

Electors on Dormant Roll

Date	Māori Descent, Māori Roll Dormant electors	Māori Descent, General Roll Dormant Electors	Total Dormant Electors
1 Jan 2023	17,921	14,917	148,373
1 Feb 2023	17,919	14,936	148,309
1 Mar 2023	17,855	14,886	147,718
1 Apr 2023	17,836	14,879	147,594
1 May 2023	18,414	15,274	148,578
1 Jun 2023	19,831	16,293	150,929
1 Jul 2023	22,490	18,594	155,133
1 Aug 2023	20,188	17,003	136,431
1 Sept 2023	20,486	16,890	137,670
1 Oct 2023	20,685	16,473	137,176
1 Nov 2023	13,186	10,680	96,405
1 Dec 2023	13,245	10,679	96,937
1 Jan 2024	13,032	10,504	95,433
1 Feb 2024	12,938	10,446	95,031
1 Mar 2024	12,443	10,132	92,437
1 Apr 2024	11,962	9,676	88,539
1 May 2024	11,539	9,404	85,945
1 Jun 2024	11,457	9,278	85,065
1 Jul 2024	11,558	9,330	85,012
1 Aug 2024	12,560	9,978	90,148
1 Sept 2024	12,748	10,075	90,685
1 Oct 2024	12,758	10,143	91,110
1 Nov 2024	12,730	10,115	90,702
1 Dec 2024	12,526	9,999	89,957
1 Jan 2025	12,456	9,937	89,319
1 Feb 2025	12,422	9,912	89,095
1 Mar 2025	12,405	9,894	88,963
1 Apr 2025	12,409	9,871	88,776
1 May 2025	12,404	9,855	88,638
1 Jun 2025	12,353	9,822	88,258
1 Jul 2025	14,028	10,988	103,557
1 Aug 2025	14,977	12,060	114,364
1 Sept 2025	16,291	13,627	132,545
1 Oct 2025	14,382	12,030	117,122
1 Nov 2025	13,996	11,786	114,328
1 Dec 2025	13,892	11,707	113,680
1 Jan 2026	13,832	11,638	112,906
1 Feb 2026	13,863	11,615	112,850
1 Mar 2026	13,789	11,581	112,577
1 Apr 2026	13,729	11,521	112,104

Enrolment Data Quality and Integrity Assurance Plan

February 2026

Version 3.0

Document Purpose

The Data Quality and Integrity Assurance Plan is a deliverable for the GE2026 Enrolment Data Integrity and Assurance project. The plan is intended to provide confidence and assurance in what needs to be monitored, or detected and corrected, to ensure that data quality requirements are being met, and the electoral roll is accurate and available when needed. This document will be used as a template for development of the 2026 Data Quality Integrity and Assurance Plan by the Enrolment team.

Document History

Version	Issue date	Changes
0.1	28 April 2025	Initial draft
0.2	14 May 2025	Reviewed by Principal Advisor Enrolment
0.3	20 May 2025	Reviewed by Advisor Enrolment Integrity
0.4	29 May 2025	Updated draft for review
0.5	16 June 2025	Review by IT and Data and Insights
1.0	1 July 2025	Final for approval
2.0	24 September 2025	Document review by Risk and Assurance team. <i>Appendix B – Data Validation and Exception Checks, Appendix C – Data Quality and Integrity Assurance Plan (including MEO and GE 26), and Appendix D – Enrolment Assurance lines of defence added</i>
3.0	2 February 2026	Updated with feedback from DCE Enterprise Services

Document Review

Name	Position	Version
Daphne s9(2)(a)	Advisor Enrolment Integrity	0.3,0.4, 2.0,3.0
Justin McCready	Principal Advisor Enrolment	0.2,0.4
Debbie	Business Analyst	0.1,0.4
Ross	Director Enrolment	1.0
Jeff	Principal Advisor Risk and Assurance	0.4
Jeff	Senior Systems Specialist, Information Technology	0.5
Dimitry	Senior Advisor Data and Insights	0.5

Document Sign-off

Name / Position	Signature	Date	Version
Nicola Hogg, Director Enrolment (Workstream Lead)		02 Feb 2026	V3.0
Lucy Brader, DCE Enterprise Services (Workstream Owner)		18 Feb 2026	V3.0

Reference Documents

Document
Quality Assurance and Control Manual 2022

Table of Contents

1. Introduction	5
2. Objectives.....	5
3. Scope	5
4. Foundational Documents.....	6
4.1. Roll Integrity and Assurance Landscape	6
4.2. Quality Assurance and Control manual (2022)	6
4.3. Risk and Controls – Enrolment Data MASTER.....	6
5. Data Quality Dimensions	6
6. Roles and Responsibilities	7
7. Data Integrity Assurance	8
8. Assurance Reporting.....	8
9. Schedule of Data Assurance Activities	8
10. Escalation, Feedback and Reporting Pathways	9
11. Continuous Improvement	9
Appendix A – Summary of Assurance Activities	10
Appendix B – Data Validation and Exception Checks	12
Appendix C – Data Quality and Integrity Assurance Plan (including MEO and GE 26)	14
Appendix D – Enrolment Assurance lines of defence	15

1. Introduction

The Data Quality and Integrity Assurance Plan (DQIAP) outlines the strategies and practices to maintain enrolment data quality and integrity throughout its lifecycle. The goal is to ensure that data remains accurate, valid, complete, and secure, supporting enrolment operations, post-election processes, analytics, and decision-making.

