

If you need help, call
0800 CENSUS
(0800 236 787)
or go to
www.census.govt.nz

The purpose of an Assisted Completion Location (ACL) is to provide an accessible and trusted community location where people can seek advice and support to complete their census.

Assistance comes in many forms including providing a computer, internet access, help with understanding, or to overcome language barriers. The level of assistance required may be different for each person and the aim is that people are supported to complete their census with independence and dignity. Because the census contains personal questions, sensitivity and discretion are advised in all cases.

There are resources and information on the census website to help as many people as possible complete census forms themselves. Additional support at an ACL helps ensure that everyone is counted in the 2023 Census.

Step-by-step guide to completing a census form

Has the person brought their paper forms or internet access code with them?

Yes – Go to ‘Using own paper forms or internet access code’.

No – Go to ‘Request paper forms or internet access code’.

Using own paper forms or internet access code

Step 1. Does the person want to complete their census using their paper forms or online using their internet access code?

Note: online completion of census forms is faster and returns the information to Stats NZ instantly.

Paper	Online
Step 2. Check what type of assistance the person needs. Access tools and resources at www.census.govt.nz as needed.	Step 2. Provide the level of assistance that is required.
Step 3. Ensure the person’s privacy is protected and no one else can overhear or look at the person’s information.	Step 3. Ensure the person’s privacy is protected and no one else can overhear or look at the person’s information.
Step 4. Open paper forms pack and note there are comprehensive Guide Notes in the pack to support the completion of some questions.	Step 4. If the person has their own device, connect them to the wifi. If the person needs to use a computer provided by the ACL, enable access and make sure the computer is connected to the internet.

Step 5. The person needs to complete the Dwelling Form (orange form).	Step 5. Open an internet browser and go to www.census.govt.nz , select 'Start your census'.
Step 6. The person needs to complete an Individual Form (pink form). The person can also complete Individual Forms for other members of their household staying the night of Tuesday, 7 March 2023.	Step 6. Enter the household's internet access code. This code can be found on the cover letter of the forms pack or in the letter they received.
Step 7. Put completed forms into the pre-paid envelope provided in the forms pack and post back to Stats NZ.	Step 7. Answer the questions and select 'Submit' for each completed form. <ul style="list-style-type: none"> • Answer a few questions about the household. • Fill in the Dwelling Form. • Fill in Individual Form. The person can also complete Individual Forms for other members of their household staying the night of Tuesday, 7 March 2023.
	Step 8. Once completed make sure the forms have been submitted – click 'Submit' and close the Stats NZ webpage.

Request paper forms or internet access code

Step 1. Does the person want to complete their census using paper forms or online using an internet access code?

Note: It is faster to complete census forms online, it returns the information to Stats NZ instantly. Paper forms will be mailed and will take a few days to arrive at the person's address.

Requesting paper forms	Requesting internet access code (mobile phone is required to receive text)
Step 2. Paper forms can be requested including: <ul style="list-style-type: none"> • Bilingual English / te reo Māori standard print • English standard print • English Large Print (18 pt font) A copy of the questions can be provided in Braille.	Step 2. Check what type of assistance the person needs. Access tools and resources at www.census.govt.nz as needed.
Step 3. Ensure the person's privacy is protected and no one else can overhear or look at the person's information.	Step 3. Ensure the person's privacy is protected and no one else can overhear or look at the person's information.
Step 4. Assist the person to: Call 0800 CENSUS (0800 236 787) on their own phone or go to www.census.govt.nz on their own device or ACL computer and select 'Start your census' then 'Request paper forms'.	Step 4. If the person has their own device, connect them to the wifi. If the person needs to use a computer provided by the ACL, enable access and make sure the computer is connected to the internet.

Step 5. A delivery address (including postcode) is required, so have this ready. Start typing the address in the 'Enter the address you are requesting forms for' field – the address should appear as you type. If the address does not appear, the person doesn't have an address or they indicate it is a PO Box and/or sometimes not found by the postie, it is best to call 0800 CENSUS (0800 236 787) .	Step 5. Call 0800 CENSUS (0800 236 787) or open an internet browser and go to www.census.govt.nz , select 'Start your census'.
Step 6. Forms will be mailed out to the address provided. Once received, they can come back to your ACL for further assistance or complete the forms themselves at home.	Step 6. Select 'Request an access code'. Start typing the address in the 'Enter the address you are requesting forms for' field, and the address should appear as you type. If the address does not appear, the person doesn't have an address or they indicate it is a PO Box and/or sometimes not found by the postie, it is best to call 0800 CENSUS (0800 236 787) .
	Step 7. Enter the mobile phone number and select 'send one-time pin'.
	Step 8. The one-time pin will be texted to the mobile number provided. Enter the one-time pin and select 'Submit'.
	Step 9. Submitting the one-time pin generates the internet access code that will be texted to the mobile number provided.
	Step 10. Select 'log in' and this will open the log in page. <ul style="list-style-type: none"> • Enter the internet access code. • Answer the questions and select 'Submit' for each completed form. • Answer a few questions about the household. • Fill in the Dwelling Form. • Fill in Individual Form. The person can also complete Individual Forms for other members of their household staying the night of Tuesday, 7 March 2023.
	Step 11. Once completed make sure the forms have been submitted. Click 'Submit' and close the Stats NZ webpage.