 – Equipment and Supplies)
- planning how equipment and supplies will be delivered to Voting Places (Chapter 14 – Logistics)
- tracking the chain of custody all your key voting materials (Chapter 15 – Materials Tracking)
- recruiting the number of staff needed to fill all of the roles available (Chapter 9 - Recruiting Electorate Staff)
- rostering staff in your electorate headquarters (HQ) and voting places to support the preparation and delivery of your voting services (Chapter 17 – Rostering)
- training staff so they can deliver voting services in a consistent and customer-focused way (Chapter 18 – Training advance voting and Election Day staff)
- mobile phones used by voting place staff to support key processes in the voting place (Chapter 16 – Mobile Phones).

1.2   ROLES AND RESPONSIBILITIES

The following table details the roles and responsibilities of key electorate HQ staff.

Role	Responsibilities
Electorate Manager (EM)	- makes initial contact with hospitals, care homes, prisons, Defence Force bases and other identified organisations in your electorate. These relationships are then handed over to a trusted staff member - signs off the electorate's voting services. - briefs Voting Place Managers (VPM), Teams and MS (MS). - liaises with Community Engagement staff about using Community Liaison staff in voting places.

Logistics and Supplies Manager (LS Manager)	• completes logistics plan (M40-LOGPLAN) for the electorate • oversees the packing of supplies • ensures all key voting materials are tracked through EMS • ensures all staff receive their supplies in a timely manner • sets up hubs and secure storage, as needed • ensures all voting places receive the equipment and supplies they need in a timely manner • plans for the return of voting materials
Recruitment and Rostering Manager (RR Manager)	• recruits staff, including assessing, testing, interviewing and checking referees, as required • rosters HQ and voting place staff and ensures all staff know when they will be working • plans for Payroll, including the Election Day payroll on E+1

LS Manager, Voting Services Manager (VSM), Mobile Support (MS) or capable HQ staff member	• contact facilities and arrange site visits
	• confirm voting service approach
	• provide posters and applications (if applicable) to facility
	• for an in-person service:
	    ○ arrange for a voting team to visit site on agreed days and times
	
	• for the takeaway vote service:
	    ○ pick up completed takeaway vote applications
	    ○ manage make up takeaway vote packs at HQ
	    ○ manage drop off and pick up takeaway vote packs to facility
	    ○ receive the returned votes at the HQ.

1.3   KEY TASKS

The following table details the roles and responsibilities for your electorate.

When	Description	☑
July	Implement any follow up actions (collected on form M41-VPASSESS and collated on the M41-VPREADY)	❑
July	Contact hospitals, care homes, prisons and Defence force bases and other identified organisations to determine how voting services will be provided	❑
July	Identify what locally led advertising could be needed for your electorate's voting places (see section 11.1)	❑
21 August	Sign off final voting services, and ensure all details in EMS are correct and pins on the mapping dashboard are accurate	❑

Early September	Finalise plans to deliver voting services to care homes, hospital, prisons, Defence force bases and police cells.	❏
From September	Arrange any locally led advertising for where and when voting services will be available (see section 11.1)	❏
27 September	Provide limited in-person voting from your headquarters	❏
29 September	Ensure you are ready to receive takeaway votes at electorate HQ (see section 15.6)	❏
Prior to voting beginning	• Brief VPMs and MS • Brief voting team staff	❏
	• Start preparing requested takeaway votes	❏
13 October	Check phased counts in EMS are correct and finalised prior to Election Day.	❏

2 SERVICES TO VOTERS UNABLE TO GET TO A VOTING PLACE

2.1 OVERVIEW

All electorates provide voting services to people who may not otherwise easily access voting services, these includes voters in:

- care homes
- hospitals
- prisons
- isolation due to COVID-19 or who are housebound
- challenging situations
- Defence force bases and police cells.

2.2 SERVICE DELIVERY OPTIONS

This table below sets out the how voting will be delivered by location to voters who may not otherwise easily access voting services.

Location	Service delivery	Section
Care home	Each Electorate Manager (EM) will discuss with each care home how a voting service can be provided in a way that best meets their needs. Each site will: - use a voting team to provide an in-person voting service, going bed-to-bed, or - drop off/pick up takeaway votes, prepared and issued by HQ staff. Care homes will likely consider which service is most appropriate for their staff to help manage and least disruptive for residents and their families.	5
Hospital	Each EM will discuss with each hospital how a voting service can be provided in a way that best meets their needs. Each site will: - use a voting team to provide an in-person voting service, going bed-to-bed. In some large hospitals, it may be appropriate to also offer voting in an allocated room, or - takeaway service – advertising voting places, or providing posters and pamphlets with more information.	5
Prison	Use a voting team to provide an in-person voting service.	6
Isolation due to COVID-19 or housebound	Provide voters with takeaway vote via a courier (eShip) if time allows, or a drop off/pick up takeaway service, prepared and issued by HQ staff.	4

Voters living in challenging situations	Use a voting team to provide an in-person voting service, eg, to a soup kitchen, night shelter or women's refuge.	7
Defence force bases and police cells	Use a voting team to provide an in-person voting service.	8

3   VOTING TEAMS

3.1   OVERVIEW

A voting team is a mobile team of vote issuing staff that visit care homes, hospitals, prisons, police cells and Defence force bases to provide an in-person voting service. Voting teams will visit multiple sites of each facility type and move around each facility to provide services to these voters. For example, a voting team will travel to multiple care homes to provide services to their residents. The same voting team may also visit more than one facility type, eg, care homes and a Defence force base. A voting team is made up of at least two people, including the team's manager.

It is the Electoral Commission's preferred approach that an in-person voting team service is provided, where possible.

3.2   VOTING TEAM STAFF STRUCTURES

There are three key roles in voting teams:

Role	What they do
Voting Team Manager Note: this role is recruited as a VPM in SnapHire.	• manages staff including breaks, ensuring vote issuing is correct • uses the reconciliation app on the mobile phone to report numbers to HQ • ensures supplies are securely stored at all times, including overnight • oversees pack up and return of supplies to HQ at the end of the voting period.
Issuing officer	• issues votes
Justice of the Peace for care homes and hospitals only (if there are no party officials)	• observes the process • ensures voter secrecy and that rights of privacy and protection from undue influence are maintained.

Note: your electorate will need to consider training one or multiple members of the team on using the eRoll app (Voter Assistant training).

3.3   STAFF REQUIREMENTS

Voting team staff need to be able to cope with difficult situations. They may need to deal with:

Team	Situations
Hospitals/care homes	Voters who: • are uncomfortable • have difficulties communicating • may have limited privacy • find it difficult to vote without additional support
Prisons/police cells	Tight security conditions, including searches of both their person and car

Ensure issuing staff appointed for hospitals and care home teams are sensitive and responsive to the needs of voters and understand the importance of, and how to maintain, the voter's confidentiality.

3.4 PARTY OFFICIALS

Party officials may, with the approval of hospital and care home management, accompany voting teams when they issue hospital and care home votes. Management often do not give this approval due to concerns that large numbers of party officials could disrupt the administration of the facilities.

 Party officials must:

- be appointed in writing by their local party organisation
- sign a declaration before they are allowed to accompany the voting team.

The role of the party official is more limited than a scrutineer, as they are not there to gain information on who has voted. They are also not there to help voters. The party official is only there to observe and ensure the integrity of the voting process. That is, that a voter's rights of privacy, secrecy of their vote and protection from undue influence are maintained.

3.5 JUSTICES OF THE PEACE

A Justice of the Peace (JP) must accompany each voting team when they visit a hospital or care home, if no party official is accompanying the team. JPs are not required for prisons or at Defence Force bases.

The JP is not a member of the issuing team and is not permitted to issue votes or handle EasyVote cards. Their role is to:

- observe the process
- ensure voter secrecy and that rights of privacy and protection from undue influence are maintained.

JPs accompanying voting teams in this observer role should not assist voters unless a voter asks them to. A JP should spend no longer than 15 minutes helping any one person.

EMs should contact their local Justices Association to obtain names of JPs who are available during the election period and available willing to carry out the role. If your area does not have a local association, contact the Royal Association of Justices of the Peace directly.

Note: if you are not using the local Justices' association, take care to ensure that the JP you contact is a registered JP. A person who has been appointed to serve as a Justice of the Peace at the general election cannot be employed to work as an electoral official at the same election.

EMs must also brief JPs so they understand their role in relation to the process they will oversee. This is information in the M30-JP.

Although JPs are independent observers, we pay them an hourly rate in recognition of the valuable services they provide. JPs are not paid through EMS. More information on how JPs are paid will be provided closer to the time.

3.6   SUMMARY OF PARTY OFFICIALS AND JUSTICE OF THE PEACE

The table below summarises the role of party officials and JPs.

Role	Description
Justice of the Peace	• Each electorate should always have one ready • Contracted by the EM • Observes the process
Party Official	• By law, allowed to accompany teams visiting hospitals/care homes • Can only be present if approved by hospital/care home management • Appointed by local branch of political party • Only observes to ensure voter's privacy, and the secrecy of their vote, is protected

4 ISSUING TAKEAWAY VOTES

4.1 OVERVIEW

Your electorate must be able to issue takeaway votes from your HQ from the start of the voting period on Monday 2 October.

Takeaway voting in all of its forms will have an impact on you. Each electorate will need to plan for providing takeaway votes to:

- care homes and hospitals (see section 5)
- individual applications for voters unable to get to a voting place because they are housebound or are self-isolating due to COVID-19.

To help your electorate provide takeaway voting services from your electorate HQ, you will need to have a team of HQ Support Staff that can:

- talk with voters who apply for a takeaway vote about their options for receiving their vote
- prepare voting packs for voters who have applied
- drop off and/or pick up takeaway votes during the voting period, where a voter who cannot get to a voting place has no other option available to them.

4.2 DEFINITION

A takeaway vote is a special vote.

Voters must complete the same special vote declaration form (E83), tick their reason for casting a special vote from the same set of grounds, and complete the declaration in front of a witness.

A takeaway vote can be delivered to a voter through multiple mechanisms:
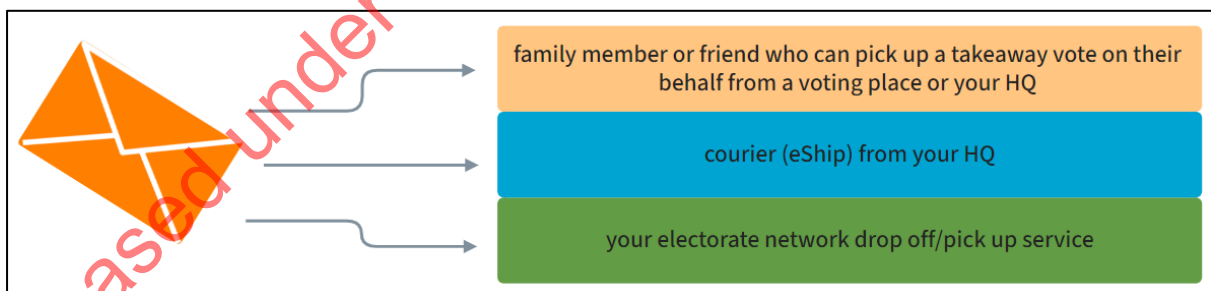
A completed takeaway vote can be returned by the voter through multiple mechanisms:

family member or friend returning the vote to a voting place or your HQ
courier (eShip) in a prepaid pack provided by your HQ
your electorate network drop off/pick up service
mail or post
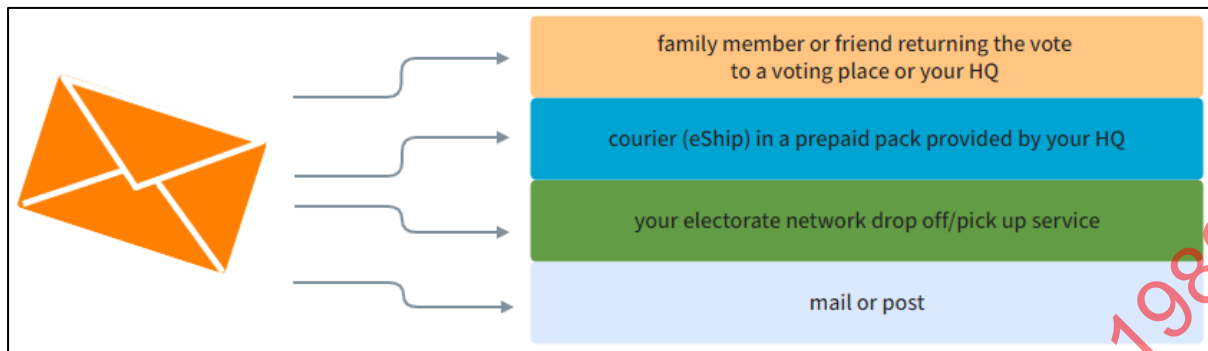
4.3   APPROACH TO TAKEAWAY VOTES

All electorates must provide takeaway votes to people who may not otherwise easily access a voting service through a voting place or voting team.

Key principles for takeaway vote requests are:

- encourage voters to vote at a voting place located near to them if they are able to
- ask if the voter has a family member or friend who can pick up a takeaway vote on their behalf from a voting place or your HQ
- provide a takeaway vote via courier (eShip) to the voter if there is time for it to be received
- provide a takeaway service via your electorate's network drop off/pick up service
- staff are not expected to act as voter's witness
- takeaway vote requests received by your HQ should be actioned and facilated by your staff, party agents are only expected to faciliate takeaway vote requests they are notified of.

When talking to a voter about their options for receiving a takeaway vote, your HQ staff will need to determine the best way to deliver the service to each voter depending on their circumstances and timing.

From the beginning of the voting period until Friday E-8, you can send takeaway votes directly to the voter via courier (eShip). From Saturday E-7, voters must be given the option for their voting papers to be dropped off and picked up by your electorate network to deliver takeaway votes, as there is no time to receive a takeaway vote via courier (eShip).

The timeline below outlines the options available to your HQ and when they can be used.
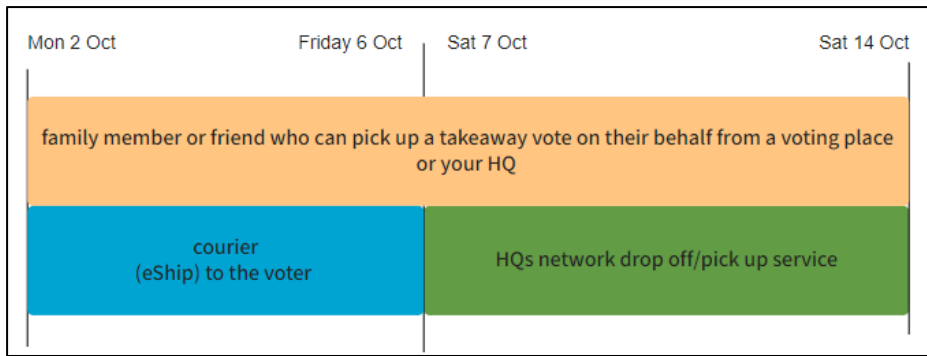
4.4 ELECTORATE NETWORK TO DELIVER TAKEAWAY VOTES

Every electorate needs to be prepared to help voters who cannot identify someone to help them by dropping off and/or pickup their voting papers. This service must be fully operational from Saturday E-7 when takeaway votes can no longer be couriered (eShip) to voters.

Takeaway vote requests received by your HQ should be actioned and facilated by your staff, party agents are only expected to faciliate takeaway vote requests they are notified of.

It is important to note, HQ staff delivering this service are not expected to act as a voter's witness. The voter will need someone else to act as their witness.

How you do this will vary depending on:

- whether your electorate is a compact or geographically spread electorate, and
- how far away from the electorate HQ a voter lives.

Electorate Profile	Description
Urban electorates	Your electorate needs to be prepared to issue all takeaway vote requests from your HQ. Your electorate will need to identify between 1-2 pairs of HQ staff that can drop-off and/pick up voting papers to voters.
Regional and rural electorates	Your electorate needs to be prepared to issue takeaway vote requests from your HQ and hubs. Your electorate will need to identify between 3-4 pairs of staff that can drop-off and/pick up voting papers to voters, depending on the geographic makeup of your electorate. Your electorate needs to plan how you will deliver votes to voters who do not live near your HQ. You will need to use your Local Area Coordinator, MS and other staff to help support your electorate with this service.

4.4.1 Staff requirements

Staff providing this service will be HQ Support Staff who will have a current driver's license and access to a car (note: you may need to hire a car for this purpose).

If the staff member needs to use their own car, ensure they keep good records of their mileage so they can claim it on an expense form.

4.4.2 Protocols

Your electorate's first priority is to keep staff safe in all circumstances. If a person needs their vote delivered and/or picked up because they are isolating due to COVID-19, then arrange for the vote to be left in the voter's letterbox rather than have the staff member go to the door. Staff should have the following readily available:

- hand sanitizer
- masks.

You might also choose to have voting papers placed in the letterbox in more isolated areas (eg., particularly if there is a long driveway).

All staff delivering and/or picking up takeaway votes must:

- be in pairs
- wear an orange vest and name label, clearly identifying them as an electoral official
- take PPE
- take a mobile phone allocated to one of them
- record which staff have travelled together, the address(es) they visited and the time on M40-TWAYPLAN.

4.5 RECEIVING APPLICATIONS FOR TAKEAWAY VOTES

Voters who are unable to get to a voting place and want to receive a takeaway vote are being encouraged to call the 0800 service. The 0800 service will forward these voters to your electorate landline. You need to:

- explain to each voter that they will need to indicate their reason for wanting a takeaway vote on the declaration
- discuss their options for receiving a takeaway vote.

Use M43-SCRIPT to help your HQ Support Staff talk about these options with voters.

4.6 APPROVING TAKEAWAY VOTE APPLICATIONS

Most takeaway vote applications will usually be received directly from the voter in a phone call to your HQ. If you talk to someone who is not the voter, make sure you talk to the voter who is requesting the vote at some point, to be sure it is being requested with their permission.

Voters may apply for a takeaway vote by:

- phone
- email
- writing a note or letter
- completing an E78 – 'Unable to get to a voting place' pamphlet.

You can accept these applications if you have enough information to issue the vote.

Voters can ask to receive a takeaway vote using an agent to pick up the vote on their behalf.

An agent can be anyone the voter chooses, including a family member, friend or an authorised witness who is a party agent (see section 4.12).

If the voter uses a family member or friend that person is able to pick up the vote without providing written permission from the voter **as long as** they:

- can confirm that they have a direct relationship with the voter
- sign for the vote on the M55-TAKEAWAY.

4.7   REASONS FOR APPLYING FOR A TAKEAWAY VOTE

There are many reasons why a voter may be unable to get to a voting place. For example, voters may request takeaway votes because they are unable to go to a voting place because of a disability, poor health or mobility, or because they are housebound.

Voters are required to declare why they are requesting a takeaway vote on the special vote declaration. The stated reasons include that the voter:

- will be outside of their electorate on Election Day, including overseas
- has a religious objection to attending a voting place on Election Day
- is unable to go to a voting place because of illness, infirmity, pregnancy or recent childbirth
- or satisfies you that on any ground it will not be practicable for them to go to a voting place to vote without incurring hardship or serious inconvenience.

