



Ngā Maihihioterā

The Electoral Commission's Māori Strategy

Ko te Whakamānawa

Te Kawa o runga, te kawa o raro, ko te kawa ora,
ko te kawa ora! Tēnei au te rukuruku iho ki rō te
iaia o Hāhā-o-te-whenua, puai rā ki te kōtihitihi
o Te Kāhui Maunga, mātai ake ko te Kāhui Ao,
te Kāhui Rangī, te Kāhui Pō, te Kāhui Atua, kautau
ko te Kāhui Toka, tēnā te ahurewa tapu o te Kāhui
Kāhika, ka kā te whaititiri, rarapa te uira, he tuhi
rangī, he tuhi ariki.

Me anga atu te titiro ki Taranaki maunga,
kia pūrea nei koe e te hau māringiringi nā
Tawhirimātea, nō runga ana mai o te taumata
kōrero ko Taranaki, e te Kāhui Rongo whakatau
mai ki te pouherenga waka ki te pouherenga
tāngata nā Tāne. Papaki kau ana te tai o ngā
wai o Te Whanganui-ā-Tara, ko te pou herenga
ko Te Ātiawa e.

He mihi, he tangi ki kāutau e ngā kuru pounamu
ku mōnenehu atu ki roto i te tai mimiti nā Rehua.

E titia nei e te Te Ātiawa, i te iti, i te rahi, te katoa.

Ko te Ihirangi

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Māku e wāhia ake te huarahi o
te whare kōrero, kia tūria te kōrero.

Pou hihiri, pou rarama.
Tēnā te pou,
Te poutokomanawa o tēnei whare
Te pou tūhonohono
Te pou arataki
Te pou uakaha
Te pou manaaki
Te pou o te tika
Te pou ka toko, ka hiki, ka eke.
Ū te pou, māia te pou, rarawe te pou
Hui te mārāma, hui te ora.
Whano, whano!
Haramai te toki —
Haumi ē!
Hui ē — tāiki ē!

Ko te Taki

Preserving the symbolism of the
Whare Kōrero (house of knowledge)
articulated in our commission karakia

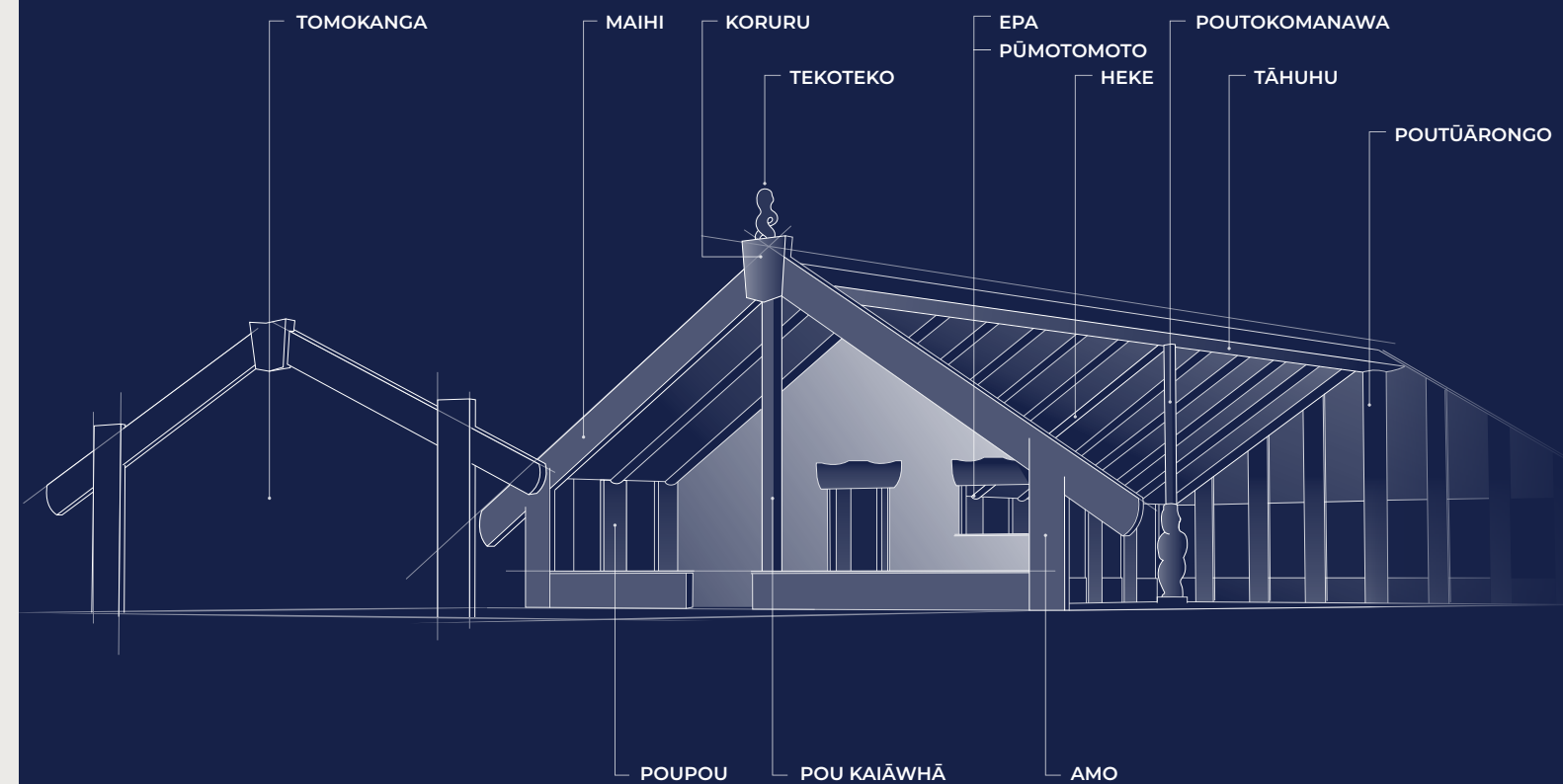
Te Kaitiaki Take Kōwhiri (Electoral Commission) Māori Strategy is appropriately named Ngā Maihihioterā. It refers to the large bargeboards positioned at the front of our whare kōrero. These bargeboards rise at an angle towards the koruru (carved face on the gable) and tekoteko (carved figure on the gable).

Ngā Maihihioterā, translated meaning the purifying rays of the sun. This strategy will help us to think differently about the way we work and will embed a Māori worldview throughout our organisation that will honour our commitment to Te Tiriti o Waitangi and promote and protect the rights of whānau, hapū and iwi to participate in Parliamentary elections.

The significant structural elements of our whare kōrero, such as te tomokanga (entrance or gateway), tekoteko, koruru, and amo (bargeboard support), guide us in understanding our role in influencing tikanga (customary protocols), engagement, encounters, and conflict within the commission. Sharing information is of utmost importance in our whare kōrero, as it contributes to the well-being and maintenance of knowledge through meaningful conversations and the exchange of information.

Ngā Maihihioterā will gather the information, 'hui te mārama' and will disseminate this information through the tāhuhu (ridgepole), down through the heke (rafters), to the epa (inside posts) that lie atop of the pūmotomoto (fontanelle) of our poupou (ancestors), and in return communicate directly to us.

Ngā Maihihioterā will capture the light and revitalise our house of knowledge.





Tō tātou Pou tāhū kōrero,
Pou akiaki i te whānau, a
Peter [redacted]. Nō Te Ātihaunui-
a-Pāpārangi me Te Whānau-ā-
Apanui, kei tōna arero te ture
o te atawhai me te manaaki.

Ko te Rautaki

Ngā Maihihioterā, an embracing and trustworthy strategy

Te Kaitiaki Take Kōwhiri is an impartial Crown entity who works with and through communities to inform, engage and educate New Zealanders about the value of participation, make it easy for people to enrol and vote, and we deliver parliamentary elections and referendums. We will recognise a place for Māori cultural identity and traditional knowledge in how we deliver these services.

Through our Ngā Maihihioterā Māori Strategy, we will build quality relationships with tangata whenua and other iwi groupings to build trust and positive participation in parliamentary elections.

We are continually developing our organisational capability to better recognise, function, and realise this strategy.

Ko te Whare Kōrero

Ngā Maihihioterā is an enriching and transformative journey that embraces the diverse elements within Te Kaitiaki Take Kōwhiri and explores new avenues of growth.

Fundamental to achieving our vision that:

“New Zealanders trust, value and take part in parliamentary elections”

is broadening our participant engagement, our approach, and our policy knowledge particularly of tangata whenua to become more visibly inclusive.

As kaitiaki, our Māori values are part of our national identity – how we see ourselves and how we are viewed by the world.

We affirm our Nation’s Founding Documents, Te Whakaputanga (1835), Te Tiriti o Waitangi (1840), The New Zealand Constitution Act (1852) and Te Petihana Whakamana Pōti Wāhine (1893) and their collective significance to our country and to our parliamentary elections.

These documents underpin our bicultural commitment to te ao Māori in our own unique way. We will reflect these in the way we promote and protect the rights of whānau, hapū and iwi to actively participate in our democracy.

Through Ngā Maihihioterā we are building understandings of te ao Māori, embracing our languages, our histories and heritage. We will do this primarily in the following ways:

- by learning Māori culture, and te reo Māori we can gain distinctive insights to mātauranga Māori, the authentic knowledge source of this land
- by employing our Māori values, we can take a long-term view of how to promote the wellbeing of all New Zealanders
- by emphasising quality engagement with iwi and hapū enabling kaupapa Māori co-design as the approach to shaping our world.

Ko ngā Mahi

We adorn Ngā Maihihioterā through three work programmes:

- **Kaupapa Kōhere**
(Commission Operational Policy)
- **Kaupapa Kōtuitui**
(Quality Engagement)
- **Kaupapa Kōtuakiri**
(Cultural Identity)

While we have made progress in each workstream, we continue to be future-focused and look for opportunities to put our strategy into practice.

Kaupapa Kōhere

Commission Operational Policy

We are integrating te ao Māori into our core functions by understanding how policy impact Māori, ensuring that social procurement reflects our strategy.

The views and perspectives of the Māori organisations we engage will help inform our policy decisions – particularly regarding tikanga and the future of Aotearoa parliamentary elections, and primarily affecting Electoral Commission policy and decision making.

This will impact upon the recommendations we make, that feed into wider policy decisions on electoral matters.

Kaupapa Kōtuitui

Engagement

We will broaden our strategic relationships with:

- Iwi/hapū
- Rūnanga
- Urban authorities and other Māori organisations and government agencies

We are constructing mana-enhancing partnerships that are enduring and nationally beneficial.

Kaupapa Kōtuakiri

Cultural Identity

Our values lay the foundation for the Māori culture in our organisation, they have guided us in the tikanga of karakia, of whakatau, of whakawātea, and of whakarawea.

We have initiated kōrero with tangata whenua and will continue to build positive relationships going forward. We are embedding te reo Māori and tikanga Māori into our organisational culture. To support these taonga, te reo Māori courses, tikanga models and other opportunities to understand Māori history and culture are provided for staff.

The strategy is supported by an internal across-business taumata (panel), senior leadership with board guidance.

Ko te Poutokomanawa

**Ngā mātāpono hei pou mō
te Kaitiaki Take Kōwhiri,
kia eke ai te māramatanga
pono ki te pōti**

Our values help guide us in our mission that all New Zealanders trust, value and take part in Parliamentary Elections

Uakaha

Energy / dynamism / innovation

Ka uakaha, ka hihiri hoki, te mamahi
Being dynamic and energetic in what we do

The eyes of the poutokomanawa symbolize our strength and unwavering energy. This vitality drives us to innovate, breaking down barriers to participation and enhancing enrolment and voting. We embrace change with enthusiasm, uplifting each other and striving for continuous improvement to deliver fair and unbiased elections.

Tūhonohono

Connecting / building and maintaining relationships

**Ka taura heretia ai ngā tūhonohono
tāngata e tupu ai te pūnaha manapori**
Bringing people together to increase participation in democracy

The poutokomanawa provides a secure foundation and connection to the land, maintaining unique relationships and identities. This connection promotes self-determination requiring inclusive community-led approaches that respect diverse ways of being and decision-making. We empower communities, we foster collective participation, and achieve equitable and improved outcomes.

Arataki

Knowledge transfer

Ka aratakina kia mārama
Guiding towards greater understanding and empowerment

The poutokomanawa connects Ranginui and Papatūānuku, and defines the space between – te ao mārama, a space of enlightenment and clarity. This clarity guides us to protect democracy by acting with tika, transparency, and consistency. Through this commitment, we enable communities to lead and shape democracy, deepening understanding and creating opportunities for meaningful engagement and growth.

Tika

Integrity and honesty

Mahia kia tika, kia titika te mahi
Doing the right things. Doing things right!

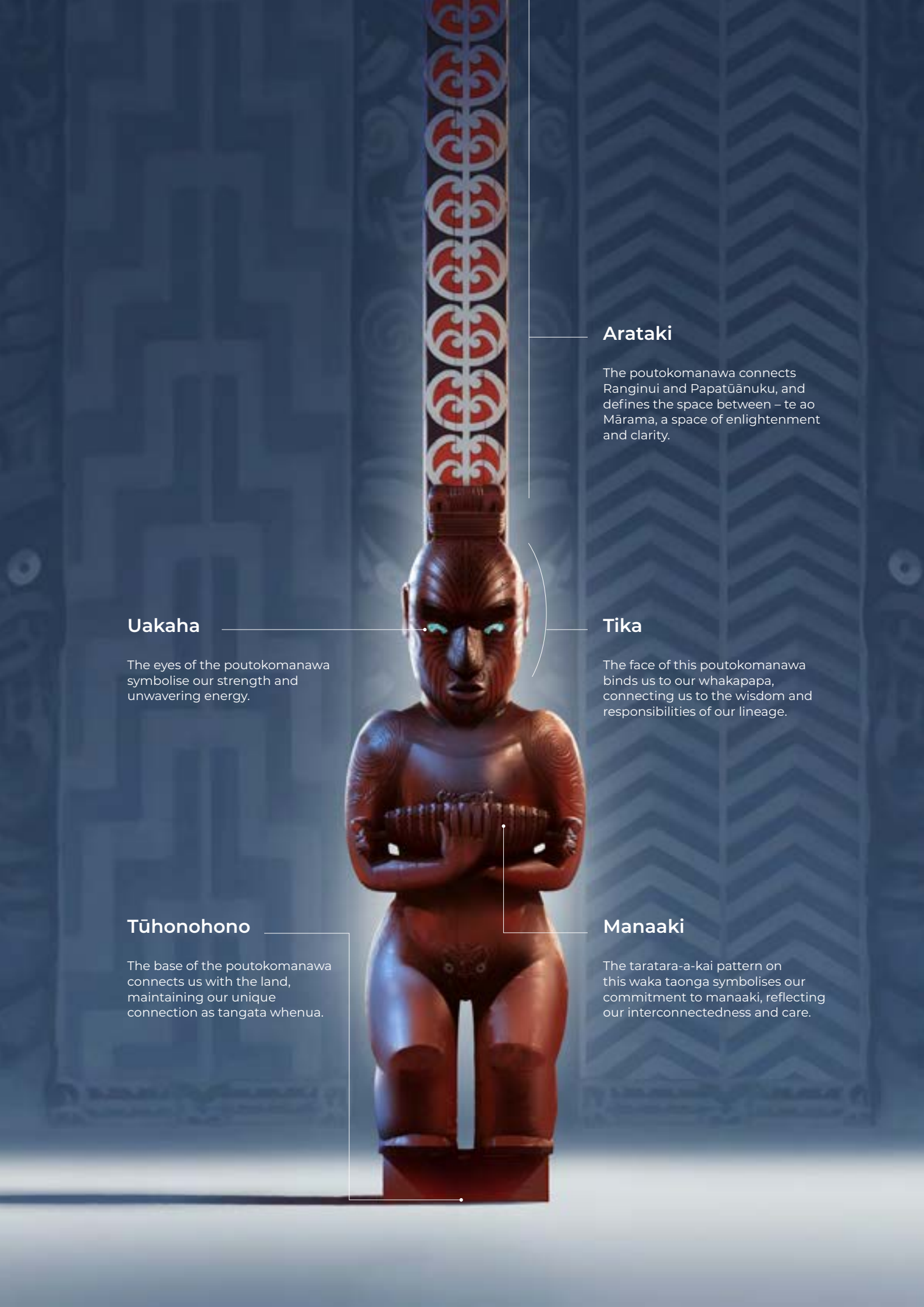
The face of this poutokomanawa binds us to our whakapapa, connecting us to the wisdom and responsibilities of our lineage. This connection ensures our actions align with integrity, fairness, and professionalism. We uphold the highest standards, fostering equitable participation and working impartially with accountability and pragmatism - always striving to do what is right.

Manaaki

Power Transfer

Ka māhaki ngākau nui ai, ka whakamana
Demonstrating generosity and empowering people

The taratara-a-kai pattern on this waka taonga symbolizes our commitment to manaaki, reflecting our interconnectedness and care. As guardians of democracy, we ensure that diverse perspectives are heard and will influence our service and systems. We cultivate a supportive, respectful environment that values people, empowers communities, and strengthens leadership.



Arataki

The poutokomanawa connects Ranginui and Papatūānuku, and defines the space between – te ao Mārama, a space of enlightenment and clarity.

Tika

The face of this poutokomanawa binds us to our whakapapa, connecting us to the wisdom and responsibilities of our lineage.

Manaaki

The taratara-a-kai pattern on this waka taonga symbolises our commitment to manaaki, reflecting our interconnectedness and care.

Uakaha

The eyes of the poutokomanawa symbolise our strength and unwavering energy.

Tūhonohono

The base of the poutokomanawa connects us with the land, maintaining our unique connection as tangata whenua.

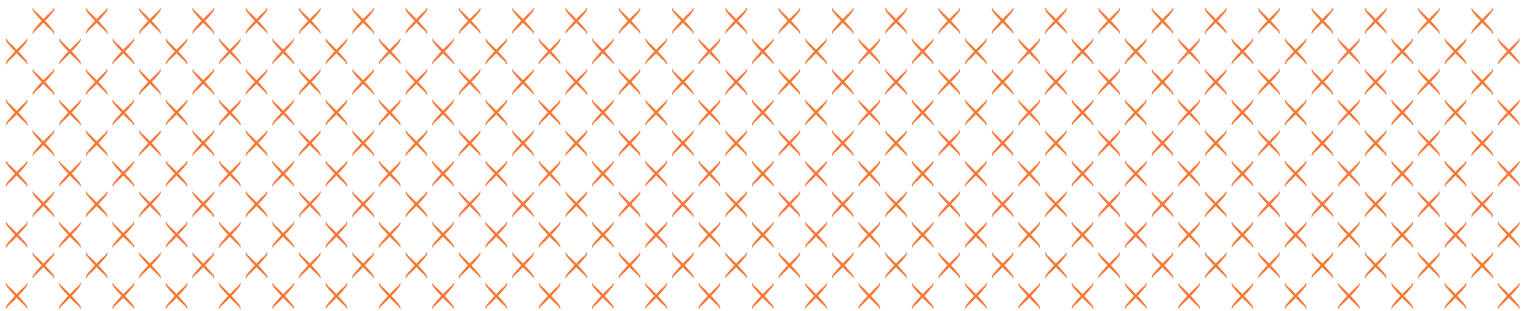
	Tūhonohono Connecting / building and maintaining relationships	Arataki Knowledge transfer
Kaupapa Kōhere Policy He aha ōna kōhere? (What do our policies communicate about us?)	- Operational policy is informed by tangata whenua and tikanga Māori - Operational policy is informed by protecting and promoting Māori participation - Operational policy proposals achieve equitable access and participation for iwi, hapū and whānau - Cultural competencies are developed across the commission and appropriate resourcing is secured	- Staff can articulate the reasoning behind policy links to strategies which target communities, especially Māori, in NZ least likely to enrol and vote - Operational policies are in place to actively recruit Māori specialists for all staffing levels who can support and guide appropriate knowledge and behaviours - Mātauranga Māori makes an important contribution to solving policy and practical problems
Kaupapa Kōtuitui Engagement He aha ōna kōtuitui? (What do our engagement practices reflect?)	- We build and maintain respectful enduring relationships with whānau, hapū and iwi - All staff actively promote and demonstrate cross government practices to support Māori - Effective engagement with Māori is key to producing better quality outcomes and realising Māori Crown partnerships - Co-design and tikanga will direct our engagement	- Respectful enduring relationships are codesigned with Māori - Communication with Māori access a range of trusted channels as well as face to face interactions in venues of significance to Māori communities - Iwi-Māori partnerships deliver engagement programmes to targeted communities - Enduring relationships with mana whenua are supported
Kaupapa Kōtuakiri Cultural Identity He aha ōna kōtuakiri? (What does our culture encourage?)	- All staff have the opportunity to learn about the history of electoral reform as it relates to Māori - All staff have access to specialists with an in depth understanding of tikanga Māori and this permeates all policies and staff engagement practise - All staff have opportunities to develop te reo Māori proficiency appropriate to their region	- The Commission supports and develops Māori staff and acknowledges their special contribution to enrich how we work with Māori - He taonga te reo Māori o te mana whenua - Mana whenua tikanga and reo permeates all aspect of the relevant office base

