Instructions to overseas issuing officers for the issue of overseas votes
My name is Phil Whelan and I am the Chief Electoral Officer. The Chief Electoral Office is based in Wellington and form part of the Ministry of Justice. The Chief Electoral Office is under the direction of the Minister of Justice and the Secretary for Justice and we are accountable to them for the services we provide. We are a team of 11 full-time staff and we have the following purpose statements for 1996/97:

*Our mission is to maintain the integrity of the electoral system in New Zealand and our vision is to achieve excellence in electoral administration.*

*Our services are provided so that all eligible people have the opportunity to cast a vote.*

The Electoral Act 1993 describes in detail the specific duties of the people responsible for conducting an election. It also describes how those rules are to be applied to this election and how the election is to be run. It is critical that we conduct this election within the parameters of the legislation.

You are part of the electoral team and for this election, the first under MMP, I would like to have attention focused on:

1. Achieving a nil error rate when issuing Special Votes. This includes:
   - correctly matched electoral district and address
   - full completion of the relevant details and witnessing requirements of the Special Vote Declaration.

2. Eliminating complaints about the performance of election officials.

The training programme, which includes the handbook and exercises, is designed to help you contribute fully towards achieving the election objectives. To maintain the high level of performance I need your commitment to work with me to ensure that success. For my part, I assure you that you will receive the maximum support from the Chief Electoral Office to enable your work to be efficient and effective.

By working together as a team during the election, I am confident that we will be successful in our common task.

Welcome to the electoral team

Phil Whelan

Chief Electoral Officer
ABBREVIATIONS AND DEFINITIONS

LRP  -  Local Restoration Poll Voting Paper
RO   -  Returning Officer
ORO  -  Overseas Returning Officer
ODRO - Overseas Deputy Returning Officer
010  - Overseas Issuing Officer

Voting paper: The form of paper used for any poll other than for the election of a Member of Parliament. In this handbook the term voting paper is used to refer to ballot papers and all other voting papers.
The **Minister of Justice** has the overall responsibility for Parliamentary elections and polls.

The Electoral Enrolment Centre, a division of New Zealand Post, is responsible for compiling and publishing the Electoral Rolls. The Chief Registrar of Electors provides the Chief Electoral Office with up-to-date copies of the Electoral Rolls prior to an election or poll.

The **Chief Electoral Office** organises and conducts elections and polls. The Chief Electoral Officer is responsible (through the Secretary for Justice to the Minister) for the performance of the electoral system and the staff who work within it, including those issuing Special Votes overseas.

The term “Issuing Officer” includes military and civilian OROs, ODROs and other staff authorised to issue votes or perform associated clerical functions.

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**THE ELECTORAL TEAM**

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<td>Secretary for Justice</td>
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<td>Chief Electoral Officer (Deputy)</td>
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These persons are authorised Issuing Officers*
Overseas Returning Officers (OROs) are appointed by the Chief Electoral Officer following consultations with their parent departments or organisations. Most OROs are based at offices controlled by the Ministry of Foreign Affairs and Trade. Others are based at:

- Tradenz (New Zealand Trade Development Board) offices;
- overseas ports where there is no resident New Zealand Government representative and:
  - there are large groups of Defence Force personnel or civilians;
  - there are large numbers of civilians, such as in the Ross Dependency or the Tokelau Islands;
- Western Australian Electoral Commission, Perth;
- The Government Offices, Kingston, Norfolk Island;
- New Zealand Commerce and Industry Office, Taiwan.

Special Deputy Returning Officers are appointed where there are numbers of civilians in special circumstances such as in the Ross Dependency or the Tokelau Islands.

**OROs, with their deputies, are responsible for:**

- Informing travelling or resident New Zealanders of the availability of voting facilities and assisting enrolment enquiries
- Issuing voting papers to voters and providing facilities suitable for marking papers in private
- Organising the receipt, safe custody, and subsequent dispatch of completed voting papers to the appropriate Returning Officers in New Zealand as directed
- Acknowledging on Form E42A receipt of all polling material and forwarding form to Chief Electoral Officer
- Ensuring the safe custody of all poll material
- Completing the report E42G and returns associated with the poll

After the poll on receipt of a faxed direction from the Chief Electoral Officer, OROs complete Certificate of Destruction E42F that all unused Declarations, ballot and voting papers (if any) have been destroyed

- Ensuring the safe storage of booth stamp(s), if held.

**Before Polling Day**

The Chief Electoral Office in Wellington sends formal letters of appointment and stocks of Special Voting Declarations and other supplies to OROs. Each ORO is then empowered to appoint Overseas Deputy Returning Officers (ODROs) to issue, receive, and dispatch voting papers.

All staff involved are required to complete statutory Declarations before taking up their duties.

- ORO’s Declarations are to be returned to the Chief Electoral Officer following appointment
- ODRO’s Declarations are to be returned to the Chief Electoral Officer following the poll.
The following notes will assist you and voters to determine voter eligibility, assistance able to be given to voters, and categories of overseas voters. It also provides administrative and training details.

> **Voter Eligibility**

With the exception of Defence Force personnel (see Qualifications for Voting below), the right to vote is generally restricted to those electors who have registered or applied to be registered on the electoral rolls. Registration is available to New Zealand citizens or permanent residents of New Zealand with the exceptions of:

- New Zealand citizens who have not been in New Zealand (ie, passed through immigration control) within the last three years; and
- permanent residents of New Zealand (other than New Zealand citizens) who have not been in New Zealand over the last 12 months: unless they are public servants outside New Zealand in the course of their duties or are the legally married spouses, children, or children of the spouse accompanying such public servants: and
- prohibited immigrants; and
- persons obliged under any Act to leave New Zealand immediately or within a specified time.