A voter using the 'incurring hardship or serious inconvenience' reason must specify their reason on their declaration form and must be able to satisfy the EM that their reason is a valid one. The EM only makes this assessment when special votes are being processed during the post-election period. A voter's reason does not have to be assessed when they apply, but voters do need to be made aware of the grounds as part of their conversation when applying for a takeaway vote. Examples on what is likely to be an acceptable reason include; a person is housebound, responsible for the 24-hour care of another person, is isolating under a Health Order.

Use M43-SCRIPT to help your HQ Support Staff explain to voters the grounds they can apply for a takeaway vote under.

4.8   PROCESS OVERVIEW

The following table outlines the high-level process for determining which options are available to a voter who is unable to get to a voting place.

Step	Timing	Response	Action
1	Is there time to send the vote via courier (eShip)? Your electorate can courier votes until Friday E-8.	Yes	Record the voter's information on M55-TAKEAWAY and courier (eShip) the vote to them.
		No	Go to Step 2
2	Is there someone who can pick-up the vote on the voter's behalf?	Yes	Go to Step 3
		No	Go to Step 5
3	Can that person pick up the vote from a voting place once voting starts?	Yes	Inform the person of the location of the voting place closest to their home.
		No	Go to Step 4
4	Can that person pick up the vote from the HQ (do not use this option on Election Day, only pick up from voting places)	Yes	Record the voter's information on M55-TAKEAWAY and prepare a takeaway voting pack that can be picked up from the HQ.
		No	Go to Step 5
5	Where does the voter live?	Close to the HQ	Prepare the vote at HQ and use HQ staff (see Section 4.4) to deliver the voting pack to the voter.
		Distant from the HQ	Use HQ Support Staff, an HQ logistics team or MS to deliver the voting pack to the voter – either prepare it at HQ, hub or ask voting place staff to prepare a pack and deploy staff from the voting place to the voter.

Use M43-SCRIPT to help your HQ Support Staff talk about these options with voters.

4.9   SETTING UP A TAKEAWAY VOTE ISSUING TEAM

Your HQ needs a team of staff ready to prepare takeaway votes so that packs can be couriered (eShip) out and dropped off to care homes from Monday 2 October.

Your vote issuing team should only work from Monday to Friday, during standard business hours. If demand turns out to be high or increases during the lead-up to Election Day, you may need to increase your staff so that the team can operate on weekends or in evening shifts.

If you are in a shared electorate HQ, you may want to consider running the team as a single unit – for example, just using a room in one of the HQs. Discuss this option with your Regional Manager (RM).

For planning purposes, electorates can expect a team of 3 staff to prepare 200 takeaway votes per day (8 hours).

4.9.1 Procedures for issuing takeaway votes

Takeaway votes take a significant amount of time to prepare. Detailed process instructions for issuing a takeaway vote are in the VPM PIM.

Follow the below steps to prepare for issuing takeaway votes:

Step	Instructions
1	Set up three E208 boxes to manage the application process. Label the boxes as follows: • Box 1: Takeaway Vote – To be processed • Box 2: Takeaway Vote – For QA • Box 3: Takeaway Vote – Complete
2	Create three dividers and place them into **Box 3: Takeaway Vote – Complete**. Label the dividers as follows: • send by courier (eShip) • for pick up • for care homes and/or hospitals • to be delivered by staff.

4.9.2 Applications to be processed

Follow the steps below to issue takeaway votes. Once voting begins, ensure that requests are cleared and responded to within 24 hours (noting that any requests on Election Day will need to be dealt with as quickly as possible).

Step	Instructions
1	All takeaway vote applications from care homes, hospitals and individuals should be recorded on the M55-TAKEAWAY: • Write the voter's name on M55-TAKEAWAY, including the date the voting pack was prepared
2	Prepare the vote using the instructions in the VPM PIM and include the following instructions to help voters complete their vote: • for care home takeaway votes – M55-CAREINSTRUCT • for all other applications - M55-INSTRUCT. Note: if a voter does not have anyone who can witness the declaration, see section 4.10 for instructions.
3	Check the voter is enrolled by looking up their name using one the printed reference rolls (general and Māori) supplied to your electorate. If their name is not printed on the reference roll, include an enrolment form in their pack to complete.
4	• Write on the envelope how the person will receive it (for example, 'for pick-up', 'to be delivered by staff'). • Do not seal the envelope. • Place the envelope into Box 2: Takeaway Vote – For QA. *Continued on next page*

5	• A second person checks the takeaway votes in Box 2, to ensure that all of the required information is included. If correct, the envelope is placed into Box 3: Takeaway Vote – Complete, behind the appropriate divider. • If not correct, make the change(s) required and then the envelope is placed in Box 3.
6	If a voter's only option is to return their vote by post, you **must** arrange for it to be returned by courier (eShip). To do this: • use the grey courier bags (not the tamper evident bags) • enter it into eShip and generate a label for the voter This will allow the voter to courier (eShip) their vote back to your HQ. The instructions on the M55-INSTRUCT included in the pack detail how the voter can arrange for their takeaway vote to be picked up and returned to your HQ by 7pm on Election Night.
7	For packs being couriered (eShip), make sure they are not sent until the start of the voting period.

4.10   VOTERS WHO DO NOT HAVE A WITNESS

E83 declarations must be witnessed by one of the following:

- person authorised to take a statutory declaration
- relative or member of the household of the special voter
- registered New Zealand elector.

There will be some voters who do not have anyone to witness the declaration for them. This may be because they live alone or are self-isolating as a result of COVID-19.

The Electoral Commission has the discretion to waive the requirement that a voter have their declaration witnessed, only if a voter is self-isolating due to COVID-19. This discretion has been delegated to the EM.

Voters who live alone must still have their declaration witnessed. EC staff are not required to act as the witness for these votes. For more information, see section 4.12.

The EM must talk to any voter it plans to waiver the witness requirement for. Use the M43-SCRIPT to help you talk to these voters. The following table describes what you need to do if the EM does waive the requirement for a voter to have their vote witnessed:

Situation	Action
Voter self-isolating due to COVID-19 is requesting a takeaway vote from you.	• Stamp the declaration with the 'Witness not required' stamp. • Record the voter's name on master form M55-TAKEAWAY. This will be helpful during the Offical Count.

If a voter contacts your HQ after they have received a takeaway vote, the EM must talk with the voter directly and can agree to waive the witness requirement. This must be recorded on the M55-TAKEAWAY.

4.11   RETURN OF TAKEAWAY VOTES

Takeaway votes must be received at any time up to 7.00pm sharp on Election Day. Takeaway votes can be received:

- at any voting place dropped off by a voter's friends, family or a party agent
- by courier (eShip) to your HQ
- voter's friends, family or a party agent to your HQ
- by your HQ staff picking up completed votes.

Takeaway votes can be received in the post until Noon Wednesday 18 October (E+4) **but must also** have been postmarked on or before Friday 13 October (E-1). Electorates no longer have a PO Box/Private Bag to receive postal votes at their HQ. All votes returned by post will be received and processed by the Overseas Team. It is important to note votes returned via courier (eShip) are not subject to the same deadlines as votes returned by post and must be returned by 7.00pm sharp on Election Day.

For more information on the process of returned takeaway votes to your HQ, see section 15.6 of this chapter.

4.12   AUTHORISED WITNESS

A party agent can be an authorised witness who can complete the witness part of a special vote declaration. Nominations for authorised witnesses must be in writing and signed by the candidate (use form M75-AUTHORITY to Witness Special Vote Declarations). They must set out the:

- candidate's name
- electorate or party list that the candidate is contesting
- full name and address of the nominated witness.

Explain these requirements at the briefing for candidates and campaign managers at the end of nomination week and that the EM will approve nominations for people who undertake the training.

In the past some authorised witnesses have disenfranchised voters by not following the required procedures. If a nomination is rejected, reasons must be given (usually that the person nominated has not attended or did not satisfactorily complete training).

4.12.1 Training authorised witnesses

The EM must train all authorised witnesses.

National Office has developed a training presentation and two exercises that can be used to undertake this training. They will be available on ECHO. You will be informed when they are ready.

Note: It is likely that you will need to run more than one training session, as party officials are volunteers and often only have limited availability.

4.12.2 Voter authority

Authorised witnesses who are party agents **must** provide written authority from the voter in order to get a takeaway vote for them. A verbal request is not sufficient. Such written authority can be in the form of:

- The 'Unable to get to a voting place' (E78) leaflet
- A piece of paper signed by the voter (a note, letter, email).

Encourage party agents to request any takeaway votes early in the voting period.

4.12.3 Revoking authorised witnesses

Approval may be revoked if the witness is not complying with the rules for witnessing special vote declarations.

5 VOTING SEVICES IN HOSPITALS AND CARE HOMES

5.1 OVERVIEW

The Commission is ensuring it can provide voting services to hospitals and care homes. The COVID-19 environment may still be challenging for these facilities to manage. Your electorate will need to work closely with each facility to determine what kind of voting service can be provided in a way that best meets their needs. The following options are available:

- in-person, bed-to-bed service
- takeaway service.

Care homes will likely consider which service is most appropriate for their staff to help manage and least disruptive for residents and their families.

It is the Electoral Commission's preferred approach that an in-person, bed-to-bed voting service is provided where possible.

Note: only arrange services for a retirement village if it has a residential care facility for infirm residents. Residents in the retirement village are living independently and able to use other services to vote.

5.2 CONTACTING HOSPITALS AND CARE HOMES

Hospitals and care homes are well-established facilities that have their own systems and processes in place. Work closely with management to find out how you can best work together to provide patients the information they need to vote.

Either the EM or LS Manager should contact the hospital or care home in July. If possible, arrange to meet the management in-person so you can talk about the approach the facility wants to take.

During your discussion with them, ensure that you:

- determine what kind of voting service can be provided in way that best meets their needs
- outline how the Commission has a desire to look after voters as best as it can
- ask if they are willing to work with the Commission and make information available to patients on how they can obtain a vote in this year's general election
- ask for a single point of contact

If during the discussions they indicate wanting an in-person service, ask:

- what days and times are suitable, including which parts of the hospital or care home will be serviced
- if a room can be set aside for voting.

If any care homes do not permit an in-person or a takeaway vote – drop off/pick up service, please notify National Office. National Office may be able to address any barriers you may face in offering a service.

Note: during the site visits to care homes, provide the M43-CAREGUIDE.

Refer to Chapter 14 – Logistics for guidance on planning services to hospitals and care homes.

5.2.1 Hospitals specific guidance – takeaway votes

Your electorate will need to consider:

- how voters will access a vote once an in-person service has already visited the hospital
- how you will manage hospitals that will not permit in-person voting.

Some hospitals may only permit a takeaway vote service. There will be people in hospital who may not have someone else who can help them get a vote. Talk to the hospital management about options for:

- getting information to patients. Hospital management may have other communication mechanisms you can use, such as providing information to patients or residents who:
  - that will be in the hospital for elective surgery and can be encouraged to vote before they go to hospital
  - who are in the hospital for a longer term
- providing information to family members to encourage them to uplift voting papers from the nearest voting place/s (list provided) for the hospital patient (see section 5.14)
- contacting the hospital volunteer organisation to see if they can help deliver pamphlets and voting packs to patients in the hospital.

5.3 PRINCIPLES FOR STAFF

Make sure your staff and/or hospital and care home staff are aware of the following:

- if a voter wants to vote, they can
- no one, not even a person with the power of attorney can cast a vote on behalf of the voter
- voters can receive help with marking their voting papers, if they ask for it. This can be from a person of their choosing, including a care home or hospital staff member
- a staff member assisting a voter must not allow any other person to see or ascertain how the voter has voted. The voter can also nominate another person to check the paper to ensure it has been marked in accordance with their instructions before it is placed in the special declaration vote envelope
- staff need to make every effort to ensure the voter's privacy and the secrecy of the voter's vote
- when delivering an in-person voting service, voting papers should be in the custody of an Electoral Official (voting team staff) at all times.

Note: It is a serious offence for any person who is present when a voter is voting to communicate to anyone how the voter voted.

Master form M43-CAREGUIDE outlines this information in more detail.

5.4   VOTER PRIVACY

Every effort must be made to ensure the voter's privacy and the secrecy of the voter's vote. For an in-person, bed-to-bed service:

- set up a room on site with tables and chairs where patients who are mobile can vote
- have one or more small voting screens (E127) available to enable voters who are not mobile to mark the vote at their bedside.

5.5   HEALTH PROTOCOLS

Each facility will have its own health protocols in place to protect patients and residents, particularly if COVID-19 is still present in the community. To provide a voting service, your electorate will need to work closely with each site to understand how they are operating and what procedures you will need to adhere to.

5.6   SCHEDULING

Voting services should be provided to hospitals and care homes in your electorate during the advance voting period, prior to Election Day.

The number of voting teams (in-person), MS and HQ logistics staff (drop off/pick up takeaway vote service) needed to deliver voting services in hospitals and care homes will vary depending on the number of facilities in your electorate and how the services will be delivered. For more information on planning the operation of these teams, see Chapter 14 – Logistics.

5.7   'ADVANCE' ELECTION DAY VOTING

Any hospital and care home voting provided on Election Day is managed as part of a voting team.

All votes must be issued by as special votes. This is because it is unlikely that any votes taken on Election Day can be returned to HQ in time to be included in the early count of votes issued before Election Day.

5.8   WORKING IN A VOTING TEAM PIM

The voting team PIM is to be downloaded from ECHO and provided to all staff working in a voting team, to be read in conjunction with their other PIMS. It outlines some of the specific situations that voting teams may encounter.

5.9   JUSTICE OF THE PEACE

Justice of Peace are required to accompany the voting team if they are issuing in-person votes in care homes and hospitals. For more information on this, refer to section 3.5 in this chapter.

5.10   POLITICAL PARTIES

Advise political parties of the dates and times a voting team (in person, bed to bed service) will visit hospitals and care homes so that they are not there at the same time.

Discuss any requests for a party official to accompany a team into a hospital or care homes with the facility management to determine if it is in their best interest.

5.11   ICU AND SECURE WARDS

There are wards or units within some facilities where an in-person service cannot be provided because there is no public access (such as ICU and secure wards), or it may be difficult to provide. This is based on the recommendation of advice from the facilities staff. Takeaway votes will need to be offered and issued for these voters instead. As voting teams are not given takeaway vote supplies, these will need to be prepared by your electorate HQ and dropped off at the hospital or care home and dropped off by a voting team.

5.12   IN PERSON, BED-TO-BED SERVICE

This service is when your electorate uses a voting team to provide an in-person voting service, going bed-to-bed. In some large hospitals it may be appropriate to set up a voting place in an allocated room that is accessible to staff and members of the public.

5.12.1 Summary of process

Process summary	- A HQ staff member provides posters to each facility, for them to display in shared spaces advertising when voting services will be provided. - An voting team visits the site, with a Justice of the Peace present, providing voting services: - in an allocated room set aside for voting, and - going bed-to-bed due to mobility issues, or - both of the above. - The voting team returns to electorate HQ with completed ordinary and special votes in a ballot box.
Available to	- Hospitals - Care homes

5.12.2 Materials required

This table lists all the materials required to deliver this service.

Reference	Material type	Purpose
M43-CAREGUIDE	Pamphlet	One for the EM to provide to the care home contact – outlines their role in providing the service
E60-AV	Poster	One for each shared space, for the facility contact to hang up so that patients, residents and their families know how they can vote

An M46 consignment note listing the essential supplies you will need to deliver services in an voting team.

5.12.3 Detailed process

Step	Instructions
1	In late September, provide each facility with the E60-AV poster to hang up so that patients, residents and their families know how they can vote. Provide enough collateral for each facility.
2	Immediately prior to voting, give the voting team their completed M40-VTPLAN and brief them on their role (see section 16).
3	A voting team visits the site, with a Justice of the Peace, on agreed days and times during the voting period.

5.13 TAKEAWAY SERVICE – DROP OFF AND PICKUP

This service can be provided when care homes are not comfortable facilitating an in-person voting service. This service is managed entirely by your HQ, with all votes prepared and issued by HQ staff. Your HQ may also use this method for hospitals for any voters in ICU or secure wards, or voters who call the 0800 service.

5.13.1 Summary of process

Process summary	• A HQ staff member provides posters (E60-FACPOST) and application forms to each facility, for them to display in shared spaces. • Facility contact distributes application forms to residents or patients. • The facility contact collects up completed application forms. • A HQ staff member picks up the application forms of those who want to vote and returns the applications to your electorate HQ. • Your electorate HQ takeaway team preparing the voting packs. • A HQ logistics team drops off the voting packs to the facility. • The facility contact distributes the packs to individuals and collects them back in again. • A HQ staff member picks up the completed voting packs in a ballot box and returns them back to your electorate HQ.
Available to	• Care homes • Hospitals (ICU and secure wards)

5.13.2 Materials required

This table lists all the materials required to deliver this service.

Reference	Material type	Purpose
M43-CARERECORD	Master form	Record of all takeaway vote applications received, prepared and issued to each care home.
M43-CAREGUIDE	Pamphlet	One for the EM to provide to the care home contact – outlines their role in providing the service.
M43-APPLICATION	Master form	Application form - one for each voter so they can apply for a takeaway vote.
E60-FACPOST	Poster	One for each shared space in the facility, for the facility contact to hang up so that patients, residents and their families know how they can vote.
E76-SPECIAL	Ballot box	One small ballot box for residents to cast their votes once completed and sealed in the special vote declaration envelope.
E129	Seal	One seal for the special vote ballot box.
E127	Screen	One or two tabletop voting screens that can be used at a voter's bedside if they need help to vote.

5.13.3 Detailed process

Step	Instructions
1	In mid-September, provide each facility with applications for a takeaway vote (M43-APPLICATION) and posters (E60-FACPOST) to hang up so that patients, residents and their families know how they can vote. Provide enough collateral for each facility.
2	In late-September, arrange for a HQ staff member to pick up the completed applications. • Check the applications are legible and correctly completed. • Count the number of applications received and record it on M43-CARERECORD. • Provide the applications to your HQ takeaway issuing team (see section 4.9).
3	Once you have made the voting packs, have them delivered along with: • 1x E76-SPECIAL – small special vote ballot box • 1x E129 – seal for the special vote ballot box • 2x E127 – table top voting screen. On an agreed day, collect the special vote ballot box from the care home. This should contain the completed special vote envelopes. **Note:** the special vote ballot box should be kept in the manager's locked office while in their custody. .
4	When takeaway packs are returned to your HQ from care homes, count the number of returned special vote envelopes and record this number on the M43-CARERECORD.
5	Follow the process for returned takeaway votes to your HQ in section 15.6 of this chapter to enter this information into EMS.

5.14 TAKEAWAY SERVICE – ADVERTISE VOTING PLACES

This service encourages patients and residents to use friends and family to collect a takeaway vote on their behalf from a nearby voting place. This service should be facilitated when hospitals cannot be provided with with an in-person, bed-to-bed service.

5.14.1 Summary of process

Process summary	• A HQ staff member provides posters and pamphlets to the facility. • The point of contact distributes them, ensuring the pamphlets are readily available to both patients, residents and their families/friends and that the posters are hung in public/high profile spaces. • The patient arranges their family or friends to collect a takeaway vote from a nearby voting place. • If the patient does not have someone who can collect their takeaway vote, they should contact 0800 36 76 56 to see if their electorate's HQ staff can deliver a takeaway vote pack.
Available to	• Hospitals

5.14.2 Materials required

This table lists all the materials required to deliver this service.