Uakaha Energy / dynamism / innovation	Manaaki Power Transfer	Tika Integrity and honesty
- New approaches and operational policies reflect the changing aspirations and needs of Māori - All staff understand new policies and can explain these to each other and Māori whānau	- He taonga te reo Māori - Voice via voting is a taonga - Policies aligned with needs of all sectors of contemporary Māori groups - Community led policy development process developed and deployed	- Māori are directly involved in policy changes - Policy accurately reflects Commission values
- Staff supported and trained to effectively engage with Māori whānau when promoting new or amended policies and programmes - Māori staff are positioned to maximise relationships - Effective engagement with evolving youth platforms and trends	- Practice of tikanga Māori values and principles reflected in all internal and external relationships - Commit to practices that create resources and systems that facilitate or enhance the ability of iwi-Māori to exercise and uphold their rights	- Enduring relationships with all iwi-Māori sectors - All Commission staff have a shared understanding of effective delivery of services to Māori (i.e., citizenship, civil and human rights, MEO) - Staff have skills, knowledge, competencies, and resources to engage effectively with Māori
- Staff understand the reasoning behind policies and understand how changes may impact Māori - Mana whenua have input to developing and deploying new approaches - Mātauranga Māori innovation is fostered	- Staff understand tikanga Māori practices and principles and to actively practice these principles - Staff have skills and knowledge to recognise and facilitate power sharing outcomes for iwi-Māori organisations	- Education regarding Aotearoa New Zealand histories is undertaken - Staff understand the needs of Māori - Te reo Māori and tikanga Māori is evident and practiced daily in the commission

Ko te Ara Tiatia

Our objectives for the first three years:

- Building the base
- Build a shared base of understanding and commitment amongst all of our staff whilst demonstrating the value of working differently through our community-led approach
- Begin to explore and re-centre our strategy and policy approach incorporating a te ao Māori lens

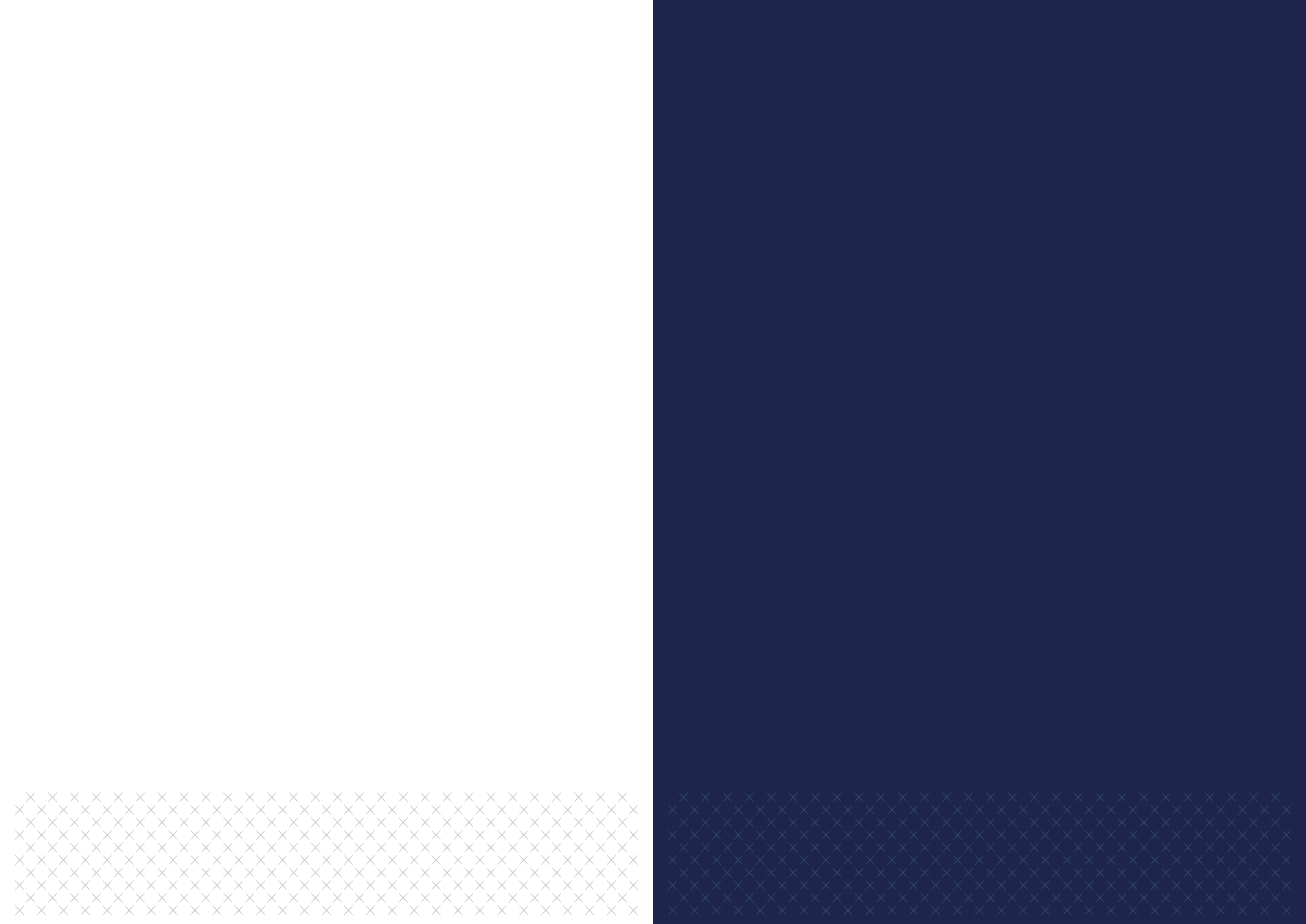


Kaupapa Kōtuakiri (Cultural Identity)	Learning Staff understand our history in NZ and the role of elections in that. • Wall walk • Te Tiriti • Electoral reform	Outcome • Staff understand needs and expectations of Māori and promote rangatiratanga • Education regarding NZ histories is undertaken
	Learning Shared understanding of te ao Maori concepts: • Tino Rangitiratanga • Kawanatanga	Outcomes • Te reo Māori and tikanga Māori is evident and practiced daily in the commission • Staff understand tikanga Māori practices and principles and to actively practice these principles
	Learning • Te reo Māori and tikanga opportunities to learn and utilise	
	Action • Invest in and develop networks of Māori capability across National Office and the regions. Grow capability for the future	Outcomes • The Commission supports and develops Māori staff and acknowledges their special contribution to enrich how we work with Māori • Iwi-Māori partnerships deliver engagement programmes to targeted communities • Māori staff are positioned to maximise relationships • Enduring relationships with all iwi-Māori sectors • Staff can articulate the reasoning behind policy links to strategies which target communities, especially Māori, in New Zealand least likely to enrol and vote • Community led policy development process developed and deployed
Kaupapa Kōtuitui (Engagement)	Action • Build on community-led engagement approach within electorates • Evaluate community outcomes with eye to adapt and expand nationally • Identify and develop Māori talent	
	Action • Through our relationships with other agencies and existing relationships with iwi, build stronger relationships in each region	
Kaupapa Kōhere (Policy)	Action • Build on government procurement approach and support Māori business and economy	Outcome • Mātauranga Māori makes an important contribution to solving policy and practical problems • Policy proposals keep the promise the Crown made to Māori to protect their interests and allow for Māori to exercise rangatiratanga
	Action: • As our digital roadmap is developed, understand and weave in our approach to data sovereignty and identify future legislative requirements	
	Action: • Explore ways to centre our next strategy in te ao Māori	



Koia tēnei te whakairi ake
i te kete whakaaro, i te kete kōrero
ki te epa o te whare

Tēnei te whakamoe tai
o tēnei o ngā whare kōrero
Whakamoe tai
Whakamoe kaupapa
Whakamoe tēnei whare kōrero
Ko Io te pū, Io tā koutou weu,
Io tā koutou tāmōre
Tēnei te hau
Tēnei te hau kiwi, te hau weka
Tēnei te hau ka kawea mai, ka tau mai,
ka mārire mai, ka māhaki mai
Māhaki ki te rangi
Māhaki ki te whenua
Māhaki ki ngā tāngata katoa
E Rongo,
whakairihia te kete kōrero ki runga,
kia Tina – Tina!
Hui ē – Tāiki ē!



Ngā Maihi Implementation tool

The purpose of the Ngā Maihihioterā implementation tool

This tool is designed to support the Commission in delivering equitable outcomes for Māori by embedding a te ao Māori worldview through Ngā Maihihioterā (Ngā Maihi) the Commission's Māori Strategy and aligning with the Commission's Poutokomanawa (core values) across all projects and workstreams. It enables the Commission to assess how effectively operational policies, engagement practices, and cultural integrity are being upheld and aims to ensure our services are delivered in a way that is inclusive, responsive, and equitable

How will we know we are progressing and have achieved the desired outcomes

Progress will be tracked monthly via the Governance Group status reports, with an expectation that outcomes achieved will be addressed in any project/workstream close out documentation.

How to complete each section

Each section aligns with key 'pou' (pillars) of Ngā Maihi and the Commission's Poutokomanawa (values).

Section	Explanation
Ko Te Pou Kōhere (Operational Policy)	How we uphold cultural integrity and Māori identity to support equitable outcomes?
Ko Te Pou Kōtuitui (Quality Engagement)	How we engage meaningfully with Māori stakeholders.
Ko Te Pou Tūakiri (Cultural Integrity)	How we maintain cultural integrity, safety and uphold Māori identity.

When thinking about how your project or workstream aligns to the 'pou' or working priorities, consider the following:

Section	Question	Guidance
Ko Te Pou Kōhere (Operational Policy)	How our internal policies uphold Māori outcomes.	Describe how your policies support Māori values, rights, and self-determination (e.g., Te Tiriti o Waitangi commitments, equity provisions, Māori data sovereignty). Describe how policies are informed by tangata whenua and tikanga Māori?
Ko Te Pou Kōtuitui (Quality Engagement)	How we engage meaningfully with Māori stakeholders.	Outline engagement with iwi, hapū, Māori providers or collectives, and kaimahi Māori. Include methods (hui, surveys, co-design) and examples of feedback that influenced the work.

Ko Te Pou Tūakiri (Cultural Integrity)	How we maintain cultural safety, integrity and uphold Māori identity.	Detail how you're tracking Māori involvement (attendance records, feedback, impact reports). Describe how outcomes for Māori are measured and reported and/ how describe how tikanga Māori, Māori perspectives have been considered in the process?
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Application to Te Aronga Mātua – Key Project Questions

Below is some guidance on what to consider and include in your answers:

Questions	Guidance
What are the workstream/project objectives you are delivering for Māori?	State clear goals aimed at supporting Māori wellbeing, leadership, equity, or development.
What are the desired outcomes of this project/workstream for Māori?	Outline short- and long-term changes or benefits expected for Māori communities.
How is this work ensuring diversity, equality, inclusivity, belonging & accessibility for Māori?	Explain steps taken to reduce exclusion and make the project truly inclusive (e.g., bilingual communication, culturally safe spaces).
What are the identified barriers to achieving the workstream/project objectives?	Identify systemic, resource-based, or engagement-related barriers that may impact delivery.
Evidence of Research or Analysis undertaken.	Provide links, or summaries of any research, engagement data, or Māori-informed frameworks used to guide the work.
Additional notes/comments	Add anything else important that hasn't been captured above, such as future plans, risks, or innovations.

Attachments

Attachment 1 – Implementation tool template

Attachment 2 - Exemplar of a completed tool template

Ngā Maihihioterā Implementation Tool Template

Ko te Poutokomanawa Commission Values	Ko Ngā Pou o te Whare Kōrero The Support Structures of the House of Dialogue		
	Ko Te Pou Kōhere Operational Policy	Ko Te Pou Kōtuitui Quality Engagement	Ko Te Pou Tūakiri Cultural Integrity
 Tūhonohono Tāpiripiri Inclusivity & Connection	How do our organisation policies give effect to Ngā Maihihioterā?	How are we capturing Māori views & perspectives in this work?	How are we capturing our engagements, participation & outcomes?
	Te Aronga Mātua		
 Arataki Āheitanga Accessibility & understanding	What are the workstream/project objectives you are delivering for Māori?		
 Uakaha Matahūhua Diversity, Innovation & Dynamism	What are the desired outcomes of this project/ workstream for Māori?		
 Manaaki Pūmautanga Belonging & Empowering	How is this work ensuring diversity, equality, inclusivity, belonging & accessibility for Māori?		
 Tika Mana Ōrite Equity, Integrity & Knowledge	What are the Identified barriers to achieving the workstream/project objectives?		
	Evidence of Research or Analysis undertaken.		
	Additional notes/ comments		

Ngā Maihihioterā Implementation Tool Exemplar

Ko te Poutokomanawa Commission Values	Ko Ngā Pou o te Whare Kōrero The Support Structures of the House of Dialogue		
	Ko Te Pou Kōhere Operational Policy	Ko Te Pou Kōtuitui Quality Engagement	Ko Te Pou Tūakiri Cultural Integrity
 Tūhonohono Tāpiripiri <i>Inclusivity & Connection</i>  Arataki Āheitanga <i>Accessibility & understanding</i>  Uakaha Matahūhua <i>Diversity, Innovation & Dynamism</i>  Manaaki Pūmautanga <i>Belonging & Empowering</i>  Tika Mana Ōrite <i>Equity, Integrity & Knowledge</i>	How do our organisation policies give effect to Ngā Maihihioterā?	How are we capturing Māori views & perspectives in this work?	How are we capturing our engagements, participation & outcomes?
	Te Aronga Mātua Customer Services Project		
	What are the workstream/project objectives you are delivering for Māori?	To deliver clear accurate information to Māori who make enquiries through the customer services channel.	
	What are the desired outcomes of this project/ workstream for Māori?	Through training of customer services teams on Nga Maihi we aim to provide the team with an understanding of the needs and expectation of Māori and understanding of tikanga, how it is applied in their context. To deliver a service to Māori that is reflective of their needs and expectation providing clear and accurate information to support Māori to participate and act. Customer services staff will be able to articulate the reason behind policies, strategies and/ approaches that target Māori, especially those who are less likely to enrol and vote.	
	How is this work ensuring diversity, equality, inclusivity, belonging & accessibility for Māori?	We are ensuring diversity, equality, inclusivity, belonging and accessibility by ensuring: 1. Customer services staff understand tikanga and the needs and expectation of Māori 2. Ensuring mana is being upheld through the accurate pronunciation of te reo Māori 3. Ensuring information in te reo Māori dialects is available and can be sent out to customers 4. Ensuring information on initiatives that are specific to Māori are included in the knowledge base.	
	What are the Identified barriers to achieving the workstream/project objectives?	To ensure the customer services team understand Nga Maihi including tikanga, te ao Māori, and the use of te reo Māori dialects and information on Kaupapa Māori voting places (KMVP) and initiative so they can best engage with electors of Māori descent and provide accurate and detailed information. To ensure customer services teams can accurately pronounce the names of electorate, addresses and Māori electors' names in te reo Māori. Funding for te reo Māori training may be a barrier if not already factored into the training approach for services to Election Delivery Workforce.	
	Evidence of Research or Analysis undertaken.		
	Additional notes/ comments		

POSITION DESCRIPTION

Position	Te Pouwhirinaki Māori Manager Māori Electorates
Group/Business Unit	Voting Services/Operations
Reports to	Director Voting Services
Direct reports	N/A
Location	TBC
Date	September 2023
Key relationships	Internal relationships: • Chief Electoral Officer • Director Voting Services • Regional Managers, Regional Advisors and Electorate Managers • National Office Voting Services team • Māori Advisory Team • Strategic Engagement and Partnership (SEP) • Operations Group members • Managers and employees including permanent and temporary field employees External relationships: • Members of the public • Community organisations • Whānau, hapu, iwi, other Māori and organisations • Te Puni Kokiri • Other public sector organisations •
Operating budget	N/A

Who we are

Confidence in a free, fair and secret voting system is at the heart of any democracy.

In Aotearoa New Zealand this is something we almost take for granted. But it relies on the integrity of our electoral process, and at the Electoral Commission safeguarding trust and confidence in this process is central to everything we do.

We are an independent Crown Entity. We are publicly funded and support a whole of government approach. We operate the electoral system as prescribed in the Electoral Act and mandated by parliament, running the country's general elections, by-elections and referendums. We ensure the integrity of the rolls and compliance with electoral requirements by parties, candidates and third parties.

But our work extends beyond the usual three-year cycle and running general elections. We meet complex and constantly changing requirements to keep New Zealanders at the centre of the process.

New Zealand's electoral system enjoys 95% satisfaction from voters and contributes to our consistent ranking as one of the world's top two democracies.

This is a priceless heritage. It belongs to all New Zealanders. We are proud to be constantly advancing and sustaining the processes it relies on.

Our values

Ngā uara hai pou mō te Kaitiaki take Kōwhiri, kia eke ai to māramatanga ki te pōti - Our five values together form TAUMATA: a summit or peak which is often associated with an arduous journey, with levels along the way, elevating to a higher plain, and success.

Our values help guide us in our mission that all New Zealanders trust, value and take part in Parliamentary Elections.

1. **Tūhonotanga** - To join, bond, attach, connect.
Connecting / building and maintaining relationships
Bringing people together to increase participation in democracy.
2. **Aratakina** - To conduct, lead, point out, guide
Knowledge Transfer
Guiding towards greater understanding.
3. **Uakaha** - Vigour, energy, dynamism, enthusiasm
Energy / dynamism / innovation
Being dynamic and energetic in what we do.
4. **Manaakitanga** - Hospitality, kindness, generosity, support
Power Transfer
Demonstrating generosity and empowering people
5. **Tika** - Be true, valid, honest, genuine, sincere
Integrity and honesty
Doing things right; doing the right things!

Position Purpose

The primary responsibility of the Te Pouwhirinaki Māori, Manager Māori Electorates is to focus on increased voter participation in the Māori electorates through partnering with Māori to develop and deliver voting services, oversee operational delivery of electoral events and ensure the voice of contemporary Māori is heard in the design and delivery of electoral events.

This includes:

- Provide leadership for the delivery of voting services in the Māori electorates across Aotearoa
- Collaborate and contribute to project planning, scheduling and delivery for Māori electorates including sourcing headquarters
- Work closely with Electorate and Regional Managers to deliver accurate and timely results for the Māori Electorates
- Collaborate with the Strategic Engagement and Partnerships team to leverage off their relationships with Māori, iwi and hapu to improve election related outcomes for Māori.

While this role is focussed on the Māori electorates, it is expected that the partnerships developed, and the activities that result, will be of benefit to Māori voters, both on the Māori and General rolls.

Your role

Facilitating kōrero

- Ensure that effective relationships are established and/or maintained and enhanced with contractors, providers, community groups and Iwi/Māori Leaders with a view to creating successful outcomes for kōrero with voters.
- Utilising Strategic Engagement and Partnerships team to connect and collaborate with community groups and permanent and field staff in the Commission.
- Work with the Chief Advisor Māori to ensure buy-in for the approach and deepening of our partnership with Māori.
- Increase the sphere of influence with whānau, hapu, iwi and other Māori representatives.

Expected results:

- The design of voting is to meet the needs of local communities, including the use of appropriate language and Te Reo dialects across Aotearoa.
- Relationships with external groups are developed, shared and maintained.

Planning and Management

- Accountable for developing the longer-term view, delivery plans and overall direction of the Māori electorates.
- Accountable for turning Māori electorate objectives into tangible and effective operational plans that enable the Commission to develop and implement changes at a regional level.
- Contribute to and apply learning from internal and external feedback and research to the development of future Māori electorates plans.
- Work closely with the Voting Services Leadership team to ensure the plan for Māori electorates is aligned to the wider Voting Services plan and Electoral Commission strategy.
- Uses Commission data and insights to apply a forward thinking approach to the overall plan for Māori electorate.
- Providing feedback into other workstreams, teams and planning activities, such as the Chief Advisor Māori's team, Māori Electoral Option, and Commission policies that directly impact voters in the Māori Electorates.
- Implement cultural competency and support of te reo across all voting places as well as kaupapa Māori voting places including local dialects
- Provide input to the Recruitment Strategy for election delivery workforce and lead the recruitment of Māori Electorate Managers.

Expected results:

- The plans and direction of Māori electorates are future focused, taking into consideration the Commission's three yearly election cycle.
- Plans and objectives focus not only on the present but take into consideration what the future landscape of the region may look like.

Delivery of programmes

- Ensuring the work programme is delivered according to time, cost, and quality standards or goals through project management methodology.
- Contribute to the development of training materials and programmes to ensure community engagement staff and Māori representatives of whānau, hapu, iwi and other Māori groups are fully equipped to undertake their roles effectively.
- Participate in the induction and training of Regional Managers, Electorate Managers and Regional Advisors (cultural competency and te ao Māori)
- Develop templates, systems and processes to enable effective delivery of the work plan by community representatives.

- Work closely with the Senior Analyst Operations Assurance and Risk to include quality assurance practices across the end-to-end electoral processes at Māori Electorate HQs and kaupapa Māori voting places
- Participate in the induction and training of Regional Managers and Regional Advisors (cultural competency and te ao Māori)

Expected results:

- Successful delivery of programmes and tools that meets the needs of Māori electorates.