**Qualifications for Voting**

In order to be eligible to vote, the voter must also comply with the qualifications for voting as set out in section 60 of the Electoral Act 1993.

An overseas elector who complies with the above conditions is qualified to vote at a poll if:

(a) The elector’s name lawfully appears on the current printed roll for his or her electoral district; or
(b) The elector has applied for registration after writ day and is received at New Zealand Post Ltd, or the Electoral Enrolment Centre, or a Registrar of Electors, prior to Polling Day; or
(c) The elector is not registered, but is qualified for registration and was registered at, or since, the last election as an elector of the electoral district at an address at which the elector last resided in New Zealand for at least one month. or (where boundary changes have occurred), of another electoral district in which that address is now located; or
(d) The elector is a member of the New Zealand Defence Force who is outside New Zealand and who will be 18 or over on polling day and who resided in the district immediately before last leaving New Zealand (see Categories of Overseas Votes on page 6).

Issuing Officers are not able to assist electors to determine whether they are, or were at the last election, registered, since current and old electoral rolls are not held overseas. Electors’ eligibility to vote will be confirmed when their Special Vote Declarations are checked.

Issuing Officers should note that the law requires that registration take place no later than the day before polling day. Applications for registration must be received by the Registrar before polling day, or bear a New Zealand postmark of the day before polling day or earlier.

Applications for registration on form ROE1 should be sent to the Chief Registrar of Electors, Electoral Enrolment Centre, New Zealand Post Ltd, PO Box 190. Wellington, New Zealand.

> **Assistance to Voters**

Issuing Officers are expected to provide assistance to travelling voters. It is not their role to raise technicalities or refuse to issue voting papers. Generally, when a voter claims the right to vote, voting papers should be provided. However, when it is obvious from discussions with the voter that he or she is not eligible to vote, the Issuing Officer should refuse to issue voting papers.

It is important that Issuing Officers encourage eligible voters overseas to cast their votes, and when assisting them, treat them willingly and courteously.

Issuing Officers must at all times be impartial, and must not wear any political badges or emblems, or show any political bias by word or demeanour which could be taken to indicate support for any party or electorate candidate or issue.
> **Categories of Overseas Votes**

All votes issued overseas are Special Votes. Overseas voters fall into two categories: civilian voters and service personnel.

As stated on page 5, civilian voters must be on the current electoral roll or have been enrolled as an elector of that district at the last election, or must have applied for registration.

**Members of the Defence Force** are given special dispensation and need not be enrolled. If not enrolled, they must be named in a certificate from the Commanding Officer of their unit stating that to the best of that officer’s knowledge and belief, the person concerned is entitled to vote. The certificate must be delivered to an Issuing Officer before voting papers are issued.

Members of the Defence Force are defined as: “Any person resident in New Zealand ... who is for the time being a member of the New Zealand Defence Force constituted by section 11 (1) of the Defence Act 1990; and includes any person so resident who is attached to, or employed by, or carries out duties of the New Zealand Defence Force which necessitate his or her being outside New Zealand.”

Maori members of the Defence Force using this dispensation may choose to vote in either the General or Maori electoral district appropriate to their New Zealand place of residence.

In order to vote, members of the Defence Force must be 18 years old before or on polling day. If not enrolled, their right to vote is lost on returning to New Zealand until enrolment is completed.

Special Voting Declarations for members of the Defence Force are printed with a blue background and blue cover.

> **Voting Period**

The overseas voting period lasts for approximately three weeks. until 4 pm (overseas local time) on the day before the date of the poll in New Zealand.

OROs on naval ships may need to arrange for voting to be completed before the end of this period to ensure that voting papers reach Returning Officers before closing date (see page 22 for more information), but voting facilities must be available for the entire period as above to cater for those leaving their voting until the last minute.

> **Index to Places and Streets**

Each Issuing Officer should have a copy of the current edition of the Index to Places and Streets. The section “How to use this Index” must be studied before any Overseas voting papers are issued.

> **Training**

Before nomination day, all Issuing Officers must:
- read this handbook and examine all electoral forms
- complete the training exercises at the back of this handbook
- become familiar with the Index to Places and Streets by determining the electoral districts of specified roads and streets, eg:

3 Cavendish Drive, Manukau City - Manukau East or Te Tai Hauauru electoral districts.

See the Extract of Index to Places and Streets E132. It should only be used for training purposes. The full Index to Places and Streets must be used when issuing Special voting papers.

It is also suggested that before nomination day, Issuing Officers:
- completely check several Declarations and prepare several Special voting papers by photocopying the Declaration by Overseas Special Voter and Special Voting Paper from pages 9 and 10.

On no account should actual overseas Special voting papers and Declarations be used for training purposes.
Every eligible New Zealand citizen has the democratic right to vote in an election and/or poll. These citizens, the voters, are your customers. They will come from all walks of life and most will regard you as being there to assist them to cast your vote. Smile and greet them courteously and, where you can, use their name.

Don’t:
- make fun of the customer’s name or appearance
- enter into a discussion with the customer about voting issues
- argue with the customer
- try to guess answers if you don’t know them.

Do:
- greet the customer courteously
- ask questions that require more than a “yes” or “no” answer to find out further information where required
- be aware of your customers’ “special needs”:
  - they may have a disability
  - English may not be their first language
  - they may be first time voters
- get help from an ORO if you have an issue you can not resolve
- treat your customers as you would expect to be treated yourself.

Some voters who approach you may be:
- angry
- anxious, nervous, confused
- in a hurry
- people with disabilities, eg, with a hearing or sight impairment.