Reference	Material type	Purpose
E78	Pamphlet	To be made available to patients or residents so that they have the information they need to apply for a takeaway vote.
E60-HOSPOST	Poster	To hang up in shared spaces so that patients and their families can be informed about how they can vote this year.
EasyVote insert	Pamphlet	List of all voting places offered in your electorate.

5.14.3 Detailed process

Step	Instructions
1	In mid-September, provide each facility with the E60-HOSPOST poster to hang up so that patients, residents and their families know how they can vote. Provide enough collateral for each facility. Contact the hospital volunteer organisation to see if they can help deliver pamphlets and voting packs to patients in the hospital.
2	Voters arrange for a takeaway vote issued at: • a voting place and collected by friends or family (encouraged option), or • your electorate HQ and delivered by HQ staff. Takeaway votes issued from voting places can be returned to the voting place or returned to electorate HQ.

Note: for takeaway votes returned to HQ, see section 15.6 of this chapter.

6 VOTING SERVICES IN PRISONS

6.1 INTRODUCTION

Prisoners are eligible to vote within the electorate if they:

- have a sentence of imprisonment of fewer than three years
- are being held on remand
- are serving a community-based sentence, such as home detention or probation.

Voting is delivered in-person at each site across the country. This makes it easier to provide voting services to remand prisoners due to the amount they can move around prior to sentencing. Every electorate must plan to provide voting services to prisons in the last week of advance voting, with a final 'washup' visit on Election Day to capture any last-minute remand prisoners.

The number of eligible prisoners will depend on the makeup of the prison in your electorate, ie, remand only, sentenced only, or both. The average time a prisoner spends on remand is seven days, but some prisoners may spend up to a year on remand. The number of remand prisoners held fluctuates during the week. For this reason, you should make the majority of your prison visiting in the last week of advance voting.

Community Engagement staff will be working closely with the Department of Corrections prior to the election to ensure that eligible prisoners are enrolled.

6.2 LIST OF PRISONS

There are 19 prisons, managed by the Department of Corrections, in the following electorates.

Prison	Women or Men	Remand and/sentenced	Electorate
Arohata Women's Prison	Women	Remand and sentenced	Ōhāriu
Auckland Men's Prison	Men	Remand and sentenced	Whangaparāoa
Auckland Region Women's Corrections Facility	Women	Remand and sentenced	Manurewa
Auckland South Corrections Facility	Men	Sentenced only	Manurewa
Christchurch Men's Prison	Men	Remand and sentenced	Selwyn
Christchurch Women's Prison	Women	Remand and sentenced	Selwyn
Hawkes Bay Regional Prison	Men	Remand and sentenced	Tukituki
Invercargill Prison	Men	Remand and sentenced	Invercargill
Manawatu Prison	Men	Remand and sentenced	Rangitīkei
Mt Eden Corrections Facility	Men	Mainly remand	Epsom
New Plymouth Remand Centre	Men	Remand	New Plymouth

Northern Region Corrections Facility	Men	Remand and sentenced	Northland
Otago Corrections Facility	Men	Remand and sentenced	Taieri
Rimutaka Prison	Men	Remand and sentenced	Remutaka
Rolleston Prison	Men	Sentenced only	Selwyn
Spring Hill Corrections Facility	Men	Remand and sentenced	Port Waikato
Tongariro Prison	Men	Sentenced only	Taupō
Waikeria Prison	Men	Remand and sentenced	Taranaki-King Country
Whanganui Prison	Men	Remand and sentenced	Whanganui

6.3   CONTACT INFORMATION

Contact details for each prison will be made available to those electorates that have one or more prisons. Information provided includes:

- the number of expected eligible sentenced prisoners in each facility
- the Prisoner Voting Liaison and their contact details.

It is important to maintain a close working relationship with your Prison Voting Liaison and ensure the expectations of both organisations are met.

The process instructions below have also been given to the Prisoner Voting Liaisons, so they know what you are likely to request from them when you contact them.

6.4   PROCESS

Follow this process to set-up voting for prisoners:

Step	Instructions
1	Make initial contact with the prison contact by the end of July to start making voting arrangements.
2	Talk to Community Engagement staff from your region and request someone who has enrolment experience to help provide enrolment and voting services in the prison(s).

3	Two months before the start of voting, confirm arrangements with the prison contact about how and when services will be delivered, including: • possible days and times issuing staff can visit • guidance on the visit (clothing, banned items, etc.) • how votes will be issued, including how the secrecy of the poll will be maintained • access to a closed room with prison staff supervision where voting can take place • access to tables and chairs, noting that the Voting Team Manager will provide voting screens, materials and ballot boxes • how the prison will ensure the security of issuing staff • access to equipment such as a photocopier • any other matters that issuing staff need to be aware of (accessing the building, contact person on the day, etc.).
4	Confirm these arrangements with the prison contact, using Master Form M42-PRISON.
5	Use the likely number of eligible prisoners they will have in their facility as an indication of the supplies your issuing team is likely to need at the prison. Note: it is likely that a number of special votes declarations and ballot papers will be required, for a range of electorates.

6.5   STAFF

No specific advertising has been put in place to recruit staff for voting team roles. You will need to employ staff into the following roles to deliver your prison voting services:

• a VPM (Attached)
• the number of issuing officers required to issue the number of estimated votes.

You will need to employ people who are able to cope with potentially difficult situations. They:

• may need to deal with tight security conditions, including searches of both their person and car
• will need to be sensitive and responsive to the needs of voters and understand the importance of, and how to maintain, the voter's confidentiality.

Talk to your Prison Voting Liaison about any possible contacts they may have, such as:

• staff who have previously worked to deliver prison voting services
• individuals who would be familiar or comfortable working in a prison environment.

6.6   ENROLMENT EXPERTISE

Prisoners will often need help with their enrolment, particularly if they are remand prisoners. The majority of prisoners who are sentenced to less than three years will already be enrolled. This may not be the case for remand prisoners.

Contact your local Community Engagement staff and ask for one of their staff to join you when you visit the prison. This may be a community liaison. They will be able to ensure prisoners are enrolled into the correct electorate.

6.7   ENROLLING PRISONERS WITH SENTENCE LESS THAN 3 YEARS

Prisoners serving less than 3 years sentences are able to enrol. Any newly enrolled elector must register using the last address at which they lived for more than a month. For a prisoner, this will be an address prior to imprisonment as the prison address cannot be used as the electors.

6.8   SUPPLIES

An M46-TEAMS consignment note listing the essential supplies you will need to deliver services in prisons will be available to electorates.

6.9   SECURITY

Prisons are a secure environment with their own set of rules. All individuals visiting a prison must adhere to these rules.

Prison contacts will usually provide security information, which may cover:

- any search an individual may be subject to (this is likely to be similar to an airport search, and could include their car)
- appropriate dress
- banned items such as cigarettes, lighters, and mobile phones, which must remain in vehicles.

This information should be relayed to your staff in the briefing voting teams will receive before they start their visits.

6.10   EROLL ACCESS

eRoll access at most prison sites is limited due to mobile phone blockers, being located in an area with poor coverage or the prison building creating interference. This means access to eRoll on Electoral Commission issued mobile phones will not be available at these sites.

However, the Department of Corrections has been rolling out WIFI to some sites:

- Christchurch Women's Prison
- Hawkes Bay Regional Prison
- Waikeria Prison
- Northern Region Corrections Facility.

These prisons will have WIFI available throughout their site.

Bringing a mobile phone onto a prison's site must be approved by the Department of Corrections. More information on this will be provided closer to the time.

Prison voting teams will need this information conveyed to them at their briefing and understand the manual process which will need to be followed in their voting team PIM.

7 VOTING SERVICES FOR VOTERS LIVING IN CHALLENGING SITUATIONS

Providing voting services to hard-to-reach communities is a key priority for the Electoral Commission. Your electorate will need to work closely with your Community Engagement team contacts to identify organisations that work closely with voters in challenging situations.

The following are organisation you are likely to contact.

7.1 HOMELESS SHELTERS AND/OR SOUP KITCHENS

People who experience homelessness face many barriers to voting. Homeless people may:

- be transient
- have learning difficulties such as limited literacy or numeracy
- lack formal identification such as a driver's license or passport
- have limited awareness of public information campaigns including communication about electoral events
- be disengaged from politics.

Work closely with the organisation(s) about how best to provide an appropriate service to meet their needs. Many will have out of date enrolment details so will likely cast a special vote.

At the last election, the Wellington Central electorate used a voting team to provide a service to a local homeless shelter. They also worked with the organisation to recruit staff familiar with the working environment to work as part of an in-person voting team, enabling a smoother voting experience.

7.2 WOMEN'S REFUGE

The Commission has been working closely with the Women's Refuge to help arrange enrolment and voting services that keep the users of their services safe. Many will have enrolled on the unpublished roll so will cast a special vote. Some enrolling and voting information are planned to be posted on the Women Refuge's internal intranet for their local facilitators to refer to.

The local Women's Refuge may be in contact with you to provide takeaway votes to their wāhine, for the local contact to pick up from your HQ.

7.3 OTHER SOCIAL SERVICE AGENCIES AND ORGANISATION

As you build your understanding of your electorate, you may identify other charities or social support services provided to local communities. Consider how a voting services could be provided, where appropriate. This will likely be best delivered using an in-person voting team but you also consider advertising how voters can access a takeaway vote (see section 5.14).

8   SERVICES TO DEFENCE FORCE BASES AND POLICE CELLS

Your electorate must provide an in-person voting service using a voting team to:

- Defence Force bases during the advance voting period
- offenders held in police cells on Election Day.

EMs or your LS Manager should contact Defence Force bases and police stations to talk through how you will best do this.

8.1   VOTING FOR DEFENCE FORCE BASES

Electorates must contact Defence Force bases in your electorate to discuss delivering voting services at the bases. If required, voting services should be provided during the advance voting period. This will be a voting team, similar to the service provided in prisons.

8.2   VOTING FOR OFFENDERS HELD IN POLICE CELLS ON ELECTION DAY

Electorates must provide voting services to prisoners held in police cells on Election Day.

The EM or LS Manager should contact your local police station to discuss how you will need to provide voting services in their police cell on the morning of Election Day, should it be required.

You will need to contact the police station on that morning to see if any offender requests to cast a vote. These will only be special votes. Refer to Chapter 22 – Election Day and Night for more information.

9 FINALISING DETAILS OF PHYSICAL VOTING PLACES

9.1 FINALISING YOUR ESTIMATED VOTES

Your electorate's voting services must be finalised by 21 August. This includes finalising the number of votes each voting place is estimated to take. These numbers are important as they drive the number of staff each voting place needs.

During June and July, the estimated votes for each voting place is likely to change regularly, as voting assumptions are adjusted across your voting services. The sooner you can finalise these numbers the:

- more certainty you and your HQ managers will have
- fewer changes you will need to make to staff numbers, where staff are allocated to work and the supplies that need to be packed for them.

By 21 August, you must finalise your electorate's estimated votes, enrolment transactions and phased counts. For more information on finalising these numbers, refer to Chapter 7 – Entering voting services information into EMS.

Finalise your…	Description	Reference
Estimated votes	You must be satisfied that every voting place: - is issuing votes for the right shared electorates - has ordinary vote and special vote estimates based on robust assumptions.	Chapter 7 – Entering voting services information into EMS, section 3 – Estimated Votes.
Estimated enrolment transactions	Finalise the number of estimated enrolment transactions for each voting place.	Chapter 7 – Entering voting services information into EMS, section 3 – Estimated Votes.
Phased counts	Finalise the number of phased counts for each voting place open during advance voting.	Chapter 7 – Entering voting services information into EMS, section 4 – Phased Counts.

9.2 FINALISING YOUR STAFF STRUCTURES

Your electorate's staff structures must be finalised by 21 August.

Do this when you have finalised your estimated votes. As noted in section 9.1, your staff structures and the number of staff each voting place will need will change as your estimated votes do.

During June and July, the estimated votes for each voting place are likely to change regularly, as voting assumptions are adjusted across your voting services. This will impact your staff structures and the number of staff each voting place will need to deal with the expected number of votes.

For more information on generating your voting place's staff structure, refer to Chapter 7 – Entering voting services information into EMS, section 5 – Generating staff structures.

By 21 August, your electorate will need to finalise all your voting place's staff structures, including any additional roles or issuing points.

Note: staff assignments to the voting place roster can still be made after 21 August.

9.3   M41-VPASSESS FOLLOW-UP

Before voting services start you must be confident that all your voting places are safe for staff, scrutineers, voters and voting materials.

Check the information you have obtained during the voting place assessment process (collected on form M41-VPASSESS and collated on the M41-VPREADY) to ensure:

- that any identified health and safety hazards have been or can be addressed
- that a suggested voting place layout has been provided for the Voting Place Manager (VPM)
- that the 10m buffer zone has been defined (if required)
- any cleaning, bathroom supplies or other requirements for the facility have been organised
- the overnight storage option for the voting place's voting materials remains robust (also see Chapter 14 – Logistics).

You will need to put this detail into the VPM's folder as well as the:

- staff roster (see Chapter 17 – Rostering, section 5.5)
- voting place information report - EMS43-VPINFO (see Chapter 17 – Rostering, section 5.6)
- M41-APPROVE for voting places operating in an open space on Election Day (see section 9.9).

9.4   ADDRESSING IDENTIFIED HAZARD

Follow-up any hazards identified during the assessment process to ensure they are or will be fixed by the time voting commences.

This may mean:

- contacting the proprietor of a venue to confirm that one or more identified hazard(s) have been resolved
- determining a means for isolating or minimising a hazard that cannot be fixed. For example:
  - obtaining a mat to cover/even out raised door frames
  - creating signage to warn staff of hot water.

9.5   CLEANING REQUIREMENTS AND BATHROOM SUPPLIES

During your assessment process you collected information if the facility requires any cleaning to be completed as a condition of hire, and whether any cleaning products such as soap and hand towels in the bathrooms need to be supplied.

You may need to purchase hand soap and/or paper towels from Office Max and organise cleaning of the facility through the facility's provider or Spotless (refer to Chapter 2 – Your headquarters for the Spotless contact).

9.6   FACILITY ACCESS

The Commission operates voting places in a variety of sites across New Zealand. Some voting places may operate in school halls, while others may operate in more challenging environments such as open space voting places in the centre court of malls. You will need to consider the welfare of your staff at all times. Your electorate will need to consider what reasonable facilities can be provided to staff if they aren't easily accessible. This may mean providing access to drinking water (eg, water bottles), a jug, tea and coffee.

9.7   CONFIRMING OVERNIGHT STORAGE FOR ADVANCE VOTING PLACE SUPPLIES

Check the overnight storage details outlined in the M41-VPASSESS to ensure that the level of security still meets the minimum standards, and you have clear directions for the VPM on what is required.

If the storage is not adequate, then you will need to establish an alternative option such as returning the materials to your HQ. Refer Chapter 14 – Logistics for more information.

9.8   10 METRE BUFFER ZONE

The Electoral Act prohibits candidates and parties from campaigning within 10 metres of the entrance of a voting place open during advance voting.

You may need to provide clear guidance to VPMs and MS, parties and/or candidates on where this is, particularly if a voting place is within a larger complex.

The 10 metres starts at the entrance to the voting place itself – not the entrance to the larger complex (eg, a mall or university complex).

You have been given a 10-metre measuring tape in your bulk supplies. Use this to:

- measure 10 metres, so that you can indicate where the 10 metre zone is on a floor plan, which you can give to VPMs and MS as part of the M41-VPASSESS form, and to candidates and parties.
- prove to a complainant, candidate or party where the limits of the 10 metre buffer zone are, if required.

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10   SIGNING OFF YOUR VOTING SERVICES

Every EM is responsible for signing off their voting services. This means confirming the information entered into EMS is accurate and is correctly represented in the voting place insert included in the EasyVote pack and on the vote.nz website.

10.1   SIGNING OFF YOUR VOTING PLACE INSERT (EASYVOTE)

The EasyVote pack includes a list of all voting services open to the public but does not include voting team services (eg, care homes).

To signoff your electorate's voting place insert, EMs must check the information for each of your voting places is correct:

- Suburb (including macrons)
- Disability rating
- Address (including macrons)
- Open hours

Auckland City

♿ **159 Nelson Street, Corner Nelson & Union Streets**
Wed 7 Oct–Fri 16 Oct   10am–4pm
Sat 17 Oct   9am–7pm

For detailed guidance on entering voting place information into EMS, refer to Chapter 7 – Entering voting services information into EMS, section 2.2.

EMs must also confirm the relevant EM information is correct:

- Electorate Name
- EM Name
- EM contact details (phone and email address).

Note: your electorate's voting place insert will show all voting places offering an ordinary vote for your electorate. This will mean voting places outside your electorate will also be listed due to shared electorate voting. As EM, you only need to check your electorate's voting places, as voting places for other electorates will be checked by the responsible EM.

The table below summarises the process for signing off your electorate's voting place insert for the EasyVote pack.

Step	Process
1	National Office turns the EasyVote lock on preventing any further changes to the voting place module in EMS.
2	EM downloads the voting place insert from field ECHO and completes check. Corresponding task in EMS is marked as complete.
3	National Office completes check of each voting place insert. *Continued on next page*

4	CEO signs off voting place insert.
5	Voting place insert sent to the printer.

10.2 SIGNING OFF YOUR MAPPING PINNED LOCATIONS

The location of all voting places open to the public are advertised on vote.nz and through other communication channels, including their pinned locations. Each EM is responsible for ensuring these pinned locations are accurately represented.

Using the dashboard, National Office will work with each EM to sign off your mapped pinned locations.

It is the expectation each voting place location be pinned within the physical boundaries of the location. The example below illustrates what is and is not acceptable. Each pin should be placed within the boundary of the school grounds.

Tolerance	Mapped examples
Acceptable tolerance	
Unacceptable tolerance	

The table below summarises the process for signing off the pinned location on the map.

Step	Process
1	National Office sends out a Microsoft Teams meeting request to each EM
2	Each voting place is sighted, and any amendments made accordingly
3	The mapping tool is updated, and the EM confirms the updates to be correct
4	Mapping information is published online

11 COMMUNICATIONS

11.1 ADVERTISING YOUR VOTING PLACES

Each electorate will need to plan and think about how they can best leverage the community networks they have built. This will enable your electorate to:

- advertise and promote your voting places
- encourage community led involvement in the voting process.

Be mindful that National Office will lead a strong nationwide campaign advertising voting places. You will need to consider a targeted approach and how voting services could be advertised at a local level to specific groups and communities.

Refer to M41-VPREADY master form which will detail whether each site has:

- a community newsletter, website, or Facebook page where voting information could be shared
- a noticeboard (electronic or physical) that could be used to promote as a voting place.

The Communications team at National Office will make some collateral available to electorates. More information on this will be made closer to the time.

11.2 TEXTING STAFF FROM EMS

This outbound text message may be used in circumstances where you need to notify staff eg, a reminder about training, change of venue, etc.