Commitment to cultural competency

- Develop an understanding, recognise and act upon the articles of Te Tiriti o Waitangi.
- Demonstrate an ongoing commitment to developing competency, understanding and awareness in Te Tiriti o Waitangi to support the Crown in its relationships under the Treaty of Waitangi.
- Work with other Commission teams to review their strategies to ensure the voice of Māori is included in the review and redesign of the strategy

Expected results:

- Employees engage in building knowledge and competency in Te Tiriti o Waitangi principles.
- The Commission maintains and nurtures Te Tiriti of Waitangi.

Team effectiveness and culture

- Contribute to team effectiveness by providing suggestions, learning feedback and support to others, to enable the uplift of team performance and drive motivation.
- Regularly demonstrate a positive, open and collaborative mindset when contributing to the team, organisation, values and activities of the Commission.
- Act as an ambassador for the culture and values of the Commission by demonstrating them in all interactions with employees and stakeholders.
- Proactively resolve challenges and problems by demonstrating equality, collaboration and cooperation.
- Demonstrate sound judgement and decision-making through analysis, wisdom, experience, and judgment and collaboration with others.
- Provide back-up support to Voting Services team members in times of absence.

Expected results:

- The Commission's values are demonstrated through team behaviours, interactions and performance.
- Team culture is strong and there is a willingness to provide and receive effective feedback.
- Challenges are resolved effectively representing the team and/or organisation's best interests.
- Decision making is considered, and evidence based.
- The team operation is smooth and efficient and is uninterrupted when there are absences.

Relationship management

- As a Māori leader contribute to the Commission's Nga Maihihiotera strategy and act as an ambassador to the Commission through the effective development and maintaining of positive internal and external stakeholder relationships.
- Maintain high ethical standards of conduct.

Expected results:

- Relationships are effective and successful with all internal and external stakeholders.

- A demonstrated commitment to acting with customers in mind and gaining their trust and respect.

Quality systems and service

- Contribute to the achievement of team goals by meeting expectations and offering suggestions for improving current systems and procedures.
- Practice a continuous improvement approach by reviewing own work methods and taking a proactive approach to resolving challenges.
- Ensure that service levels meet agreed standards by focusing on application of quality work standards and methods and the timely delivery of agreed services.

Expected results:

- Team goals are achieved through continuous improvement.

Information gathering and analysis

- Ensure a future focussed approach to research and development, reviewing literature, collecting data/information to contribute to a continuous improvement of systems and processes.
- Contribute to the quality of the Commission's operational procedures by actively participating in discussions, suggesting improvements in research and analysis methods, and assisting team members to achieve quality results.

Expected results:

- Procedures are efficient and there is a consistent participation in continual improvement.

Leadership

- Demonstrate the values and behaviours of the Commission, participating in all elements of diversity and inclusion, with a particular focus on Crown Māori relationships.
- Provide effective leadership to the team, organisation, and other stakeholders to ensure New Zealanders trust, value and take part in parliamentary elections.
- Demonstrate and lead the successful delivery of the strategy and vision, ensuring a strong sense of connection across the organisation.
- Regularly demonstrate a positive, open and collaborative manner when contributing to the team, organisation, values and activities of the Commission.
- Act as an ambassador for the culture and values of the Commission by demonstrating them in all dealings with stakeholders and other team members.

Expected results:

- The Commission's shared vision and purpose is developed and embedded ensuring a strong connection and understanding and brings the intent of the Crown and Treaty of Waitangi relationships.
- A culture where all employees feel personally and collectively engaged and can live the values of the organisation every day.
- Successful implementation and culture of learning and development is maintained to ensure the Voting Services team have the required capability levels and are also supported.

Health, Safety and Wellbeing

- Take reasonable care for your own health and safety and that of others at work.

- Proactively demonstrate adherence to the organisation's Health, Safety and Wellbeing related values, acting as an advocate and support for all our employee's wellbeing.
- Comply with the Commission's health and safety policies and procedures. Take action to improve health and safety record of the workplace. Ensures equipment and work areas are well maintained.
- Ensure timely and accurate reporting of any risks or hazards and potential risks or hazards so that they may be remedied.
- Promote and advocate employee wellbeing, acting as a champion for wellbeing.
- Lead, champion, and promote continual improvement in health and wellbeing to create a healthy and safe culture.
- Continuously engage with the team to enable them to actively participate in wellbeing activities and initiatives.

Expected results:

- All employees understand their responsibilities and utilise development programmes to ensure they have the required health and safety competency.
- All employees are required to improve Health, Safety and Wellbeing in their work environment to create an improved health and safety culture in line with the Health, Safety and Wellbeing policy
- The team is continuously engaged with to enable them to actively participate in wellbeing activities and initiatives.

Key competencies

- **Analytical Skills:** Ability to identify issues and analyse information to make considered decisions. Uses rigorous logic and methods to solve difficult problems with effective solutions; probes fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
- **Customer Focus:** Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
- **Relationship Management:** The ability to build and maintain constructive professional relationships.
- **Good Judgement:** Makes good decisions based upon a mixture of analysis, wisdom, experience, and judgement; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.
- **Environment Awareness:** Awareness of the economic, political, social and cultural context in which the individual and the Electoral Commission operate.
- **Communication:** The ability to express thoughts and ideas with clarity and present a consistent point of view both orally and in a written format.
- **Results Orientation:** The ability and desire to achieve effective results, and work towards or exceed an agreed goal.

Qualifications and technical skills

- A relevant tertiary qualification and/or relevant and equivalent experience

Experience and knowledge profile

- Knowledge of target communities and a strong affiliation with the designated community, in particular, whanau, hapu, iwi, and other Māori, and understand the market segments across Māori
- Experience working directly with whanau, hapu, iwi, and other Māori
- Fluent in Te Reo
- Experience and significant knowledge of Tikanga
- An ability to work with a cross-section of community members, including different demographics (young people, elderly)
- Outstanding presentation skills and experience presenting to different groups in a variety of settings
- Proven facilitation skills in a variety of settings
- Team player who can also confidently work on their own when required
- At ease working in different cultural settings
- Strong networking skills
- Politically neutral

Public Service introduction

Ka mahitahi mātou o te ratonga tūmatanui kia whai tikanga ai te noho a ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

You can find out more about what this means at (<https://www.publicservice.govt.nz/about-us>).

He Tātaritanga o Te Whare Pōti Kaupapa Māori i te
Pōtitanga ā Motu 2023

GE 2023 Review of Kaupapa Māori Voting Places

Ko te Whakamānawa – Acknowledgments

Tuia te rangi e tū nei, tuia te papa e takoto nei, tuia te taura here tangata, ka rongo te pō, ka rongo te ao tīhei mauriora. Kei ngā mate huhua o te motu haere, haere kautau ki te kauhanga nui o rātau mā e iri nei ki tua ukiuki, ki reira whakangaro atu ai. Mate ki te mate, ora ki te ora, tēnā tātau katoa.

Me anga atu te titiro ki Taranaki maunga, kia pūrea nei koe e te hau māringiringi nā Tawhirimātea, nā runga ana mai i te taumata kōrero. E te Kāhui Rongo whakatau mai ki te pouherenga waka ki te pouherenga tāngata nā Tāne. Papaki kau ana te tai o ngā wai o Te Whanganui-ā-Tara, ko te pou herenga ko Te Ātiawa e. He mihi, he tangi ki kāutau e ngā kuru pounamu kua mōnenehu atu ki roto i te tai mimiti nā Rehua. E titia nei e Te Ātiawa, i te iti, i te rahi, te katoa

The celestial realms above are interconnected with the ancestral lands inhabited by humanity. The still of night and the enlightenment of the day presents the essence of everlasting life. To those departed from across our lands, return to the corridor of the ancestral world, there may you dwell within the sanctity of the night. The spirit realm continues to coexist as one with the realm of the living. Acknowledgements to all.

I turn my gaze towards the mountain of Taranaki, to feel the caressing winds of Tawhirimātea upon the horizon. The guardians of peace, welcome to the ancestral landing place of the canoe migrators and progeny of Tāne. The vivacious sounds crashing against the Wellington Coastline acknowledging the Te Ātiawa people. We pay homage to the sacred inhabitants of these lands, those who have traversed the waters to dwell within the constellation of stars and those that continue to shine as Te Ātiawa, the few, the many, all of us.

Whakatūria te Whare Kōrero – Introduction

The impact colonisation has had on Māori (tangata whenua of Aotearoa) has been far reaching. Loss of land and traditional Māori practices may have borne the brunt of devastation from the early 1800's, but Māori social deprivation and political engendering quickly became the next wave of suffering. The continual pressures of colonisation over NZ's prolonged political history has resulted in elevated levels of mistrust amongst Māori in our countries democracy and political transparency.

History might be part of the reason Māori voter participation over successive general elections has been low in comparison to non-Māori. But, as the Electoral Commission continues to strive towards becoming a trusted advisor to the New Zealand voting public, including tangata whenua as a Treaty partner. Tangata Whenua represent 17% of NZ's demographic, more courageous efforts are required to increase Māori participation (70.3%) to the same level of participation as non-Māori (78.8%).

The pathway to continuous improvement requires a consistent effort and rests in the Commissions conscious to i) acknowledge that historical barriers to voting for Māori are a huge challenge, ii) gathering intelligence at key locations among target communities is vital for our planning efforts for the next general election in 2026 and iii) Kaupapa Māori Voting Places (KMVP) selection and positioning experienced practitioners at place will deliver more effective bespoke solutions unique to that location.

In the lead up to the recent 2023 General Election (GE'23) the Māori Advisory Team adopted an organisation wide multi-disciplinary approach. Firstly, embedding a Te Ao Māori paradigm (Māori Worldview) within the fabric of the Commissions core operations in the following areas

- Kaupapa Kōhere- Operational Policy
- Kaupapa Kōtuitui- Quality Engagement
- Kaupapa Kōtuakiri- Cultural Identity

A whole organisation approach was seen as one of many vital keys to unlocking the barriers associated to addressing Māori voting disparities. Secondly, making tangata whenua part of the equation at key voting locations brings the Commission closer to the action to find more suitable solutions. If anyone would know tangata whenua better than the Electoral Commission (Commission) it would be tangata whenua.

The Kaupapa Māori Voting Place (KMVP) Review

This review focuses on whānau, and urban community structures as opposed to Iwi and hapū centric constructs. It couldn't be assumed that Māori automatically default to identifying with traditional tribal structures. The diverse Māori voter today may not have any active connections to their iwi and hapū but still exercise a sense of belonging through whānau, urban communities and/ or social service groupings.

Review Scope

The long-term aim of the review is to better position the Commission to empower Māori community participation in ongoing electoral processes through enhanced community led service delivery. The lessons learnt from KMVPs in GE'23 will carry forward a range of recommendations to implement in preparation for the 2026 General Election in the next 3 years' time.

In the review the Māori Advisory Team set out to

- 1) review the effectiveness of 15 KMVPs that stood in GE'23,
- 2) evaluate stakeholder and participant voting experiences and levels of satisfaction,
- 3) explore opportunities to uplift voter experiences through enhanced relationships within target communities; and
- 4) identify bespoke novel solutions to increase Māori community participation in the electoral process.

Through the review process stakeholder feedback includes an analysis of what worked, future improvements and if the intentions of the KMVP programme were achieved. An analysis of the effectiveness of Kaupapa Māori Voting Places (KMVPs), the recruitment process for roles and positions, the selection process of deploying voting places and the Māori participation and enrolment statistics is included.

An addition to the review we must take into consideration the immeasurable contribution Te Reo Māori experts and community networks provide to the ethos of KMVP. Through this all-important network the partnership between the Commission and community to foster a whānau centric approach, infused with Māori ideology and principles is paramount. To reiterate the point, the goal was/is to build voter trust and confidence in our democratic process for better tangata whenua engagement.

The KMVP Plan (Plan)

The plan sends a clear signal that the desire of the Commission was to partner directly with communities, promote and implement a whānau centric approach to voting and prepare their communities to vote. For the plan to be effective it couldn't be confined just to one business unit alone. To achieve the overarching goal of 'lifting Māori voter participation' integrated solutions involving inter-department collaboration between Communication and Education, Voting Services, Strategic Engagement and Partnership and the Māori Advisory Group was necessary. On advice from the Māori Advisory Group in relation to reaching the diverse Māori voter base the respective business units would lead out advancing the project deliverables bespoke to needs of Māori voters.

As the reviews and evaluations across departments of GE'23 continue, planning and preparations for the next general election in 2026 should continue to compel interdepartmental collaboration to pursue the next stretch goal for Māori voter targets.

Phase One:

Project Outline: Voting Services, Strategic Engagement and Māori Advisory Group.

- Confirm review scope, approach, deliverables, accountabilities, and timeline.
- Confirm funding and resources to complete the project.

Phase Two:

Evaluation Feedback Hui: Voting Services and Māori Advisory Group Joint lead.

Convene hui with all 15 Kaupapa Māori voting place stakeholders and voting place staff to:

- Document their voting experience and satisfaction,
- Document what worked well, what did not work well and what we could have done differently when recruiting and training staff for the voting place, delivering the voting service and encouraging voters to turn up and vote.

Complete an evaluation report documenting feedback for each Kaupapa Māori voting place and signal links to the Commission's work programmes and areas for improvement and further investigation.

Phase Three:

Reconnecting Hui: Strategic Engagement and Partnerships with Māori Advisory Group

Convene hui with Kaupapa Māori stakeholders and interested 2023 voting place (VP) staff to:

- Confirm issues raised in evaluation reports and discuss emerging solutions in the relevant Commission working programmes.
- Explore opportunities to build and enhance relationships in each community and look to identify ways to increase Māori community participation in the electoral process.
- Update evaluation reports and document additional information or emerging solutions.

Phase Four:

Supporting communities to embrace the ethos of KMVPs:

Māori Advisory Group, Strategic Engagement and Voting Services.

Commission working group to:

- Confirm a programme of work to deploy Kaupapa Māori voting places across all priority Māori communities,
- Ensure operational policies and resources are in place and available to support recruitment, training, and service delivery in all Kaupapa Māori voting places in the 2026 General Election.

The Pilot Study for the Kaupapa Māori Voting Place

In 2020 the Electoral Commission worked with Te Wharekura o Rakaumangamanga in Rāhui Pōkeka (Huntly) to provide a Kaupapa Māori voting service to Rāhui Pōkeka whānau. This voting place enabled voters to complete the voting transaction in te reo Māori. The Rakaumangamanga experience guided and informed the implementation pathway for the 2023 GE Kaupapa Māori initiative. The approach was whānau centric. Communications to the Rāhui Pōkeka community via TKKM o Raukaumanga channels encouraged whānau participation and reinforced the concept that voting does make a difference. Whānau were encouraged to engage and connect to a democratic process and to access employment opportunities in the Commission.

Kaupapa Māori Voting Place (2023) Initiative

The Goal

A minimum of one 'Kaupapa Māori Voting Place' was deployed in each Māori Electorate to deliver a voting service to all New Zealand voters including voters who wish to engage in the voting process in te reo Māori.

An integrated Commission Approach to:

Current non-negotiables:

- Jurisdiction of the voting place under the purview of the Electorate Manager
- Te reo Māori Ballot Papers
- Delivery of fit for purpose training for voting place staff by fluent te reo Māori trainers.

Information Gathering Phase:

- Identify potential organisations which can host a Kaupapa Māori Voting Place and assess against the following criteria:
- Kura/Organisation can engage with group of young people who are eligible to vote and may have an interest in working for the Commission during the 2023 General Election.
- Direct link to a community of Māori voters fluent in te reo Māori, geographical location, or associated networks.
- Reputation and links to mana whenua.

Ko te Rautaki – Strategy

The focus of the '2023 Kaupapa Māori Voting Place' evaluation programme:

- The community: How we can work collaboratively together?

The opportunity for local community and voting place staff to provide feedback about their 2023 Kaupapa Māori voting service experience and what can be done to improve and support service delivery in future elections.

- The Commission: What we need to do to get ready for the 2026 General Election?

Develop:

- A 'Blueprint' and 'Implementation pathway' for the 2026 General Election
- A Funding model to support local Manaakitanga strategies and attract and reward suitably qualified te reo Māori speakers.

A Fit for purpose recruitment model and training guidelines.

- Te reo Māori resources and Personal Instruction Manuals (PIMs)

Kaupapa Māori initiative indicators of success for 2026

Continue to develop and implement strategies to support communities to:

- Encourage whānau to participate in Parliamentary elections and reinforce the concept that voting does make a difference.
- Empower whānau to engage and connect to a democratic process.
- Promote and recruit whānau to access employment opportunities in the Commission.
- Deliver a voting service to all voters in target communities including whānau who wish to engage in the voting process in te reo Māori.
- Implement a whānau centric approach, infused with Māori ideology and principals to build voter trust and confidence in our democratic process for enhanced tangata whenua engagement.

Ko Ōna Hua – Findings

Whānau participation in Parliamentary elections, your choice empowers you.

A common insight shared throughout this review was an increase in service delivery and satisfaction for Māori due to the KMVPs. Acknowledgement of te reo Māori regional dialects has had multiple positive impacts, together with the growth and normalisation of te reo Māori within the Commission. Our genuine approach is seen to be relatable, acceptable, and appropriately considerate of cultural protocols. There were many that took the opportunity to vote for the first time in te reo Māori.

Voters and whānau spoke passionately about how proud they were to have their own people working in the voting place. Rangatahi felt empowered, supported, and comfortable to vote where staff were either familiar to them or the same age as them. There were several returning alumni students who specifically returned to vote in an environment familiar to them, with people who they care for and who care for them.

Many non-Māori in the community came to visit the KMVP out of curiosity and were impressed with the delivery. They were provided a comfortable and familiar environment to vote. Voters recognised staff and were immediately at ease. The structured open hours were considerate of working parents and community events. In some instances, staff were assigned as ‘kaitiaki’ (custodians) to entertain ‘tamariki’ (children) and free up parents to vote. This allowed for greater voter access and a positive voter experience.

Providing ‘manaakitanga’ (the process of showing respect, generosity, and care for others), in all forms was crucial to voter experience and satisfaction. An allowance for this promotes the commissions acknowledgment of tikanga Māori and promotes host autonomy of their voting place.

Empowering whānau to engage and connect to a democratic process.

Staff enjoyed the opportunity to have discussions with whānau about such an important kaupapa. They were able to easily distinguish how their vote can help shape our nation especially within social economic areas where Māori are heavily represented.

Throughout the Kaupapa Māori Voting Place review our communities had great difficulty connecting to Commission APPs and IT support for employment opportunities, advice, and support.

Although EROL crashing created long wait times and increased levels of stress for staff and voters, staff dealt confidently with these issues and were able to keep voters happy.

There were examples of voting places receiving PIMs on the Election Day and this is an area that needs further investigating to determine a suitable solution. Delivering a voting service to all voters in the target communities including whānau who wish to engage in the voting process in te reo Māori was a highlight amongst our Kaupapa Māori Voting Places. Implementing a whānau centric approach, infused with Māori ideology and principles builds voter trust and confidence in our democratic process, this in turn promotes renewed faith in the Electoral Commission for better tangata whenua engagement.

Promote and recruit whānau to access employment opportunities in the Commission.

Many voting places had elevated levels of interest, some receiving over 1000 job applications, unfortunately reporting systems did not provide feedback to applicants if details were missing or no follow up measure was in place.

Having Voting Place training delivered on site, with trainers fluent in te reo Māori proved to be critical to the success of the voting place, knowledge transmission, understanding and a greater voter experience. The interview process encouraged rangatahi to think critically and promote dialogue.

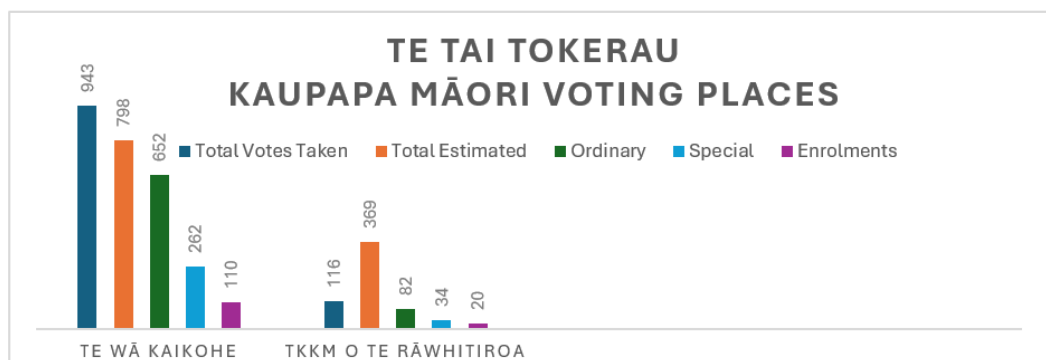
SNAPHIRE is not a user-friendly recruitment tool, many reverted to paper applications and those who did were supported well by recruitment teams. There was more success felt in KMVPs where there was an Electoral Commission 'Kaiārahi' who served as a conduit between the electoral commission (EC) human resources and applicants.

Some staff were trained 2 weeks before election day with no refresher training which at the beginning caused heightened stress and anomalies.