2. Objectives

The objectives of the DQIAP are to:

- Ensure the accuracy, consistency, completeness, validity, and timeliness of data.
- Identify potential risks to data quality and integrity and mitigate them through manual and system processes and controls.
- Apply assurance processes to ensure controls are effective.
- Protect data from unauthorised access or modification, ensuring its integrity.
- Prevent data errors and inconsistencies across systems.
- Establish clear roles, responsibilities and metrics for monitoring and maintaining data quality.
- Foster a culture of continuous improvement for data quality across the Enrolment business unit.
- Ensure compliance with legal, regulatory and enterprise requirements related to data management.
- Provide clear pathways for escalation when required.

3. Scope

The DQIAP applies to:

- All systems and applications used for directly collecting and storing data necessary to produce published and unpublished electoral rolls and validate an elector's vote following an election cycle.
- Data entry, modification, transfer, storage, and retrieval activities.
- Structured and unstructured data (personal information, transaction records, system logs).
- Assurance of controls across all Enrolment core functions and tasks that may impact data quality.
- To ensure that enrolment functions undertaken by other business units (such as Strategic Engagement and Partnership (SEP) or voting places) meet acceptable Quality Assurance (QA) standards.

4. Foundational Documents

To guide and frame Data Integrity and Assurance activities, several key artefacts are typically used. These artefacts help ensure that data is accurate, consistent, secure, and trustworthy throughout its lifecycle. Here are some of the most common and important ones:

4.1. [Roll Integrity and Assurance Landscape](#)

- The Commission has a varied and comprehensive roll integrity and assurance landscape, built on the four pillars of security, validity, accuracy, and completeness.
- This Roll Integrity and Assurance Landscape has contributed to an electoral roll of high integrity, that is trusted as a reliable foundation of New Zealand's electoral system.

4.2. [Quality Assurance and Control manual \(2022\)](#)

- This manual outlines the Quality Assurance and Controls processes currently being applied during enrolment form processing and checks against data stored in the MIKE system
- Quality Assurance and Quality Control are both different from each other and required as part of quality management.
- They should not be misunderstood as interchangeable terms. Quality Assurance is process focused while Quality Control is end-product focused.

4.3. [Risk and Controls – Enrolment Data](#)

- The Advisor Enrolment Integrity is responsible for the overall maintenance and currency of the Risk and Control Register of all Enrolment processes. This register details the process risks and controls for managing data integrity and ensuring compliance with data quality standards.
- This is a working document that allows the user to manage triggers and risks and identify any controls or processes that need to be reviewed.
- The DQIAP is designed to test the effectiveness of the controls to manage the process related risks.

5. Data Quality Dimensions

The following data quality dimensions are tested to provide assurance that roll data is suitable for use and that it is reliable for decision-making.

- **Accuracy:** data is accurate as provided by the elector and matches source documentation as defined by section 83 of the Electoral Act 1993 (the Act).

- **Completeness:** documentation includes all mandatory fields that impacts a person's voting rights, the public right to inspect the electoral roll and Elector Enquiry update campaign.
- **Validity:** mechanisms are in place to ensure only those eligible to be enrolled are included on the electoral roll. Every record represents a valid Enrolment and where a person no longer qualifies, they are removed.
- **Security:** maintaining the security of documentation and ensuring access to data is compliant with the Electoral and Privacy Acts, and any Commission policies, and access is limited to those who have a business need. An independent certification and accreditation of IT systems is undertaken prior to an event.

6. Roles and Responsibilities

The following roles give effect to the DQIAP:

Director, Enrolment	Oversees data management policies and processes that ensure the quality, security, and availability of enrolment data.
	Oversees data stewardship to ensure that there is effective day-to-day management and maintenance of enrolment data that adheres to policies and standards.
Manager, Applications	Monitors risks and escalates issues which have significant impact on data quality and data integrity. Ensures data security, backups, and system integrity.
Team Leaders and Senior Enrolment Officers	Maintain data accuracy and consistency and address data quality performance issues.
Advisor, Enrolment Integrity	Monitors and enforces data quality standards, conducts audits, reviews, and maintains enrolment processes.
	Performs and reports on data quality assurance
	Escalates issues which have significant impact on data quality, data integrity or an individual voting rights.
	Provides advice on operational and strategic issues affecting roll data integrity.
Data and Insights	Maintain dashboards.
Operations, Risk and Assurance	Specialist Advice
Strategy, Governance & Development	Independent Assurance, Monitoring effectiveness of controls

7. Data Integrity Assurance

To protect data integrity, the following measures are in place:

<i>Data validation</i>	Automated data validation rules to check data accuracy and consistency at the point of entry.
<i>Access control</i>	Access to data controlled via RBAC and monitored for unauthorised access or misuse.
<i>Audit trails</i>	Comprehensive logs of data access, modifications and deletions for traceability is maintained.
<i>Data encryption</i>	Data is encrypted both at rest and during transmission to prevent unauthorised access or tampering.
<i>Data Backup</i>	Regular backups for critical data to prevent data loss, with clear data recovery protocols in place.
<i>Error Handling</i>	Procedures for identifying and rectifying incorrect data entries.
<i>Enrolment Compliance Monitoring</i>	Reviews to monitor adherence to relevant electoral legislation, policies, and procedures.