EMS can be used to send text messages to staff who:
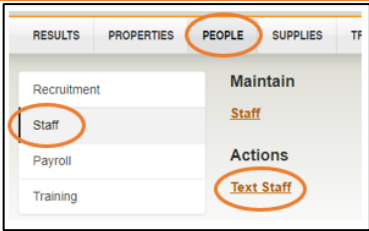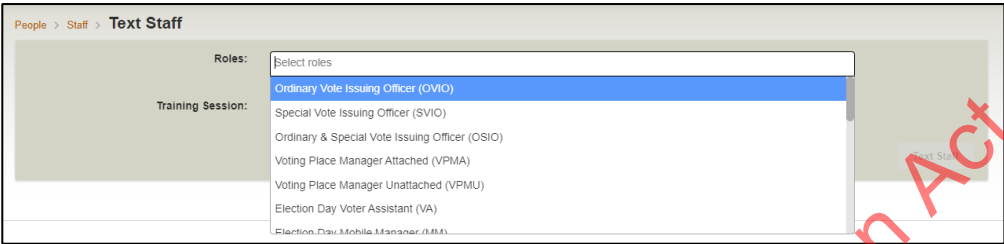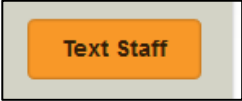
- have the same role
- are allocated to a selected training session
- are allocated to a selected voting place by day.

This service is a one-way communication. Replies go into an inbox that is not monitored. All texts sent automatically include ▮▮▮▮▮▮▮▮▮▮▮▮▮▮ in the body of the text message.

It is recommended that when you send a text, your electorate provides a phone number for people to call/reply to if they have an issue. You may also want to consider adding your electorate name to the body of the text message.

11.2.1 Texting staff by role or training session

Use these instructions to text staff by role or training session.

Step	Instructions
1	In EMS, go to **People - Staff - Text Staff**
2	Select from either the **roles** dropdown or **training session** dropdown. Once you have selected an option, this will display a list of staff attached to your selection.
3	Click <mark>**Text Staff**</mark>

Continued on next page

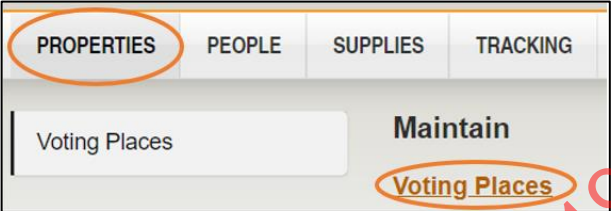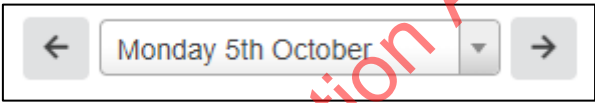Released under the Official Information Act 1982

4	- Click the tick box next to the staff you want to text under available - Click the arrow box, moving them from available to selected. All staff listed under selected will receive a text whether they are ticked or not. All staff listed under available will not receive a text message - Write the text message in the available field and provide an alternative phone number for them to use if they need to get in contact - Click **Send**. Note: all texts sent automatically include ████████ in the body of the text. ██████████████
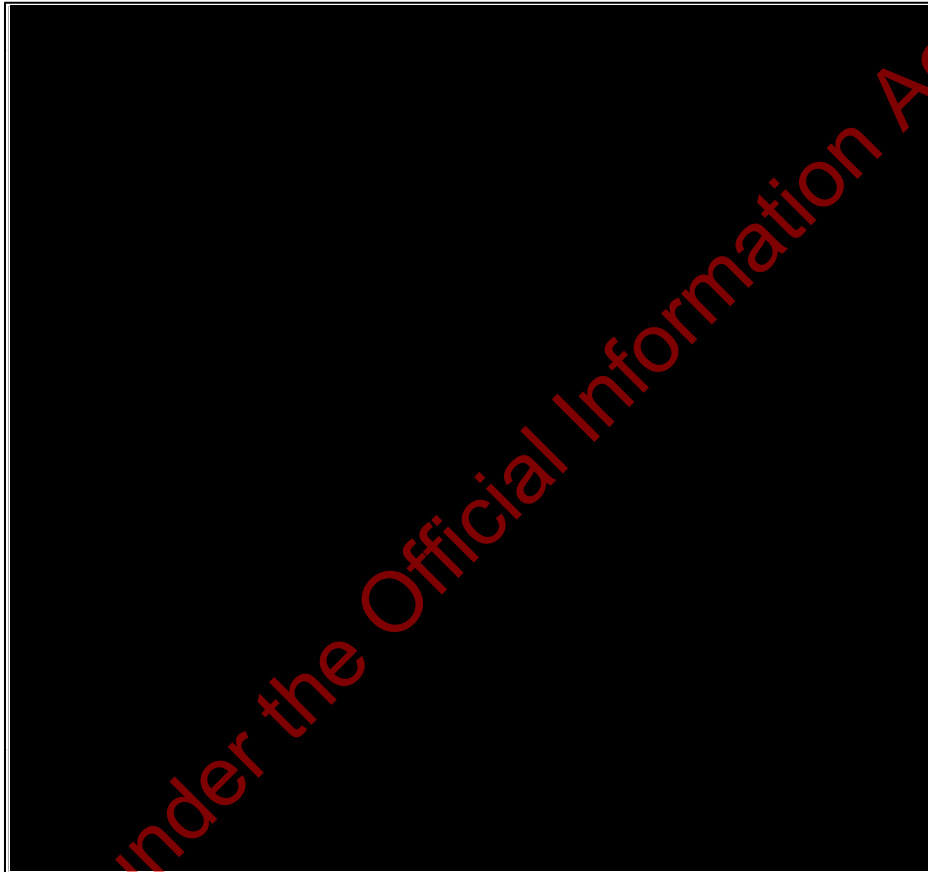
11.2.2   Texting staff by voting place

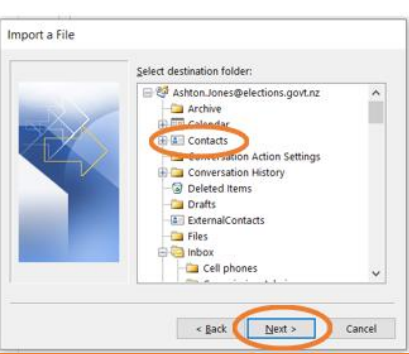Use these instructions to text staff assigned to a voting place.
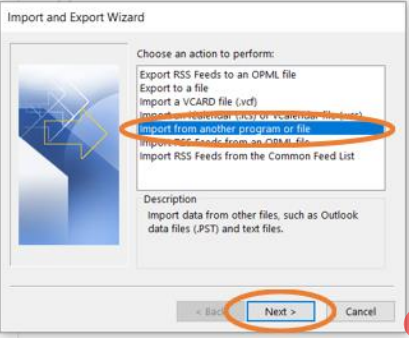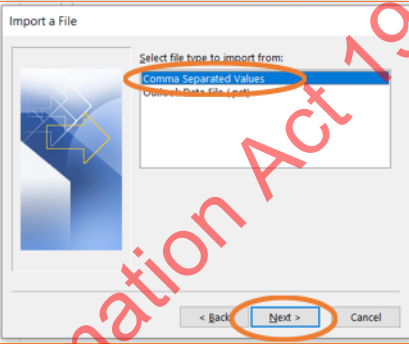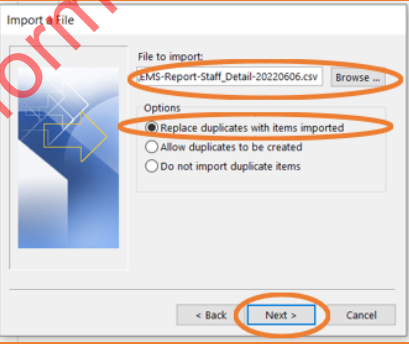
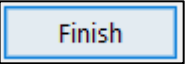| Step	Instructions
1	In EMS, go to **Properties – Voting Places.**
2	From the left menu, select the **Rosters** tab.
3	To text staff rostered on a specific day, select a day from the dropdown
4	Click **Text Staff**
5	- Click the tick box next to the staff you want to text - To select all staff assigned to this voting place (ie, not rostered on the day selected), click the tick box **show staff from all open days** - Click the tick box next to the staff you want to text - Click the arrow box, moving them from **available** to **selected**. All staff listed **under selected** will receive a text whether they are ticked or not. All staff listed **under available** will not receive a text message - Write the text message in the available field and provide an alternative phone number for them to use if they need to get in contact - Click **Send.** Note: all texts sent automatically include ▮▮▮▮▮▮▮▮▮▮▮ in the body of the text. *Continued on next page*

11.3 EMAILING STAFF

Once applicants in SnapHire become staff in EMS, you may need to communicate via email. Use these instructions to import staff contact information into Outlook.

Step	Instructions
1	In EMS, go to **People - Staff - Reports - Staff Detail**
2	Download the CSV file and save it your computer in an appropriate folder.
3	In Outlook, click: • File • Open & Export • Import/Export

	Select '**Import from another program or file'** Click **Next**	
4	Select '**Comma Separated Values'** Click **Next**	
	Click **browse** and select the saved staff detail CSV file From the options, select **'Replace duplicates with items imported'** Click **Next**	
5	Select contacts from the list and click **Next**	
6	Select **Finish** This will import all staff from the staff detail report.	
7	To create an email using the import contact information: Click New Email Start typing the staff members name in the 'To' field and their email address will appear from the dropdown.	

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Chapter 12 – Voting Services Preparations ████████████████████████████████████

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13.1 DELEGATING STATUTORY POWERS TO HQ MANAGERS

As EM, you have overall responsibility for decisions made in your electorate. However, under Section 20C of the Electoral Act 1993, you may delegate your statutory powers, duties or functions to any electoral official – this means anyone engaged by the Electoral Commission to carry out its functions. Delegated staff can complete the following tasks on your behalf:

- the early count of advance votes
- roll scanning and scrutiny
- special vote processing
- the official count.

Delegations must be in writing and signed by the EM using the M34-HQM Delegation of Statutory Functions by Returning Officer form.

The delegation authorises the staff member to carry out these tasks to the standard stated in the Operations Manual. As EM, you may assign a staff member to some or all of these tasks, as needed. To do this:

- cross out the tasks they are not conducting
- initial the changes.
- noting staff will still act under your direction.

13.2 SPECIAL VOTE PROCESSING

Regulation 33 of the Electoral Regulations 1996 allows you, or somebody with your delegated authority, to open the ballot side of the envelope if there is reason to believe it may contain the special vote declaration. If you need to open the ballot side of the envelope, you must take all possible care to preserve the secrecy of the voter's ballot paper.

You will be delegating this authority using the M34-HQM.

13.3 DELEGATING STATUTORY FUNCTIONS TO OTHER ELECTORATE MANAGERS

So that other managers can perform certain statutory functions on your behalf, eg, issuing ballot papers, receiving nominations etc, EMs must complete an M34-EM EM's delegation to other EMs of certain statutory powers and upload the form to the appropriate task in EMS.

Māori electorate EMs must also complete an M34-MEM Māori electorate EM's delegation to General electorate EMs to carry out certain statutory functions.

This form is completed before the start of the Nomination Period and attached to the appropriate task in EMS.

14   COMMUNITY LIAISONS

14.1   OVERVIEW

Each RM and EM will have worked closely with your region's Community Engagement staff to identify target areas across your region to deploy Community Liaison and other Community Engagement staff to work in voting places.

Community Engagement staff are enrolment experts with a focus on engaging with communities and encouraging people to get enrolled. These staff will support the Voter Assistant (VA) role in the completion of enrolment forms and answer any enrolment or Māori electoral option questions from voters. It is expected when Community Engagement staff are working in a voting place, they work under the direction of the VPM.

It is important to note, Community Engagement have a limited number of staff that can be used in voting places, so your region will need to take a targeted approach. As a rule of thumb, it is best to focus their deployment on voting places which are estimated to take a high number of special votes as this indicates a high number of expected enrolments.

14.2   PROCESS

Talk to your region's Community Engagement contact about the staff they have available for this role and who will be best suited to working in a voting place. They will offer you the names of staff who will:

- support the VA role
- be allocated to and rostered for work at a specific voting place
- be managed by the VPM (eg, management of breaks).

Community Engagement staff will not appear in EMS, this means:

- they cannot be rostered using the EMS rostering tool and needs to be managed separately
- they'll need to be provided with an overview of working in a voting place
- they will continue to be paid by Community Engagement and submit the timesheet to them for payment.

15 BEFORE VOTING BEGINS

15.1 WELFARE CHECKS DURING VOTING

As part of your electorate's planning, your electorate will need to complete M33-WELFARE for:

- voting places that do not have access to phone reception or a landline
- MS staff travelling regularly out of mobile phone coverage.

Your electorate will need to conduct regular welfare checks to make sure that everything is going according to plan:

- staff know they can communicate with your HQ, by either:
  - o accessing WIFI calling
  - o getting coverage using a Spark SIM
  - o getting access to a landline phone
- at least every 4 hours, someone from the voting place goes to that spot and checks in with your HQ.

This information must be record in the M41-VPASSESS (page 11, section 1.3) and is part of their briefing with you.

The timing during the voting period could be:

- immediately before voting starts at 9am
- after lunch breaks around 1pm
- at the end of the voting day around 5pm.

The timing on Election Day could be:

- immediately before voting starts at 9am
- after lunch breaks around 1pm
- before dinner breaks around 5pm
- when they phone in results around 9pm.

If your electorate doesn't hear from the voting place after 30 minutes of the expected time, your electorate will need to send someone eg, the MS to check on them.

The same process should hold for MS staff if your electorate is expecting them to be outside mobile phone coverage for any period of time. MS should keep their mobile phone charged and the location switched on, in case of an emergency situation where your electorate cannot contact them. Your electorate will also have their schedule of visits to check where they were last, to contact that VPM (if they are accessible by phone).

15.2 ON-CALL STAFF

To support the delivery of your voting service, your electorate will have recruited a number of on-call staff for the following roles:

- VPM
- VAs
- IOs.

Each electorate needs on-call staff so you can cover:

- staff who resign shortly before or during the voting period
- staff who for some reason are no longer able to work eg, get sick, contract COVID-19
- last minute withdrawls for the weekend
- staff who are unable to cope with the role once they have started
- higher turnout than expected, by deploying more issuing officers to a voting place.

In rural electorates, on-call staff may need to be recruited in areas where voting places are located far from the electorate HQ so they can be deployed more easily.

You will need to have on-call staff to cover the whole voting period but particularly the weekends and on Election Day when voting is busiest. Electorates need to be fully prepared to continue to recruit and train additional on-call staff as voting place staff turnover increases so that you have a constant supply.

How each electorate manages their on-call staff is their decision and can be adjusted based on their needs. In urban electorates, it may be appropriate to train HQ staff so they can be deployed throughout the voting period. You may also be able to use voting place staff not rostered on for that given day. In regional and rural electorates, this will not always be possible and on-call staff may just need to act in reserve until required.

15.3 JUSTICES OF THE PEACE

JPs are required to accompany voting teams if they are issuing in-person votes in care homes and hospitals, but not in prisons or at Defence Force bases. You will also need at least one JP to oversee the official count of parliamentary votes.

EMs should contact their local Justices Association to obtain names of JPs who are available during the election period and willing to carry out the role. If your area does not have a local association, contact the Royal Association of JPs directly.

Note: if you are not using the local Justices' association, take care to ensure that the JP you contact is a registered JP. A person who has been appointed to serve as a Justice of the Peace at the general election cannot be employed to work as an electoral official at the same election.

Although JPs are independent observers, we pay them an hourly rate in recognition of the valuable services they provide. JPs are not paid through EMS. More information on how JPs are paid will be provided closer to the time.

EMs must also brief JPs so they understand their role in relation to the process they will oversee during the post-election period. This is information in the M30-JP.

When an JP is working at HQ, provide them with an orange ID card with their first name and 'JP' annotated on it.

15.4 VOTING SERVICES FROM WEDNESDAY 27 SEPTEMBER (E-17)

Limited in-person voting must be available at your HQ for voters unable to vote during the voting period. This is usually provided for voters who are going overseas and will find it difficult to access other overseas voting services.

Your HQ will need to provide an appropriate space in your HQ's Zone 2 for voting. If you are in a shared HQ, or do not have good public access to your HQ, one electorate can cover these duties for another electorate. Preferably use the supplies from one of your voting teams to provide this service.

Your electorate HQ should provide ordinary votes for your home general and Māori electorates, and shared electorate voting if you have organised this with your neighbouring electorates.

Note: overseas voting services are provided centrally by National Office's Overseas Team. More information about Overseas voting is outlined in Chapter 20 – Delivering Voting Services, section 8 – Other Voting Mechanisms.

15.5 RETURN OF ENROLMENT FORMS TO ELECTORATE HQ

Your electorate's logistics plan (M40-LOGPLAN) will describe how and when completed enrolment forms will be regularly returned from voting places to your HQ so they can be scanned and uploaded into ERSA for processing (see Chapter 14 – Logistics). Enrolment forms should be returned regularly eg, when there are approximately 50 forms completed.

Enrolment forms should be collected by MS staff (or perhaps by your HQ logistics team) and returned to your HQ. MS will complete Form O – Return of Materials, held by the VPM when collecting forms and follow the process in the VPM's PIM. Enrolment forms should be scanned and uploaded no later than the day after they have been returned to your HQ. See Chapter 25 – Scanning for instructions on scanning and uploading enrolment forms in ERSA.

15.6 PREPARE TO RECEIVE TAKEAWAY VOTES AT HQ DURING THE VOTING PERIOD
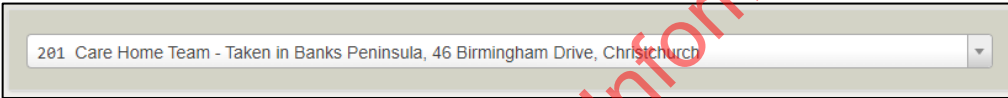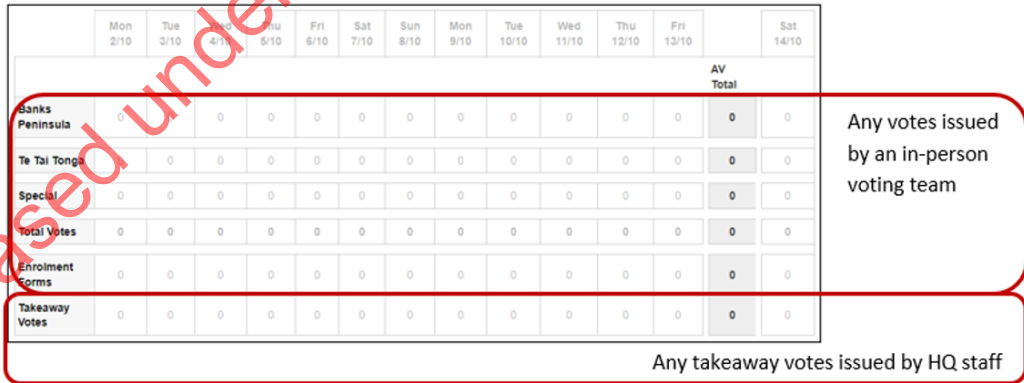
Your electorate needs to be prepared to receive takeaway votes at your electorate HQ during the voting period. Votes can be returned by:

- courier (eShip) to your HQ
- a voter's friends, family or a party agent to your HQ
- your HQ staff using the drop off/pick up takeaway service.

Note: any voters which return their votes via post will be received by National Office and will be processed the Overseas Team.

Prior to the voting period, your HQ will need to prepare one or more special vote ballot boxes for returned takeaway votes, labelling them 'Care Homes Team – Taken in [Electorate]'.

Use these instructions to record issued votes in EMS.