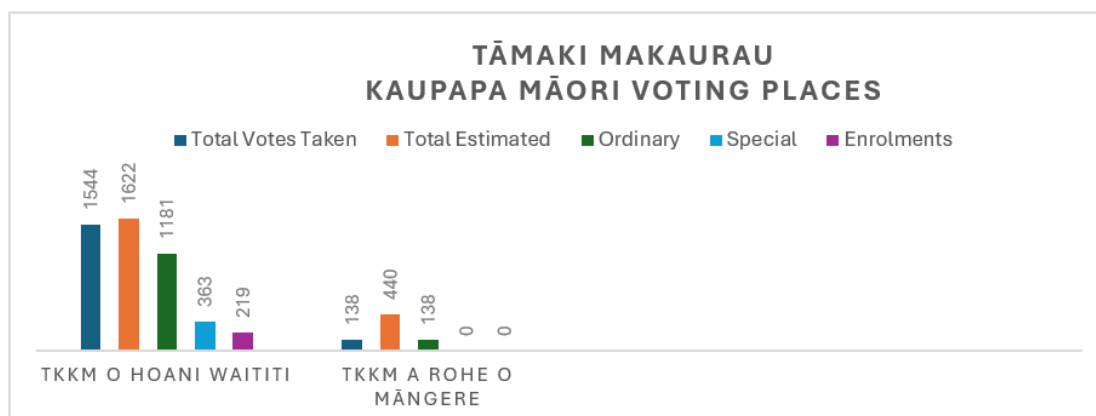
Resources and Collateral

MEO resources and collateral were not sufficient in voting places. Most created their own posters to indicate the tikanga of the Voting Place (VP) site to voters e.g. Remove shoes, no food inside, open hours. Collateral in te reo Māori specific to the region were very impactful and received well by their communities.

Voter Turnout and Enrolment Statistics – Kaupapa Māori Voting Places & Electorates

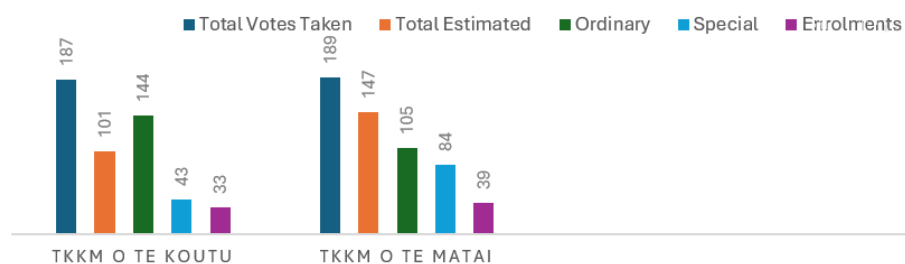


Te Tai Tokerau Electorate Statistics	2020	2023	Variance in %
Enrolled Māori Voters	40,316	42,462	5.3%
Māori Voters	28,029	29,240	4.3%
Māori Non-Voters	12,287	13,222	7.6%
Rangatahi Enrolled (18 – 29)	10652	10447	1.9%
Rangatahi Voters (18 – 29)	6689	6796	1.5%
Rangatahi Non-Voters (18 – 29)	3963	3651	7.8%



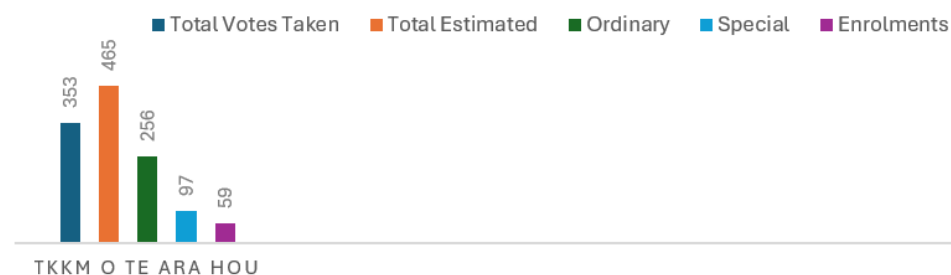
Tāmaki Makaurau Electorate Statistics	2020	2023	Variance in %
Enrolled Māori Voters	41,521	43,140	3.8%
Māori Voters	27,114	27,885	2.8%
Māori Non-Voters	14,407	15,255	5.8%
Rangatahi Enrolled (18 – 29)	11,475	11,616	1.2%
Rangatahi Voters (18 – 29)	7393	7870	6.4%
Rangatahi Non-Voters (18 – 29)	4082	3746	8.2%

WAIARIKI KAUPAPA MĀORI VOTING PLACES



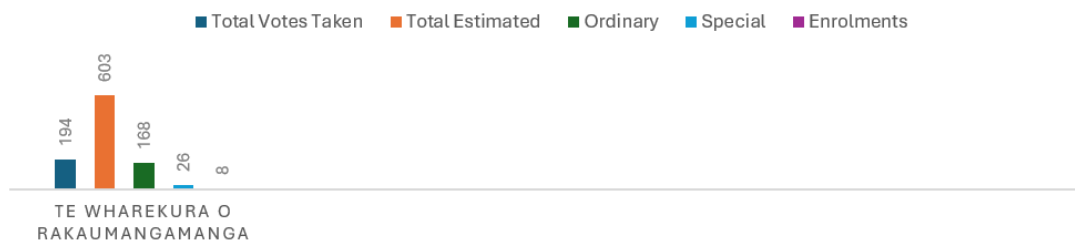
Waiariki Electorate Statistics	2020	2023	Variance in %
Enrolled Māori Voters	40,326	43,000	6.8%
Māori Voters	27,863	29,957	7.5%
Māori Non-Voters	12,463	13,043	4.6%
Rangatahi Enrolled (18 – 29)	9804	10,175	3.7%
Rangatahi Voters (18 – 29)	6089	7001	14%
Rangatahi Non-Voters (18 – 29)	3715	3174	14.5%

IKAROA RĀWHITI KAUPAPA MĀORI VOTING PLACES



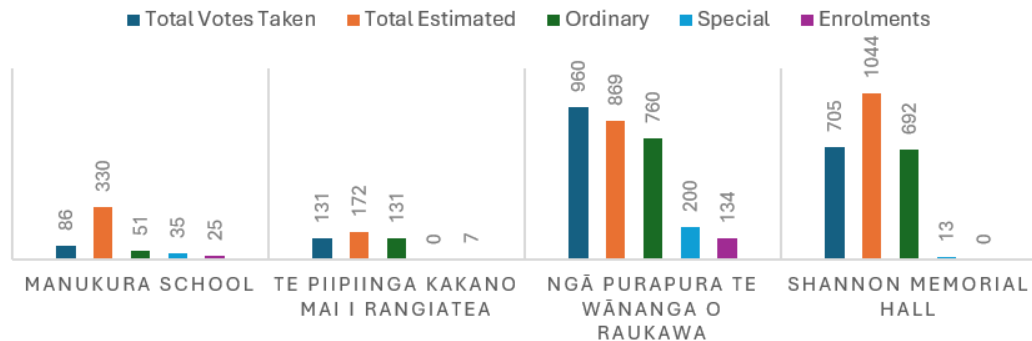
Ikaroa Rāwhiti Electorate Statistics	2020	2023	Variance in %
Enrolled Māori Voters	38,803	40,285	3.8%
Māori Voters	25,912	27,190	4.9%
Māori Non-Voters	12,891	13,095	1.5%
Rangatahi Enrolled (18 – 29)	9720	9551	1.7%
Rangatahi Voters (18 – 29)	5776	6296	9.0%
Rangatahi Non-Voters (18 – 29)	3944	3255	17.4%

HAURAKI WAIKATO KAUPAPA MĀORI VOTING PLACES



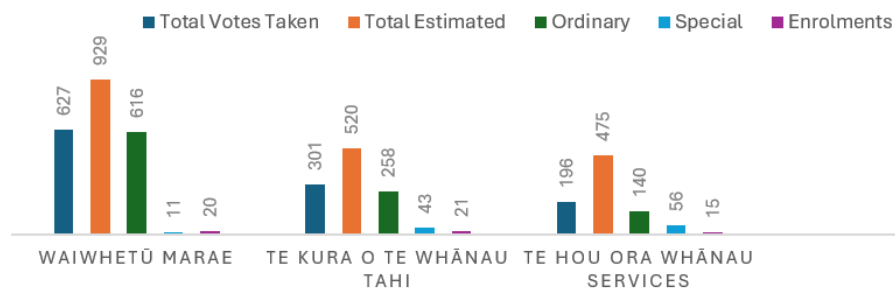
Hauraki Waikato Electorate Statistics	2020	2023	Variance in %
Enrolled Māori Voters	37,031	39,660	7.0%
Māori Voters	24,559	26,936	9.6%
Māori Non-Voters	12,472	12,714	1.9%
Rangatahi Enrolled (18 – 29)	9971	10,430	4.6%
Rangatahi Voters (18 – 29)	6205	7089	14.2%
Rangatahi Non-Voters (18 – 29)	3766	3341	11.2%

TE TAI HAUĀURU KAUPAPA MĀORI VOTING PLACES



Te Tai Hauāuru Electorate Statistics	2020	2023	Variance in %
Enrolled Māori Voters	37,962	39,851	4.9%
Māori Voters	26,375	27,326	3.6%
Māori Non-Voters	11,587	12,525	8.0%
Rangatahi Enrolled (18 – 29)	9788	9768	0.2%
Rangatahi Voters (18 – 29)	6150	6500	5.6%
Rangatahi Non-Voters (18 – 29)	3638	3268	10.1%

TE TAI TONGA KAUPAPA MĀORI VOTING PLACES



Te Tai Tonga Electorate Statistics	2020	2023	Variance in %
Enrolled Māori Voters	40,054	41,912	4.6%
Māori Voters	30,184	29,051	3.7%
Māori Non-Voters	9870	12,861	30.3%
Rangatahi Enrolled (18 – 29)	12,121	12,101	0.2%
Rangatahi Voters (18 – 29)	8797	8284	5.8%
Rangatahi Non-Voters (18 – 29)	3324	3817	14.8%

Kaupapa Māori Voting Place	General Electorate	Total General Electorate Voting Statistics	2020	2023	Variance in %
Te Wā Kaikohe	Northland	Enrolled Māori Voters	9201	10081	9.5%
		Māori Voters	6912	7520	8.7%
		Māori Non-Voters	2289	2561	11.8%
		Rangatahi Enrolled (18-29)	1898	1890	0.4%
		Rangatahi Voters	1173	1194	1.7%
		Rangatahi Non-Voters	725	696	4%
TKKM o Te Rāwhitiroa	Whangārei				
		Enrolled Māori Voters	7382	7749	4.9%
		Māori Voters	5572	5566	0.1%
		Māori Non-Voters	1810	2183	20.6%
		Rangatahi Enrolled (18-29)	1765	1569	11.1%
		Rangatahi Voters	1192	996	16.4%
		Rangatahi Non-Voters	573	573	-
TKKM o Hoani Waititi	Kelston				
		Enrolled Māori Voters	3274	3310	1.0%
		Māori Voters	2411	2286	5.1%
		Māori Non-Voters	863	1024	18.6%
		Rangatahi Enrolled (18-29)	963	866	10.0
		Rangatahi Voters	686	587	14.4%
		Rangatahi Non-Voters	277	279	0.7%
TKKM a Rohe o Māngere	Māngere				
		Enrolled Māori Voters	3908	3894	0.3%
		Māori Voters	2460	2255	8.3%
		Māori Non-Voters	1488	1639	10.1%
		Rangatahi Enrolled (18-29)	1204	1109	7.8%
		Rangatahi Voters	699	649	7.1%
		Rangatahi Non-Voters	505	460	8.9%
Te Wharekura o Rakaumangamanga	Waikato				
		Enrolled Māori Voters	4750	5268	10.9%
		Māori Voters	3619	3738	3.2%
		Māori Non-Voters	1131	1530	35.2%
		Rangatahi Enrolled (18-29)	1181	1197	1.3%
		Rangatahi Voters	825	813	1.4%
		Rangatahi Non-Voters	356	384	7.8%
TKKM o Te Koutu TKKM o Te Matai	Rotorua				
		Enrolled Māori Voters	8210	8688	5.8%
		Māori Voters	6077	6079	0.03%
		Māori Non-Voters	2133	2609	22.3%
		Rangatahi Enrolled (18-29)	2062	2000	3.0%
		Rangatahi Voters	1381	1274	7.7%
		Rangatahi Non-Voters	681	726	6.6%
TKKM o Te Ara Hou	Napier				
		Enrolled Māori Voters	6026	6473	7.4%

		<i>Māori Voters</i>	4480	4675	4.3%
		<i>Māori Non-Voters</i>	1546	1798	16.3%
		<i>Rangatahi Enrolled (18-29)</i>	1560	1479	5.1%
		<i>Rangatahi Voters</i>	1025	976	4.7%
		<i>Rangatahi Non-Voters</i>	535	503	5.9%
Manukura School	Palmerston North				
		<i>Enrolled Māori Voters</i>	4610	4849	5.1%
		<i>Māori Voters</i>	3643	3476	4.5%
		<i>Māori Non-Voters</i>	967	1373	41.9%
		<i>Rangatahi Enrolled (18-29)</i>	1548	1513	2.2%
		<i>Rangatahi Voters</i>	1181	1047	11.3%
		<i>Rangatahi Non-Voters</i>	367	466	26.9%
Te Piipiiinga Kakano Mai i Rangiatea	New Plymouth	<i>Enrolled Māori Voters</i>	5229	5589	6.8%
		<i>Māori Voters</i>	4024	4007	0.4%
		<i>Māori Non-Voters</i>	1205	1582	31.2%
		<i>Rangatahi Enrolled (18-29)</i>	1291	1226	5.0%
		<i>Rangatahi Voters</i>	884	785	11.1%
		<i>Rangatahi Non-Voters</i>	407	441	8.3%
Ngā Purapura Te Wānanga o Raukawa	Ōtaki	<i>Enrolled Māori Voters</i>	4811	5589	16.1%
		<i>Māori Voters</i>	3788	4007	5.7%
		<i>Māori Non-Voters</i>	1023	1582	54.6%
		<i>Rangatahi Enrolled (18-29)</i>	1157	1226	5.9%
		<i>Rangatahi Voters</i>	794	785	1.1%
		<i>Rangatahi Non-Voters</i>	363	441	21.4%
Shannon Memorial Hall	Rangitikei	<i>Enrolled Māori Voters</i>	5057	5487	8.5%
		<i>Māori Voters</i>	3876	3982	2.7%
		<i>Māori Non-Voters</i>	1181	1505	27.4%
		<i>Rangatahi Enrolled (18-29)</i>	1346	1289	4.2%
		<i>Rangatahi Voters</i>	938	797	15.0%
		<i>Rangatahi Non-Voters</i>	408	492	20.5%
Waiwhetū Marae	Hutt South	<i>Enrolled Māori Voters</i>	4265	4419	3.6%
		<i>Māori Voters</i>	3401	3282	3.4%
		<i>Māori Non-Voters</i>	864	1137	31.5%
		<i>Rangatahi Enrolled (18-29)</i>	1207	1158	4.0%
		<i>Rangatahi Voters</i>	917	829	9.5%
		<i>Rangatahi Non-Voters</i>	290	329	13.4%
Te Kura o Te Whānau Tahī	Banks Peninsula	<i>Enrolled Māori Voters</i>	2644	2862	8.2%
		<i>Māori Voters</i>	2214	2222	0.36%
		<i>Māori Non-Voters</i>	430	640	48.8%

		<i>Rangatahi Enrolled (18-29)</i>	663	662	0.1%
		<i>Rangatahi Voters</i>	535	478	10.6%
		<i>Rangatahi Non-Voters</i>	128	184	43.7%
Te Hou Ora Whānau Services	Dunedin	<i>Enrolled Māori Voters</i>	2922	3121	3.07%
		<i>Māori Voters</i>	2504	2427	3.0%
		<i>Māori Non-Voters</i>	418	694	66.0%
		<i>Rangatahi Enrolled (18-29)</i>	1361	1392	2.2%
		<i>Rangatahi Voters</i>	1193	1090	8.6%
		<i>Rangatahi Non-Voters</i>	168	302	79.7%

***The percentages shown are based off the number provided from the 2020 General Election, they are not indicative of the increase/decrease relative to the total number of electors in each electorate and/or each category.*

The percentage change from the initial value (Start) to a final value (Final) was calculated using the below formula and represents the relative change between the 2020 values and 2023 values, expressed as a percentage:

$$\frac{\text{Starting Value} - \text{Final Value}}{|\text{Starting Value}|} \times 100$$

**Voter turnout and enrolment data source: [Voter turnout statistics | Elections](#)*

Data Insights

Māori Electorates

- Increase in Māori enrolment across all Māori Electorates
- Increase of Māori voters across all Māori electorates except Te Tai Tonga
- Increase of Non-Voters across all Māori electorates, except Te Tai Tonga
- Decrease in Non-voters (18–19-year-olds) in 6 of the 7 Māori electorates, except for Tai Tonga
- Increase in Rangatahi voters (18–19-year-olds) across all Māori electorates, except Te Tai Tonga.

General Electorates

- Increase in Māori voter Enrolment across all General Electorates where KMVP were located, excluding Māngere which declined by 14 Māori electors on the General Roll.
- Increase in Māori voters in 7 of the 14 General Electorates where KMVP were located.
- Increase in Māori non-voters across all General Electorates
- Increase in Rangatahi non-voters across all General Electorates
- Decrease in rangatahi voters across all general electorates, except for Northland.

Kaupapa Māori Voting Place Review Recommendations

The driving force behind introducing KMVP's was the need to address the low Māori voter turnout on election day. The pilot scheme in 2020 reaffirmed the need to press on with establishing more dedicated KMVP sites. Logic would suggest that if you want to influence the hearts and minds of any intended audience you need to be prepared to meet them on their grounds and terms.

The quantitative and qualitative analysis of this report confirms the earlier assumption that KMVPs provide the optimum conditions for increased Māori engagement and participation, by being akin to the psyche of each unique community.

Kaupapa Māori voting places.

The community feedback highlighted the need for Voting Services to identify more bespoke locations for KMVP well in advance of the next General Election. Ultimately doing this collectively alongside community stakeholders will have more benefit.

It is envisioned that all VPs (Voting Places) previously held on Marae or at Kura and Whare Wānanga or appropriate other KM spaces be offered the opportunity to be a KMVP for the 2026 General Election. In 2023 there were approximately 30 voting places at Māori medium schools and approximately 40 marae-based voting places.

Recruitment

Revisiting the employment of Māori Electorate Managers that understand the pulse of the community, especially in highly populated Māori communities, would bring you closer to the action to capture that community.

Promotion and branding

The Commission needs to increase its visibility to Māori. Being present at national, regional, and key local events important to the Māori will increase the Commissions accessibility and brand recognition in the lead up to the next general election.

Use of Te Reo Māori and Specialist Advisors

The response to the use of Te Reo Māori dialects was received well. The Commission translated collateral is an important representation of the 7 Māori Electorates; however, this does not adequately reflect iwi, hapū or whānau boundaries and collectives. Whilst appreciated, Māori are still being placed into a one size fits all box, more recognition of hapū, iwi, and whānau autonomy would be a welcome approach from the Commission.

Further resources are needed around promotional content, providing templates in te reo Māori for KMVP to use in 'pānui' (notices) and on social media sites.

Voting Place name badges need a te reo Māori option, only English ones were made available. Kaupapa Māori Voting staff feel the Commission need to invest in their purpose.

Increased support for kaumatua and tangata whaikaha (people with disabilities) is needed at our KMVPs. A 'manaakitanga' budget will need to be clarified and set out clearly from the beginning so each KMVP can design and have autonomy over their voting site.

Training and Development

A commitment to employing a network of te reo Māori trainers was an identified gap amongst our stakeholders. Training material needs to reflect a Te Ao Māori worldview and translated in te reo Māori accordingly.

The reconciliation process was highly criticised at most KMVPs. The consensus was that the training did not reflect what was required on the day and this became arduous, confusing and time consuming.

Branding and Translation Services

Bilingual and/or te reo Māori recruitment paperwork/voting forms/recruitment, paperwork/PIMs be made available at each Voting Place.

Introduce a pay structure that recognises the specialist skills fluent Te Reo Māori speakers bring to the voting site. Connections and iwi affiliations should be acknowledged and reflective of pay structure as these become accessible to the Electoral Commission and beneficial for engagement opportunities.

Setting up an alumni data base for people who worked in the Kaupapa Māori voting place would be beneficial for long term aspirations and increased participation. This is instrumental in building the communities faith and trust in the Electoral Commission.

Procurement

Internally there needs to be more resources focused on the procurement process to prevent delays and anomalies in the recruitment of the right intelligence within these VPs. These services will further enhance Māori voter participation and engagement.

The continuation of the Māori Electoral Option (MEO) will require a targeted education campaign to further raise awareness and increase the Māori voter turnout for the 2026 General Election. This is evident in the statistics showing over 20,000 Māori electors attempted to change roll types during the MEO exclusion period, of which under 11,000 voters wanted to change from the General Roll to the Māori Roll unsuccessfully due to the exclusion period.

Ā Mua Kōrero – Planning for the next phase of success

The success of the 2023 campaign confirmed the result was not a coincidence - it was calculated. The KMVP is only one thread to tackle the bigger issue “How do we increase Māori voter participation.” If the Commission wants to tackle the disparities that exist to Māori and continue in a positive trajectory it needs to be agile and evolve alongside a diverse and dynamic Māori population. The introduction of a dedicated Māori Strategy, Ngā Maihihioterā, takes a comprehensive approach to strengthening and positioning the Commission to aim for its next stretch goal ‘to increase Māori voter participation.