8. Assurance Reporting

A monthly review of scheduled controls giving assurance and evidence that controls are sufficient and appropriate, and where there is evidence that they are not, an action plan will be provided to refine the current control(s) or introduce a new control(s).

The Advisor Enrolment Integrity is responsible for providing the monthly assurance report to the Director Enrolment. A summary will be provided quarterly to ELT and the Board.

Enrolment will also operate several assurance dashboards that will be available to Team Leaders and Managers across the organisation to have near real time visibility of assurance activities and results. These dashboards are key inputs into the monthly Assurance Report.

9. Schedule of Data Assurance Activities

The activities undertaken to maintain data quality are outlined in Appendix A – Summary of Assurance Activities.

To ensure there is appropriate oversight we are utilizing four lines of defence outlined in Appendix D - Enrolment Assurance lines of defence. The Advisor Enrolment Integrity focuses on the first line of defence.

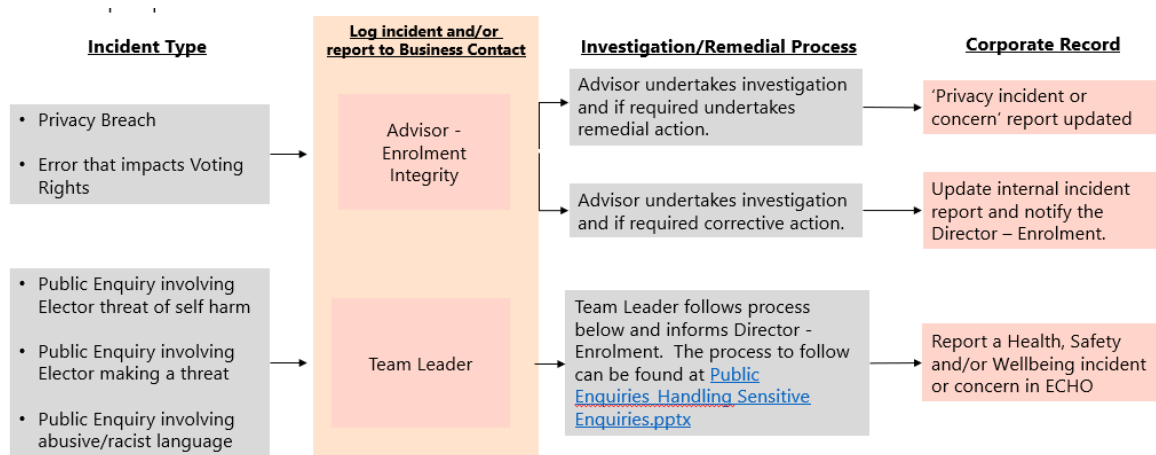
The Advisor Enrolment Integrity is responsible for:

- Developing and maintaining an annual schedule of the assurance activities outlined in Appendix A, covering the period October 2025 until after General Election 2026.
- Ensuring that the scheduled activities for testing the effectiveness of data integrity and assurance controls are carried out as planned.
- Maintaining accurate records of all completed activities, including dates and outcomes, to support transparency and continuous improvement.

10. Escalation, Feedback and Reporting Pathways

To ensure we are identifying, investigating, remediating, and recording operational incidents promptly is essential for protecting both **electors** and the **organisation**. This process ensures transparency, accountability, and continuous improvement in operational integrity.

Enrolment's data integrity escalation pathway:



11. Continuous Improvement

The DQIAP is reviewed and updated regularly through:

- Review Feedback: Corrective action to resolve data quality issues
- Performance Metrics: Tracking data quality KPIs
- Training: Building data literacy around enrolment data
- Technology improvements: Leveraging new tools for enhancing data quality and reducing manual tasks.
- Data Integrity and Assurance Landscape Heatmap: Use heatmap to guide areas for improvement.

Appendix A – Summary of Assurance Activities

This summary defines the testing and review activity that gives effect to the DQIAP.

Activity	Frequency	TYPE	Responsible for ensuring activity is done	Description
Automated Data Validation Checks	Monthly	Data Validation	Advisor Enrolment Integrity Team Leaders	IT run people and address scripts to check for missing, duplicate, or inconsistent data See Appendix B – Data Validation and Exception Checks
Manual Transaction Status Review (TSR)	Every manual record	Quality Assurance	Enrolment Processing Officers Senior Enrolment Officers	Review manually entered data for errors and inconsistencies
Internal Quality Assurance Reviews (QAR) BAU	Monthly	Quality Assurance	Team Leaders Advisor Enrolment Integrity	An automated report containing 20% of transactions from the previous months 10% check by Enrolment Processing Officers 10% provided to Advisor Enrolment Integrity for spot checks
Internal Quality Assurance Reviews (QAR) Event	Daily (during event)	Quality Assurance	Team Leaders Advisor Enrolment Integrity	An automated report containing 20% of transactions from the previous months - a time period is assigned to staff where they focus on QA and achieve a minimum of 5000 checks. This will be validated before the start of Māori electoral Option and then again for GE Enrolment update campaign. Separate QA plan for Event e.g. MEO focus on roll type changes
Batch checks	Weekly (during event)	Quality Assurance	Advisor Enrolment Integrity	Manually check 10% of forms within each batch to ensure correctly processed (e.g. Māori descent and/or roll type change have been actioned correctly or why RO9's have been returned)
MIKE User Access Review	Monthly	Security	Advisor Enrolment Integrity	Audit user permissions and ensure access controls are correctly applied.