Step	Instructions
1	Stamp the reverse side of the special vote envelope with the 'advance' stamp set aside for these votes.
2	In EMS, go to **Properties** – **Voting Place**
3	From the voting place dropdown, select 'Care Homes Team – Taken in [electorate]'
4	On the Actual Votes tab, record: • any votes issued by an in-person voting team are recorded in the ordinary votes and special votes rows. This should be done on a daily basis, using Power BI reporting (see section 3 of Chapter 20 – Delivering Voting Services). • any takeaway votes issued by HQ staff for voters isolating due to COVID-19, are housebound or received as part of the drop off/pick up takeaway service including for care homes should be recorded in the takeaway votes line. This is the total number of votes issued daily.
5	Put any returned takeaway votes in the prepared special vote ballot box(es) labelled 'Care Homes Team – Taken in [Electorate]'. These will be counted on Election Day as part of the sort and count of special votes. For more information, see Chapter 22 – Election Day and Night.

15.7   ADJUST EMS FOR PHASED COUNTS

Before Election Day, phased counts must be correctly entered into EMS to ensure a results entry tab is generated for each vote count in the Election Night results entry module.

The number of phased counts can be reduced or increased at any time during the voting period. For example, an EM may need to add an extra phase if you take more votes than expected at a voting place or remove one if voting is not as busy as expected.

If the number of counts changes, you must adjust this information in EMS so you do not have any issues when you count the votes. You have up until mid-afternoon on Election Day to make changes for the counts. National Office will send out an action note reminding you to do this on Friday E-1.

Refer to section 4 in Chapter 7 – Entering voting services information into EMS for instructions on how to change the number of phases.

15.8   MOBILE PHONES

Prior to the delivery of training and use of mobile phones in voting places, your HQ needs to ensure all mobile phones have been switched on for 48 hours prior to their use. This will ensure all mobile phones are configured with the latest updates and will minimise the likelihood of any issues arising with voting place staff.

16   BRIEFING VOTING PLACE AND TEAM MANAGERS

16.1   VPM BRIEFING

VPMs have one of the most complex roles in delivering voting services. They may have to deal with changes in voter volumes, need to add additional staff, phase ordinary votes and remove full special vote ballot boxes and enrolment forms.

Before a voting place opens, the EM must brief VPMs on:

- how to manage security of supplies; both during the day and overnight
- the estimated votes over the voting period, particularly which days are likely to be busy
- likely peak voting times during the day
- staff numbers and scheduling, to cover peak times, the increase of volume as it gets closer to Election Day, late nights and weekend openings
- changes in staff roles that may be required
- how materials will be allocated to staff eg shared electorate materials in drop files between staff members
- how additional supplies will be delivered
- the timing of phase changes, special vote ballot box removals and the pick-up of enrolment forms
- ongoing communication to respond to voter volumes
- the 10m buffer around the entrance to (voting places open during advance voting)
- contact details for the EM and MS.

16.2   BRIEFING FOR STAFF PROVIDING SERVICES IN PRISONS, CARE HOMES OR OTHER FACILITIES

Teams providing in-person services to care homes, hospitals, prisons or other facilities need to be briefed on their role.

EMs use these briefing notes before their first day of voting, in preparation for the unique situations they may encounter.

For this briefing each team member should have:

- their PIM(s)
- a M40-VTPLAN with the:
  - schedule for their visit(s)
  - map of facility(ies) location
  - contact information for the facility.

These notes provide guidance for the EM when briefing the team. Text written in italics indicates an instruction for you. Some refer to items specific to your electorate or the circumstance of the facility to be visited by the team.

You may wish to add other information.

Introduce yourself and team members to each other. Make sure everyone has the appropriate PIMs, including a copy of the voting team PIM (printed from field ECHO)

The purpose of this briefing is to cover important information for you to provide the best possible voting services to [name the types of facilities they will visit].

Arriving at the facility

The M40-VTPLAN contains the schedule, contact information and a map of location(s) for the team.

………. [the Manager] is responsible for communicating with the site contact and staff on the day. Myself or the LS Manager will have confirmed that the contact is ready for your visit and they have arranged for the space you require to set up your issuing points.

Supplies and security

Now let's talk about what you'll have with you and what you can do to get ready.

Everything your team needs is provided to the manager. Each member of the team will have a satchel with the supplies to issue votes.

Treat votes as valuables and don't leave the ballot boxes, ballot paper pads or rolls unattended.

- Discuss what you want done with the supplies at the end of each day, eg, bring back to HQ
- Remind how important security is for ballot papers, electoral rolls etc. Every time the team leaves a facility the supplies box, with satchels and ballot papers and declarations, and the ballot boxes must be kept secure and not left unattended.

Don't forget to wear your vest and elections name label each day and to follow the rules specific to the facility you are visiting:

- Security arrangements
- Personal safety
- You may be locked in at certain hours
- Take your driver's license or photo ID only
- Leave personal mobile phones in the car
- Car keys will be handed in at reception when you sign in
- Cars may be searched if on prison grounds.

Preparation and administration

- Remind everyone that the manager is asked to check that they are issuing votes correctly and will be completing staff reports.
- Talk about administration – timesheets, expense claims, mileage, parking.

- For prisons, remind everyone of the importance of using the correct enrolment address (see section 6.7) and access to eRoll on prison sites (see section 6.10)

No matter what your role is, find the appropriate checklists and complete them for each day you're going to issue votes.

- Discuss how ballot boxes and supplies are being transported
- Discuss what to do with any enrolment forms collected, for example, when do they need to be returned and to whom?

End of voting process

Ask if there are any questions about the reconciliation at the end of each day.

Tell the manager at what time you'd like them to report the reconciliation numbers.

Discuss the arrangement for after the last day of voting, or tell them you will talk about this closer to the time.

Delivering votes

The voting team may be required to drop off or pick up takeaway votes to care homes and individual voter requests. This needs to be done with two team members.

Thank the team and wish them well.

17   BRIEFING MOBILE SUPPORT

17.1   PREPARATIONS FOR MOBILE SUPPORT TRAINING

It is expected the delivery of the briefing is done after the MS training session. For a successful briefing, your electorate will need to be prepared. Your electorate will need to decide how you will run the session, where it will be held and what might you need. Consider:

• The space your HQ will use, seating, lanyards/name tags • HQ contact list • HQ briefing notes/plan • Introducing MS to key staff • Electorate HQ Health & Safety	• MS folder ready to go • MS mobile phones set up and ready to go • Maps of the electorate, MS routes • The materials they may need to use • Tea/coffee/biscuits

In rural electorates, you will likely need to deliver the briefing differently. For example, use Microsoft Teams, or use your Local Area Coordinator. Talk to your RA about the approach you want to take.

Before the briefing, your key HQ staff (EM, LS Manager, RR Manager, VSM) will need to think ahead and consider key issues they may want to discuss. Electorates with hubs and secure storage must discuss with MS their expectations about delivering to, collecting from, and working within hubs and secure storage.

17.2   DAILY SUPPORT SHEET – M41-DSS

When MS visit voting places, they will complete an assessment form (M41-DSS). This assessment form covers the following:

- the appropriateness of security arrangements
- that all health and safety issues are being addressed
- the voting place is functioning appropriately with all the materials it needs
- supporting the VPM and the staff as needed.

During the voting period, it is expected MS:

- raise issues with HQ immediately
- participate in a daily stand up with HQ managers to keep everyone up to date.

17.3   M33-TAKE5

Before the beginning of each day, MS should complete the M33-TAKE5. This is a health and safety master form with five key reminders:

- to check the weather conditions they will be working in
- to remember to take a fully charged mobile phone and phone charger
- to bring a first aid kit
- to familiarise yourself with your vehicle before heading out for the day

- to be aware if you are expected to check in later in the day (M33-WELFARE).

17.4 DELIVERING MOBILE SUPPORT BRIEFING

The briefing should be delivered immediately following the training session. The EM or VSM should lead the briefing with the LS Manager and RR Manager leading their respective sections.

[Introduce yourself, your key HQ staff, and your MS staff to each other]

Focus areas

Referring to the MS40-MSPLAN, discuss where they are likely to need to focus their attention during the day. This may be:

- voting places with new or inexperienced managers
- a new voting place is opening
- where media is expected
- where there may be many scrutineers
- what voting places are you concerned about
- where security is a potential concern
- whether they will be expected to deliver takeaway votes and how this will work (rural electorates)
- when do you expect MS to check in with HQ and with who? what is the process for checking in when MS are working in remote areas with limited or no mobile coverage (M33-WELFARE)

Daily Meeting

Everyday our electorate will faciliate a meeting (either in-person at HQ or remotely via Microsoft Teams) with all MS to review and discuss issues you are seeing in voting places. This will be at [time].

Health and safety

The election is important, but that the health and safety of all our staff takes priority.

You should look after yourselves by:

- taking regular breaks
- managing driving and/or adverse weather conditions in your local area
- pulling over and stopping the engine to take phone calls while you are driving.

LS Manager section –

[Introduce any logistics staff MS will be speaking to or dealing with in person]

You may want to cover:

• where supplies and materials will be collected from, what your HQ has plenty and/or limited stock of • process for collecting and issuing supplies in your HQ? How quickly can you get things to people? • whether your HQ logistics teams or MS are delivering supplies? • explain the M40-MSPLAN and their responsibility to pick-up enrolment forms, full special vote ballot boxes and phase changes for ordinary votes. • the list of equipment, supplies and forms they will have with them (M46-MS) • which supplies on the tracking forms they should check before they leave • where to record the allocation of their key voting materials (ballot papers and rolls) to a voting place (EMS tracking forms)	• how they need to return completed tracking forms back to HQ • how to use the MS mobile phone • how they can assist with the reconciliation app process as well as manual reconciliations in locations where connectivity is a concern • the role of MS for any voting place storing materials overnight at secure storage or at HQ • how materials are returned back into HQ on E-1 • any last minute voting place set up issues. • Refer to the VPM PIM and MS PIM, where applicable.

Rural electorates: delivery or pick up of takeaway votes

MS working in rural electorates may be required to drop off or pick up takeaway votes to individual voters during the voting period. This needs to be done in pairs staff member eg, from a voting place that prepares the takeaway vote.

RR Manager section –

Introduce any recruitment staff MS will be speaking to or dealing with in person

You may want to cover:

• completing and returning timesheets • completing expense claims and the process for claiming mileage • if hiring vehicles, ensure driver meets the requirements of the insurance company and the driver is aware of any liabilities or processes to follow in case of an accident	• how you expect sick staff, or staff that cannot continue in their role to be escalated from VPMs to electorate HQ?

Final questions and information

- Ask if there are any questions. Check if anyone has information or news that will affect any of them, such as known road closures.
- Reiterate if it is outside the norm, call HQ.

This section provides your electorate with logistics, recruitment and training readiness checklists designed as a quality assurance check to ensure all essential preparations have been undertaken and your electorate is ready to deliver and support your voting services.

Task	Before E-28	E-28 - E22	E-21 - E15	E-14 - E8	E-7 - E-1	ED
LOGISTICS						
Logistic plan workable and still appropriate	☐	☐	☐			
Discussed logistics plan with local Mainfreight branch	☐					
Van and/or truck hire finalised and confirmed and still appropriate	☐	☐				
Stage 1 pack completed	☐					
Stage 2 pack completed	☐					
Confirm arrangements for shared electorate voting. Your electorate has confirmed what shared voting materials you will supply other electorates, and what shared voting materials other electorates will supply your electorate	☐	☐				
Shared voting materials supplied to other shared electorates		☐	☐			
Shared voting materials received from other electorates		☐	☐			
Mobile phones set up and allocated to staff		☐	☐	☐	☐	☐
Stage 3 pack completed		☐				
Phasing plans in place and EMS updated to reflect		☐				
Process in place for VPMs to pick up supplies		☐				
Local area hubs, overnight storage units, lock up containers in place			☐			
▬▬▬▬▬▬▬▬▬▬			☐			
MS staff in place and briefed			☐	☐		
Plan for early count confirmed and still appropriate			☐			
Arrangements in place to set up voting places i.e., logistics teams from HQ, where required			☐			
Plans in place for repatriation of enrolment forms during advance voting			☐			
▬▬▬▬▬▬▬▬▬▬				☐		
Plans in place for resupply of key voting materials in busy voting places (MS or 'person in a van')				☐		
Plans in place for return of phased materials					☐	
Plans in place for return of materials on E-1					☐	
Plans in place for return of materials on Election Night					☐	
Plans in place for repatriation of shared voting materials and SVDs (completed by electoral officials where possible)					☐	
Election Night results mobile phones test completed					☐	

Task	Before E-28	E-28 - E22	E-21 - E15	E-14 - E8	E-7 – E-1	ED
RECRUITMENT						
Voting Services Manager recruited	☐					
██████████████████████████████	☐					
Appropriate support staff in place to assist LS Manager implement logistics plan		☐				
MS positions identified (numbers) and positions filled		☐				
Early Count Process Leader recruited		☐				
Post-Election Manager recruited		☐				
Special Vote Process Leader and team recruited		☐				
Official Count Process Leader recruited		☐				
Dual Vote Process Leader and team recruited		☐				
Māori Electorate Special Votes Process Leader and Team recruited (if applicable)		☐				
All Advance Voting Place roles filled with sufficient on-call staff ready to go, including in appropriate locations for rural electorates			☐			
Voting places and teams have received rosters and know where they need to be when			☐			
Arrangements in place for timesheets to be returned from voting places to HQ in a timely manner			☐			
All Election Day Voting Place positions filled with sufficient on-call staff ready to go including in appropriate locations for rural electorates			☐	☐		
Early Count counters recruited, and contracts signed				☐		
Early Count Table Coordinators recruited				☐		
Staff recruited for telephone results				☐		
Official Count counters recruited				☐		
Electoral roll scanning staff recruited				☐		
Staff recruited to receive supplies on E-1 and Election Night					☐	

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Task	Before E-28	E-28 - E22	E-21 - E15	E-14 - E8	E-7 – E-1	ED
TRAINING						
Voting Service Manager fully briefed and aware of job requirements, including eLearning etc		☐				
Trainers have tested all training equipment		☐				
Trainers have checked all training exercise packs		☐				
All staff have completed eLearning modules appropriate to their role			☐	☐	☐	
Trainers have copy of participants for each training session			☐	☐	☐	
All voting place staff have attended or are scheduled to attend appropriate training sessions and completed them successfully			☐	☐	☐	
All MS trained and briefing scheduled/completed			☐			
Voting Services Manager trained			☐			
Early Count Process Leader trained			☐			
Post-Election Manager trained			☐			
Special Vote Process Leader trained			☐			
Official Count Process Leader trained			☐			
Dual Vote Process Leader trained			☐			
Scanning team trained			☐			
Staff receiving materials at HQ are trained			☐			
Early Count Table Coordinators trained					☐	
Election Night telephone staff trained					☐	
Data entry operators trained					☐	

CHAPTER 28 – SPECIAL VOTES

CONTENTS

Released under the Official Information Act 1982

1 OVERVIEW OF SPECIAL VOTES

1.1 BEFORE YOU BEGIN

Ensure you have received all necessary supplies for the special vote processing team. A full list of required supplies can be found in Chapter 21 – Preparing for the post-election period.

1.2 CHANGES TO REGISTRAR OF ELECTORS

There has been a change since 2020 to the role of the Registrar of Electors. Under the new structure of the Enrolment and Community Engagement group, the functions of the Registrar of Electors (RoE) are now carried out by the team leader of the three regional Processing Teams. These teams are based in Auckland, Wellington, and Christchurch. It should not be presumed that your electorate's special votes will be processed by the nearest regional team.

Because the Registrar of Electors holds responsibilities under legislation, you will still see the terms Registrar of Electors, Registrar, or RoE used on some forms and in ERSA. In these instances, the Team Leaders of the Regional Enrolment Processing Teams are fulfilling this role.

1.3 PURPOSE OF SPECIAL VOTE PROCESSING

The purpose of special vote processing is to determine whether each vote can be included in the official count. Special votes are included in the official count if:

- the vote was received on time and the special vote declaration was filled in correctly; this means the special vote declaration is **valid**
- the voter is found on the electoral roll; this means the voter is **qualified**.

1.4 WHAT IS A SPECIAL VOTE?

Any voter who cannot be marked off a voting place roll casts a special vote. This happens if the voter:

- is not enrolled by Writ Day, so their name is not on a printed roll at a voting place
- votes outside their electorate at a voting place not issuing ordinary votes for their electorate
- casts a takeaway vote because they are unable to visit a voting place
- uses the telephone dictation voting service because they are unable to vote independently at a voting place
- votes from overseas
- is on the unpublished roll.

1.5 PRINCIPLES FOR SPECIAL VOTE PROCESSING

When processing special votes, you need to ensure that:

- all special votes are included in the official count unless there is a legal reason to disallow them

- special votes are held in a secure area
- the secrecy of the vote is always maintained
- ballot papers are **not** scanned or sent to the Team Leader of the Regional Enrolment Processing Teams.

1.6   WHAT SPECIAL VOTES WILL MY HEADQUARTERS PROCESS?

You will process special votes cast for your electorate. You will send special votes cast in your voting places for other electorates back to the relevant electorate for processing as part of the sort and send process (see Chapter 24 – Sort and send).

You will not need to process overseas special votes, as this will be done at National Office. If you receive any overseas votes, please contact the National Support Team ████████████

1.7   MĀORI ELECTORATE MANAGERS

Māori Electorate Managers need to process:

- all special votes cast for their Māori electorate
- all special votes cast for their home general electorate.

Māori and general electorate special votes must be processed separately. You need a separate processing area and will appoint another Process Leader and Administrative Support staff to process Māori electorate special votes.

You may only have a few Māori electorate special votes for processing on Tuesday E+3, so you may not need all your processing staff until Wednesday E+4.

1.8   TYPES OF SPECIAL VOTE DECLARATIONS

Each special vote consists of a special vote declaration and the ballot paper. There are 2 types of declarations. The type of declaration a voter requires depends on whether or not the voter attends a voting place in person to vote, or whether they were not present at a voting place and were instead issued with a takeaway vote.

The table on the following page contains the number identifying the declaration used in each case.

Voter was present	Voter was not present (Takeaway vote)
E81 – In Person Declaration	E83 – Takeaway Declaration

*For more information on takeaway voting services refer to in Chapter 20 – Delivering voting services.

1.9   WITNESSING DECLARATIONS

Normally all special vote declarations must be witnessed by a person other than the voter:

- the E81 declaration is completed by the voter in front of the Issuing Officer who will be the witness
- the E83 declaration is completed away from the voting place, so a person other than the voter is required to witness the declaration.

Under some circumstances, some voters may be exempt from this requirement for this election. Information on this is contained within Chapter 12 – Voting services preparations, section 4.9. If a voter is exempt from having their vote witnessed, the witness section of their declaration will be stamped "Witness not required".

1.10   SPECIAL VOTE PACKS

Depending on the type of special vote and where it is issued, it may be returned to the headquarters (HQ) in different ways and in different types of envelopes. Different special vote envelopes require slightly different processing.

The following page provides images of the different special vote envelopes. It is recommended that you photocopy this page and display it in the special vote processing area.