The Commission needs to set a stretch goal that drives it to addressing the enormous disparities affecting Māori to vote. Without an agreed target the Commission will remain complacent in the view that what we are doing now is just fine. If the internal stretch target is to increase the total Māori voter participation from 70.3% (GE2023), to be at minimum in alignment with non-Māori, we will need to adopt a comprehensive approach.

The first step needs to be the adoption and internal roll-out of Ngā Maihihioterā Strategy. It needs to take centre stage. There is a 3-year window for the Commission to grow and develop a strong understanding of the strategy and a sense of pride for it. Other government departments have adopted Māori strategies of their own for their own purposes. But what sets Ngā Maihihioterā apart is that if the Commission starts the journey now the aim of the strategy will be to build all the essential building blocks to reach an agreed target by 2026.

Te Rautaki Māori, Ngā Maihihioterā – The Electoral Commissions Māori Strategic Plan

KO TE WHAKATAKOTORANGA

OUR PLAN

	Tūhonotanga (v) to join, bond, attach, connect 	Aratakina (v) to conduct, lead, point out, guide. 		Uakaha (n) vigour, energy, dynamism, enthusiasm 	Manaakitanga (n) hospitality, kindness, generosity, support 	Tika (adj.) be true, valid, honest, genuine, sincere 
Kaupapa Kōhere Policy He aha ōna kōhere? (What do our policies communicate about us?)	- Policy is informed by tangata whenua and tikanga Māori - Policy proposals keep the promise the Crown made to Māori to protect their interests and allow for Māori to exercise rangatiratanga - Recognise and respond to aspirations of Māori in settlement process - Policy proposals achieve equitable outcomes for iwi, hapū and whānau - Cultural competencies are developed across the commission and appropriate resourcing is secured	- Staff can articulate the reasoning behind policy links to strategies which target communities, especially Māori, in NZ least likely to enrol and vote - Policies are in place to actively recruit Māori specialists for all staffing levels who can support and guide appropriate knowledge and behaviours - Mātauranga Māori makes an important contribution to solving policy and practical problem		- New approaches and policies reflect the changing aspirations and needs of Māori - All staff understand new policies and can explain these to each other and Māori whānau	- He taonga te Reo Māori - Voice via voting is a taonga - Article 2 in respect to the governance of resource and taonga to be written into policy - Policies aligned with needs of all sectors of contemporary Māori groups - Community led policy development process developed and deployed	- Māori are directly involved in policy changes - Policy accurately reflects Tiriti obligations
Kaupapa Kōtuitui Engagement He aha ōna kōtuitui? (What do our engagement practices reflect?)	- We build and maintain respectful enduring relationships with Māori - All staff actively promote and demonstrate cross government practices to support Māori - Effective engagement with Māori is key to producing better quality outcomes and realising Māori Crown partnerships - Co-design and tikanga will direct our engagement	- Respectful enduring relationships are co-designed with Māori - Communication with Māori access a range of trusted channels as well as face to face interactions in venues of significance to Māori communities - Iwi-Māori partnerships deliver engagement programmes to targeted communities - Enduring relationship with mana whenua		- Staff supported and trained to effectively engage with Māori whānau when promoting new or amended policies and programmes - Māori staff are positioned to maximise relationships - Effective engagement with evolving youth platforms and trends	- Practice of tikanga Māori values and principles reflected in all internal and external relationships - Commit to practices that create resources and systems that facilitate or enhance the ability of iwi-Māori to exercise and uphold their rights	- Enduring relationships with all iwi-Māori sectors - All Commission staff have a shared understanding of effective delivery of services to Māori (i.e., citizenship, civil and human rights, MEO) - Staff have skills, knowledge, competencies, and resources to engage effectively with Māori
Kaupapa Kōtuakiri Cultural Identity He aha ōna kōtuakiri? (What does our culture encourage?)	- All staff understand Te Tiriti obligations and how these obligations can advance Māori aspiration - All staff have access to specialists with an in depth understanding of tikanga Māori and this permeates all policies and staff engagement practice - All staff have opportunities to develop te reo Māori proficiency appropriate to their region	- The Commission supports and develops Māori staff and acknowledges their special contribution to enrich how we work with Māori - He taonga te reo Māori o te mana whenua - Mana whenua tikanga and reo permeates all aspect of the relevant office base		- Staff understand the reasoning behind policies and understand how changes may impact Māori - Mana whenua have input to developing and deploying new approaches - Mātauranga Māori innovation is fostered	- Staff understand tikanga Māori practices and principles and to actively practice these principles - Staff have skills and knowledge to recognise and facilitate power sharing outcomes for iwi-Māori organisations	- Education regarding NZ histories is undertaken - Staff understand needs and expectations of Māori and promote rangatiratanga - Te reo Māori and tikanga Māori is evident and practiced daily in the commission

Ngā Mātāpono- Commission Values

Ko te Poutokomanawa

Ngā mātāpono hal pou mō te Kaitiaki Take Kōwhiri,
kia eke ai te māramatanga ki te pōti

Our values help guide us in our mission that all New Zealanders trust, value and take part in Parliamentary Elections

Tūhonotanga



(v) to join, bond, attach, connect.
Connecting / building and maintaining relationships.

Ka tūhonoa ngā tāngata e tipu ai te uru
ki ngā punaha manapori.
Bringing people together to increase
participation in democracy.

Ko te aha tēnei pou?

The Crown-Iwi relationship is integral to our mahi. The guarantee of rangatiratanga requires the Crown to acknowledge Māori control over their tikanga, and to manage their own affairs in a way that aligns with their customs and values. We must appropriately balance our Kāwanatanga responsibility with the ability of Māori to exercise tino rangatiratanga. Engaging effectively with Māori contributes to the development of valuable policy options, assists agencies in providing robust advice to Ministers and delivers improved outcomes for Māori and the Commission.

Aratakina



(v) to conduct, lead, point out, guide
Knowledge transfer

Ka aratakina kia mārama
Guiding towards greater understanding

Ko te aha tēnei pou?

The Crown-Iwi relationship is integral to our mahi. Failure to actively protect Māori Treaty rights when necessary is as much a breach of the Treaty as the active removal of those rights. Primarily we protect democracy by acting in accordance with Te Tiriti obligations. As an organisation, we will communicate in a clear, consistent, easy to understand, accessible and trustworthy way. We strive to better engage, demonstrate, and inform people about Te Tiriti o Waitangi and our democracy? We support communities to practice and to lead democracy. Quality opportunities to upskill and progress will be provided.

Uakaha



(n) vigour, energy,
dynamism, enthusiasm
Energy / dynamism / Innovation

Ka uakaha, ka hihiri hoki, te whakahaere.
Being dynamic and energetic in what we do

Ko te aha tēnei pou?

The Crown-Iwi relationship is integral to our mahi. We are passionate, innovative, and committed to remove barriers to healthy participation. New approaches will be introduced so people can more readily enrol and vote. We embrace change and continually seek to learn, adapt, and improve equitable outcomes for Māori. We uplift each other with our enthusiasm.

Manaakitanga



(n) hospitality, kindness,
generosity, support.
Power Transfer

Ka ngākau nui, ka whakamana
Demonstrating generosity and empowering people

Ko te aha tēnei pou?

The Crown-Iwi relationship is integral to our mahi. As the guardian of democracy, Te Kaitiaki Kōwhiri makes a commitment as a Crown Entity to actively protect the rights of Tangata Whenua. Having voice through voting is a taonga and the commission is obligated to ensure that Māori tikanga is used to organise, maintain, and grow this resource. We are helpful, empowering and seek to foster and develop Māori leadership. We provide a welcoming, nurturing, and supportive environment. We treat people with respect and dignity. We provide a safe and healthy environment where people feel valued.

Tika



(adj.) be true, valid,
honest, genuine, sincere
Integrity and honesty

Mahia ka tika; ka tika te mahi
Doing things right; doing the right things

Ko te aha tēnei pou?

The Crown-Iwi relationship is integral to our mahi. Te Kaitiaki Take Kōwhiri, makes a commitment in its responsibilities as a Crown Entity to actively support and facilitate the growth of Māori participation in voting. Our work is completed to the highest standards in an independent, impartial, professional, and efficient manner. We work diligently, with integrity and accountability. We are pragmatic and get things done. Fairness and equity are important to us.

APPENDIX 1: Ko te Whakatakatoranga – Work Plan

Evaluation Location, Venue, Date, Time, Participants:

Voting Place	EM	Voting Place Schedule	Location and Participants	Commission Participants
Te Wa Kaikohe VP: ▪ Te Kura Kaupapa Māori o Kaikohe	Phillipa Kidd	- AVP: 3 Oct – 13 Oct: 10am to 4pm - Election Day: 9am – 7pm	- Venue █	- Nancy █ - Phillipa █ - Merekanara
Te Kura Kaupapa Māori o Rawhitiroa	Trish Fowke	Election Day: 9am – 7pm	Venue	- Nancy █ - Trish Fowke - Merekanara - Martin Rodgers
Te Kura Kaupapa Māori o Hoani Waititi Marae	Hylde Bloomfield	- AVP: 3 Oct – 13 Oct: 9:30am to 3:30pm 7 Oct – 8 Oct: 10am – 4pm 9 Oct – 12 Oct: 4pm – 8pm 13 Oct: 10am – 4pm - Election Day: 9am – 7pm	Venue	- Nancy █ - Georgia Tatana - Merekanara - Hylde Bloomfield - Martin Rodgers
Te Kura Kaupapa Māori o Mangere	Ray Sa'u	Election Day: 9am – 7pm	Venue	- Nancy █ - Georgia Tatana - Merekanara - Ray Sa'u - Martin Rodgers
Te Wharekura o Rakaumangamanga Library	Garry Kerby	- AVP: 3 Oct – 4 Oct: 10am – 5pm 8 Oct: 9am – 7pm 10 Oct – 11 Oct: 10am – 5pm - Election Day: 9am – 7 pm	- Venue █ █ █	- Peter █ - James Mist - Garry Kerby - Urshula █
Te Kura o Te Koutu	Jay Bowcock	Election Day: 9am – 7pm	Venue	- Peter █ - Jay Bowcock - Ngarue █
Te Kura Kaupapa Māori o Te Matai	Jay Bowcock	Election Day: 9am – 7pm	- Venue █	- Peter █ - Jay Bowcock - Ngarue █
Te Kura o Te Ara Hou	Elaine Cowan	Election Day: 9am – 7pm	- Venue █ - Senior Teacher	- Peter █ - Elaine Cowan - James Mist - Te Raukohe █

Voting Place	EM	Voting Place Schedule	Location and Participants	Commission Participants
Manukura School Dining Hall	Mohammed Jada	Election Day: 9am – 7pm	- Venue - Kura Representative	- Peter [REDACTED] - Mahommed Jada - Connie [REDACTED]
Te Piipiinga Kakano Mai I Rangiatea	Michelle Cowley	- AVP: ☐ 12 Oct – 13 Oct: 12pm – 4:30pm	Venue	- Merekanara [REDACTED] - Michelle Cowley - Māori Trainer
Ngā Purapura Te Wānanga o Raukawa	Mike Freeman	- AVP: ☐ 3 Oct – 6 Oct: 2pm – 6pm ☐ 9 Oct – 13 Oct: 2pm – 6pm - Election Day: 9am – 7pm	- Venue [REDACTED] - Te Kura o Te Rito Representative - Te Wānanga o Raukawa Representative	- Merekanara [REDACTED] - Mike Freeman - Larissa Anderson
Shannon Memorial Hall VP:	Mike Freeman	- AVP: ☐ 7 Oct – 8 Oct: 9am – 4pm - Election Day: 9am – 7pm	- Venue [REDACTED] [REDACTED]	- Merekanara [REDACTED] - Mike Freeman - Pat [REDACTED]
Waiwhetū Marae Meeting House	Andrew Rodger	- AVP: ☐ 9 Oct – 11 Oct: 9am – 5pm - Election Day: 9am – 7pm	- Venue [REDACTED]	- Merekanara [REDACTED] - Hone Mathews - Martin Rodgers - Andrew Rodger
Te Kura o Te Whanau Tahi Wharenuī	Andrea Frewen	- AVP: ☐ 9 Oct: 3pm – 5pm ☐ 11 Oct: 3pm – 5pm - Election Day: 9am – 7pm	- Venue [REDACTED] - Board Chair [REDACTED]	- Merekanara [REDACTED] - Hone Mathews - Andrea Frewen - Linda [REDACTED]
Te Hou Ora Whanau Services	Richard Newcombe	- AVP: ☐ 11 Oct: 9am – 6:30pm - Election Day: 9am – 7pm	- Venue [REDACTED] [REDACTED]	- Merekanara [REDACTED] - Hone Mathews - Richard Newcombe - Rachel Heller - Ziggy [REDACTED]

APPENDIX 2: Target Audience for Evaluation

(Who will contribute to the evaluation programme and what information will they provide?)

Who	Information-Role	How information will be used?	Output
Community: Initial Contacts Kura/Hou Ora/Marae/Whanau actively involved in establishing the KMVP.	Community Feedback Form: Engaging the community in the kaupapa? - Communications support, what community organisations did for you? - CE, VS lead initiatives	Community led input into the development of the 2026 Blueprint.	2026 Implementation Pathway
Community: Voting Place staff VPM, VA, IO, kaumatua/kuia	Community Feedback Form: Voting Place? - Recruitment - Training - Resources - Service at the voting place - Voting place in action	Community led input into the development of the 2026 Blueprint	2026 Implementation Pathway
The Commission: Kaupapa Māori information gathering group. - Project Advisor (Peter) - Senior Advisors Māori (Nancy) - RM/RA/Electorate Managers actively involved in establishing the KMVP.	- Facilitate community feedback meetings. - Collate and document feedback. - Relationship building.	- Develop 2026 KMVP deliverables to be included in the “2026 Voting Services Development Plan” for: - Blueprint and implementation pathway for 2026 - Funding model – Manaakitanga and specialist pay structure for fluent reo Māori speakers. - Recruitment and training policies and guidelines. - Te reo Māori resources – Reo Māori KMVP Personal Instruction Manual.	- A ‘Blueprint’ and ‘Implementation pathway’ for the 2026 General Election - A Funding model to support local Manaakitanga strategies and attract and reward suitably qualified reo Māori speakers. - A Fit for purpose recruitment model and training guidelines. - Te reo Māori resources and “Personal Instruction Manuals”

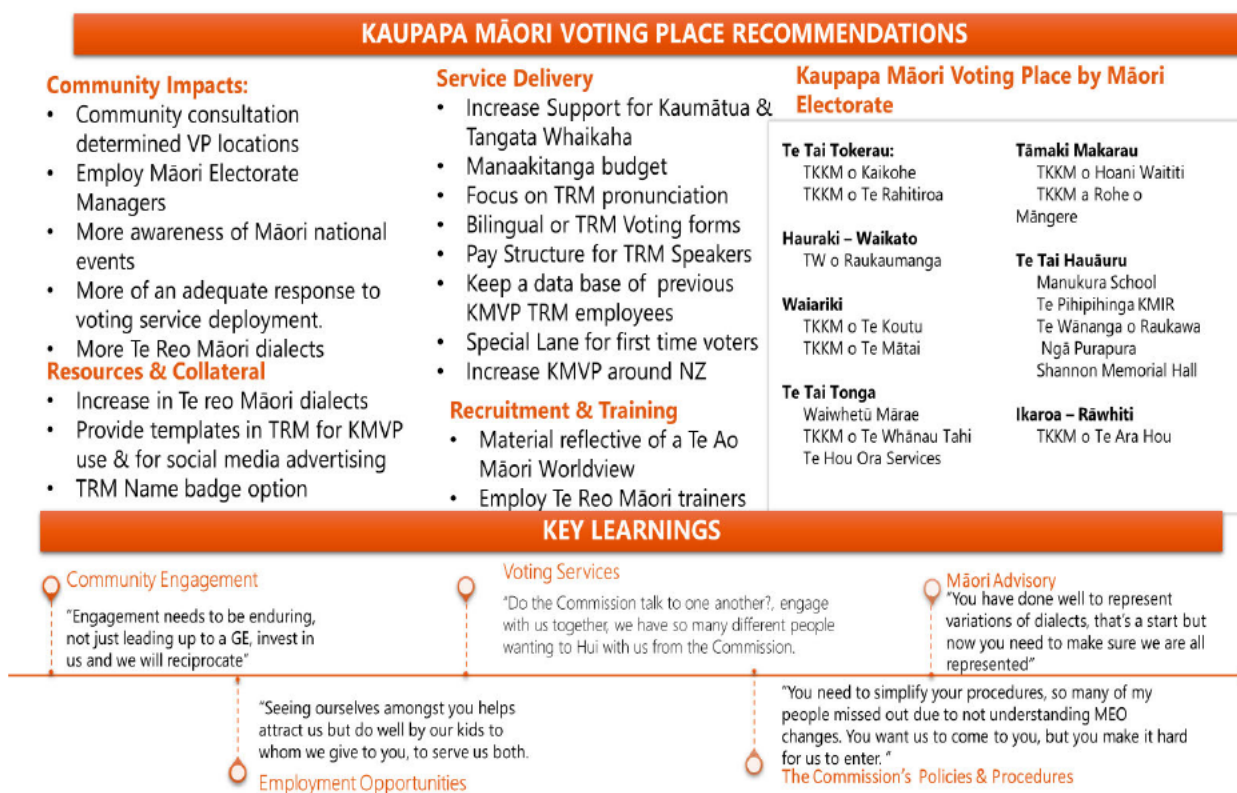
APPENDIX 3: Community Feedback Form:

Review Focus	What Worked	What Didn't Work	Solutions
Engaging the community in the kaupapa? ∞ Communications support, what community organisations did for you? ∞ CE, VS lead initiatives			
Getting voters ready to vote? ∞ Working with community engagement? ∞ Working with Communications and or Voting services?			
Recruitment? ∞ Who made final decisions? ∞ Were your te reo skills tested? ∞ How did you find out about the jobs?			
Training? ∞ PIM (VPM, VA, IO) ∞ Te reo Māori ∞ Tikanga at the VP			
Resources to help voters? ∞ Get ready to vote guidelines? ∞ Enrolment, manual, online? ∞ VP posters, English/Te reo?			
Service at the voting place: ∞ Hours opened? ∞ What whanau told you? ∞ Did information get to voters, times, how to vote etc. ∞ Voter expectations, engaging in te reo?			
Voting place in action: ∞ Setting up? ∞ Coping with busy times? ∞ Manaakitanga? ∞ Reconciliation? ∞ Voter experience?			

APPENDIX 4: Ko te Ara Tiatia – Pathway

The Evaluation Review Programme Facilitation Notes:

	Time-Focus	Lead	Activity	Resources
1	5 mins	Kaumatua	▪ Karakia – Mihi	
2	5 mins	Participants	▪ Introductions	
3			▪ LUNCH – DINNER (Beginning or following the hui)	
4	5 mins	Facilitator	▪ Welcome: The Kaupapa Māori Initiative? ▪ What we want from this evaluation programme? □ Leadership Group: Informing community/Kura – Big picture and opportunities from working together. □ Voting Place staff: Recruitment, training, resources, service, voting place in action.	□ Leadership Group: Were the community on board with the kaupapa and the employment opportunities for whanau and rangatahi? What opportunities were embraced, CE/VS? Getting voters ready etc. □ VP Staff: What worked, what didn't work and what can we do to make things better?
5	35 mins	Facilitator	Community Feedback Form: ▪ Engaging the community in the kaupapa? □ Communications support, what community organisations did for you? □ CE, VS lead initiatives to engage the community?	□ A2 Pad for note taking (1) □ Post-it Notes (6)
6	55 mins	Facilitator	Community Feedback Form: ▪ Voting Place: □ Recruitment □ Training □ Resources □ Service at the voting place □ Voting place in action	□ A2 Pad for note taking (1) □ Post-it Notes (6)
7	5 mins	Facilitator Kaumatua	▪ Next steps, where to from here? ▪ Karakia	Pathway to GE 2026: □ Document feedback □ Reconnecting hui, facilitated by CE to confirm and prioritise feedback and begin defining solutions. □ Develop and implement changes to improve the KMV service and provide a “Blueprint” for the improved KMVP service in 2026.





GE26 Kaupapa Māori Voting Place initiative

Project Brief

V0.5

Document purpose

The purpose of the Project Brief is to describe a project/workstream at a high-level to enable key decision-makers to understand the project's/workstream's objectives, benefits, scope, etc. prior to it being approved to proceed to more detailed planning.

The Project Brief needs to be signed by both the Project Owner and the Programme Director. The Project Brief will then be presented and considered by the relevant governance body and decisions will be recorded in meeting minutes.

Once a Project Brief is approved a Project Management Plan (PMP) will be developed by the Project Manager for approval. The PMP will provide the next level of detail needed to show how the project/workstream will be managed to ensure successful delivery of the Project Brief.