Activity	Frequency	TYPE	Responsible for ensuring activity is done	Description
Special Vote Declaration (SVD) decision Audit	Event specific	Audit	Advisor Enrolment Integrity	Test SVD decisions and provides assurance the MIKE system is producing the correct result
Internal Audit	Quarterly	Audit	Advisor Enrolment Integrity/Risk and Assurance team	Working with the Risk and Assurance team to review and undertake a deep dive on operational tasks/process to ensure appropriate controls in place and they are working. Will be driven by the internal QAR undertaken by Advisor, Enrolment Integrity.
Quality Assurance of MIKE release	Migration release	Audit	Advisor Enrolment Integrity	Ensure release is acting as expected in live environment
Data Integrity and Assurance Landscape Review	Six monthly	Reporting	Advisor Enrolment Integrity	Validate that the landscape and maturity heat map remain correct.
Assurance reporting	Monthly	Reporting	Advisor Enrolment Integrity	Gives assurance across all Enrolment controls, that they are working appropriately (to Director)
Management Reporting	Quarterly (reviewed every 6 months)	Reporting	Advisor Enrolment Integrity	Report to ELT and the Board confirming assurance activities, work position and insights.

Appendix B – Data Validation and Exception Checks

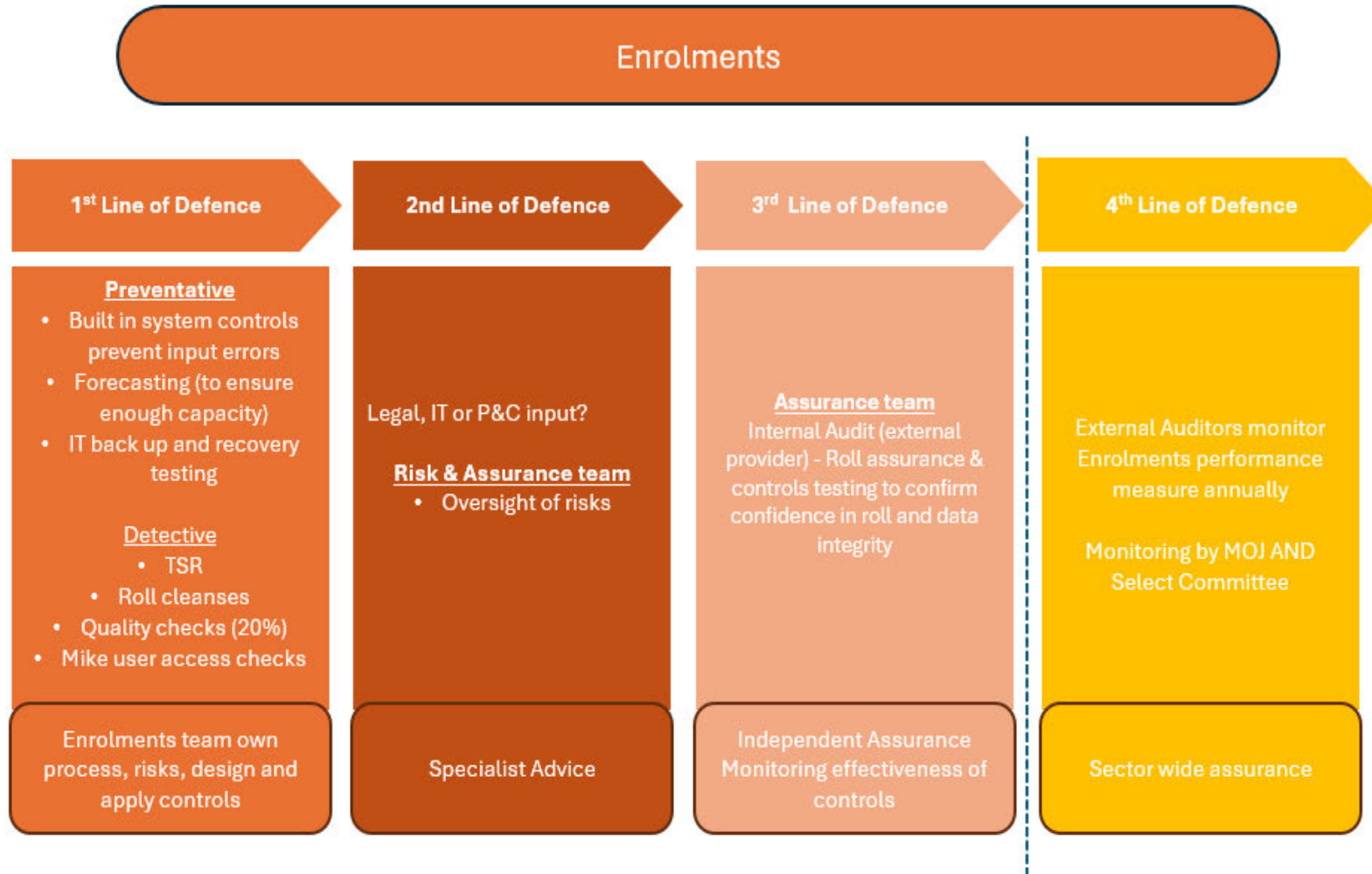
Roll Cleanses	Description
RC1	Lists street/road addresses that are not on the Statistics NZ Meshblock/Streets file that electorate. Generally it highlights double spacing in the Street Name, wrong spelling or Street type etc
RC1A	Lists unofficial and unknown Address points which may be able to be allocated to an official meshblock.
LINZ stories	LINZ provide split/nudge of meshblocks
RC8	Lists electors residing at the same Address with the same first Forename and same Surname but different Date of Birth.
RC9	Lists electors with the same Date of Birth, residing at the same Address point.
DOB Change Report	Lists Date of Birth changes keyed in a specified period.
ER39	Lists electors with the same Date of Birth, Surname and first letter of the First Name(s).
Merged electors	This report lists electors who have been merged where at least one of the following fields are different and has not been marked as a non-duplicate.