Use your best judgement to assist them where possible.

Some people may be angry because their electorate has a new name.

Some people will be confused about the voting process and the issues involved. For example, they may not fully understand the choices available on the voting paper. In all these cases your job is to issue votes correctly. By law, you are not allowed to give information or enter into a debate or discussion about the parties, candidates or any issue being voted on. The only exception is where a voter asks whether they have to use both their votes. You should then say, “No, you can cast both votes, or just one”.

If a voter does ask you about the parties, candidates or any issue(s), you can say, “My job is to issue votes correctly. I am not allowed to discuss the parties, candidates or any issue(s) with you. Please read the posters or booklet (point to them). They are provided to assist you”. If the voter persists, say, “By law, I am not allowed to discuss voting issue(s) with you”. Keep repeating this statement and most people will give up. If they don’t, refer them to the ORO.

Other people will see you as providing an opportunity for them to express their personal views and feelings about a variety of issues. It is best not to take their comments personally. Nevertheless, you are not required to be subjected to personal abuse or foul language.

Remember such people will be few and far between and most voters are just like you, citizens exercising their democratic right to vote in elections.
All votes issued overseas are Special Votes. For an election, the voting paper and associated Declarations are printed separately.

Special Voting Declarations are selected according to the type of voter, i.e:
- Declaration by Overseas Special Voter ES4
- Declaration by Member of Defence Force E86.

4.1 DETERMINING ELECTORAL DISTRICT

Issuing Officers are responsible for determining the electoral district for which voting papers are to be issued.

To do this the voter must:
- complete a Declaration
- nominate whether they are on a General or a Maori Roll.

The Issuing Officer must then refer to the Index to Places and Streets to ascertain the voter’s electoral district.

Many voters are confused about which electorate they are registered in. If voters ask why you are checking, tell them it is to make absolutely sure that their vote counts.

Some streets are divided between electoral districts and it is necessary to take extreme care in establishing the correct electoral district.

4.2 ISSUING MATERIAL

The following material should be issued to each voter by the Issuing Officer:
- a Declaration form
- a Special voting paper containing the part, vote and electorate vote for the electoral district of the voter
- a copy of the party list EI5 for viewing in the case of voters attending in person and an E15 copy to be sent where a voter is not present with the voting material
- a voting envelope addressed to the Returning Officer of the voter’s electoral district
- a second envelope for returning the voting envelope to an Overseas Returning Officer (only issued if papers are prepared in accordance with 4.5 on page 15).
Declaration by Overseas Special Voter

Panel A Details of Elector and Electorate

My surname or family name is:

My full given or first names are:

My occupation is:

My contact telephone number is:

My date of birth is: (You do not have to show your date of birth but you will help with the checking of your enrolment if you do so)

If your name has changed since you enrolled, please complete the following statement:

My former name was:

(You do not have to show your former name but you will help with the checking of your enrolment if you do so)

My present residential address is:

Flat/House No.

Show below the last address in New Zealand at which you have resided continuously for at least one month

Panel B Qualification

Place a tick in the circle provided, that shows your qualifications as a special voter.

✓ Tick below where applicable

1. I am a New Zealand citizen who is outside New Zealand but has been in New Zealand within the last 3 years.
2. I am a permanent resident of New Zealand (but not a New Zealand citizen) who is outside New Zealand but has been in New Zealand within the last 12 months.
3. I am a New Zealand citizen in the course of my duties as:
   (a) A public servant;
   (b) A member of the Defence Force;
   (c) A head of mission or head of post within the meaning of the External Relations Act 1988;
   (d) An officer or employee of the New Zealand Trade Development Board established by the New Zealand Trade Development Board Act 1988.
4. I am a person:
   (a) Who is accompanying a person described in paragraphs 1-3 above, and
   (b) Who is the spouse or the child or the child of the spouse of that person.

Panel C Declaration

I intend to be outside New Zealand on polling day. I declare that to the best of my knowledge and belief the details given in Panel A and this Panel and the qualification marked with a tick in Panel B are true.

Signature of elector Date

Signature of witness Date

Qualification of witness ✓ Tick one

Commonwealth Representative
New Zealand Justice of the Peace
Notary Public
Commissioner of Oaths
Relative of special voter
Member of the household of special voter
Business colleague or associate
YOU HAVE 2 VOTES

PARTY VOTE

You have 2 votes. This vote decides the share of seats which each of the parties listed below will have in Parliament. Vote by putting a tick in the circle immediately after the party you choose. Vote for only one party.

ECE

ALLENBY, Fred
BARNADO, Mary
BANANA
BOREALIS, Alistair
BROCCOLI PARTY
COLSTON, Antony
BRASS, Alm
DUMMLOP, Alistair
DUMPLING, Emma
EGGPLANT
FACIAL, Elizabeth
KIWI FRUIT
FAXLESS, Richard
APPLE
GALLOWAY, Emma
ASPARAGUS PARTY
GALLAXY, John
BROCCOLI PARTY
GALLAXY, Jane
IRONMONGER, Anne
HOPPER, Anne
Peach
INCH, David
PEAR
JONES, John
PEACH
KELLER, Kevin
PEAR

ELECTORATE VOTE

This vote decides the candidate who will be elected Member of Parliament for the AKARAWA ELECTORATE. Vote by putting a tick in the circle immediately after the candidate you choose. Vote for only one candidate.