Document history

Version	Issue date	Changes
V1	25/8/2024	Initial draft
V2	30/8/2024	Update of draft
V3	2/9/2024	Draft updated with options
V4	3-4/9/2024	Review draft paper by leads and SMEs
V5	4/9/2024	Updated post lead and SME review

Document review

Name	Position	Ver
Hone Matthews	Chief Advisor, Māori	0.5
Martin Rodgers	Director, Voting Services	0.4
Karen Stewart	Manager, Property and procurement	0.4
Shane Whitfield	Director, Strategic engagement and partnerships	0.4
Adele [REDACTED]	Principal Advisor, Voting Services	0.4
Merekānara [REDACTED]	Senior Advisor, Māori	0.3/0.4
Nancy [REDACTED]	Senior Advisor, Māori	0.3/0.4
Samantha [REDACTED]	Senior Project Manager, Services to Voters	0.4

Document sign-off

Name / Position	Signature	Date	Version
Lucy Hickman/ Project Owner		4 Sept 2024	V0.5
Emily Redmond / Programme Director		4/9/24	V0.5
Governance body (Programme Board or Steering Committee)	Insert governance body meeting date and link to minutes		

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1. Project purpose

The purpose of this project is to further build voter trust and confidence in New Zealand's democratic process by providing a service that facilitates and empowers tangata whenua participation in Parliamentary elections in locations and in a way that is reflective of te ao Māori.

The Kaupapa Māori Voting Place (KMVP) service:

- Encourages whānau to participate in Parliamentary elections and reinforces the concept of Enrol. Vote. Be heard
- Improves accessibility of the electoral system through providing bi-lingual voting services.
- Builds stronger relationships with local communities.
- Empowers whānau to engage and connect to the democratic process.
- Promotes and recruits whānau to access employment opportunities in the Commission, improves outcomes for Māori; and
- Reflects a te ao Māori and whānau centric approach, infused with principles to build voter trust and confidence in our democratic process for enhanced tangata whenua engagement.

2. Recommendations

1. **Note** the preferred option to progress to detailed design is option two which includes:
 - a. Delivering more KMVP from within GE23 voting place service levels.
 - b. Enhancing elements of service delivery, based on feedback and learning, to better support Māori and community experience.
 - c. Adding minor functionality to EMS and Tableau to allow for more accurate reporting and creating efficiencies.
2. **Note** costs to implement option two will be confirmed in the detailed design phase but the current estimate is medium (\$50k - \$200k).
3. **Note** there are no costs associated with the work required in the detailed design phase aside from the time of existing staff.
4. **Endorse** option two proceeds to prioritisation.
5. **Note** should option two be approved, depending on size, a detailed project brief outlining different service options, and the cost and people resource impacts will be presented to Programme Board for a decision at the 13 December 2024 programme board meeting.

3. Background

The KMVP initiative was one of the Commission's responses to lower rates of Māori engagement and participation in rural, isolated and high deprivation parts of Māori Electorates.

Māori voter engagement and turn out in elections can be attributed to a number of factors including historical disenfranchisement, socioeconomic disparities and cultural differences.

Māori have faced a long history of political and social disenfranchisement, which has affected engagement with the electoral system and created a mistrust, disconnection and scepticism about any political process. Combined with socioeconomic disparities, barriers to voting such as access to voting places (especially for those in rural or isolated areas) and the cultural differences (values and traditions) between te ao Māori and Westernised cultural constructs, has contributed to a sense of alienation.

In 2019 the Commission committed to exploring ways to encourage and support tangata whenua throughout Aotearoa to assert their democratic rights and make decisions which affect themselves and their communities. The KMVP initiative was established as a new way for the Commission to support Māori participation and engagement in voting. Voting places, were identified and set up in partnership with communities, at locations of significance for Māori and their community, such as kura kaupapa, marae or community centres. Voting places were predominantly staffed by the local community including senior school students from the kura. While the Commission provided general voting place support and requirements, the kaupapa of the voting place was determined by the tikanga of that location.

GE23 KMVP initiative

In 2023 potential Māori partners were identified by Commission staff as hosts for KMVP. These partners were assessed and approached in terms of their capacity and interest in participating in the initiative. The Commission sought to have at least one KMVP in each Māori electorate using regional te reo Māori dialects, where possible, in published voting place material.

Availability of te reo Māori speakers able to work in the voting place was a key determinant of suitability for the initiative, particularly those with strong connections to whānau, hapū and iwi that could drive greater enrolment and voter turnout. All participants were fully briefed on the Commission's requirement for political neutrality.

The 15 KMVP selected were distributed across the seven Māori electorates (Key KMVP numbers and statistics can be found in appendix A).

Post Election review activities

Post election reviews identified locations where the KMVP would have been of benefit, namely the East Coast of the North Island and the Far North. Reflections on the KMVP service also brought to light the limited time KMVP were open during advance voting, in comparison to other voting places, therefore reducing the availability and access to voting for Māori who wanted to vote in te reo Māori and/or wanted to attend a KMVP.

The inability to easily identify a voting place as a KMVP location in EMS led to a high manual effort to identify those that were KMVP locations in the full list of voting places. The lack of functionality to tag a voting place as a particular type also made reporting and measuring benefits and uptake difficult. He Tātāritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023

(GE23 KMVP report) ¹ along with feedback from Iwi Chairs Forum² identified areas for improvement and promoted the expansion of the KMVP initiative.

Below are examples of feedback and recommendations received that will potentially have budget impacts or may not be able to be implemented for GE26 due to other priorities:

- Being explicit about what the Commission requires from a voting place and will provide to facilitate this versus what the KMVP can determine for themselves.
- Improving and streamlining training, recruitment and staffing practice including:
 - o Increased recruitment of Māori and te reo Māori speakers.
 - o On the ground support for recruitment (e.g. allowing those hosting KMVPs to be recruited in real time on-site using Snaphire, providing support to those who do not yet have an IRD number etc).
 - o Allow recruitment, and the recruitment process, to be undertaken in te reo Māori (e.g. Job descriptions, job ads, paper-based forms, Snaphire available in te reo Māori).
 - o Specialist skills such as speaking fluent te reo Māori should be sufficiently compensated.
 - o Having additional staff on-site to welcome and greet guests and answer questions first time voters may have.
 - o Providing appropriate training using a te ao Māori lens and in te reo Māori.
- Communities identifying locations for KMVPs and determining their own tikanga.
- Providing information and cut off dates for those sites who want to be a KMVP location.
- Being clear about what the constraints of being a host site are.
- Providing additional funding for host sites to facilitate manaakitanga and koha.
- Translation of materials, information and forms at voting places into te reo Māori (e.g. enrolment forms, ballot papers, all signage).
- The use of additional regional te reo dialects appropriate to the location.
- Information, and messaging and assets (i.e. social media tiles) to partners to be available in regional te reo Māori dialects for use within their networks, newsletters etc.

Next Steps

A separate working group made up of subject matter experts from across the Commission will be established to define the GE26 KMVP offer. The working group will need to work closely with workstreams and business units to understand what is achievable for GE26 and what may be a longer-term goal. The outcome of this work will be presented back to the Programme Board and may include options on the extent to which the above elements can be resourced and delivered for GE26.

Work will be ongoing in the Temporary accommodation and IT workstream to understand what aspects of the KMVP service model can be utilised in other voting places. This will be done in collaboration with services to voters and enhancing services to Māori workstreams’.

Next steps are:

- Discussions will begin so we can understand what the Commissions GE26 KMVP offering to communities looks like.
- Analysis will be undertaken to identify areas where there is a need for additional KMVP locations.

¹ [He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023.pdf](#)

² [Pou Tikanga feedback.pdf](#)

- High level understanding of budget implications of additions/ enhancements to the initiative.

4. Strategic alignment

Strategic priority	Alignment
1 – Building our capability We will have enough people in the right place at the right time and be clear about how we will work together. Our core systems and processes will be fit for purpose, and we will continue to deliver high quality services.	The project will look at how we best to support KMVP initiative ensuring that the right people are recruited to work at KMVP to deliver the service in a way that is reflective of tea o Māori.
2 – Preparing for an election We will be prepared to deliver GE2026 earlier, reduce pressure on staff in the election year, and become less reliant on individual people for maintaining knowledge of what we do.	Work is beginning early to understand the GE26 KMVP offer to ensure a robust service model is in place for delivery of the KMVP service, reducing pressure on employees during the election year.
3 – Preparing for the future We will look at how best to deliver our functions in five- and ten-years' time and incorporate the needs into design thinking and development.	As the project looks at the offer, we will get an understanding of what future KMVP initiatives may look like. Work has already started to understand what aspects of the KMVP service can be reflected in all voting places.
4 – Building relationships and understanding We will strengthen relationships with the people and groups who support us to deliver elections. The conversations we have with Māori, our community partners, government agencies, and voters help build understanding of the electoral system and the work we do, as well as foster trust and confidence in the integrity of our democracy.	Relationships with partners and with Communities will be key to the success of the KMVP initiative. As we understand the offering for GE26 the project will build plan of how we deliver the GE26 KMVP initiative and the role communities and partners will have in planning and delivery of the KMVP initiative.

Ngā Maihihioterā

Ngā Maihihioterā (Ngā Maihi), the Commission's Māori strategy, while not yet officially launched, provides the foundation of the workstream, the te reo Māori dialect approach, and supports delivery of kaupapa Māori voting places.

The three work programmes outlined in Ngā Maihi are: Kaupapa Kōhere (Operational Policy), Kaupapa Kōtuitui (Quality Engagement) & Kaupapa Kōtuakiri (Cultural Identity).

Outlined below is how this project will align to these:

Ngā Maihi pou	Alignment
1 – Kaupapa Kōhere (Operational Policy) We are integrating te ao Māori into our core functions by understanding how policy impact Māori, ensuring that social procurement reflects our strategy.	By using feedback from key partners and from Māori the project will be able to define a KMVP service offering and will work with relevant business groups to ensure operational policies support the KMVP initiative.

Ngā Maihi pou	Alignment
The views and perspectives of Māori organisations we engage will help inform our policy decisions – particularly regarding tikanga and the future of Aotearoa parliamentary elections, and primarily affecting Electoral Commission policy and decision making. This will impact upon the recommendations we make, that feed into wider policy decisions on electoral matters.	
2 – Kaupapa Kōtuitui (Quality Engagement) We will broaden our strategic relationships with: • Iwi/hapū/whānau • Rūnanga • Urban authorities and other Māori organisations and government agencies	The service offering and work plan will include steps for engaging with Māori communities to support the deployment of the KMVP initiative and to identify areas and sites of significance for voting place locations.
3 – Kaupapa Kōtuakiri (Cultural Identity) Our values lay the foundation for Māori culture to thrive in our organisation, this prospective will guide us in the tikanga of Karakia, of whakatau, of whakawātea, and of whakarawea.	The project supports Kaupapa Kōtuakiri through its community led approach which is reflective of te ao Māori and provides a culturally safe space for Māori to engage in the electoral process.

5. Objectives

The table below outlines high-level project objectives

Objectives
Conduct research and identify areas of need across New Zealand.
Engage with internal stakeholders to define and confirm the KMVP service offer for GE26 by 13 December 2024.
Invest in expansion and delivery of the KMVP service to address recommendations in the KMVP report and the iwi chairs forum.
Establish and maintain effective partnerships with local community leaders, cultural organisations, and other stakeholders throughout the project lifecycle.
Provide clear information to communities and key partners about cut off dates for registering interest as a KMVP.
Ensure that all voting places are equipped with necessary infrastructure and accessible features to accommodate all voters, including those with disabilities.
Develop and execute a communication plan to raise awareness about the new voting places and educate the community on how to access them.
Implement a system for monitoring and evaluating the effectiveness and cultural the GE26 KMVP initiative, incorporating feedback from community members and stakeholders.

6. Benefits

Initial benefits are listed below. More work will be completed in the detailed design phase to articulate the measures associated with these benefits.

Benefits	Measurement
The KMVP service provides Māori who have a mistrust of government and are dis-engaged from the electoral process the opportunity to participate and vote in a familiar location where they feel safe to engage in the process using te reo Māori and is reflective of tea o Māori.	Quantitative: Increase enrolment and voting at KMVP sites
Encourages whānau to participate in Parliamentary elections and reinforce the concept that voting does make a difference.	Qualitative: Post GE26 report feedback from communities
Improves the Commissions ability to identify a KMVP in EMS and Tableau, which in turn will support more accurate reporting and benefit measures.	Quantitative: Delivery of the flag and reporting functionality
Builds stronger relationships with local communities.	Qualitative: Feedback from communities wanting to participate again or for the first time in future elections
Empowers whānau to engage and connect to a democratic process.	Qualitative: Feedback from communities
Promotes and recruits whānau to access employment opportunities in the Commission, improves outcomes for Māori.	Qualitative: Feedback from communities Quantitative: Increased number of Māori recruitment in GE26
Reflects a whānau centric approach, infused with and principals to build voter trust and confidence in our democratic process for enhanced tangata whenua engagement.	Qualitative: Offer uses a whānau centric approach Quantitative: Increased voter turnout at KMVP

7. Scope

Please find below the scope of this project outlined below:

In scope
Develop and deliver a work plan to deploy Kaupapa Māori voting places and the service across all priority Māori communities, ensure operational policies and resources are in place and available to support recruitment, training, and service delivery in all Kaupapa Māori voting places in the 2026 General Election.

Out of scope	Rationale why it is out of scope
Making changes to operational policies.	This change will sit within the business unit who owns the policy.
Making changes or enhancements to any identified systems to support the KMVP initiative i.e Snapfire.	This would sit in scope of the relevant business unit or workstream.

Delivering other workstream/ project outputs identified in the detailed design phase.	This would sit in scope of the relevant business unit or workstream.
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8. Timeframes

The project needs to identify areas of low turnout and work with business units and workstreams across the Commission to define the GE26 KMVP offering. The project has signalled this should be delivered by December 2024 so work can begin on detailed planning. A project plan would be provided by the end of Tranche 1.

SEP teams would work with Regional and Electorate Managers to develop plans and support engagement with communities to identify voting place locations. The KMVP initiative would be live for GE26.

9. Tranche 1 Deliverables

Below is a list of project deliverables for Tranche 1

Description of work	Output	Estimated date
The working group will meet to discuss and determine the GE26 KMVP offer.	GE26 KMVP offer	13/12/2024
Voting place analysis will be undertaken to understand the voting place offering in GE23 and changes we may want to make to the GE26 offering. This would include looking at Voting place statistics to understand if there is cost offset that can be achieved.	GE23 Voting place analysis	13/12/2024
Project management plan to layout the management of the project, deliverables, tolerances and risks.	GE26 KMVP initiative PMP	28/2/2025
The project will complete a stakeholder analysis and engagement plan.	GE26 KMVP stakeholder analysis and engagement plan	28/2/2025

10. Tranche 1 Resourcing (including vendors and procurement)

The KMVP working group will include subject matter experts from across the Commission including from the services to voters, enrolment, enhancing services to Māori and information and education to voters workstreams.

Additional work is required to understand the resource allocation of those currently involved in the project (which will be led by the Temporary accommodation and supporting IT workstream), is needed to deliver through to 28 February 2025. However additional resource will not be required, nor will any vendors need to be engaged before the end of Tranche 1.

11. Costs

Estimated costs for option two is medium (\$50k-\$200k), noting that additional work needs to be undertaken to understand the GE26 offering and impacts of functionality system changes.

Locations and the Service

In May 2024 the Commission Board supported the expansion of the GE26 KMVP initiative, however noted that the number of KMVP's needed to fall within the agreed voting place service levels for GE23.

There is still work to do to understand what the GE26 KMVP service will be and any cost implications. Based on feedback from partners and communities the KMVP initiative will likely require investment to achieve the expansion and improvements that are expected by our partners and to better support and promote participation by Māori.

This includes unconfirmed costs considerations such as:

- The potential for on the ground support for and enabling the recruitment process to be undertaken in te reo Māori (e.g. Job descriptions, job ads, paper-based forms, Snaphire available in te reo Māori).
- Specialist skills such as speaking fluent te reo Māori being sufficiently compensated.
- Having additional staff on site to welcome and greet guests and answer questions first time voters may have.
- Providing appropriate training using a te ao Māori lens and in te reo Māori, and
- Funding for manaakitanga and koha for host sites.

The workstream will need to work closely with other business units, workstreams and projects to understand what can be achieved. The outcome of this work will be presented back to the Programme Board and may include options on the extent to which the above elements can be resourced and delivered for GE26.

System functionality

Option two outlines an increase on the GE23 service but with additional system functionality that will reduce effort, create efficiencies and allow for more accurate reporting.

This would be the addition of a data field in EMS that would allow KMVP locations to be tagged and easily identified as KMVP. This addition to EMS will need to flow through to Tableau.

This new data field addition would also support Finance post-election, making it easier and faster to collate summary of cost for those KMVP, provided the cost of the KMVP is entered into EMS.

There is already a story in the EMS backlog to add this 'flag' functionality to better identify voting places and provide a report of all of the relevant voting places. This change is considered low effort/ low cost however the effort and cost of reflecting the data flow into Tableau is not yet defined.

EMS and Tableau changes have not yet been costed but we will need to work closely with IT and Data and Insights and Voting Services subject matter experts to understand the full extent of impacts of this change and detailed costs.

Summary

Detailed costs will be provided in the design phase project brief to the Programme Board after further engagement with workstreams, projects and business units across the Commission.

Have you identified components of cost?	N	While some costs component considerations have been identified further discussion and investigation is needed to identify what is possible and achievable.
Have you identified savings to fund/partially fund the option?	N	N/A
Is your recommended option an invest to save initiative?	N	N/A

Funding for option two will be required in FY24/25 through to the end of GE26.

12. Constraints and assumptions

Constraints

Below is a list of project constraints:

Constraints
Subject matter expert capacity and availability to undertake work through to end of tranche 1.
Funding limitations that restrict the amount of money available for project activities.

Assumptions

Below is a list of project assumptions:

Assumptions
The manaakitanga budget will need to be reviewed based on advice from Parliament on 'treating' in light of cultural considerations as requested in the GE23 report recommendations.
There will be an expansion to the KMVP service across the motu, but this will fall within overall service levels provided for GE23.
Key partners expect to see some of their advice and recommendations enacted as part of the GE26 KMVP service (see appendix B).
Service enhancements identified by the enhancing services for Māori workstream will be included in the review of the GE26 KMVP initiative, outside of what key partners and reviews have identified.
The Commission will work with key community and iwi partners and communities to identify locations for KMVP.
There is already a story in the EMS back log to add 'flag' functionality to EMS to support identification and high-level reporting of voting places.

Any additions to EMS will need to flow through to Tableau which will require an updated data field list for governance sign off, then a request that Deloitte add it into the data flows.
Any additions to EMS will not have flow on impacts to other workflows in EMS.
Any change to Snaphire to make the system also available in te reo Māori will be considered for GE29 but not for GE26.

13. Risks/Issues/Dependencies

Risks

Below is a list of initial project risks:

Risks
IF we do not define the GE26 KMVP offer by the end of 2024 THEN there is a risk the initiative will not be adequately funded or planned.
IF the GE26 KMVP initiative is not adequately funded THEN there the Commission will not be able to expand its offering and/or deliver adequate services to Māori in areas of low voter turnout.
IF changes are not made to EMS and Tableau to allow a voting place to be flagged and reported on THEN this will impact the Commissions ability to accurately report on the uptake of the KMVP service.

Issues

The project has identified no issues at this stage.

Dependencies:

Below is a list of project dependencies:

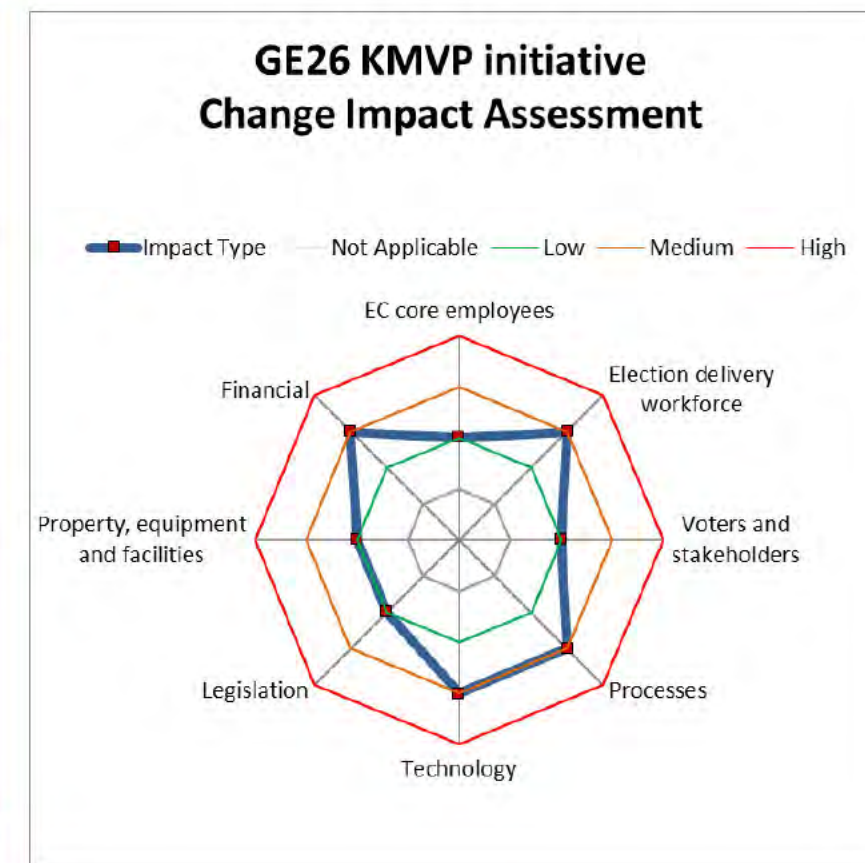
Dependencies
The project is dependent on the right subject matter expert having capacity and availability is an identified constraint
The project is dependent on delivery of the te reo Māori dialect approach document to understand what dialects are used
The project is dependent on the having input into the GE26 recruitment plan
The project is dependent on funding to deliver the extension of the KMVP initiative
The project is dependent on capacity in the Māori Advisory Team and SEP teams to support engagement and relationships with communities and partners

14. Change impact assessment

A detailed Change Management Plan will be completed as part of the Project Management Plan.