Data Exception Checks	Description
Excessive IP searches	External user searches via Elector Search on website more than usual activity
80+ year olds – new to roll	DOB check as this is unusual but legitimate in some cases.
80+ year olds – not retired	DOB and Occupation check as unusual not to be retired when 80+.
TSR and keyer the same	TSR should be performed by someone other than the keyer.
Keyer trans No/type	All transactions keyed by electorate
First and Last Transaction	First and last key stroke
Imaging Enquiries Queue	Entries waiting to be actioned more than 5 days
Imaging TSR waiting to check	Images waiting to be clear from TSR queue
Imaging scanning efforts	How many images remaining in queue
Need address point report	Address point Report not been extracted in more than 5 days
Elector over 120+ years	Check for mistyped DOB
18+ on Provisional Roll	All persons on Provisional Roll must but under 18 years old
Address update reason invalid	When changing address, only certain update reason codes are valid
Address not on boundaries	Address points not aligned to Electorates
Person not on boundaries	Person linked to an address that is not aligned to an Electorate

Appendix C – Data Quality and Integrity Assurance Plan (including MEO and GE 26)

					Māori Electoral Option				EUC Campaign				
	November	December	January	February	March	April	May	June	July	August	September	October	November
Data Validation	Person Roll Cleanses	Person Roll Cleanses	Person Roll Cleanses	Person Roll Cleanses	2 x weekly Person Roll Cleanses	2 x weekly Person Roll Cleanses	2 x weekly Person Roll Cleanses	2 x weekly Person Roll Cleanses	2 x weekly Person Roll Cleanses	2 x weekly Person Roll Cleanses	2 x weekly Person Roll Cleanses	2 x weekly Person Roll Cleanses	2 x weekly Person Roll Cleanses
	Address Roll Cleanses	Address Roll Cleanses	Address Roll Cleanses	Address Roll Cleanses	Address Roll Cleanses	Address Roll Cleanses	Address Roll Cleanses	Address Roll Cleanses	Address Roll Cleanses	Address Roll Cleanses	Address Roll Cleanses	Address Roll Cleanses	Address Roll Cleanses
Quality Assurance	TSR - daily	TSR - daily	TSR - daily	TSR - daily	TSR - daily	TSR - daily	TSR - daily	TSR - daily	TSR - daily	TSR - daily	TSR - daily	TSR - daily	TSR - daily
	QA review (20%)	QA review (20%)	QA review (20%)	QA review (20%)	QA review (20%)	QA review (20%)	QA review (20%)	QA review (20%)	QA review (20%)	QA review (20%)	QA review (20%)	QA review (20%)	QA review (20%)
	Review of MD	Review of MD	Review of MD	Review of MD	Review of MD	Review of MD	Review of MD	Review of MD	Review of MD	Review of MD	Review of MD	Review of MD	Review of MD
	Roll type change	Roll type change	Roll type change	Roll type change	Roll type change	Roll type change	Roll type change	Roll type change	Roll type change	Roll type change	Roll type change	Roll type change	Roll type change
Security	MIKE user access	MIKE user access	MIKE user access	MIKE user access	MIKE user access	MIKE user access	MIKE user access	MIKE user access	MIKE user access	MIKE user access	MIKE user access	MIKE user access	MIKE user access
	MIKE profile	MIKE profile	MIKE profile	MIKE profile	MIKE profile	MIKE profile	MIKE profile	MIKE profile	MIKE profile	MIKE profile	MIKE profile	MIKE profile	MIKE profile
	Offboarding	Offboarding	Offboarding	Offboarding	Offboarding	Offboarding	Offboarding	Offboarding	Offboarding	Offboarding	Offboarding	Offboarding	Offboarding
	Unpub access	Unpub acces	Unpub acces	Unpub acces	Unpub acces	Unpub acces	Unpub acces	Unpub acces	Unpub acces	Unpub acces	Unpub acces	Unpub acces	Unpub acces
Audit	Internal Audit			Internal Audit			Internal Audit			Internal Audit			
				QA of Auto-update queue	QA of Auto-update queue	QA of Auto-update queue		SVD decision Audit					
	Review of QA migration	Review of EAB & QA migration		Review of QA migration	Review of migration								
Reporting	Q&A Report Director Enrolment	Q&A Report Director Enrolment	Q&A Report Director Enrolment	Q&A Report Director Enrolment	Q&A Report Director Enrolment	Q&A Report Director Enrolment	Q&A Report Director Enrolment	Q&A Report Director Enrolment	Q&A Report Director Enrolment	Q&A Report Director Enrolment	Q&A Report Director Enrolment	Q&A Report Director Enrolment	Q&A Report Director Enrolment
			ELT and Board Report			ELT and Board Report			ELT and Board Report			ELT and Board Report	
					Risk Profile Update			Risk Profile Update					Risk Profile Update