CRABAPPLE, William
DUMPLING, Alistair
GALLAGHER, Eddy
IRONMONGER, Anne
JONES, John
LUMPKIN, Paul
PACE, Bessie
PARKER, Sue
PARKER, John
PERRY, Peter
PEACH
RUSKIN-BROWN, Robin
SMITH, Tamzin
STRAWBERRY
TULLAR, Edna
TULLAR, Edna

Final Directions:
1. If you spoil this ballot paper, return it to the officer who issued it and apply for a new ballot paper.
2. After voting, fold this ballot paper so that its contents cannot be seen and place it, together with any voting papers, in that portion of the envelope marked "BALLOT AND/OR VOTING PAPERS" and seal it.

E2C 9/7/96
Prepared Special Voting Declarations by:

- Placing the booth stamp in the “Official Mark” space above Panel D on the Declaration by Overseas Special Voter and above Panel C on the Defence Force Declaration.

Leave all other “Official Mark” spaces clear.

Use the office stamp if the booth stamp is not available.

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### 4.4 ISSUING A DECLARATION (Where Voter is Present)

1. Greet the voter. Be courteous and smile. Be sensitive to any special needs the voter may have (eg. age, physical disability, need for language assistance) and refer to pages 20 and 21 if necessary.

2. ASK, “Could I have your address in New Zealand please?”

3. ASK, “Have you resided there for at least one month?”
   - If YES - Go to step 4
   - If NO - ASK, “Which address in New Zealand did you last reside at for at least one month?” then go to step 4

4. Use the Index to Places and Streets to establish the correct electoral district (General or Maori).

5. SAY, “You may be either on the General Roll or the Maori Roll. Which one do you think you are on?”

6. SAY, “I will be issuing you with a Special voting paper for the _______ electorate and a form to fill in”.

7. Remove Declaration from the pad.

8. Give the Special Vote Declaration to the voter.
   SAY, “Please complete Panels A and B only (point) and bring this form back to me.”
9. Check that the voter has completed Panels A and B.

Note: The panels on the Defence Force Declaration requiring completion will differ from these as there is no panel for qualification(s).

Panel A
- Names
- Occupation
- Contact telephone number
- Date of birth (optional)
- Former name (optional)
- Residential address where they reside now
- The last address in New Zealand where they resided for at least one month
- The electorate name is determined by the address last resided at continuously for at least one month.

Panel B
- Qualification(s) for Special Vote
If necessary, ask the voter to add any missing information.

10. Use Index to Places and Streets to reconfirm that:
- Residential address where they have resided in New Zealand for one month or more matches electorate
- Use ruler for index
- If wrong electorate is shown, amend it using red pen.

If voter insists on casting a vote for an address that doesn't match their electorate, note the Declaration accordingly.
11. Is voter entitled to a Local Restoration Poll voting paper? If YES, follow these steps:
   - Tick appropriate box in Panel D.
   - Follow procedure on page 19 of chapter 5 to issue Local Restoration Poll voting paper.
   - If NO, go to step 12.

12. Initial the "Index checked" box to confirm you have checked the address where the voter has resided for one month or more and that this address matches their electorate.

13. Ask the voter to sign and date Panel C (in your presence).
   Failure to obtain a signature means the vote will not be counted.

14. Check that the signature of the elector in Panel C matches the name details in Panel A.

15. Use red pen to witness voter’s signature.
   - If signature is illegible print name underneath (see example opposite).
   I certify that the elector named above signed the Declaration in my presence.
   Signature of witness: Paul Smith

16. Place booth stamp in Panel D “Official Mark if Witness is Issuing Officer”.

17. Draw a diagonal line through Panel E.

18. On List of Special Voters E42C write:
   - Number printed on Declaration
   - Voter’s surname then first names
   - Electoral district of voter.
   If Defence Force papers are issued enter a “DF” in front of the Declaration number of the E42C.
19. Locate the correct E2 voting paper for the voter’s electoral district.

20. Copy the number printed on the Declaration for that voter to the space provided on the Special voting paper.

21. Place a black sticker over the number you have written on the voting paper to preserve its secrecy.

22. Place booth stamp in the “Official Mark” space at the top of the voting paper.

23. Address envelope E85 by writing the correct RO’s electorate name and number on the envelope.

24. Check that electorate name on envelope matches electorate named on Declaration and voting paper.


26. Give voting paper and the voting envelope to the voter and SAY:
   - “Follow the directions on the voting paper
   - The posters (point) on the wall or this booklet (E58A multi-language booklet) will help you
   - When you have completed voting, please fold the voting paper
   - Place it in this compartment in the envelope (point)
   - Seal the envelope
   - Bring the envelope back to me
   - Please go behind the next available screen (point)
   - If you need more help, just come and ask me”.

27. Check that the voting envelope is sealed.
28. On the reverse side of the voting envelope E15 write:
   - the place, time and date of receipt
   - your initials.

Place the booth stamp in the official mark space.

29. Place envelope in box marked “Special Votes”.

30. Check completion of voting procedure ensuring:
   - Voting envelopes remain in the issuing office
   - Voting envelopes are placed in the Special Vote container
   - Voters leave the issuing office promptly after voting.

> Periodically

Check voting screens to ensure that:
   - Ballot markers are working
   - No unauthorised poll literature or graffiti is present.

### 4.5 ISSUING A DECLARATION (Where Voter is not Present)

Where the voter is unable to attend the issuing office, an agent may collect voting papers on their behalf, or an application will be received by post. Anyone can act as an agent. The application for the voting papers should be made in writing by the voter. However, the application can be made in any other manner, if the Issuing Officer issuing the voting papers is satisfied that the application is made in good faith and it is not practicable to make it in writing. When an agent approaches the Special Vote Table, the Issuing Officer should follow these instructions.