Impact Type	Description	Rating
EC core employees Changes that impact core employees in EC national office and regional offices	There will be little to no change for EC core employees other than additional engagement with communities and partners (outside of current relationships).	L
Election delivery workforce Changes that impact employees hired temporarily to deliver the election	There would likely be changes to the election delivery workforce. This would deliver positive change to those employed by the Commission to host and deliver KMVP.	M
Voters and stakeholders Change that impact users of electoral services, and/or partners who we work with to deliver electoral services	There would be a moderate change for voters and stakeholders however these are positive changes that will support and promote participation in the election.	M
Processes Changes to business processes, including data collection, reporting and decision making.	There would need to be a moderate level of change to support data collection and reporting of KMVP. The project would need to work with Data and Insights and the EMS project to ensure KMVP data is adequately tagged and captured.	M
Technology Changes to the functionality, usability, availability and reliability of technology systems.	There would need to be moderate level of change required to be able to increase functionality in EMS and that will allow for the data to flow into Tableau. The addition of a new data field to be added to easily identify KMVP and increase reporting capability will require time, effort and funding. The change to EMS is considered low effort/ low cost and there is a backstory in the EMS backlog about adding this 'flag' functionality. This new data field addition would also support Finance post-election, making it easier and faster to collate summary of cost for those KMVP, provided the cost of the KMVP is entered into EMS. While changes to have Snaphire available in te reo Māori were made in the feedback from partners, it is something that has not been investigated and would likely have significant budget and change impacts. Therefore this change has not been factored into the technological change impact.	M
Legislation Changes to legislation, regulations, or internal policies.	There may need to be some changes to internal policies regarding manaakitanga budgets.	L
Property, equipment and facilities Changes to the location, type and availability of property, facilities and (non-IT) equipment. Changes to property will be based on what is available what properties	There would be little to no impacts on properties, equipment and facilities as the project will deliver the increase of KMVP in the GE23 Voting place envelope.	L
Financial Changes to project costs over and above baseline	Estimated costs of delivering and extended and enhanced KMVP initiative is medium (\$50K - \$200K). Until the service offering is defined detailed cost impacts can't be provided however if the Commission is to implement some of the recommendations outlined in post-election and the Iwi Chairs Forum report then there may be cost impacts related to people resource, manaakitanga, translation of training materials and for forms or papers i.e. enrolment or ballot papers. The addition of a new data field in EMS would support a range of teams across the Commission and allow for easy identification of KMVP and more accurate reporting on the KMVP initiative.	M
Overall Impact Rating		Medium

The project will return to the Programme Board with recommendations for the GE26 KMVP offering, which will include a detailed change impact assessment and detailed costings.



15. Tolerances

This project will operate within standard Programme Tolerances.

16. Assurance

Assurance and quality will be managed within the workstream using several different mechanisms.

Assurance and quality plan

An assurance and quality plan will be developed and delivered alongside the project management plan (**PMP**). This will reflect the programmes approach to quality assurance and will outline in detail how the workstream will ensure assurance and compliance steps are built into processes and implemented.

Monitoring and reporting

The purpose, objectives and detailed benefits of the workstream will be monitored and measured throughout the workstream life cycle and reported on at close out of the workstream. Assurance reporting will also be included in steering committee reporting.

Risk management

Risk workshops will be held every 6 weeks and will also sit as a standing agenda item at weekly meetings to ensure risks are being reported and mitigated or raised to the appropriate level. Risks will be reviewed regularly, and mitigation/ treatments will be tracked and scheduled and monitored as part of schedule management.

A risk management plan will be developed for the workstream with delivery of the plan by the end of tranche 1 and continuous monitoring through the project duration.

Processes, communications and feedback loops

Any changes to processes will be designed cross-organisationally with relevant teams to ensure a process is developed that works for everyone involved. It will be important that any process changes are designed with an assurance/compliance component.

17. Lessons learned review

Below are a list of the top KMVP lessons learned:

1. The KMVP service needs to be identified and earlier than it was in GE23.
2. Recommendation to increase the number of Kaupapa Māori voting sites.
3. Need for clearer communication and guidance on the differences between Advanced and Election day tikanga at voting booths.

4. The Voting Place staff need more support for kaumatua and tangata whaikaha (people with disabilities) at KMVPs.
5. Advanced voting being beneficial for kaumatua to vote at their leisure.
6. Confusion about the overall Kaupapa Māori strategy, how to apply, and cut-off dates.
7. 'Manaakitanga' budget needs to be clarified and set out clearly from the beginning so each KMVP can design and have autonomy over their voting site.

18. Options analysis

The table below outlines the three options:

	Option 1 – 15 KMVP are secured for GE26 with no enhancements to the KMVP service provided in GE23, but with additional EMS and tableau functionality to easily identify and report on KMVP.	Option 2 – Increase the number of KMVP for GE26 (with the increase absorbed into the GE23 voting place allocation), with enhancements to the service and with enhancements and the additional EMS and tableau functionality to easily identify and report on KMVP. (Preferred option)	Option 3 – Increase the number of KMVP across the motu for GE26, with enhanced services rolled out to all KMVP identified. Commission's systems and processes are amended to be reflective of te ao Māori and where applicable available in te reo Māori
Short description	The Commission delivers the same KMVP offering as it did in GE23 with the same service provided in GE23. The Commission will engage with communities to identify 15 KMVP locations that are open for limited periods and will distribute materials to KMVP in the current te reo Māori dialects Training would be delivered in English and would not reflect te ao Māori. The Commission would identify its offer and begin work earlier than in GE23 however the offer, if not adequately resourced or funded would see the same if not reduced benefits. The addition of a data field in EMS to identify a voting place as a KMVP would flow into Tableau. This would support easier identification of KMVP locations and support more accurate reporting and benefit measures.	The Commission expands the KMVP offering across the motu with enhanced services. The Commission will engage with communities to identify KMVP locations with an increase from the KMVP offered in GE23 (with the increase absorbed into the GE23 voting place allocation) This includes providing adequate funding and support to enable the Commission to engage with key partners and communities (outside of current partnerships) and identify and deliver the KMVP service in a way that is reflective of te ao Māori. The Commission would identify its offer and begin work earlier than in GE23 and have adequate funding a to see increased benefits. Work would be undertaken to understand what, of the recommendations and feedback from key partners and communities, could be achieved and implemented for GE26 The addition of a data field in EMS to identify a voting place as a KMVP would flow into Tableau. This would support easier identification of KMVP locations and support more accurate reporting and benefit measures.	The Commission expands the KMVP offering across the motu to a high volume of voting places with enhanced services. The Commission will engage with communities to identify KMVP locations with an increase of above the GE voting place allocation. This includes providing adequate funding and support to enable the Commission to engage with key partners and communities (outside of current partnerships) and identify and deliver the KMVP service in a way that is reflective of te ao Māori. The Commission would identify its offer and begin work earlier than in GE23 with additional funding and resource to see benefits realised. Commission systems and processes would be reflective of te ao Māori, and where applicable, available in te reo Māori. e. Snaphire would have an option for Māori to apply online in te reo Māori The addition of a data field in EMS to identify a voting place as a KMVP would flow into Tableau. This would support easier identification of KMVP locations and support more accurate reporting and benefit measures.
a	Low -Medium	Medium	High
People requirements	Internal/Medium effort	Internal & External/Medium effort	Internal& External/ High effort
Risk	Low/Medium risk Māori in isolated, rural and in low socioeconomic areas have reduced opportunities to vote in places that they feel comfortable in It does not address the feedback received from key partners from GE23	Low Risk May require additional support and engagement to deliver the enhanced service, which will require additional funding. Some feedback received from key partners from GE23 would be addressed or steps made towards	High Risk The risk of not delivering and implementing all changes across the Commission for GE26 and in the field would be high due to timeframes This would require high levels of support and engagement to engage with communities and deliver the service, which will require additional funding. Not enough internal resource, budget or capability to support this level of expansion
Duration	Mid-2025 through to the end of 2026	Early 2025 through to the end of 2026	Early 2025 through to the end of 2026
Dependency	Resourcing, capability	Resourcing, capability and funding	Resourcing, capability and funding

	Option 1 – 15 KMVP are secured for GE26 with no enhancements to the KMVP service provided in GE23, but with additional EMS and tableau functionality to easily identify and report on KMVP.	Option 2 – Increase the number of KMVP for GE26 (with the increase absorbed into the GE23 voting place allocation), with enhancements to the service and with enhancements and the additional EMS and tableau functionality to easily identify and report on KMVP. (Preferred option)	Option 3 – Increase the number of KMVP across the motu for GE26, with enhanced services rolled out to all KMVP identified. Commission's systems and processes are amended to be reflective of te ao Māori and where applicable available in te reo Māori
Does this address any OAG recommendations?	No	No	No
Does this address any GE23 recommendations or is other legislative change necessary?	No – however recommendation 11 in the GE23 report does request for a review of the treating offence in the Electoral Act to consider whether greater clarity can be provided, including on cultural considerations. Any advice from Parliament will need to be reflected in information provided to locations around host responsibilities	No – however any advice from Parliament on the treating offences, in cultural considerations and or changes to ballot papers (recommendation 11 and 16 in the GE23 report respectively) will need to be reflected in information to locations on host responsibilities and if ballot papers are translated, changes would need to be reflected in the structure of the ballot paper in te reo Māori if that is identified as part of the GE26 service offer.	No – however any advice from Parliament on the treating offences, in cultural considerations and or changes to ballot papers (recommendation 11 and 16 in the GE23 report respectively) will need to be reflected in information to locations on host responsibilities and if ballot papers are translated, changes would need to be reflected in the structure of the ballot paper in te reo Māori.

The recommended option is Option two.

Option 1 | 15 KMVP are secured for GE26 with no enhancements to the KMVP service provided in GE23, but with additional EMS and tableau functionality to easily identify and report on KMVP.

15 KMVP locations would be identified and will open for limited periods during the advance voting period and on election day.

Funding required with be low, as the KMVP initiative would be delivering to the GE23 service level.

The project would still require a medium internal effort level as planning and engaging with communities and supporting Regional Managers and Electorate Managers would still be required.

The risks associated with this option are that the KMVP initiative was not adequately funded in GE23 and therefore delivering a service to those electors who want to attend a KMVP will be limited. We will also not be addressing the feedback and recommendation identified in the post-election reviews including that feedback from the Iwi Chairs. Reporting information on KMVP would continue to be inaccurate and qualitative.

Funding would be required to undertake engagement from mid-2025, this would only be needed if engaging with partners outside of our current agreements and relationships.

There is a dependency on the right people resource being available and a need to provide additional internal support to those Regional Manager and Electorate Managers planning their services.

While legislative change is not required and this work doesn't address any GE23 recommendations, any review of the treating offence in the Electoral Act and clarity provided around cultural considerations will need to be factored into the approach and information regarding provided to hosts about their responsibilities.

The project would add a new data field into EMs to allow for KMVPs to be easily identified creating efficiencies and reducing effort. This change will allow for more accurate reporting and easier collation of information on KMVP. There is already a story in the EMS backlog to add functionality to flag a voting place to easily identify it and to be able to pull a report of all voting places. This is considered a low effort change from an EMS however any change in EMS would need to flow into Tableau. The details of making this change (in both EMS and Tableau), the timeframes associated with this change and any impacts to additional process flows in EMS will be looked at in detail in the design phase. Internal people resource will be impacted by any system/ application change and will need to support the change, this includes EMS subject matter experts, IT and Data and Insights.

While legislative change is not required and this work doesn't address any GE23 recommendations, any review of the treating offence in the Electoral Act and clarity provided around cultural considerations will need to be factored into the approach and information regarding provided to hosts about their responsibilities.

Option 2 (Preferred) | – Increase the number of KMVP for GE26 (with the increase absorbed into the GE23 voting place allocation), with enhancements to the service and with enhancements and the additional EMS and tableau functionality to easily identify and report on KMVP

The fundamentals and intent of the service would not change – the service would remain whānau centric and reflective of te ao Māori. Electors who attend a KMVP would have the option of voting in te reo Māori and in English and tikanga would be determined by the host locations, in line with information and requirements provided by the Commission.

This option will see the expansion of the KMVP service with enhanced service levels. Additional KMVPs will be folded into the GE26 voting place service levels and would be in areas that are identified as having an appropriate need i.e., Te Tai Tokerau.

Option two would see some of the recommendations and feedback (still to be confirmed) from key partners and communities woven into the planning and the service which will better support those Māori who want to work in KMVP and/ are employed to work at a KMVP or want to vote at a KMVP. The service is yet to be designed, but this will be done with engagement from business units, workstreams and projects across the Commission.

The project would review, identify, gain approval for, develop, deliver and implement enhanced services based on feedback and recommendations from partners and communities, that are achievable and can be delivered by GE26. Any enhancements to the KMVP service are positive steps to engaging Māori in rural or isolated communities or with electors with high level of disengagement, and low levels of trust in government and with historically low voter turnout. This would continue to reduce barriers to voting or engaging the electoral process for Māori in identified communities.

As outlined in option 1, the project would add a new data field into EMS to allow for KMVP to be easily identified. This will reduce effort and create efficiencies, allowing for more accurate reporting of KMVP uptake, measuring of benefits and data collation post-election. There is already a story in the EMS backlog to add functionality to flag a voting place to easily identify it and to be able to pull a report of all voting places. This is considered a low effort change from an EMS however any change in EMS would need to flow into Tableau. The details of making this change (in both EMS and Tableau), the timeframes associated with this change and any impacts to additional process flows in EMS will be looked at in detail in the design phase. Internal people resource will be impacted by any system/ application change and will need to support the change, this includes EMS subject matter experts, IT and Data and Insights.

While legislative change is not required any advice from Parliament on the treating offences, in cultural considerations and or changes to ballot papers (recommendation 11 and 16 in the GE23 report respectively) will need to be reflected in information to locations on host responsibilities and if ballot papers are translated, changes would need to be reflected in the structure of the ballot paper in te reo Māori. There may also be minor changes to internal policies, but these will be identified as part of the detailed design work.

Option 3 | Increase the number of KMVP across the motu for GE26, with enhanced services rolled out to all KMVP identified. Commission's systems and processes are amended to be reflective of te ao Māori and where applicable available in te reo Māori

The fundamentals and intent of the service would not change – the service would remain whānau centric and reflective of te ao Māori. Electors who attend a KMVP would have the option of voting in te reo Māori and in English and tikanga would be determined by the host locations, in line with information and requirements provided by the Commission.

This option will see the expansion of the KMVP initiative with increased of voting places (above the GE23 allocation). The Commission would work with communities and key partners to identify and secure KMVP across the motu.

Option three would see recommendations and feedback from key partners and communities rolled out across the Commission. Changes to systems and processes would be identified and changed to be reflective of te ao Māori and where applicable available in te reo Māori i.e. Snaphire in te reo that would allow Māori to apply for roles in te reo Māori. Any process or system/ application changes would be done with engagement from business units, workstreams and projects across the Commission. The level of change to systems and processes would be high and timeframes do not currently allow for process and system changes to be completed on time or done well.

This level of change would likely see other work being proposed by the Commission de-prioritised. This would require adequate people resource to engage with a large number of communities to identify and secure KMVPs.

This option would involve updating EMS with a new data field to support better, more accurate identification and reporting of KMVPs. This change in EMS would need to be reflected in Tableau and therefore work would need to be done to understand the cost, resource and time impacts of that change.

As outlined in Option 2, while legislative change is not required any clarity provided around cultural consideration related to 'treating', as outline in the Electoral Act, (as outlined in rec 11 of tehGE23 report) would need to be factored into advice to host sites. Any translation of the ballot paper into te reo Māori would need to be reflective of any proposed changes to ballot paper (as outlined in rec 16 of the GE23 report).

KMVP voting place summary GE2023

Electorate	No. of KMVP	Total VP in electorate	% of VP that were KMVP
Te Tai Tokerau	2	323	0.6%
Tāmaki Makaurau	2	375	0.5%
Waiairiki	2	193	1.0%
Te Tai Hauāuru	4	379	1.1%
Hauraki-Waikato	1	290	0.3%
Ikaroa-Rāwhiti	1	262	0.8%
Te Tai Tonga	3	899	0.4%
Total	15	2,721	0.6%

Area for enhancement	Action	Recommendations and feedback	Feedback provided from
Whole of Commission	To work on	The Voting Place staff feel that the Commission needs to invest more in their purpose.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Whole of Commission	Was seen as improvements to continue doing	Providing 'manaakitanga' (showing respect, generosity, and care for others) in all forms was crucial to voter experience and satisfaction.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2025
Whole of Commission	To work on	The Commission needs to invest in the purpose of Kaupapa Māori Voting staff.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2027
Whole of Commission	Was seen as improvements to continue doing	Staff had discussions with whānau about the importance of their vote in shaping the nation, especially in areas where Māori are heavily represented.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2027
Recruitment	To work on	Communities had difficulty connecting to Commission APPs and IT support for employment opportunities, advice, and support.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2028
Snaphire	To work on	SNAPHIRE, the recruitment tool, was not user-friendly, leading some to revert to paper applications.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2029
Snaphire	To work on	Reporting systems did not provide feedback to job applicants if details were missing or if there was no follow-up measure in place.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2030
Recruitment	Was seen as improvements to continue doing	Voters and whānau spoke passionately about how proud they were to have their own people working in the voting place.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2031
Recruitment	To work on	Setting up an alumni data base for people who worked in the Kaupapa Māori voting place would be beneficial for long term aspirations and increased participation. This is instrumental in building the communities faith and trust in the Electoral Commission.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Payroll	To work on	The Commission needs to introduce a pay structure that recognizes the specialist skills fluent Te Reo Māori speakers bring to the voting site, as well as acknowledge connections and iwi affiliations in the pay structure.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Recruitment	Was seen as improvements to continue doing	Staff were assigned as 'kaitiaki' (custodians) to entertain 'tamariki' (children) and free up parents to vote, allowing for greater voter access and a positive voter experience.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Training	To work on	All voting booths should have te reo Māori capability, regardless of whether they are designated as Kaupapa Māori sites or not.	Pou tikanga report
Budget	To work on	'manaakitanga' budget needs to be clarified and set out clearly from the beginning so each KMVP can design and have autonomy over their voting site.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Locations	To work on	Very high levels of engagement from Iwi, hapū, and marae asking for details on how to apply to become a Kaupapa Māori site.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Locations	To work on	Confusion about the overall Kaupapa Māori strategy, how to apply, and cut-off dates.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Locations	To work on	Recommendation to increase the number of Kaupapa Māori voting sites.	Pou tikanga
Training	To work on	Some staff were trained only two weeks before Election Day with no refresher training, causing initial stress and anomalies.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Training	To work on	The reconciliation process at most KMVPs was highly criticized, as the training did not reflect what was required on the day and became arduous, confusing, and time-consuming.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Training	To work on	Some voting places received Personal Instruction Manuals (PIMs) on Election Day, which needs further investigation for a suitable solution.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Training	To work on	The Commission needs to provide Te Reo Māori resources, such as templates and a "Personal Instruction Manual," to support KMVPs.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2024

Area for enhancement	Action	Recommendations and feedback	Feedback provided from
Whole of Commission	To work on	The Voting Place staff feel that the Commission needs to invest more in their purpose.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Whole of Commission	Was seen as improvements to continue doing	Providing 'manaakitanga' (showing respect, generosity, and care for others) in all forms was crucial to voter experience and satisfaction.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2025
Whole of Commission	To work on	The Commission needs to invest in the purpose of Kaupapa Māori Voting staff.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2027
Whole of Commission	Was seen as improvements to continue doing	Staff had discussions with whānau about the importance of their vote in shaping the nation, especially in areas where Māori are heavily represented.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2027
Recruitment	To work on	Communities had difficulty connecting to Commission APPs and IT support for employment opportunities, advice, and support.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2028
Snaphire	To work on	SNAPHIRE, the recruitment tool, was not user-friendly, leading some to revert to paper applications.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2029
Snaphire	To work on	Reporting systems did not provide feedback to job applicants if details were missing or if there was no follow-up measure in place.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2030
Recruitment	Was seen as improvements to continue doing	Voters and whānau spoke passionately about how proud they were to have their own people working in the voting place.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2031
Recruitment	To work on	Setting up an alumni data base for people who worked in the Kaupapa Māori voting place would be beneficial for long term aspirations and increased participation. This is instrumental in building the communities faith and trust in the Electoral Commission.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Payroll	To work on	The Commission needs to introduce a pay structure that recognizes the specialist skills fluent Te Reo Māori speakers bring to the voting site, as well as acknowledge connections and iwi affiliations in the pay structure.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Recruitment	Was seen as improvements to continue doing	Staff were assigned as 'kaitiaki' (custodians) to entertain 'tamariki' (children) and free up parents to vote, allowing for greater voter access and a positive voter experience.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Training	To work on	All voting booths should have te reo Māori capability, regardless of whether they are designated as Kaupapa Māori sites or not.	Pou tikanga report
Budget	To work on	'manaakitanga' budget needs to be clarified and set out clearly from the beginning so each KMVP can design and have autonomy over their voting site.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Locations	To work on	Very high levels of engagement from lwi, hapū, and marae asking for details on how to apply to become a Kaupapa Māori site.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Locations	To work on	Confusion about the overall Kaupapa Māori strategy, how to apply, and cut-off dates.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Locations	To work on	Recommendation to increase the number of Kaupapa Māori voting sites.	Pou tikanga
Training	To work on	Some staff were trained only two weeks before Election Day with no refresher training, causing initial stress and anomalies.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Whole of Commission	Was seen as improvements to continue doing	The growth and normalization of te reo Māori within the Commission was seen as relatable, acceptable, and appropriately considerate of cultural protocols.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2024
Services	To work on	The Voting Place staff need more support for kaumatua and tangata whaikaha (people with disabilities) at KMVPs,	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Services	Was seen as improvements to continue doing	The KMVP service being appreciated by an elderly Pākehā gentleman who had never voted before.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2025