Appendix D – Enrolment Assurance lines of defence



To:	Ross McPherson, Director Enrolment	File reference:
From:	Kristin Leslie, Manager Strategy, Risk and Assurance	Action required by:
CC:	Leigh Deuchars, DCE Strategy Governance and Development	
Date:	2/11/2023	
Subject:	Review for systemic issues which would indicate Māori are not being enrolled appropriately	Attachments:
For:	☐ Approval ☐ Comment ☐ Action ☒ Noting	

Purpose

This paper updates you on the review undertaken to assess whether there were any indications of a systemic issue that those who identified themselves as being of Māori descent when enrolling, not being recorded in the Commission's records as being of Māori descent.

Results of the review

The review has not identified any evidence which indicates a systemic issue in relation to the recording of Māori descent.

The review found:

1. The Commission's enrolment processes appear to have appropriate processes and controls in place to accurately capture where those enrolling or updating their enrolment details identify themselves to be of Māori descent.
2. No further occurrences of error in recording of Māori descent in either of
 - A sample of initial enrolment and enrolment update forms
 - A review of communications between the Commission and the public.

The review therefore on balance indicates that any error in which an enrolled person's Māori descent details are not accurately recorded are instances in which the Commission's processes and controls have failed to operate as intended, but that this is not a systemic issue.

The review did bring to light an unrelated issue which ultimately identified that 18 first time electors were placed on the General roll for the period between the closure of the Māori electoral option on July 14th and September 28, 2023. Every single first time Māori elector who had been placed on the general roll (700) was reviewed, in line with the Commission's risk tolerance. The Commission identified the most likely cause of this error was inconsistent understanding by staff due to the different rules which apply to those enrolling for the first time, and those who are changing between the Māori and general rolls (the latter being prohibited in the three months prior to the General election, and the former permitted.)

All records were fixed, and additional training and controls were undertaken to increase the efficacy of the Electoral Commission's process in the run up to the 2023 General election. No further action is considered necessary on this issue.

Background

A complaint was received by the Commission in August 2023 from [REDACTED], who later emailed the Chief Executive on 8th September 2023.

[REDACTED] had communicated to the Commission that he was of Māori descent in 2022 and had the reasonable expectation that his records would be updated. The Commission had not updated his records. As such, [REDACTED] did not receive any direct communications about the Māori electoral option during the period in which roll changes were possible. Unfortunately, [REDACTED] had not then been able to change rolls to the Māori electoral roll. [REDACTED] queried whether there were plans to undertake a review for systemic issues of this type. The Commission endeavoured to maintain the integrity of all electoral processes and commissioned this review.

Approach to the review

We sought to form a view on whether there were systemic issues and identified that to do so we needed a view of the processes and controls operated, and a view on the efficacy of these processes and controls. To ensure that the review could be conducted efficiently, we limited the period we would examine to from the start of the financial year in which the identified error occurred up to the date and time the review was being conducted, being from 1 July 2022 to 28 September 2023.

What we reviewed	What the review enables us to assess
Enrolment processes and controls in place	Whether appropriate to accurately capture voter information
A sample of transactions during the period	Whether the processes and controls are operating as intended.
Communications with the Commission	Whether there are other identifiable occasions where voter information had not been accurately recorded, particularly where an individual who had notified the Commission they were of Māori descent had not been recorded as such.

We were made aware of operational changes during the period which may have impacted our review, including:

- the communication portal (Zendesk) processes changed as of 1 July 2023. This was not a problem as we were able to access and review the contents of the former system that was operational between 1 July 2022 and 31 June 2023.
- Different operating rules which applied at different periods, specifically the Māori electoral option, which enabled roll changes between 30 March 2023 and 13 July 2023.
 - o We confirmed that the processes for communicating changes to the Electoral Commission were the same, but the rules resulted roll changes not being permitted before or after these dates. This was not a problem for our review as we were able to confirm the processes in place before and after these dates, their alignment to electoral law and whether the processes were appropriately followed during the time periods in which they applied.

Findings during the review

Enrolment processes and controls in place

We completed a walkthrough of enrolment processes and controls in place for enrolment. As part of this review, we walked through the five potential processes with which electors can authorise changes to their details on the roll, these being ROE1, ROE2, ROE9, EOL1 and IVS1.