1. Greet the agent if applicable. Be courteous and smile. Be sensitive to any special needs the agent may have (eg, age, physical disability, need for language assistance) and refer to pages 20 and 21 if necessary.
2. Check application (whether written or verbal) to determine:
   - Nominated electoral district
   - Whether the voter is on the General Roll or the Maori Roll.
   If the agent has insufficient information, ask them to obtain further details from the voter.

3. Use Index to Places and Streets to confirm that the New Zealand residential address given on the application matches the electorate.
   - Use ruler for index

3a. If a voter’s address is shown in the Index to Places and Streets to be within a No-Licence District, a Local Restoration Poll voting paper (E93) should be issued (see chapter 5, page 19 for procedure).

   E = Eden, G = Grey Lynn, R = Roskill, T = Tawa.

4. Write the correct electoral district on Declaration Panel A using a red pen.

   AKATARAWA

   This must be the electorate in which you last resided continuously for at least one month.

5. Initial the “Index checked” box to confirm you have checked the address where the voter has resided for one month or more and that this address matches their electorate.

6. Ensure booth stamp is in the “Official Mark” space above Panel D on the Declaration.

7. Draw a diagonal line through Panel D of the Declaration.

8. On List of Special Voters E42C write:
   - Number printed on Declaration
   - Voter’s surname then first names
   - Electoral district of voter
   - Tick column to confirm that voter not present at issuing office.
9. Locate the correct E2 voting paper for the voter's electoral district.

10. Copy the number printed on the Declaration for that voter to the space provided on Special voting paper.

11. Place a black sticker over the number you have written on the voting paper to preserve its secrecy.

12. Place booth stamp in the “Official Mark” space at the top of the voting paper.

13. Address envelope E85 by writing the correct RO's full address details and number on the envelope.

14. Address a further envelope with the correct address of the ORO. The voter has the choice of forwarding the Special Voting envelope to the RO or ORO.

15. Check that electorate name on envelope E85 matches electorate name on Declaration and voting paper.

16. Remove Declaration from the pad.

17. Write address of voter on an envelope.

18. Enclose in envelope:
   - Declaration form
   - Voting paper
   - Voting envelope E85
   - Second envelope addressed to ORO
   - Instructions for Overseas Special Voting E12 (including MMP explained in two ticks insert)
   - Copy of party lists E15
   - Any other material which may be provided concerning any other issue(s).
19. Seal envelope.

20. Either give envelope to agent or post to the voter as soon as practicable.
   • Use first class mail or airmail as appropriate

21. Put written application into an envelope (Applications for Special Votes) and retain at post.

22. Place any returned Special Vote envelopes in Special Voting container, noting details required by step 28 on page 15.

For spoilt Special Votes, refer to page 19.
Local Restoration Poll Voting Paper when issued with Special Voting Papers

a) Procedure where voter is present

1. Prepare Local Restoration Poll voting paper by placing a black sticker over the number printed on the voting paper.
2. Place the booth stamp in the “Official Mark” space on the voting paper.
3. Use the Index to Places and Streets to establish the correct No-Licence District.
   - E = Eden
   - G = Grey Lynn
   - R = Roskill
   - T= Tawa
4. Tick “No-Licence District” on voting paper.
5. Tick the appropriate box in Panel D on the Special Vote Declaration.
6. Write the number of the Declaration on the stub of the voting paper.
7. Initial the stub.
8. Remove voting paper from stub.
9. Give Local Restoration Poll voting paper, along with other voting papers and voting envelope E85 to voter.

b) Procedure where voter is not present

1. Work through steps 1 to 8 above.
2. Enclose in envelope:
   - Local Restoration Poll voting paper
   - Declaration form
   - Voting paper
   - Voting envelope E85
   - Second envelope addressed to ORO
   - Instructions for Special Voting EI2 (including MMP explained into two ticks insert)
   - Copy of Party lists EI5
   - Any other material which may be provided concerning any other issue(s).
3. Seal envelope.

4. Either give envelope to agent or post to voter as soon as practicable.
5. Place any returned Special Vote envelopes in Special Vote container, noting details required by step 28 on page 15.

Spoilt Special Voting Declarations

If voter presents a spoilt Special Vote Declaration:

1. Make a decision on whether or not mistakes on the Declaration are able to be corrected.
2. If so, any alterations should be made by the voter.
3. If a new Declaration is required, the spoilt Declaration should have the word “spoilt” written across it.
4. Write “spoilt by voter” or “official” (as appropriate) on List of Special Votes E42C.
5. Place Declaration aside to be retained for inclusion on certificate.
6. Issue fresh Declaration, noting, “Fresh Declaration in lieu of that spoilt” on List of Special Votes E42C.

Spoilt Special Voting Papers

If voter presents a spoilt Special voting paper:

1. SAY, “Please tick all the parties and electorate candidates on the voting paper and bring it back to me”.
2. Write “Spoilt by voter and fresh ballot paper issued” and your initials on:
   - Voting paper
   - Outside of envelope E85
   - If paper was spoilt by Issuing Officer replace the word “voter” with “official”.
4. If paper is an LRP voting paper, write “LRP” on envelope E85.
5. Put envelope E85 aside.
6. Issue fresh voting paper.
Sight Impaired Voters and those with Reading or Writing Difficulties

This category refers to voters who:
- are blind or partially blind
- are unable to read or write
- have severe difficulty in reading or writing
- are unfamiliar with the English language.

a) Sight impaired voter with reading/writing difficulties (other than those unfamiliar with the English language)

1. Issue voting paper.
2. ASK voter, “Do you need any assistance with voting?”
   - IF NO, treat as any other voter
   - IF YES, go to step 3
3. ASK voter, “Have you got someone to help you?”
   - IF NO, SAY, “I can help you, if you wish”
4. Advise voter and helper (if applicable) of the Procedure Where Voter is to Receive Help in Voting below.

b) Voter unfamiliar with English language

Follow this procedure if, as Issuing Officer, you think a voter needs language assistance with voting.