How the vote is issued	Declaration type	How the vote is returned	Consists of …
At a voting place to a voter present	E81	Returned with voting place materials	Single envelope with two compartments: • one for the declaration • one for the voting papers
Issued at a voting place or HQ to a person who delivers it the voter (takeaway vote).	E83	Can be returned: • With voting place materials. • By courier.	
Takeaway vote issued at the HQ	E83		

2   SPECIAL VOTE PROCESSING TEAM

2.1   ROLES AND RESPONSIBILITIES

Role	Responsible for
Electorate Manager (EM)	• overall accountability • final decisions on whether a special vote declaration is valid
Post-election Manager	overseeing the special vote processing and ensuring that: • the Process Leader and staff are trained and follow the processes • there is enough staff to complete the processing within the set timeframes • any issues are escalated to the Electorate Manager for decision • the Electorate Manager makes the final decision on the validity of declarations • the ballot boxes and count numbers provided to the official count team are accurate
Special Votes Process Leader	ensuring that: • special votes are processed in accordance with the procedures outlined in the Operations Manual (see Chapter 22 – Election Day and Night for required tasks on Election Day.) • the flow of special votes between the various stages is managed in a coordinated manner to avoid bottlenecks • votes are processed in the correct batch type (valid or invalid) • declarations are scanned and ready for processing by the Team Leader of the Regional Enrolment Processing Team • the checking and marking of the electronic electoral roll and entry of "not on roll" information is monitored in ERSA • Registrar qualification decision stickers are applied correctly to declarations • envelopes are separated into the correct counts • special vote declarations required by the dual votes team are provided in a timely manner • the Post-election Manager is informed about progress or any issues
HQ Support Staff	• processing special votes in accordance with the instructions in the Operations Manual

2.2   TRAINING

Training for the Post-election Manager and Special Vote Process Leader will occur one week before advance voting begins. Your Regional Manager (RM) or Regional Advisor (RA) will be in contact with the Electorate Manager to advise on the date of your electorate's session. Staff will be required to read this chapter and complete some eLearning before attending training.

3.1 CHECKLIST

These tasks must be completed each day from Monday E+2 to Friday E+13.

Task	E+2 Mon	E+3 Tue	E+4 Wed	E+5 Thu	E+6 Fri	Labour Day Mon	E+10 Tue	E+11 Wed	E+12 Thu	E+13 Fri
Monitoring progress against deadlines	■	❑	❑	❑	❑	■	❑	❑	❑	❑
Validation										
Validate special vote declarations	❑	❑	❑	❑	❑	■	❑	❑	❑	❑
Electorate Manager (EM) reviews potential 'invalid' declarations (Box 1)	❑	❑	❑	❑	❑	■	❑	❑	❑	❑
Confirm all special votes received have been validated	■	■	■	■	■	■	❑	❑	❑	❑
Qualification										
Qualify special votes in ERSA	■	■	■	❑	❑	■	❑	❑	❑	❑
Scan and upload declarations not found in ERSA	■	■	■	❑	❑	■	❑	❑	❑	❑
Confirm that all votes received have been looked for in ERSA	■	■	■	■	■	■	❑	❑	❑	❑
Process ROE qualification decisions										
Enter 'Not on Roll' information in ERSA as required	■	■	■	❑	❑	■	❑	❑	❑	❑
Print and apply RoE qualification decision stickers to declarations	■	■	■	■	❑	■	❑	❑	❑	❑
Check in ERSA that all SV batches have been processed completely	■	■	■	■	■	■	❑	❑	❑	❑
Check that all disallowed votes have been processed and recorded correctly	■	■	■	■	■	■	❑	❑	❑	❑
Preparing for the official count										
Prepare special votes for the official count	■	■	■	■	■	■	■	■	❑	❑
Support										
Provide special votes to the dual votes team as required	■	■	■	❑	❑	■	❑	❑	❑	❑

4.1   SPECIAL VOTE FILING SYSTEM

You will use a vote filing system through the different stages of processing. The filing boxes should be set up on a filing table in the processing area as explained in section 5.1.3 of Chapter 21 – Preparing for the post-election.

4.2   THREE STAGES OF PROCESSING
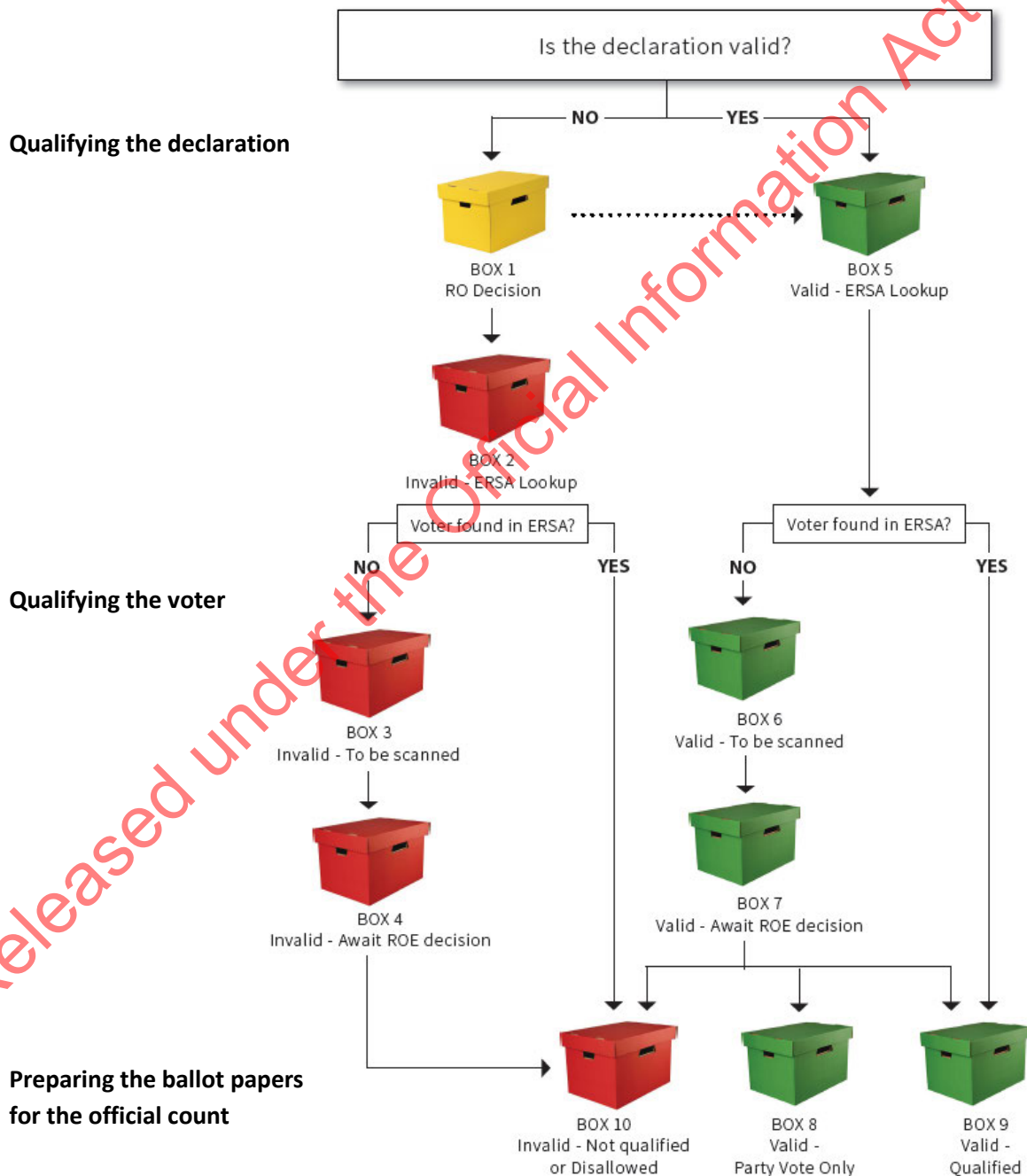
5   STAGE 1: VALIDATION

The first stage is to determine whether each special vote declaration has been received on time and correctly filled in. This is crucial as whether a declaration is valid or invalid affects whether it is included in the official count. Any special votes received after **7pm on E+13 (Friday 27 October)** must be disallowed under *Regulation 34* of the *Electoral Regulations 1996*.

After E+10, any special vote declarations found which need to be repatriated to their home electorate must be considered carefully. Can you rely on a courier to get that declaration to the correct HQ before the cut-off date? Can you hand-deliver the special vote declaration in time? If you are concerned that you will not be able to get a special vote declaration to its home electorate in time, contact your regional team immediately.

Note that when receiving declarations at the electorate headquarters, HQ admin staff will identify potentially late special votes and put these in filing Box 1 for the Electorate Manager to review. This is covered in Chapter 24 – Sort and send.

As part of the special vote validation checks HQ Support staff determine whether a declaration should be reviewed by the Electorate Manager.

The Electorate Manager **must** review each declaration that may have been received late or fail an initial validation check and make a final decision on whether it is valid or not. They then place the declaration and envelope in the appropriate filing box for qualification stage.

The validation stage has two components:

- opening the envelope, this will depend on the type of special vote issued
- checking that the key fields have been filled in by the voter.

5.1   PREPARING FOR VALIDATION STAGE

The Process Leader needs:

- an E208 box with the sticker – Box 1 'EM to Review'
- a set of folders labelled as follows:
  - the declaration was received late
  - reason to be checked by Electorate Manager
  - the declaration failed validation
  - the declaration is for another electorate
  - there was something other than one declaration, eg. no declaration, more than one declaration or contained the ballot paper.

Note that special votes that are potentially late will be placed in the "declaration was received late" folder as part of the "sort and send" process. The Electorate Manager will review these together with other special votes that fail validation.

5.2 OPENING SPECIAL VOTE ENVELOPES

These instructions are for all special votes, which are returned in envelopes with separate compartments for the declaration and voting papers. From Monday E+2, HQ Support staff can prepare declarations for their validity check.

Step	Instructions
1	Place filing Box 1 – "EM to Review" in the middle of the processing table.
2	Get a special vote envelope. Open the **declaration** compartment of the special vote envelope and take out the declaration. **Do not** open the ballot compartment of the envelope! **Note:** for most special votes, tear down the perforated strip in the middle of the envelope and remove the declaration side's strip.
3	If there is only one declaration in the envelope, go to **step 4**. If there is anything other than a **single** declaration, eg. it is empty, has a ballot paper or has more than one declaration: • put every piece of paper back into the declaration side of the envelope • place it in Box 1 on the table, for the Electorate Manager to review • go back to **step 2**.
4	Check that the declaration is made out for your electorate. If it is, go to **step 5**. If the declaration is **not for your electorate**: • put it back into the envelope • place it in Box 1 for the Electorate Manager to review • go back to **step 2**.
5	Check that the declaration number on the declaration matches the declaration number on the envelope. If they match, go to **step 6**. If they don't match, or there is no declaration number on the envelope, correct/write the declaration number on the **envelope** using a **red** pen.
6	Staple the declaration to the envelope in the top left-hand corner. Staple the declaration to the declaration pocket side of the envelope, not the ballot paper side. **Important:** Never staple the QR code or declaration number.
7	Put the declaration and envelope in a pile on the table, face down, ready for a validation check.

5.3   VALIDATION CHECK

Each declaration must be checked to see if the three checkpoints have been completed correctly. The checkpoints for the different types of declarations are shown on the following pages. The checkpoints are:

- Reason for casting a special vote. This is circled in **Blue** in the following examples
- Signed by voter. This is circled in **Red** in the following examples
- Completed and signed by witness. This is circled in **Purple** in the following examples.

Step	Instructions
1	Place filing Box 1 – "EM to Review" in the middle of the processing table.
2	The Process Leader gets the declarations that were stapled to the envelopes and distributes them face up and to the left of the person at the validation table.
3	Processing one declaration at a time, the HQ Support staff checks that **all** three checkpoints have been filled by the voter. • reason for casting a special vote • signature of the voter • the witness section is filled out and signed.
4a	If the declaration is type E83 and the voter ticked the final reason 'I have satisfied the Issuing Officer/Electorate Manager that…' on the list: • place the declaration and envelope in Box 1 on the table • go back to **step 3**.
4b	If one or more of the three checkpoints are not complete: • place the declaration and envelope in Box 1 on the table • go back to **step 3.**
4c	If **all three** checkpoints are complete, the declaration is valid. Place the declaration and envelope to your right, face down.
5	The Process Leader then collects the piles of **valid** declarations from the table and puts them in Box 5, ready for qualification on the **filing table.**
6	The Process Leader takes the declarations with issues from Box 1 on the **processing table** and sorts them into folders by issue: • the declaration failed validation • reason to be checked by Electorate Manager • the declaration is for another electorate • there was something other than one declaration, eg. no declaration, more than one declaration or contained the ballot paper. When done, put the declarations in Box 1 on the **filing table** for the Electorate Manager to review (see section 6).

E81 - TR

ELECTORAL COMMISSION
TE KAITIAKI TAKE KŌWHIRI

Declaration by Special Voter

1 480 001

STEP 1 I believe I am eligible to vote in the electorate of:

STEP 2 My family name is:

My first names are:

Previous name I may be enrolled under (if applicable):

My date of birth is:

DAY MONTH YEAR

My occupation is:

My contact telephone number is:

STEP 3 My current address is:

FLAT/HOUSE No. / STREET/ROAD

SUBURB

TOWN/CITY

I have lived at this address for 1 month or more.
YES (go to Step **4**)
NO, the previous address where I lived for 1 month or more is:

FLAT/HOUSE No. / STREET/ROAD

SUBURB

TOWN/CITY

STEP 4 I am making a special vote because: (tick at least **ONE** option)

☐ My name is not on the printed roll for this electorate or has been wrongly deleted.

☐ I am, or will be, outside of my electorate on election day.

☐ I intend to be outside New Zealand on election day.

☐ I am, or will be, unable to attend a voting place in my electorate on election day because of illness, infirmity, pregnancy or recent childbirth.

☐ I have a religious objection to attending a voting place on election day.

☐ I have satisfied the Issuing Officer that I cannot attend a voting place in the electorate, without suffering hardship or serious inconvenience for the following reason:

STEP 5 I declare that to the best of my knowledge and belief the details given in this declaration are true.

SIGNATURE

DAY MONTH YEAR

OFFICIAL USE ONLY

Blue = Reason for casting a special vote

Red = Voter signature

Purple = Witness section

RETURNING OFFICER USE

OFFICIAL USE ONLY

ISSUING POINT STAMP

I confirm that the voter signed the declaration in my presence.

SIGNATURE

DD MM YYYY

Chapter 28 – Special votes

Declaration by Special Voter

ELECTORAL COMMISSION TE KAITIAKI TAKE KŌWHIRI

TAKEAWAY VOTE - Where the voter is not present at a voting place

E83

3 480 001

OFFICIAL USE ONLY

ISSUING POINT

Blue = Reason for casting a special vote

Red = Voter signature

Purple = Witness section

RETURNING OFFICER USE

STEP 1 I believe I am eligible to vote in the electorate of:

STEP 2 My family name is:

My first names are:

Previous name I may be enrolled under (if applicable):

My date of birth is:

| DAY | MONTH | YEAR |

My occupation is:

My contact telephone number is:

STEP 3 My current address is:

FLAT/HOUSE No. / STREET/ROAD

SUBURB

TOWN/CITY

I have lived at this address for 1 month or more.
YES (go to Step **4**)
NO, the previous address where I lived for 1 month or more is:

FLAT/HOUSE No. / STREET/ROAD

SUBURB

TOWN/CITY

STEP 4 I am making a special vote because: (tick at least **ONE** option)

☐ My name is not on the printed roll for this electorate or has been wrongly deleted.

☐ I am, or will be, outside of my electorate on election day.

☐ I intend to be outside New Zealand on election day.

☐ I am, or will be, unable to attend a voting place in my electorate on election day because of illness, infirmity, pregnancy or recent childbirth.

☐ I have a religious objection to attending a voting place on election day.

☐ I have satisfied the Issuing Officer that I cannot attend a voting place in the electorate, without suffering hardship or serious inconvenience for the following reason:

STEP 5 **I declare that to the best of my knowledge and belief the details given in this declaration are true.**

SIGNATURE

| DAY | MONTH | YEAR |

STEP 6 **WITNESS**

My family name is:

My first names are:

My current address is:

FLAT/HOUSE No. / STREET/ROAD

SUBURB

TOWN/CITY

My contact number:

I am qualified to be a witness and the voter has signed the declaration in front of me.

- Person authorised to take a statutory declaration
- Person approved by Returning Officer
- Relative, or member of the household
- Registered New Zealand elector

SIGNATURE

WITNESS SIGNATURE

6 ELECTORATE MANAGER'S REVIEW OF DECLARATIONS

6.1 REVIEW AND DECIDE

The EM should review Box 1 twice a day between E+2 and E+13 to determine whether a declaration is valid or not. Declarations will be sorted into groups depending on the type of issue, such as:

- the declaration was received late
- the declaration is for another electorate
- reason to be checked by Electorate Manager
- the declaration failed validation
- there is something other than one declaration, eg. no declaration, more than one declaration or contains the ballot paper.

⚠️ **Do not open the ballot side of the envelope unless the following instructions tell you to.**

Regulation 33 of the *Electoral Regulations 1996* allows the Electorate Manager or somebody with your delegated authority to open the ballot side of the envelope if there is reason to believe it may contain the declaration. If you need to open the ballot side of the envelope you must take all possible care to preserve the secrecy of the voter's ballot paper.

6.2 DEALING WITH LATE DECLARATIONS

Use these instructions to process declarations that arrive late.

Step	Instructions
1	- Open the declaration side of the envelope. - Check that the declaration number matches the number on the envelope: - if not, correct the **envelope** using a **red** pen. - Check the declaration is for your electorate: - if not, contact the National Support Team ▮▮▮▮▮ - Staple the declaration to the envelope in the top left corner.
2	Check that the declaration was received within the timeframes shown below. - If you think the declaration was received on time: - put the declaration and envelope in Box 5. - If you think the declaration was received late: - write or stamp on the declaration "Disallowed – Received Late" and sign the declaration. - put the declaration and envelope in Box 2.

Use this table to determine if the declaration was received on time.

Source	Definition of "received on time"
Returned from voting places / teams in your electorate	• Assume it was returned on time by 7pm on Election Day, unless stated otherwise on the envelope.
Advance voting (AV) and Election Day (ED) special votes delivered by hand or courier to your HQ	• Must be received by 7pm on Election Day.
Returned from other electorates	• Assume it was returned on time by 7pm on Election Day at the other electorate, unless stated otherwise on the envelope. • Must be received at your headquarters by 7pm, Friday E+13.
AV and ED special votes returned by post to your HQ PO Box	Must be: • postmarked or date-stamped on or before Friday E-1 and • received by noon, Wednesday E+4.
Overseas votes	If you receive any of these contact the National Support Team ▮▮▮▮▮▮▮▮

6.3 DECLARATIONS FOR A DIFFERENT ELECTORATE

Use these instructions if you find a declaration for a different electorate.

Step	Instructions
1	If you find a declaration for another electorate: • check that the number on the declaration matches the number on the envelope. If not, correct the envelope using a **red** pen • write the electorate name and number on the envelope.
2	Seal the declaration inside the declaration side of the envelope.
3	Send the special vote to the electorate it is for (see Chapter 24 – Sort and send).

6.4 MORE THAN ONE DECLARATION IN THE ENVELOPE

⚠ If there is more than one declaration in the envelope, **do not** open the ballot paper side of the envelope until you reach step 3.