In reviewing these processes, we confirmed the design of the controls to ensure that information is accurately recorded on the roll. This included consideration of the training, quality assurance, monitoring of errors, and other system checks including roll cleansing.

Overall, the training and controls in place appear appropriately designed to accurately capture elector information.

The highest potential risk appears to be data entry error as there is no external corroborative step for Māori descent (name and date of birth corroboration controls are partially applied in other places.) The control design to counter this risk appears is deemed adequate and includes: TSR (secondary review); validation of enrolment information by post following changes; and monitoring of errors by team leaders.

Sample of transactions during the period

To verify the appropriate application of the processes we tested a random sample of each of the five potential processes with which electors can authorise changes to their details on the roll, these being ROE1, ROE2, ROE9, EOL1 and IVS1.

Our sample of 140 found processes were operating as expected, with information being entered, checked, and confirmed by post as required. However, in one of the sample of 140, despite a secondary check having been completed, an error nonetheless was not picked up. This error was not related to Māori descent being correctly recorded and is an unrelated error for these purposes.

As a result of that error being identified we assessed that first time enrolling Māori descent electors who were enrolling after the 14th of July (when the Māori electoral option for changes closed) were at higher risk of not having their preferred roll accurately recorded. We thus reviewed all 700 electors in this position and identified 18 errors. All errors were corrected, and electors contacted to inform them that the error had been identified and corrected and to ensure they had the necessary information to vote on the correct roll during the General Election.

Communications with the Commission

In addition to the processes with which electors can authorise changes to their details on the roll, electors can communicate with the Commission via email, phone, or letter. These communications are triaged and recorded using a system called Zen Desk. The processes by which Zen Desk is managed and the categories under which enquiries are categorised in Zen Desk were changed as of 1 July 2023.

We reviewed the enquiries for the period from 1 July 2022 to 28 September 2023 and no further examples where the Commission had inaccurately recorded electors' as not being of Māori descent.

Recommendations

Our findings did not identify any material issues.

We understand business owners will be reviewing processes and undertaking lessons learned activities following the 2023 General election. We recommend that should any changes be implemented because of these reviews, that careful consideration and assessment of how they may impact the existing protections of elector information be applied.

Recipient/s to complete.

Name

Position

Signature

Date

Comments:

4 August 2025

Ref: EC25-004

Out of scope

Out of scope

Minister	Action Sought	Minister's Deadline
Hon Paul Goldsmith, Minister of Justice	Note the information provided	

Contact for telephone discussion (if required)

Name	Position	Contact (work)	Contact (mobile)	First Contact?
Karl Le Quesne	Chief Electoral Officer			Yes
Kristina Temel	Manager, Legal Regulation and Policy			No

Out of scope

[REDACTED]

- [REDACTED]
[REDACTED]
[REDACTED]
- [REDACTED]
[REDACTED]
- [REDACTED]
[REDACTED]
- [REDACTED]
[REDACTED]
- [REDACTED]
[REDACTED]
[REDACTED]
- [REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

- [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

- [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- [REDACTED]
- [REDACTED]
[REDACTED]
[REDACTED]
- [REDACTED]
[REDACTED]
[REDACTED]
- [REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

- [REDACTED]
[REDACTED]
- [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- [REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

The 'Check your enrolment details' service

15. Concerns have been raised that people are unable to find themselves on the Electoral Commission's 'Check your enrolment details' service and this is 'evidence' that the above allegations are correct.
16. We monitor our systems to alert us to failures and there is no indication of issues with our enrolment systems.
17. We have undertaken spot checks on recent transactions where people were unable to find their enrolment records using the 'Check your enrolment details' service on our vote.nz website and in each case there was a reason.
18. There are a few different reasons why someone might not find themselves. They could:
 - not be enrolled
 - be on the dormant roll
 - be on the unpublished roll
 - have submitted an enrolment application that is still being processed.
19. If they are correctly enrolled, they may not find themselves if they:
 - make errors when manually typing their address rather than using the address finder,
 - enter an address that is different to the address in their enrolment record,
 - enter a name or date of birth that does not match their enrolment details,
 - use an auto-complete function on the web browser on their device and it enters incorrect or out of date information, or enters address information into the wrong fields.

20. The search is strict to maintain voter privacy and ensure that an elector can only see the record we hold for them and no one else can do a general search and see the details for another person. Small variations from the details we have on file can mean that people can't find their records.

The dormant roll

21. The Electoral Act requires the Commission to undertake enrolment update inquiries before general and local elections to confirm elector's details and make sure the rolls are up to date before the elections.
22. We are required to send correspondence to electors when they register or update their enrolment details and we have to send Māori Electoral Option information to Māori electors before local and general elections. We also send EasyVote correspondence to provide information to electors about voting at parliamentary elections.
23. If at any time, correspondence from the Commission is returned because the elector no longer lives at that address, and the whereabouts of the elector are not known, the Commission must by law, following any inquiries the Commission thinks fit, remove the elector from the main roll and place them on the dormant roll.
24. This is important for the accuracy and integrity of the electoral roll and ensures that voters are eligible to vote in the correct electorate for parliamentary elections and the correct ward or area for local elections, where they live.
25. People on the dormant roll are still able to vote in general elections and by-elections elections for up to three years but need to cast a special vote.
26. Anyone on the dormant roll had to update their details by close of day 1 August 2025 to get a voting pack sent to them for the local election. People who enrol after this date will still be able to vote, they will just have to apply for a special vote form the local electoral officer.
27. There are instructions on the website advising people what to do if they don't find themselves.
28. A person on the dormant roll will get the following message:

We need you to reconfirm your details with us

You are not currently enrolled because we've previously tried to get in touch with you and didn't receive a response.