Area for enhancement	Action	Recommendations and feedback	Feedback provided from
Whole of Commission	To work on	The Voting Place staff feel that the Commission needs to invest more in their purpose.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Whole of Commission	Was seen as improvements to continue doing	Providing 'manaakitanga' (showing respect, generosity, and care for others) in all forms was crucial to voter experience and satisfaction.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2025
Whole of Commission	To work on	The Commission needs to invest in the purpose of Kaupapa Māori Voting staff.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2027
Whole of Commission	Was seen as improvements to continue doing	Staff had discussions with whānau about the importance of their vote in shaping the nation, especially in areas where Māori are heavily represented.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2027
Recruitment	To work on	Communities had difficulty connecting to Commission APPs and IT support for employment opportunities, advice, and support.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2028
Snaphire	To work on	SNAPHIRE, the recruitment tool, was not user-friendly, leading some to revert to paper applications.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2029
Snaphire	To work on	Reporting systems did not provide feedback to job applicants if details were missing or if there was no follow-up measure in place.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2030
Recruitment	Was seen as improvements to continue doing	Voters and whānau spoke passionately about how proud they were to have their own people working in the voting place.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2031
Recruitment	To work on	Setting up an alumni data base for people who worked in the Kaupapa Māori voting place would be beneficial for long term aspirations and increased participation. This is instrumental in building the communities faith and trust in the Electoral Commission.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Payroll	To work on	The Commission needs to introduce a pay structure that recognizes the specialist skills fluent Te Reo Māori speakers bring to the voting site, as well as acknowledge connections and iwi affiliations in the pay structure.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Recruitment	Was seen as improvements to continue doing	Staff were assigned as 'kaitiaki' (custodians) to entertain 'tamariki' (children) and free up parents to vote, allowing for greater voter access and a positive voter experience.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Training	To work on	All voting booths should have te reo Māori capability, regardless of whether they are designated as Kaupapa Māori sites or not.	Pou tikanga report
Budget	To work on	'manaakitanga' budget needs to be clarified and set out clearly from the beginning so each KMVP can design and have autonomy over their voting site.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Locations	To work on	Very high levels of engagement from lwi, hapū, and marae asking for details on how to apply to become a Kaupapa Māori site.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Locations	To work on	Confusion about the overall Kaupapa Māori strategy, how to apply, and cut-off dates.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Locations	To work on	Recommendation to increase the number of Kaupapa Māori voting sites.	Pou tikanga
Training	To work on	Some staff were trained only two weeks before Election Day with no refresher training, causing initial stress and anomalies.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Services	Was seen as improvements to continue doing	Advanced voting being beneficial for kaumatua to vote at their leisure.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2026
Services	Was seen as improvements to continue doing	Rangatahi (young people) felt empowered, supported, and comfortable to vote where staff were familiar to them or the same age as them.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2027

Area for enhancement	Action	Recommendations and feedback	Feedback provided from
Whole of Commission	To work on	The Voting Place staff feel that the Commission needs to invest more in their purpose.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Whole of Commission	Was seen as improvements to continue doing	Providing 'manaakitanga' (showing respect, generosity, and care for others) in all forms was crucial to voter experience and satisfaction.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2025
Whole of Commission	To work on	The Commission needs to invest in the purpose of Kaupapa Māori Voting staff.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2027
Whole of Commission	Was seen as improvements to continue doing	Staff had discussions with whānau about the importance of their vote in shaping the nation, especially in areas where Māori are heavily represented.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2027
Recruitment	To work on	Communities had difficulty connecting to Commission APPs and IT support for employment opportunities, advice, and support.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2028
Snaphire	To work on	SNAPHIRE, the recruitment tool, was not user-friendly, leading some to revert to paper applications.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2029
Snaphire	To work on	Reporting systems did not provide feedback to job applicants if details were missing or if there was no follow-up measure in place.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2030
Recruitment	Was seen as improvements to continue doing	Voters and whānau spoke passionately about how proud they were to have their own people working in the voting place.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2031
Recruitment	To work on	Setting up an alumni data base for people who worked in the Kaupapa Māori voting place would be beneficial for long term aspirations and increased participation. This is instrumental in building the communities faith and trust in the Electoral Commission.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Payroll	To work on	The Commission needs to introduce a pay structure that recognizes the specialist skills fluent Te Reo Māori speakers bring to the voting site, as well as acknowledge connections and iwi affiliations in the pay structure.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Recruitment	Was seen as improvements to continue doing	Staff were assigned as 'kaitiaki' (custodians) to entertain 'tamariki' (children) and free up parents to vote, allowing for greater voter access and a positive voter experience.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Training	To work on	All voting booths should have te reo Māori capability, regardless of whether they are designated as Kaupapa Māori sites or not.	Pou tikanga report
Budget	To work on	'manaakitanga' budget needs to be clarified and set out clearly from the beginning so each KMVP can design and have autonomy over their voting site.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Locations	To work on	Very high levels of engagement from lwi, hapū, and marae asking for details on how to apply to become a Kaupapa Māori site.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Locations	To work on	Confusion about the overall Kaupapa Māori strategy, how to apply, and cut-off dates.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Locations	To work on	Recommendation to increase the number of Kaupapa Māori voting sites.	Pou tikanga
Training	To work on	Some staff were trained only two weeks before Election Day with no refresher training, causing initial stress and anomalies.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Services	Was seen as improvements to continue doing	Non-Māori in the community visited the Kaupapa Māori Voting Place out of curiosity and were impressed with the delivery.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2028
Services	Was seen as improvements to continue doing	Delivering a voting service in te reo Māori to all voters in target communities was a highlight.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2029

Area for enhancement	Action	Recommendations and feedback	Feedback provided from
Whole of Commission	To work on	The Voting Place staff feel that the Commission needs to invest more in their purpose.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Whole of Commission	Was seen as improvements to continue doing	Providing 'manaakitanga' (showing respect, generosity, and care for others) in all forms was crucial to voter experience and satisfaction.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2025
Whole of Commission	To work on	The Commission needs to invest in the purpose of Kaupapa Māori Voting staff.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2027
Whole of Commission	Was seen as improvements to continue doing	Staff had discussions with whānau about the importance of their vote in shaping the nation, especially in areas where Māori are heavily represented.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2027
Recruitment	To work on	Communities had difficulty connecting to Commission APPs and IT support for employment opportunities, advice, and support.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2028
Snaphire	To work on	SNAPHIRE, the recruitment tool, was not user-friendly, leading some to revert to paper applications.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2029
Snaphire	To work on	Reporting systems did not provide feedback to job applicants if details were missing or if there was no follow-up measure in place.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2030
Recruitment	Was seen as improvements to continue doing	Voters and whānau spoke passionately about how proud they were to have their own people working in the voting place.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2031
Recruitment	To work on	Setting up an alumni data base for people who worked in the Kaupapa Māori voting place would be beneficial for long term aspirations and increased participation. This is instrumental in building the communities faith and trust in the Electoral Commission.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Payroll	To work on	The Commission needs to introduce a pay structure that recognizes the specialist skills fluent Te Reo Māori speakers bring to the voting site, as well as acknowledge connections and iwi affiliations in the pay structure.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Recruitment	Was seen as improvements to continue doing	Staff were assigned as 'kaitiaki' (custodians) to entertain 'tamariki' (children) and free up parents to vote, allowing for greater voter access and a positive voter experience.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Training	To work on	All voting booths should have te reo Māori capability, regardless of whether they are designated as Kaupapa Māori sites or not.	Pou tikanga report
Budget	To work on	'manaakitanga' budget needs to be clarified and set out clearly from the beginning so each KMVP can design and have autonomy over their voting site.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Locations	To work on	Very high levels of engagement from lwi, hapū, and marae asking for details on how to apply to become a Kaupapa Māori site.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Locations	To work on	Confusion about the overall Kaupapa Māori strategy, how to apply, and cut-off dates.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Locations	To work on	Recommendation to increase the number of Kaupapa Māori voting sites.	Pou tikanga
Training	To work on	Some staff were trained only two weeks before Election Day with no refresher training, causing initial stress and anomalies.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Services	Was seen as improvements to continue doing	The Commission needs to provide further resources around promotional content, providing templates in Te Reo Māori for KMVP to use in 'pānui' (notices) and on social media sites.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2031
Services	To work on	Voting Place name badges need a Te Reo Māori option, as only English ones were made available.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2032

Area for enhancement	Action	Recommendations and feedback	Feedback provided from
Whole of Commission	To work on	The Voting Place staff feel that the Commission needs to invest more in their purpose.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Whole of Commission	Was seen as improvements to continue doing	Providing 'manaakitanga' (showing respect, generosity, and care for others) in all forms was crucial to voter experience and satisfaction.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2025
Whole of Commission	To work on	The Commission needs to invest in the purpose of Kaupapa Māori Voting staff.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2027
Whole of Commission	Was seen as improvements to continue doing	Staff had discussions with whānau about the importance of their vote in shaping the nation, especially in areas where Māori are heavily represented.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2027
Recruitment	To work on	Communities had difficulty connecting to Commission APPs and IT support for employment opportunities, advice, and support.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2028
Snaphire	To work on	SNAPHIRE, the recruitment tool, was not user-friendly, leading some to revert to paper applications.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2029
Snaphire	To work on	Reporting systems did not provide feedback to job applicants if details were missing or if there was no follow-up measure in place.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2030
Recruitment	Was seen as improvements to continue doing	Voters and whānau spoke passionately about how proud they were to have their own people working in the voting place.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2031
Recruitment	To work on	Setting up an alumni data base for people who worked in the Kaupapa Māori voting place would be beneficial for long term aspirations and increased participation. This is instrumental in building the communities faith and trust in the Electoral Commission.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Payroll	To work on	The Commission needs to introduce a pay structure that recognizes the specialist skills fluent Te Reo Māori speakers bring to the voting site, as well as acknowledge connections and iwi affiliations in the pay structure.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Recruitment	Was seen as improvements to continue doing	Staff were assigned as 'kaitiaki' (custodians) to entertain 'tamariki' (children) and free up parents to vote, allowing for greater voter access and a positive voter experience.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Training	To work on	All voting booths should have te reo Māori capability, regardless of whether they are designated as Kaupapa Māori sites or not.	Pou tikanga report
Budget	To work on	'manaakitanga' budget needs to be clarified and set out clearly from the beginning so each KMVP can design and have autonomy over their voting site.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Locations	To work on	Very high levels of engagement from lwi, hapū, and marae asking for details on how to apply to become a Kaupapa Māori site.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Locations	To work on	Confusion about the overall Kaupapa Māori strategy, how to apply, and cut-off dates.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Locations	To work on	Recommendation to increase the number of Kaupapa Māori voting sites.	Pou tikanga
Training	To work on	Some staff were trained only two weeks before Election Day with no refresher training, causing initial stress and anomalies.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Services	Was seen as improvements to continue doing	Services provided by Te Houora Services, which are led by Māori for Māori, with a focus on the kaupapa of te reo Māori.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2033
Services	Was seen as improvements to continue doing	Having voting be a part of a hāpori/marae day was seen as beneficial for whānau.	Pou tikanga report

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Whole of Commission	To work on	The Voting Place staff feel that the Commission needs to invest more in their purpose.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Whole of Commission	Was seen as improvements to continue doing	Providing 'manaakitanga' (showing respect, generosity, and care for others) in all forms was crucial to voter experience and satisfaction.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2025
Whole of Commission	To work on	The Commission needs to invest in the purpose of Kaupapa Māori Voting staff.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2027
Whole of Commission	Was seen as improvements to continue doing	Staff had discussions with whānau about the importance of their vote in shaping the nation, especially in areas where Māori are heavily represented.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2027
Recruitment	To work on	Communities had difficulty connecting to Commission APPs and IT support for employment opportunities, advice, and support.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2028
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Snaphire	To work on	Reporting systems did not provide feedback to job applicants if details were missing or if there was no follow-up measure in place.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2030
Recruitment	Was seen as improvements to continue doing	Voters and whānau spoke passionately about how proud they were to have their own people working in the voting place.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2031
Recruitment	To work on	Setting up an alumni data base for people who worked in the Kaupapa Māori voting place would be beneficial for long term aspirations and increased participation. This is instrumental in building the communities faith and trust in the Electoral Commission.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Payroll	To work on	The Commission needs to introduce a pay structure that recognizes the specialist skills fluent Te Reo Māori speakers bring to the voting site, as well as acknowledge connections and iwi affiliations in the pay structure.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Recruitment	Was seen as improvements to continue doing	Staff were assigned as 'kaitiaki' (custodians) to entertain 'tamariki' (children) and free up parents to vote, allowing for greater voter access and a positive voter experience.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Training	To work on	All voting booths should have te reo Māori capability, regardless of whether they are designated as Kaupapa Māori sites or not.	Pou tikanga report
Budget	To work on	'manaakitanga' budget needs to be clarified and set out clearly from the beginning so each KMVP can design and have autonomy over their voting site.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Locations	To work on	Very high levels of engagement from lwi, hapū, and marae asking for details on how to apply to become a Kaupapa Māori site.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Locations	To work on	Confusion about the overall Kaupapa Māori strategy, how to apply, and cut-off dates.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Locations	To work on	Recommendation to increase the number of Kaupapa Māori voting sites.	Pou tikanga
Training	To work on	Some staff were trained only two weeks before Election Day with no refresher training, causing initial stress and anomalies.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Services	To work on	Confusion regarding the definition of a Kaupapa Māori voting site compared to other Māori voting sites (marae, kura, etc.).	Pou tikanga report
Services	To work on	Need for clearer communication and guidance on the differences between Advanced and Election day tikanga at voting booths.	Pou tikanga report

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Whole of Commission	To work on	The Voting Place staff feel that the Commission needs to invest more in their purpose.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Whole of Commission	Was seen as improvements to continue doing	Providing 'manaakitanga' (showing respect, generosity, and care for others) in all forms was crucial to voter experience and satisfaction.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2025
Whole of Commission	To work on	The Commission needs to invest in the purpose of Kaupapa Māori Voting staff.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2027
Whole of Commission	Was seen as improvements to continue doing	Staff had discussions with whānau about the importance of their vote in shaping the nation, especially in areas where Māori are heavily represented.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2027
Recruitment	To work on	Communities had difficulty connecting to Commission APPs and IT support for employment opportunities, advice, and support.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2028
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Recruitment	Was seen as improvements to continue doing	Voters and whānau spoke passionately about how proud they were to have their own people working in the voting place.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2031
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Training	To work on	All voting booths should have te reo Māori capability, regardless of whether they are designated as Kaupapa Māori sites or not.	Pou tikanga report
Budget	To work on	'manaakitanga' budget needs to be clarified and set out clearly from the beginning so each KMVP can design and have autonomy over their voting site.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Locations	To work on	Very high levels of engagement from Iwi, hapū, and marae asking for details on how to apply to become a Kaupapa Māori site.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Locations	To work on	Confusion about the overall Kaupapa Māori strategy, how to apply, and cut-off dates.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
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Training	To work on	Some staff were trained only two weeks before Election Day with no refresher training, causing initial stress and anomalies.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Services	To work on	All voting booths should have te reo Māori capability, regardless of whether they are designated as Kaupapa Māori sites or not. (Also see Recruitment)	Pou tikanga report
Languages	Was seen as improvements to continue doing	The Commission's translated collateral in Te Reo Māori is an important representation of the 7 Māori Electorates.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2031

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Whole of Commission	To work on	The Voting Place staff feel that the Commission needs to invest more in their purpose.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Whole of Commission	Was seen as improvements to continue doing	Providing 'manaakitanga' (showing respect, generosity, and care for others) in all forms was crucial to voter experience and satisfaction.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2025
Whole of Commission	To work on	The Commission needs to invest in the purpose of Kaupapa Māori Voting staff.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2027
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Snaphire	To work on	Reporting systems did not provide feedback to job applicants if details were missing or if there was no follow-up measure in place.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2030
Recruitment	Was seen as improvements to continue doing	Voters and whānau spoke passionately about how proud they were to have their own people working in the voting place.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2031
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Payroll	To work on	The Commission needs to introduce a pay structure that recognizes the specialist skills fluent Te Reo Māori speakers bring to the voting site, as well as acknowledge connections and iwi affiliations in the pay structure.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Recruitment	Was seen as improvements to continue doing	Staff were assigned as 'kaitiaki' (custodians) to entertain 'tamariki' (children) and free up parents to vote, allowing for greater voter access and a positive voter experience.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Training	To work on	All voting booths should have te reo Māori capability, regardless of whether they are designated as Kaupapa Māori sites or not.	Pou tikanga report
Budget	To work on	'manaakitanga' budget needs to be clarified and set out clearly from the beginning so each KMVP can design and have autonomy over their voting site.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Locations	To work on	Very high levels of engagement from lwi, hapū, and marae asking for details on how to apply to become a Kaupapa Māori site.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Locations	To work on	Confusion about the overall Kaupapa Māori strategy, how to apply, and cut-off dates.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Locations	To work on	Recommendation to increase the number of Kaupapa Māori voting sites.	Pou tikanga
Training	To work on	Some staff were trained only two weeks before Election Day with no refresher training, causing initial stress and anomalies.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Languages	Was seen as improvements to continue doing	The use of Te Reo Māori in promotional content was appreciated.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2031
Engagement	To work on	The Commission needs to increase its visibility to Māori by being present at national, regional, and key local events important to the Māori, which will increase accessibility and brand recognition in the lead up to the next general election.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2031

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Whole of Commission	To work on	The Voting Place staff feel that the Commission needs to invest more in their purpose.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Whole of Commission	Was seen as improvements to continue doing	Providing 'manaakitanga' (showing respect, generosity, and care for others) in all forms was crucial to voter experience and satisfaction.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2025
Whole of Commission	To work on	The Commission needs to invest in the purpose of Kaupapa Māori Voting staff.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2027
Whole of Commission	Was seen as improvements to continue doing	Staff had discussions with whānau about the importance of their vote in shaping the nation, especially in areas where Māori are heavily represented.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2027
Recruitment	To work on	Communities had difficulty connecting to Commission APPs and IT support for employment opportunities, advice, and support.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2028
Snaphire	To work on	SNAPHIRE, the recruitment tool, was not user-friendly, leading some to revert to paper applications.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2029
Snaphire	To work on	Reporting systems did not provide feedback to job applicants if details were missing or if there was no follow-up measure in place.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2030
Recruitment	Was seen as improvements to continue doing	Voters and whānau spoke passionately about how proud they were to have their own people working in the voting place.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2031
Recruitment	To work on	Setting up an alumni data base for people who worked in the Kaupapa Māori voting place would be beneficial for long term aspirations and increased participation. This is instrumental in building the communities faith and trust in the Electoral Commission.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Payroll	To work on	The Commission needs to introduce a pay structure that recognizes the specialist skills fluent Te Reo Māori speakers bring to the voting site, as well as acknowledge connections and iwi affiliations in the pay structure.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Recruitment	Was seen as improvements to continue doing	Staff were assigned as 'kaitiaki' (custodians) to entertain 'tamariki' (children) and free up parents to vote, allowing for greater voter access and a positive voter experience.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Training	To work on	All voting booths should have te reo Māori capability, regardless of whether they are designated as Kaupapa Māori sites or not.	Pou tikanga report
Budget	To work on	'manaakitanga' budget needs to be clarified and set out clearly from the beginning so each KMVP can design and have autonomy over their voting site.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Locations	To work on	Very high levels of engagement from lwi, hapū, and marae asking for details on how to apply to become a Kaupapa Māori site.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Locations	To work on	Confusion about the overall Kaupapa Māori strategy, how to apply, and cut-off dates.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Locations	To work on	Recommendation to increase the number of Kaupapa Māori voting sites.	Pou tikanga
Training	To work on	Some staff were trained only two weeks before Election Day with no refresher training, causing initial stress and anomalies.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2023
Languages	To work on	The Commission needs to provide further resources around promotional content, providing templates in Te Reo Māori for KMVP to use in 'pānuī' (notices) and on social media sites.	He Tātaritanga o Te Whare Pōti Kaupapa Māori i te Pōtitanga ā Motu 2031