Step	Instructions
1	• Compare the declaration numbers on the declarations with the declaration number on the envelope. • Staple the matching declaration to the envelope in the top left corner. *Continued on next page*

	Prepare a separate special vote envelope for each extra declaration.
2	- Take fresh envelopes from your headquarters supply. Don't use leftover voting place supplies. - Use a red pen to cross out the declaration number on each special vote envelope and write the number from the declaration. - Write the electorate name from each declaration on the front of the corresponding envelope. - Stamp the new envelope with an issuing point stamp to show that the votes were received on time.
3	Open the ballot side of the original envelope and remove the ballot paper(s).
4	Taking care to preserve the secrecy of the vote, compare the number under the black sticker on each ballot paper and match it to the declaration with the same number. You can shine a light through the paper, so you don't need to remove the sticker. If you remove the sticker, you must replace it.
5	Seal each ballot paper into the ballot paper side of the correct envelope.
6	Stamp each envelope with the "Opened pursuant to reg 33" stamp and sign the envelope.
7	- If the declaration is for **another** electorate, follow the instructions in section 6.3. - If the declaration is for **your** electorate: - staple the declaration to the front of the corresponding envelope - do a validation check (see section 5.3) - put the declaration and envelope in either Box 5 (valid) or Box 2 (invalid) for processing.

6.5   NO DECLARATION OR BALLOT PAPER FOUND IN THE DECLARATION SIDE

If the declaration side of the envelope has neither a declaration nor a ballot paper in it, then you may open the **ballot paper side** of the envelope.

Step	Instructions
1	Open the **ballot paper side** of the envelope.
2	Stamp the envelope with the "Opened pursuant to reg 33" stamp and sign the envelope.
	If there is a declaration and a ballot paper in the ballot side:
3A	Seal the ballot paper back in the ballot side of the envelope.
3B	- If the declaration is for **another** electorate, follow the instructions in section 6.3. - If the declaration is for **your** electorate: - check that the number on the declaration matches the number on the envelope. If not, correct the **envelope** using a red pen - staple the declaration to the front of the envelope in the top left corner - complete a validation check (see section 5.3) - put the declaration and envelope in either Box 5 (valid) or Box 2 (invalid) for processing.
	If there is a declaration but no ballot paper in the ballot side:

4A	Stamp or write "No ballot paper" on the declaration.

4B	• If the declaration is for another electorate, follow the instructions in section 6.3.
	• If the declaration is for your electorate:
	   ○ check that the number on the declaration matches the number on the envelope. If not, correct the envelope using a red pen
	   ○ staple the declaration to the front of the envelope in the top left corner
	   ○ complete a validation check (see section 5.3)
	   ○ put the declaration in Box 1 until E+13 in case you find the ballot paper.

4C	On E+13, if no ballot paper has been found: • validate and qualify the declaration as normal • edit the special vote in ERSA (see section 10.3) and select "No ballot paper enclosed" from the Disallowed Status panel. **Note**: You can't select "No ballot paper enclosed" as a reason for invalidity when initially entering the declaration, so if there is nothing else wrong with the declaration, it should be entered as "Valid" and then edited as above.
5	If there is a ballot paper but no declaration in the ballot side of the envelope:

If the ballot paper is for:	Then…
your electorate and was issued in your electorate (check the issuing stamp)	• seal the ballot paper into the ballot paper side of the envelope • stamp the envelope "No declaration" and put in Box 1, in case the declaration is found • have the electorate's Logistics and Supplies Manager (LS Manager) organise staff to look for the declaration amongst the voting place materials, eg. in a close of poll envelope, loose in the supplies box or other ballot boxes. If the declaration is found, follow the instructions in section 5.3
your electorate but was issued in a different electorate	• seal the ballot paper back into the ballot paper side of the envelope • stamp the envelope "No declaration" and put in Box 1, in case the declaration is found • contact the Electorate Manager of the issuing electorate • give them the declaration number and issuing point stamp number on the envelope • ask them to look for the declaration amongst the voting place materials, eg. in a close of poll envelope, loose in the supplies box or other ballot boxes. If found, have them send it to you by courier. • If the declaration is found, follow the instructions in section 5.3 *Continued on next page*

		• check and correct the electorate name on the envelope using a **red** pen if necessary
	another electorate	• seal the ballot paper back into the ballot paper side of the envelope
		• stamp the envelope "No declaration"
		• contact the National Support Team ▮▮▮▮▮▮ for further instructions.

If the declarations have not been found by Friday E+13, then:
• write "Disallowed – Declaration Missing" on each envelope and sign the envelope
• enter the vote in ERSA as an **invalid** declaration using the number on the envelope
• record the reason the vote is invalid as "no declaration"
• enter the issuing point information from the envelope
• print the batch header, then check and place in Box 10.

6.6 IF YOU FIND A MISSING DECLARATION

Use these instructions if you find a missing declaration.

Step	Instructions
1	Find the envelope that matches the declaration in Box 1.
2	If the declaration is for **your electorate**: • staple the declaration to the front of the envelope • complete a validation check (section 5.3) • put the declaration and envelope in either Box 5 (valid) or Box 2 (invalid) for processing.
3	If the declaration is for **another electorate**: • check and if necessary, correct the electorate name on the envelope using a red pen • seal the declaration inside the declaration side of the envelope • send the special vote envelope to the other electorate. See Chapter 24 - Sort and send.

6.7 ELECTORATE MANAGER CHECK OF DECLARATION VALIDITY

The EM can accept a declaration that has not been correctly completed under certain circumstances. Use a hard copy of the electoral roll to complete this process, as the data in ERSA will have changed since the roll was printed for Election Day. Use this table to determine whether a declaration is valid or invalid.

Situation	Process	Put in box
Issued in error		
If the voter voted in voting place where ordinary votes were issued for your electorate **and** the voter's name is on the hard copy certified roll for your electorate, you can consider the declaration **valid**, regardless of any fault in it. The voter was not required to complete a declaration and should have been issued an ordinary vote. The voter cannot be penalised for an administrative error.	Check whether the voting place indicated by the issuing point stamp issued ordinary votes for your electorate. If it did, check the certified roll for the voter. In the "Electorate Manager use" space on the declaration, write "Allowed – voter is on a certified roll available where they voted" and initial.	**5**
No reason stated		
If the declaration is witnessed by an electoral official, eg. an issuing officer you can consider the declaration **valid**. The official was required to check that the reason was ticked. The voter cannot be penalised for an administrative error.	In the "Electorate Manager use" space on the declaration, write "Allowed – reason waived due to official error" and initial.	**5**
If the voter's name does not appear on the hardcopy certified roll for your electorate, you can consider the declaration **valid**. The grounds for casting a special vote can be inferred.	Use a red pen to tick the reason "My name is not on the printed roll" and initial the change.	**5**

Situation	Process	Put in box
If the vote was cast in another electorate on Election Day, ie, it is an Election Day vote with an issuing point stamp from another electorate, you can consider the declaration **valid**. The ground for casting a special vote can be inferred.	Use a red pen to tick the reason "I am, or will be, outside my electorate on Election Day" and initial the change.	**5**
In all other cases, you must consider the declaration **invalid** and **disallow** the vote.	In the "Electorate Manager use" space, write "Disallowed – no reason stated" and sign in full.	**2**
Voter ticked the final reason in the list: "I have satisfied the Issuing Officer/ Electorate Manager that…"		
Chapter 12 – Delivering voting services goes through the valid reasons why you may be satisfied that a voter would have suffered hardship or serious inconvenience if they had voted in person at a voting place. **Disallow** or **allow** the vote according to that guidance.	In the "Electorate Manager use" space write either of the following and sign in full: • "Allowed – I am satisfied the voter was unable to go to a voting place" • "Disallowed – I am not satisfied the voter was unable to go to a voting place"	**5 (valid)** **or** **2 (invalid)**
Not signed by the voter		
You must consider the declaration **invalid** and **disallow** the vote. Every declaration must be signed by the voter, or if the voter is unable to sign, then by a person nominated by the voter to sign on their behalf and in their presence. A declaration may still be valid if it is not dated.	In the "Electorate Manager use" space, write "Disallowed – not signed" and sign in full.	**2**

Situation	Process	Put in box
Not signed by a witness – takeaway votes only		
The declaration can be considered **valid** if: • the witness section has been stamped "witness not required" • the voter's name is recorded on the M55-TAKEAWAY as being given exemption from having their declaration witnessed (see section 5 of Chapter 20 – Delivering voting services). In these cases it is likely "witness not required" will be written on the section in handwriting.	Initial beside the "witness not required" stamp.	**5**
In all other cases, you must consider the declaration **invalid** and **disallow** the vote.	Write "Disallowed – improperly witnessed" in the "Electorate Manager use" space and sign in full.	**2**
Not signed by an authorised witness		
Regulations require each declaration to be witnessed. • If the witness has not signed the declaration, the Electorate Manager must try to determine whether the voter signed the declaration in the presence of an authorised witness. An issuing point stamp or other official mark in the witness section of the declaration is enough to declare the declaration **valid**. • If an authorised witness did not sign a takeaway declaration (E83), but provided their details, try to contact the witness. If the witness confirms that they witnessed the voter signing the declaration, you can consider it **valid**.		
If there is evidence that the voter signed the declaration in the presence of an authorised witness, you can consider the declaration **valid**.	In the "Electorate Manager use" space on the declaration, write "Allowed – witness present but didn't sign" and initial.	**5**
If the voter did not sign the declaration in the presence of an authorised witness, or you cannot determine whether they did, the declaration must be considered **invalid** and the vote **disallowed**.	Write "Disallowed – improperly witnessed" in the "Electorate Manager use" space and sign in full.	**2**

7 STAGE 2: QUALIFICATION

7.1 WHAT IS QUALIFICATION?

Once you have determined whether a declaration is valid or invalid, it moves to the next stage of the process – qualification. Qualification is about determining whether a voter is eligible to vote by checking that they are on the roll.

Initial qualification is undertaken by electorate staff using the ERSA system. If the voter's details – name and address – match what is on ERSA, then the voter is "marked off" the electronic roll. If the details do not match or the voter is not in ERSA, then they are marked as "not found" and will be referred to the Regional Enrolment Processing Team Leader for a final qualification decision.

7.2 WHEN CAN I START QUALIFYING SPECIAL VOTES?

The Regional Enrolment Processing Team will need to finish entering all the enrolment forms collected during advance voting and on Election Day. Having these all processed will reduce the number of declarations that need to be scanned and sent to the Regional Processing Team Leader for checking.

The roll must be closed before qualification begins. You will be able to qualify special votes **from Thursday E+5.**

7.3 PREPARING FOR THE QUALIFICATION STAGE

The processing team will need:

- trays for data entry operators to place qualified and not found declarations in
- stapler removers for removing staples for batches being scanned to the Regional Enrolment Processing Team
- green and red highlighters for marking batch headers.

7.4   CHECKING WHETHER A VOTER IS QUALIFIED
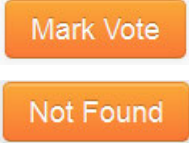
Staff will check the valid declarations in Box 5 and the invalid declarations in Box 2 in ERSA to determine whether the voter is qualified to vote. They **must** process valid declarations before invalid declarations, so they are ready for the official count.
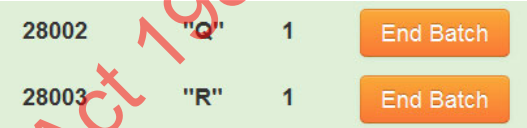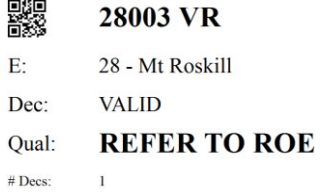
⚠ You can only process one declaration type (valid or invalid) at a time. If you have been processing "Valid" declarations, you need to close any open "Q" and "R" batches before using the "Change Mode" button to process "Invalid" declarations.

Step	Instructions
1	Take the special vote declarations and envelopes from Box 5 (Valid) or Box 2 (Invalid). In ERSA select "Special Votes" and then "Special Vote Entry" from the menu.
2	Select the type of declarations you want to process – "Valid" or "Invalid". **Note:** If you have access to a Māori and a general electorate, you will need to process them separately by selecting the appropriate electorate at this stage.
3	Process one declaration at a time. For takeaway votes – E83: • Using your handheld scanner, click into the "declaration QR code" and scan the QR code on the special vote declaration. Once complete, go to step 6. For all other special vote declarations: • Enter the voter's surname and forenames and click "Search". To use search you must enter at least one letter in the surname field. Searches match from the beginning, eg. 'Wrig' will find 'Wrigley', 'Wright' and 'Wright-Henare' but not 'Wainwright' or 'Henare-Wright'. The search terms you enter are determined by: • how common the names are • how clearly the names are written on the declaration. *Continued on next page*

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4	Your search results will be displayed. If you get too many matches, enter more information if available. If you get no matches, consider reducing the characters in a name search, especially if they are unclear.
5	Check the voter's name and address against the search results. • If both the name and address match**,** click **Mark Vote** on the corresponding line**.** • If the name or address do not a match, click **Not Found**.
6	In the "Mark Special Vote" box. • If the voter's name and address are displayed, check that they are correct. • Enter the 7-digit declaration number (top right on declaration). Make sure it is correct. • If you are processing "Valid" declarations, click "Mark Vote". Go to step 8. • If you are processing "Invalid" declarations – go to step 7.
7	For **invalid declarations only**, ERSA displays an "Invalid Declaration Reason" section. • Tick all reason(s) for the declaration being invalid. • Enter the electorate and issuing point where the special vote was cast (from the issuing point stamp). • Click "Mark Vote". Go to step 8.
8	ERSA will display whether the declaration is qualified "Q", or needs to be referred to the Registrar "R". • Place the declaration in the appropriate tray on your desk. • Click OK.

Continued on next page

9	Repeat steps 1-8 for each declaration. As you process a declaration it will be added to either a "Q" or "R" batch. There is a different batch header for each type of batch. The maximum number of declarations per batch is 48. The batch will automatically close once it reaches the maximum and ask you to print the batch header.	28002 "Q" 1 [End Batch] 28003 "R" 1 [End Batch]
10	Click **End Batch** to close a batch at any time, including whenever you finish processing declarations to move to another task, take a break or leave for the day. The batch header and a print dialog box will display. Make sure you print the batch header double-sided so you get a list of declaration numbers on the reverse side. Click OK to print the header.	
11	Match the batch header to the declaration on top of the pile to make sure you have the correct header. The top declaration should match either the first or last number listed on the back of the batch header. Secure with a rubber band.	**28003 VR** E: 28 - Mt Roskill Dec: VALID Qual: **REFER TO ROE** # Decs: 1
12	Go to the instructions in section 7.7. Checking a special vote batch.	

7.5 TROUBLESHOOTING

Issue	Solution
Didn't print the batch header when closing the batch.	Go to the ERSA "SV Batch Management" screen and select the batch number. The "SV Batch Detail" screen will appear with the "Print batch header" button at the top right.
The system timed out while entering a batch.	Log back into ERSA. Go into the "Special Vote Entry" screen and continue processing the batch.
The voter already has a special vote declaration recorded by their name.	Process the declaration as normal. This will be investigated by the dual votes team.
The batch header is not printing double-sided.	Check your printer instructions.
Same declaration number appears twice in one batch.	Check declaration numbers for both special votes have been entered correctly. If the number has been correctly entered twice, contact NST.

7.6 BATCH HEADERS

At the end of the qualification process each special vote declaration is placed into a batch and the ERSA system creates a batch header. The batch header shows:

- the batch number and type (VQ, VR, IQ, IR)
- the electorate name and number
- whether the batch is valid or invalid
- the qualification decision – "qualified" or "Refer to ROE"
- the number of declarations in the batch
- who printed the batch header
- what are the next actions for the batch
- on the back of the batch header are the declaration numbers in the batch and for "qualified" batches the names of the voters that have been marked off in ERSA.

The table below shows what the four types of batch headers will look like.

VQ	IQ
60014 VQ	**44005 IQ**
E: 60 - Wellington Central	E: 44 - Rimutaka
Dec: VALID	Dec: INVALID
Qual: **QUALIFIED**	Qual: **QUALIFIED**
# Decs: 1	# Decs: 1
Printed by: ▇	Printed by: ▇

Box	Action	Initial
	Check Declaration numbers are correct	
9	Allowed	

Box	Action	Initial
	Check Declaration numbers are correct	
10	Disallowed / Not Qualified	

VR	IR
28037 VR	**28052 IR**
E: 28 - Mt Roskill	E: 28 - Mt Roskill
Dec: VALID	Dec: INVALID
Qual: **REFER TO ROE**	Qual: **REFER TO ROE**
# Decs: 48	# Decs: 19
Printed by: ▇	Printed by: ▇

Box	Action	Initial
	Check Declaration numbers are correct	
6	To be scanned	
7	Awaiting ROE decision	

Box	Action	Initial
	Check Declaration numbers are correct	
3	To be scanned	
4	Awaiting ROE decision	

7.7 CHECKING A SPECIAL VOTE BATCH

Data entry staff need to check each batch after they have entered them into ERSA. It is important that for each batch:

- they have correctly entered the declaration numbers into ERSA
- the number of declarations in the batch matches the number shown on the batch header.

Step	Instructions
1	Check the declaration numbers against the numbers on the back of the batch header. If the declaration numbers on the batch header are: • correct, go to step 2 • incorrect, tell the special vote Process Leader. They can amend (see section 10.3) and print a new batch header for checking.
2	When the declaration numbers are correct on the batch header, initial the "Check declaration numbers are correct" box.
3	• For valid batches (VQ/VR) use a **green** highlighter to highlight the batch number. • For invalid batches (IQ/IR) use a **red** highlighter to highlight the batch number.
4A	For qualified (VQ or IQ) batches: • put a rubber band around each batch • put in the box shown on the batch header – Box 9 (VQ - Valid) or Box 10 (IQ - Invalid).
4B	For batches for the Regional Processing Team Leader (VR or IR): • use a staple remover to separate the declarations from the envelopes • place the declaration face down on one pile and the envelope, number side face down in a separate pile. Keep them in order • continue until all declarations have been separated from the envelopes • place the declarations on top of the envelopes, with the batch header on top • place in the box indicated on the batch header – either Box 6 (VR - Valid) or Box 3 (IR - Invalid).

7.8   SCANNING DECLARATIONS

You will probably scan and send around 35% of your special vote declarations to the Regional Processing Team Leader for qualification.

Starting at noon on Thursday E+5, the scanning team needs to:

- prioritise the scanning of batches in Box 6 Valid – VR
- then the scanning of batches in Box 3 Invalid – IR

They need to meet the following timeframes.

% Special votes processed	Uploaded by:
10%	Thursday 5pm (E+5)
50%	Friday 5pm (E+6)
80%	Tuesday 5pm (E+10)
100%	Wednesday 5pm (E+11)
Stragglers	ASAP

See the instructions in Chapter 25 – Scanning for how to scan special vote declarations.
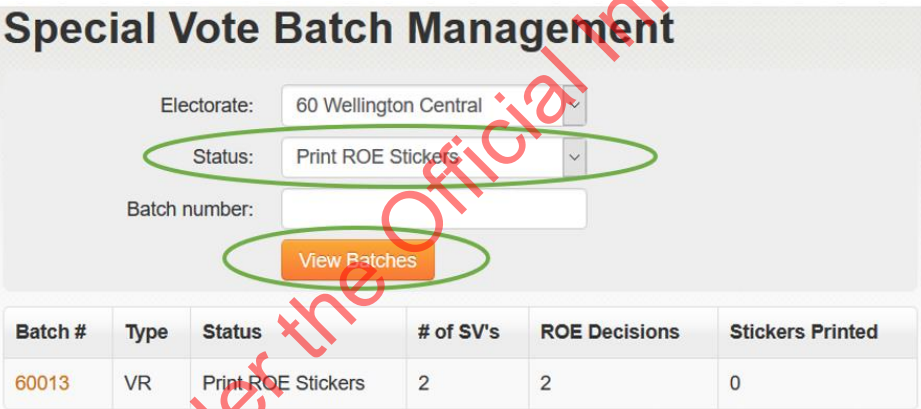
8 RECEIVING QUALIFICATION DECISIONS

8.1 QUALIFICATION DECISIONS

The Team Leader returns a qualification decision for each declaration as they are being processed. Once **all** decisions have been received for a batch, the batch status will change to "Print ROE Stickers" and staff can then enter "not on roll" information (if required) and print the ROE decision stickers.