1. Refer voter to Multi-language Poster Voting for a party and your electorate candidate E9 and MMP explained in two ticks E8 or the E8A booklet on the table (point).
2. If an interpreter is present:
   - ASK voter, “Do you need help from someone who speaks your language?”
   - IF NO, go to step 4
   - IF YES, go to step 3
3. Introduce interpreter to the voter. The interpreter should then follow the steps in Procedure Where Voter is to Receive Help in Voting below.
4. Issue voting paper.

5. ASK voter, “Do you need any assistance with voting?”
   - IF NO, treat as any other voter
   - IF YES, go to step 6
6. ASK voter, “Have you got someone to help you?”
   - IF NO, SAY, “I can help you, if you wish”
7. Advise voter and helper (if applicable) of the Procedure Where Voter is to Receive Help in Voting below.

Procedure Where Voter is to Receive Help in Voting

1. Escort voter behind screen. Either a helper nominated by the voter or the Issuing Officer may help the voter.
   
   Interpreters may not accompany voter behind screen

2. Read voting instructions.
3. Read party names from the left side of the voting paper and electorate candidate names (and party affiliations, if any) from the right side of voting paper, in order of appearance on voting paper.
4. Repeat voting instructions if necessary.
5. Receive voting instructions from voter, maintaining secrecy if possible. Ensure the voter’s instructions are clear.
6. Repeat the voter’s instructions to confirm accuracy of instructions received, maintaining secrecy if possible.
7. Ensure voting paper is marked either by the voter (alone or with assistance from helper) or by the helper as instructed by the voter.
8. Ask whether the voter wants the voting paper inspected. If yes, get the voter to nominate a person to inspect it.
9. Once the voter is satisfied with the voting paper, either the voter or their helper should fold the voting paper and place it in envelope E85.
> Interpreter

1. Assist voter to provide information to the Issuing Officer.

2. Assist Issuing Officer to instruct voter before the voter moves behind the screen.

> How to Communicate With a Person Who Has Difficulty Hearing

Communicating with a person who does not hear well need not be difficult. Communication will be made easier by following these instructions.

1. Face the person
   Gain their attention before you speak and make sure they can see your face clearly.

2. Keep your lips clear
   To aid lip reading, keep hands away from your face and ensure that hair and clothing are not obscuring your mouth.

3. Ensure good lighting
   Lighting should be on the speaker’s face and not dazzling the listener.

4. Avoid background noise
   Keep background noise to a minimum.

5. Speak clearly and a little slower
   There is no need to shout or use exaggerated lip movements.

6. Get to the point
   Keep your language simple and get to the point.

7. Rephrase instead of repeating
   When the voter has difficulty with a word or phrase, say it a little differently. Check that you have been understood.

8. Use natural gestures
   Pointing and gesturing may aid understanding.

9. Write it down
   If the voter still has difficulty in understanding, write down the important facts.

> Forms not available

When any electoral form is not available, a form may be improvised, eg, such as photocopying the Declaration on page 9. If the intention is clear, it will be accepted as the proper form. If the forms required are Declarations, identification numbers must be obtained from the Chief Electoral Office.
Voters may post their voting envelopes E85 by airmail directly to the appropriate Returning Officer in New Zealand, or forward them to an Overseas Issuing Officer.

Voters should be informed that when they return their voting envelopes E85 directly to a Returning Officer in New Zealand, their votes must reach the Returning Officer by 7 pm on polling day (New Zealand local time).

Voting envelopes E85 returned to Issuing Officers must reach them by 4 pm local time on the day before polling day in New Zealand.

Issuing Officers have 10 consecutive days from the close of poll in New Zealand in which to arrange for Overseas Votes to reach Returning Officers in New Zealand.

It is suggested that Issuing Officers warn voters that even allowing for the 10 day period they should cast their votes early to minimise the risk of disallowance due to unforeseen delays in transit.

The Chief Electoral Office has entered into a contract with TNT Express Worldwide to courier Special Vote envelopes from all overseas posts to the Chief Electoral Office. The exceptions are Rarotonga, Mexico City, Niue, Honiara and Port Vila where the Ministry of Foreign Affairs and Trade’s diplomatic airfreight bags will be utilised.

The envelopes, which will be included in your supplies, will be picked up shortly after 4 pm local time on the day before the close of poll overseas Friday 11 October, except Kingston (own arrangements required), Tehran where the collection will be on Thursday 10 October and Riyadh where the collection will be on Saturday 12 October. At Brisbane, Canberra, Hong Kong, London, Melbourne, Perth, Singapore, Sydney, and Tokyo a collection will also take place on Friday 4 October at approximately 2 pm. TNT will provide contact names for each post should any problems arise.

6.1 DISPATCH OF ENVELOPES

1. Check that on the back of every voting envelope E85 there is:
   - the place, time and date of receipt
   - your initials.

2. Check that the booth stamp or office stamp has been placed in the “Official Mark” space on:
   - the voting envelope.

   If booth stamp is not shown the vote could be disallowed

3. On any voting envelopes received after the close of voting, write:
   - “Received after the close of poll”
   - Your signature.
As soon as practicable following the close of poll (4 pm local time) the day before polling day in New Zealand the following steps should be undertaken.

