

# Support guide

This easy to follow guide explains how you can help someone else complete the 2018 Census.

## To help someone else do the census you will need:

A device: a mobile phone, desktop, laptop, or tablet.



A quiet place where you can easily have a conversation with the person you are helping.



To set aside about half an hour.



The person you are helping will need to have their access code letter.

## We can help

The best way to support someone to complete their forms is by looking at the questions with them and discussing their answers with them.

From 19 February, our Contact Centre is also on hand to help you. If you would like some support to help someone answer a question, clarify a question, or request paper forms, please call **0800 CENSUS (0800 236 787)**. You can also go to [census.govt.nz](https://census.govt.nz) for additional information.

## When should you help someone else complete their forms?



You should help someone else complete their census forms on or before Tuesday, 6 March 2018 (census day). Their access code letter will arrive in late February.

Census forms need to be completed for every person staying in a household on census day.

While the forms can be completed before census day, the information must be completed for where you'll be on Tuesday, 6 March 2018.

## What should you do first?

To get started, explain what the census is and how the census is different in 2018. You can find information to help you explain what the census is on [page 3](#).

Then, ask the person you are helping for their access code letter.

Next, help the person complete the forms online using the following instructions.

# To complete forms online

If you are helping someone to complete their forms online follow these steps:

- 1** **Go to census.govt.nz**  
Use a mobile phone, tablet, laptop, or desktop computer.



- 2** Click on the 'Begin your census now' button.



- 3**  Enter the access code from their letter.



**Note:** this is a sample code.

- 4** Click this button to start filling out the census forms.  
**Remember:** The information that the person is sharing with you for their form must be kept confidential.



- 5** To start with, help the person to set up a **Household Summary Form**.

- 6** Then, complete the **Dwelling Form**. One person from each dwelling needs to fill in the Dwelling Form. This form asks each household to complete some information about where they live and what they have access to.

- 7** Once you have finished the dwelling form, you will need to help the person complete an **Individual Form**.

- 8**  **Submit**  
Click this button to submit the census forms.

- 9**  When you have finished helping the person complete the census, securely discard their access code.

Thank you! We appreciate your assistance with census completion.

The census provides a wealth of information for the country to understand more about the people who live in New Zealand and to help make good decisions about where services are needed – so it's important everyone takes part.

## What is the census and what is required?

Every five years, Stats NZ run the census – the official count of how many people and dwellings there are in New Zealand. The census is about everyone in New Zealand – it involves asking you to tell us information about yourself so that we can build a picture of how many people and dwellings there are in New Zealand, and how society is changing over time.

The 2018 Census is different. Stats NZ are aiming to collect most of the information online. Every household in New Zealand will be sent an access code letter to enable this to happen.

## Does everyone have to take part in the census?

All New Zealand residents and visitors to New Zealand are required to take part in the 2018 Census if they are in New Zealand on 6 March 2018.

## Will a Field Officer be delivering paper forms?

No, this time, letters with access codes will be sent out in February. The forms can be completed online or if the person you are helping would prefer to complete the census using a paper form, they (or you) can call **0800 CENSUS (0800 236 787)** and paper forms will be sent to them. A freepost envelope will be included so they can be posted back for processing.

Whoever completes the paper form will have to sign the form, even if you complete the form on behalf of someone else.

## What you should do if there is more than one dwelling at this address, such as a granny flat?

It is important that every dwelling in New Zealand is counted separately.

If there is another dwelling at this address that is occupied by a separate household, they need to complete their own set of forms. If they haven't received their own letter with an access code, please call **0800 CENSUS (0800 236 787)** to request an access code or paper forms for that dwelling.

## Tips for helping someone complete their forms:



Ask the person the questions as you work through the census form. Discuss the questions and their answers with them.



You can enter the answers for the person you are helping, or help them to enter their own information.

*Reminder: Stats NZ do not share information that can identify individuals with anyone.*



If you are helping someone complete the forms online, make sure the declaration box is ticked.

For more support, visit [census.govt.nz/how-can-i-do-it/](https://census.govt.nz/how-can-i-do-it/)