From Friday E+6, the special vote Process Leader must regularly check the progress of each batch in the ERSA "Batch Management" screen.

Step	Instructions
1	In ERSA: • select **Special Votes** from the top menu • select **Batch Management** from the dropdown menu • select **Print ROE Stickers** from the **Status** dropdown menu • click the <mark>View Batches</mark> button. Completed batches are listed. Get these batches from Box 7 (Valid - VR) or Box 4 (Invalid - IR) and have HQ support staff enter "not on roll" information and print RoE stickers (see section 8.2).
2	In ERSA **Special Vote Batch Management**: • select **Returned with Issues** from the **Status** dropdown menu • click the **View Batches** button. If any batches appear here, it means that at least one declaration needs to be reprocessed. Contact the National Support Team for instructions ▓▓▓▓▓▓▓

3	In ERSA Special Vote Batch Management: • select "**Batch with ROE for decision"** from the "**Status**" dropdown menu • click the "**View Batches**" button. Keep track of these batches. Most batches will be processed in order. Occasionally a batch may have most decisions returned but take longer for the last one or two. This happens when the Regional Enrolment Processing Team needs to make enquiries to come to a decision. If any batches remain unfinished for an unusually long time, ask the EM to follow up with the Regional Enrolment Processing Team.
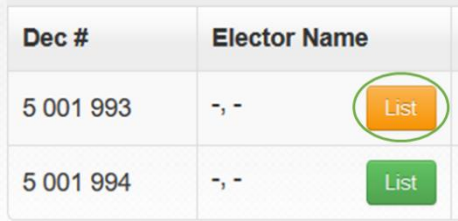
8.2   PRINTING QUALIFICATION STICKERS

From Friday E+6, when qualification decisions for all of the declarations in a batch have been returned, HQ Support staff will enter "not on roll" information as required and print the RoE decision stickers.

Resources	Purpose
Avery L7162 labels	To show qualification decision

Step	Instructions
1	Get a batch of declarations from either Box 7 (Valid - VR) or Box 4 (Invalid - IR).
2	In ERSA: • select **Special Votes** from the top menu • select **Batch Management** from the dropdown menu • select **Print ROE Stickers** from the **Status** dropdown menu • click the **View Batches** button • select the batch number. The **Batch Detail** screen will display. | Batch #	Type	Status
---	---	---
60013	VR	Print ROE Stickers	
3	If a declaration has an orange <mark>List</mark> button next to it, you must enter "not on roll" information before you print the sticker. • Click the <mark>List</mark> button. • Enter the name and address information from the declaration. If the name or address is missing from the declaration, record as 'Not stated.' • Click Save and Close. The list button will turn green. This information is used to produce the "List of Voters not on the Roll", which becomes a public record after the election. | Dec #	Elector Name	
---	---	---
5 001 993	-, -	List
5 001 994	-, -	List	 *Continued on next page*

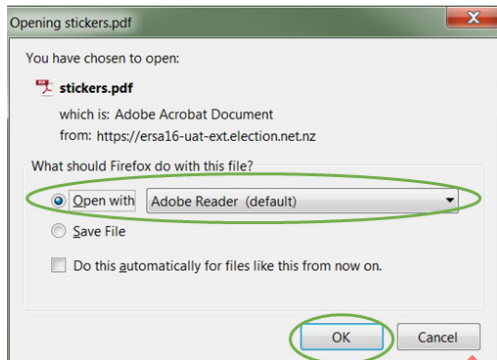|	
4	When all "not on roll" information is entered for the batch, select the stickers to be printed. Either: • tick the "**Select All**" box to select all stickers that are ready to print • or print individual stickers by ticking the corresponding "**Print Sticker**" boxes.
5	Click the "**Print Stickers**" button at the top right of the screen.
6	This dialog box will appear. Select "**Open with Adobe Reader**" and click "**OK**". This will open the qualification labels in Adobe Reader.
7	• Load Avery 7162 labels into a print tray (the bypass tray is usually best) and ask other staff not to print. • Click the print icon. • Change the paper type to "labels" in print settings. • Select the tray where you have loaded the labels. • Print the labels.

Once a declaration qualification sticker is generated for printing, the "Batch Management" screen will be updated to show the number of stickers printed for that batch.

When all stickers have been generated for a batch, the batch status changes to "Done".

8.3   ATTACHING QUALIFICATION STICKERS TO DECLARATIONS

Once stickers are printed, staff can start attaching them to special vote declarations. Process one batch at a time and **do valid batches first**.

You don't need to separate declarations and envelopes for invalid batches. Put these batches straight into Box 10.

Step	Instructions
1	Get the qualification stickers that match the batch being processed.
2	Find the declaration that matches the sticker. Check that the: • declaration and sticker numbers match • the voter's name matches. Occasionally the name may be different, eg. due to marriage or other name changes. If you are concerned that the sticker may not be for the right person, ask the Process Leader to contact the Enrolment team.
3	Double check that the declaration number on the sticker matches the declaration. Place the sticker vertically in the "Registrar of Electors use" section on the declaration. Make sure that the number on the sticker is at the top. The sticker can cover the QR code, as it is no longer needed.
4	When all the qualification stickers for the batch have been placed on the declarations: • bundle the declarations and envelopes together • put the batch header on top, then secure with a rubber band. Put the batch to one side ready for sorting based on qualification decision (see section 8.4).
5	Repeat for the next batch.
	If you're not going to separate the declarations and envelopes straight away, put the batches in an E206 box labelled "Qualification stickers attached".

8.4   SORTING SPECIAL VOTES BASED ON QUALIFICATION DECISIONS

Following on from section 8.3, you have placed RoE decision stickers on VR batches, you now need to sort these by qualification outcome.

Note: before starting check with the Dual Votes Process Leader that no more special vote declarations are needed for investigations. Once they are separated, they are more difficult to find.

You need the following for this task:

- special vote processing sorting cards (M75-OUTCOME)
- E206 box - qualification stickers attached (if you did this in section 8.3)
- rubber bands.

Step	Instructions
1	Process one batch at a time.
2	Photocopy the batch header **twice,** so you have three copies.
3	Place the special vote qualification sorting cards on a table as shown.
4	Count the number of declarations in the batch. Check it matches the number shown on the batch header. If it doesn't match, tell the Special Vote Process Leader.
5	For each declaration check that the declaration number and qualification sticker number match and find the matching envelope by checking the numbers.
6	Put each envelope and declaration, with the number side up, on the appropriate qualification sorting card.
The next steps must be completed by a different person	
7	Check each declaration has been placed on the correct qualification sorting card.
8	For each pile of "Q", "PV Only" and "NQ": • confirm the number of envelopes and declarations in each pile match • put a batch header on top of the declaration pile • in the top-right corner of the batch header, write the appropriate pile letter, ie, "Q", "PV" or "NQ" and number of declarations in that pile • secure with a rubber band.
9	Confirm that the combined number of declarations in each pile matches the original number shown on the batch header.
10	Place the envelopes and declarations from the:

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	• "PV Only" pile in filing Box 8 • "Q" pile in filing Box 9 • "NQ" pile in filing Box 10.
11	Repeat until all batches are finished.

9.1 SEPARATING FOR THE OFFICIAL COUNT – BOXES 8 AND 9

From Thursday E+12 to Friday E+13, your staff will need to process boxes 8 and 9.

You will need:

- Special vote count cards (M75-SIGN)
- 3 x E208 boxes labelled – 'Advance', 'Election Day' and 'Party Vote Only'
- 3 x E206 boxes labelled – 'Advance' , 'Election Day' and 'Party Vote Only'
- 1 or more E206-CLERK box labelled – 'Qualified/PV Only declarations'
- 3 x Ballot boxes labelled – 'Advance', 'Election Day' and 'Party Vote Only'.

Step	Instructions
1	Lay out the special vote count cards on a table as shown:
2	• Place the corresponding E208 box behind the count card on the table. • Place the corresponding E206 box below the table. • Put the E206-CLERK box on the table for declarations and batch headers.
3	• Take a batch from Box 9. • Separate the batch header and declarations from the envelopes. You will need to remove the staples from VQ batches. • Put the batch header and declarations face-up in the 'Qualified/PV Only declarations' E206-CLERK box.
4	Place each envelope on the appropriate count card:

Count card	Stamp in 'Official Mark' box
Advance	**ADVANCE** OFFICIAL MARK
Election Day	02 Electorate 230 Issuing Point OFFICIAL MARK

Step	Instructions
5	After each batch, place the envelopes in the corresponding E208 box.

	Repeat steps 2 to 5.
6	When the E208 boxes are getting full, finish the batch you are working on. Have a second person check the count. Then: • count the envelopes in the E208 box into piles of 50. • secure each pile of 50 with a rubber band • put the piles into the corresponding E206 box.
	When Box 9 is complete – process Box 8
7	Put the PV Only count card and the E208 'PV Only' box behind it on the table.
8	Take a batch from Box 8 and check all declarations have been marked PV Only.
9	Separate the declarations from the envelopes. Put the batch header and declarations face-up in the 'Qualified/PV Only declarations' E206-CLERK box.
10	Place the envelopes on the marker card. Repeat until all 'PV Only' batches have been processed. Count the number of envelopes and have a second person check the count. • Count the envelopes in the E208 box into piles of 50. • Secure each pile of 50 with a rubber band. • Put the piles into the corresponding E206 box 'PV Only'.

9.2   MOVING ENVELOPES INTO BALLOT BOXES

Depending on the number of special votes your electorate has, you may choose to do this gradually so that the official count team can start the count, rather than providing all the special votes at once. The count of special votes is due to start on Friday E+13.

Special votes are counted in separate counts for votes cast during advance voting, on Election Day, and a "party vote only" count.

Prepare ballot boxes for each of the counts by labelling them as "Advance", "Election Day", and "PV Only".

Ideally, you'll break each count into around 500 special votes by putting them in different ballot boxes. This will make it easier for the official count team to complete the count. Ensure that the number of votes in each ballot box you provide to the official count team is accurate, otherwise they will need to conduct the count at least twice.

Step	Instruction
1	Process one count at a time.
2	Get the E206 box(es) for the count. *Continued on next page*

Step	Instructions
3	• Count the piles of 50 envelopes and place in the ballot box. • Keep a running total of envelopes placed in the ballot box. • When you reach approximately 500 votes (10 piles) or when all envelopes for that count have been placed in the ballot box, clearly write the number on the top of the ballot box. If you use multiple ballot boxes for a count, record the number of ballot papers in each box plus what ballot box number is – eg. Advance count, box 3, 513 votes.
4	Repeat for each count.

9.3 CHECKING THAT PROCESSING IS COMPLETE

The Special Vote Process Leader and Post-election Manager should check each filing box.

Step	Instructions
1	Check that there are no declarations or envelopes in filing boxes 1 to 9.

2	From Box 10 process one batch at a time.
	
	• Check that the declarations have either been:
	    o stamped or marked "disallowed" and signed by the EM
	    o or have an "NQ" qualification sticker.
	• Count the number of envelopes in the batch and keep a running total.
	• Put the envelopes and declarations in an E206-CLERK box labelled "Disallowed special votes declarations and envelopes".

3	In ERSA: • select "Special Votes" from the top menu • select "Disallowed Votes" from the dropdown menu • open or print the csv report • compare the total number of votes in Box 10 with the total on the report. If the totals don't match, contact the National Support Team.
Checking the count of special votes	
4	Add up the numbers of special vote envelopes: • in the advance count • in the Election Day count • in the PV only count (don't include ordinary post-writ transfers) • in the disallowed votes E206 box • retained by the dual votes team.
5	In the Election Management System (EMS) select Reports > SV Tracking > SV Received Report. Compare the total from step 4 with the total "SV Received": • If it doesn't balance, go to step 6. • If it balances, go to step 7.

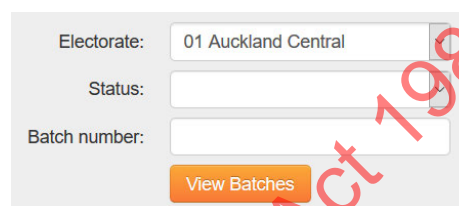|	
6	Check whether: • all batches entered in ERSA have been processed (Status=Done) • there are no envelopes or declarations in the special vote processing area (check all boxes used during the process). If the difference is 48 or a multiple of 48, this may mean a batch is missing. Once you are sure there are no unprocessed declarations and envelopes, go to step 7.
7	Give the ballot boxes to the official count team.

10 INFORMATION FOR SPECIAL VOTE PROCESS LEADERS

10.1 CHECKING THAT BATCHES UPLOADED SUCCESSFULLY

The Special Vote Process leader needs to check regularly in the ERSA Special Vote Batch Management screen that batches have been uploaded successfully:

- Select **Special Votes** from the top menu.
- Select **Batch Management** from the dropdown menu.
- Filter the list of batches by selecting a status or entering a batch number if you want to.
- Click View Batches.
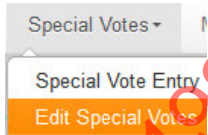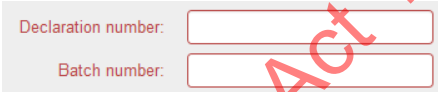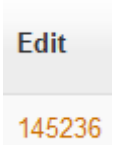
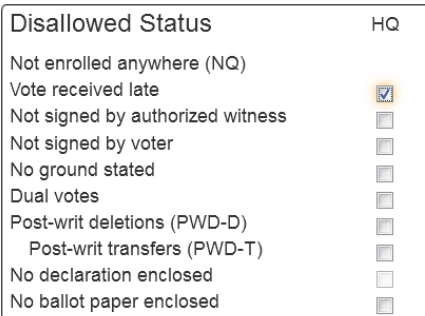The batches for your (chosen) electorate will display.

Status	What it means
Mismatch	National Office will resolve this, you don't need to do anything.
Batch with RoE for decision	Batch successfully uploaded.
Scan an upload batch	Batch not uploaded, or upload failed.
Open	Batch still being entered.
Print RoE stickers	Batch returned from RoE, go to section 8.2.
Done	All stickers have been generated.
Returned with Issues	There is an issue with one or more declarations.

10.2 RESOLVING A BATCH WITH A STATUS OF MISMATCH

A small number of declarations will not have a QR code, or the QR code can't be read or was entered incorrectly. National Office will resolve this issue, so if you see a batch with the status of "Mismatch" you don't need to do anything.

10.3 EDITING SPECIAL VOTE INFORMATION: DECLARATION NUMBER OR INVALIDITY REASON

The Special Vote Process Leader can edit a declaration if the wrong person has been marked off or the wrong declaration number or validity reason has been entered.

Step	Instructions
1	In ERSA, from the top menu select **Special Votes - Edit Special Votes.**
2	Search for the vote, by either: • surname and forenames of the voter • declaration number • batch number. Click **Search**.
3	Once you have found the vote you wish to edit, in the **Edit** column click on the declaration number. This will open the **Edit special vote** dialog box.
4	If the wrong person was marked off: • click on Delete Vote to remove the vote • process the declaration for the correct person. See section 7.4.
5	If the wrong declaration number was entered, correct the declaration number then click Update.
6	If the wrong invalidity reason was entered, click on the reason(s) you want to add or remove and then click Update.

10.4 REQUESTS FROM THE DUAL VOTES TEAM

During special vote processing, the dual votes team may need a special vote for an investigation. If this happens, they will give you a copy of the M71-INVEST dual vote investigation form. Use these instructions to find a special vote for the dual votes team.

Step	Instruction
1	Take the M71-INVEST and use the batch and declaration numbers on the form to find the special vote, then: • put the M71-INVEST in its place in the batch • write that the vote has been given to the dual votes team next to the name and declaration number on the back of the batch header • initial and date the note on the batch header.
2	Give the special vote declaration and envelope to the Dual Vote Process Leaders.
3	Some special votes will be returned to you. If the vote is returned to you with no special instructions: • return the vote to its original batch • return the M71-INVEST form to the Dual Vote Process Leaders • cross out the note on the batch header and write "Returned" • initial and date the amended note. If you are informed that the wrong person has been marked off: • find the original batch • return the M71-INVEST form to the Dual Vote Process Leaders • in ERSA: o delete the vote (see section 10.3) o re-enter the declaration in a new batch and process normally • cross out the note on the original batch header and write "Re-entered in batch #####" • initial and date the amended note • return the original batch to its place in the process.

11 MONITORING PROGRESS

11.1 BATCH MANAGEMENT

To monitor progress, select **Special Votes** - **Batch Management**. From here you can:

- check batch types (see section 7.6) and statuses (see section 10.1)
- for each batch, see how many:
- declarations have been entered (see section 7.6)
- decisions have been received (see section 8.1)
- stickers have been generated (see section 8.1)
- enter the "Batch Detail" screen for a batch by selecting the batch number. From here you can:
- print replacement batch headers (see section 7.6)
- enter "not on roll" information (see section 8.1)
- print qualification stickers (see section 8.1)
- delete a declaration from a batch so that it can be re-entered correctly (see section 10.3 for how to do this using 'Edit Special Votes')
- identify declaration records.

You cannot delete a special vote that is currently "With ROE for Decision".

You will have to reprint the batch header if you delete a declaration from a batch before it has been scanned and uploaded. You do not need to reprint "R" batch headers that have already been uploaded, or "Q" batch headers. Simply note any changes on the header.

11.2 REPORTS IN ERSA

11.2.1 Special Votes Progress Report

This report shows you how many batches or declarations you have started processing and what stage of the process they are at. The report is split into two sections – batches and declarations, which are broken down by process stage and batch type.

The totals show the number of declarations that have been entered into ERSA, not the number of declarations you still have to process. That number is recorded in EMS. You will need to manually check EMS.

If any batches or declarations have the status of "error" or "failed", contact National Office. Cases where the status is "mismatch" will be resolved by National Office, you don't need to do anything.

11.2.2 Disallowed Votes Report

This report summarises and lists all the disallowed special votes for your electorate. It will be used to populate your final official count certificate. It shows the number and reason declarations have been disallowed.

A	Not enrolled
B	Vote received late
C	Not signed by authorised witness
D	Not signed by voter
E	No ground stated
F	Dual votes
G	Post-Writ deletion
H	No declaration enclosed
I	No ballot paper enclosed

A declaration can only appear in one category. If a declaration is disallowed for multiple reasons, it is placed in the first category for which it is disallowed.

The report also shows the electorate where the vote was issued, the issuing point, declaration number, and the reason for it being disallowed for each disallowed vote.

11.2.3 Special Vote Report

This report provides the following information for each declaration entered into ERSA:

- electorate number
- electorate name
- batch number
- declaration number
- date and time entered
- voter surname and forename(s).

National Office will advise if you need to run this report.