### 7.1 Dispatch of Votes

1. Dispatch all or remaining voting envelopes E85s containing completed voting papers immediately following the close of voting at 4 pm (overseas local time) through TNT or the diplomatic bag (where applicable) on the day before the date of the poll in New Zealand.
   - Check that the three steps on page 22 have been completed

### 7.2 Dispatch of Advice

1. From the E42C count the number of votes issued for each electorate.

2. Record totals on Return of Votes Issued for each electorate E42E.
   - Include all votes except spoilt Declarations
   - Include separately the number of civilian and Defence Force Votes
   - Record number of papers taken away

3. Forward the E42E by facsimile to:
   Chief Electoral Office
   64-4-495 0031
   as soon as practicable after the close of poll on the day before polling day in New Zealand

**Defence Force Returning Officers are to pass this information by signal through Defence Headquarters**
Account of Declarations for Overseas Special Voters E84.

1. On the E42D certificate record:
   - the number of Declarations supplied.

2. Add totals to achieve (A) **Total Declarations Supplied**.

3. Count the number of spoilt Overseas Special Voting Declarations.

4. Record this number (or nil) on Certificate and Accounting Sheet E42D.

5. Count the number of completed Overseas Special Voting Declarations Issued - ES4 from E42C.
   - Do not include spoilt Declarations

6. Record this number (or nil) on Certificate and Accounting Sheet E42D.

7. Add above totals to achieve Sub-total **Overseas Special Voting Declarations used**.

8. Record number of unused Overseas Special Voting Declarations.

9. Add to Sub-total above to achieve (B) **Total Declarations Supplied**.

   The two totals must be the same.

Account of papers for Overseas Special Voters E86 - Defence Force Votes (Identified by a ‘DF’ on the List of Special Voters E42C).

1. On the E42D certificate record:
   - the number of declarations supplied.

2. Add totals to achieve (A) **Total Declarations Supplied**.

3. Count the number of spoilt Defence Force Voting Declarations.

4. Record this number (or nil) on Certificate and Accounting Sheet E42D.
5. Count the number of completed Defence Force Special Voting Declarations issued ES6 from E42C.
   - Do not include spoilt Declarations

6. Record this number (or nil) on Certificate and Accounting Sheet E42D.

7. Add above totals to achieve Sub-total Defence Force Voting Declarations used.

8. Record number of unused Defence Force voting Declarations.

9. Add to Sub-total above to achieve (B) Total Declarations Supplied.
   The two totals must be the same.

7.4 ACCOUNT OF LOCAL RESTORATION POLL VOTING PAPERS E93

1. On the E42D certificate record:
   - the number of Voting Papers supplied.

2. Add totals to achieve (A) Total Papers Supplied.

3. Count the number of spoilt Local Restoration Poll voting papers.

4. Record this number (or nil) on Certificate and Accounting Sheet E42D.

5. Count the number of Local Restoration Poll Voting Papers Issued E93.
   - Do not include spoilt votes

5. Record the number (or nil) on Certificate and Accounting sheet E42D.

7. Add above totals to achieve Sub-total Local Restoration Poll Voting Papers used.
8. Record number of unused Local Restoration Poll Voting Papers.

9. Add to Sub-total above to achieve (B) Total Papers Supplied. The two totals must be the same.

7.5 POLLING RETURN CHECKLIST

For an election, complete the following items and forward to the Chief Electoral Office, PO Box 3220, Wellington, New Zealand.

☐ All spoilt Declarations and voting papers in voting envelopes E5.5

☐ Declarations completed by Overseas Deputy Returning Officers or Overseas Issuing Officers E42B(b)

☐ Overseas Special Vote Returns E42 which contains the following:

- List of Special Voters E42C
- Certificate and Accounting Sheet E42D
- Return of Votes Issued for Each Electorate E42E
- Certificate of Destruction of Unused Special Voter Declarations and voting papers E42F

Note: No unused Declarations should be destroyed until confirmation is received from the Chief Electoral Officer

- Report on the Conduct of the Poll E42G
- Check that the booth stamp or office stamp is on the front of the E42 and on all E42Cs, E42D and E42E in “Official Mark or Booth Stamp” space.

Do not include booth stamps in materials forwarded to the Chief Electoral Office
Issuing Officer’s exercises on Extract of Index to Places and Streets.

Q1. Write down the general electoral district, the Maori electoral district, and the map reference for each of the places listed below.

<table>
<thead>
<tr>
<th>PLACE</th>
<th>ELECTORAL DISTRICT</th>
<th>MAP REF</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td>Maori</td>
<td></td>
</tr>
<tr>
<td>1. Maraetai – Manukau City</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Ocean Beach – Whangarei District</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. St Andrews – Waimate District</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Q2. Write down the general electoral district, the Maori electoral district, and the map reference for each of the roads/streets listed below.

<table>
<thead>
<tr>
<th>ROADISTREET NAME</th>
<th>ELECTORAL DISTRICT</th>
<th>MAP REF</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td>Maori</td>
<td></td>
</tr>
<tr>
<td>1. Lees Rd – Manawatu District</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. 92 St Johns St, Christchurch City</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. 209 Balmoral Rd, Auckland City</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. 795 Great South Rd, Drury</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Would Local Restoration Poll voting papers need to be issued for any of the above addresses? If YES, for which address(es) and which No-Licence District(s)?

Q3. Write down what would need to be established to determine the electorate for the place called “Balmoral”. (Use the “PLACES” (yellow pages) section of the Extract of Index to Places and Streets El 32.)

Q4. Can you determine from the “PLACES” Index the electoral district for the following voter’s residence. If YES, write down the electorate. If NO, state how you would establish the electorate.

J Grey, Woodend, Waimakariri District

General YES/NO
Maori YES/NO
Q5. Can you determine from the “NATIONAL STREETS” Index the electoral districts for the following voters’ residences? If YES, write down the electoral district. If NO, state how you would establish the electoral district.

(a) A Tomba, Woodlyn Drive, Drury
   - General: YES/NO
   - Maori: YES/NO

(b) S Edberg, 861 Norton Road, Hastings
   - General: YES/NO
   - Maori: YES/NO

(c) J Wright, St Johns Street, Christchurch
   - General: YES/NO
   - Maori: YES/NO

(d) S Aitken, 3 Selwyn Road
   - General: YES/NO
   - Maori: YES/NO

Q6. What would you tell an elector on holiday overseas who says that he/she has been living at 987 Norton Road (Hastings District) for the last two months about which electoral district he/she should vote in:

(a) If he/she had re-enrolled for the new address?

(b) If he/she had not re-enrolled for the new address?
Answers to Issuing Officer’s workbook exercises on Extract of Index to Places and Streets.

Q1. Write down the general electoral district, the Maori electoral district, and the map reference for each of the places listed below.

<table>
<thead>
<tr>
<th>PLACE</th>
<th>ELECTORAL DISTRICT</th>
<th>MAP</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Maraetai – Manukau City</td>
<td>Manukau East – Te Tai Hauauru</td>
<td>S111/1.2</td>
</tr>
<tr>
<td>2. Ocean Beach – Whangarei District</td>
<td>Whangarei – Te Tai Tokerau</td>
<td>R0711.3</td>
</tr>
</tbody>
</table>

Q2.(a) Write down the general electoral district, the Maori electoral district, and the map reference for each of the roads/streets listed below.

<table>
<thead>
<tr>
<th>ROAD/STREET NAME</th>
<th>ELECTORAL DISTRICT</th>
<th>MAP</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Lees Rd – Manawatu District</td>
<td>Rangitikei – Te Puku O Te Whenua</td>
<td>S2317.4</td>
</tr>
<tr>
<td>2. 92 St Johns St, Christchurch City</td>
<td>Banks Peninsula – Te Tai Tonga</td>
<td>M357/4.4</td>
</tr>
<tr>
<td>3. 209 Balmoral Rd, Auckland City</td>
<td>Owairaka – Te Tai Tokerau</td>
<td>R114.2</td>
</tr>
<tr>
<td>4. 795 Great South Rd, Drury</td>
<td>Hanua – Te Tai Hauauru</td>
<td>R127.1</td>
</tr>
</tbody>
</table>

Q2.(b) Would Local Restoration Poll voting papers need to be issued for any of the above addresses? If YES, for which address(es) and which No-Licence District(s)?

A2.(b) Yes, for 209 Balmoral Road - Eden.

Q3. Write down what would need to be established to determine the electorate for the place called “Balmoral”. (Use the “PLACES” (yellow pages) section of the Extract of Index to Places and Streets E 132.)

A3. Firstly, establish local authority. If Auckland City, one would need to establish if the place is north or south of Balmoral Road and east or west of Dominion Road.

Q4. Can you determine from the “PLACES” Index the electoral district for the following voter’s residence. If YES, write down the electorate. If NO, state how you would establish the electorate.

A4. J Grey, Woodend, Waimakariri District

General YES/NO Refer to National Streets Index.
Maori YES/NO Te Tai Tonga.
Q5. Can you determine from the “NATIONAL STREETS” Index the electoral districts for the following voters’ residences? If YES, write down the electoral district. If NO, state how you would establish the electoral district.

A.5. (a) A Tomba, Woodlyn Drive, Drury
General YES/NO Hunua
Maori YES/NO Te Tai Hauauru

(b) S Edberg, 861 Norton Road, Hastings
General YES/NO Tukituki
Maori YES/NO Te Puku o Te Whenua

(c) J Wright, St Johns Street, Christchurch
General YES/NO Ask voter for street number
Maori YES/NO Te Tai Tonga

(d) S Aitken, 3 Selwyn Road
General YES/NO Need to establish Territorial Local Authority
Maori YES/NO Need to establish Territorial Local Authority

Q6. What would you tell an elector on holiday overseas who says that he/she has been living at 987 Norton Road (Hastings District) for the last two months about which electoral district he/she should vote in:

(a) If he/she had re-enrolled for the new address?
(b) If he/she had not re-enrolled for the new address?

A6. (a) The elector should vote in either the Mahia or Te Puku o Te Whenua electorates depending on whether they were on the General or Maori Electoral Roll.

(b) The elector should vote in either the Mahia or Te Puku o Te Whenua electorates because they were no longer qualified for their old address.
We are interested to know the specific strengths and weaknesses of this revised handbook and in particular how useful you found the contents in learning to do the job.

Please answer the questions below using the page and text reference in the handbook where possible. The more specific you can be the more helpful the information will be. Your comments need not be restricted to this page.

1. What information was missing from the handbook that should have been included?

2. What handbook references used language that posed difficulties for your understanding which should be reviewed further?

3. List any examples of any technical jargon that was difficult for you to understand.

4. What difficulties did you have (if any) matching a voter’s address to an entry in the Index to Places and Streets? Give specific examples.

5. Being mindful that the handbook has to be able to address all situations, what Section(s) of the handbook could be reduced in the amount of content (to reduce information overkill)?

6. Note anything further you would like to add.

Name Overseas Post

Please tear the comments out along the perforation and return them to the Chief Electoral Office with your reports.

Thank you for your assistance.