To re-enrol, please check your details and update any that are out of date.

BACK

RECONFIRM NOW

29. A person that is not enrolled, or who enters details that do not match their record on the main or dormant roll, or they are on the unpublished roll, they will get the following message:

No record found

Your search did not match any electoral enrolment records. Check that you typed all details correctly or try another search with an address where you lived previously.

TRY AGAIN

What if I can't find my record?

You'll need to complete a new enrolment application. It's quick and easy to do. Just use one of the options below.

Ways to enrol or update

Enrol with ID



Enrol online now using your New Zealand driver licence, New Zealand passport or RealMe verified identity. You'll need to answer some questions first, so we can check you're eligible to enrol.

Enrol without ID



Complete a form online and have it emailed or posted for you to sign and return. You'll need to answer some questions first, so we can check you're eligible to enrol.

Are you on the unpublished roll?

In order to keep your information secure, if you are on the unpublished roll, you can't search for your enrolment details online. If you want to update your details with us, you can use the option below.

Update without ID



Complete a form online and have it emailed or posted for you to sign and return.

30. We have been providing public information and media responses to reassure the public that the enrolment process is working as it should and to help people to correctly use the Check your enrolment details' service. We issued a media release (**Appendix 2**) and have added additional messages to our website and social media channels (**Appendix 3**). We have also emailed councils, local election providers, party secretaries, and Te Puni Kokiri to reassure them on the accuracy and integrity of the enrolment process.

Māori Electoral Option

31. A person of Māori descent can choose the Māori roll or the general roll when they first enrol to vote. After that, Māori electors can change roll type at any time except in the three months before a general election or the triennial local elections, or before a parliamentary by-election. We are in the three month period now when electors can't change rolls. Applications to change rolls will be processed after the local elections.

32. A Māori elector's choice about which roll they want to be enrolled on, is collected at step 4 of the enrolment form, which is used for applications to register as an elector and enrolment updates:

Step 4

Your roll

This is an important choice.

To learn about Māori descent and roll choice, turn over to the QUESTIONS section ↻

Please tick **ONE** statement that applies to you.

- ☐ I am of Māori descent. Please enrol me on the **Māori roll**.
- ☐ I am of Māori descent. Please enrol me on the **general roll**.
- ☐ I am not of Māori descent. (You will be enrolled on the **general roll**.)

33. The questions section on the back of the form provides the following guidance:

Māori descent and roll choice

For enrolment purposes, Māori descent means you are descended from a NZ Māori. This includes Chatham Island Māori, but not Cook Island Māori.

If you're of Māori descent, you can choose to enrol on the Māori roll or the general roll.

Your choice is important. The roll you choose to be on affects your electorate vote but not your party vote in parliamentary elections. If you're on the Māori roll, you'll vote for a candidate in a Māori electorate. If you're on the general roll, you'll vote for a candidate in a general electorate. The number of people on the Māori roll also affects the number of Māori seats in Parliament.

For local elections, if you're on the Māori roll and your council has a Māori ward or constituency, you'll vote for a candidate in the Māori ward or constituency.

You can change the roll you're on at any time except:

- in the 3 months before a general election,
- in the 3 months before the local elections held every 3 years, and
- during a parliamentary by-election if it puts you in the electorate where the by-election is being held.

34. People can also enrol or update online on vote.nz, after verifying their identity using their NZ driver licence, NZ passport or RealMe verified ID. The online process has the same questions and guidance.
35. A person needs to tick the statement that applies to them. A person cannot identify as Māori at step 4 of the form without also selecting the roll they want to be on.
36. A person is unable to complete the Enrol Online process without completing step 4.

Does the Electoral Commission change the elector's enrolment details without their consent?

37. The Commission can only change or remove a person's name from the roll in accordance with the requirements of the Electoral Act 1993, which specify:
- a. Subject to the one-month rule, an elector who moves electorate must transfer from one roll to another.
 - b. Māori electors who choose to transfer from the general roll to the Māori roll or vice versa must be moved to the roll type they have chosen. If the choice is exercised during an

exception period before an election, the change cannot be made until after the exception period.

- c. The removal of the name of an elector whose death has been notified to the Commission.
 - d. Where the elector's whereabouts are not known, the elector must be moved from the main roll to the dormant roll.
 - e. After 3 years a person must be removed from the dormant roll.
 - f. A person on the Corrupt Practices List must be removed from the roll.
 - g. A person who is disqualified from registration under section 80 must be removed from the roll.
 - h. A person who is not Māori must be removed from a roll for a Māori electorate.
 - i. Any person who has been registered on a roll by mistake, clerical error or as a result of false information must be removed from the roll.
 - j. A person's name can be removed from the roll following an objection process under section 95B.
38. An elector's details are only changed under a and b above on the application of the elector (or their representative where section 86 of the Electoral Act applies).
39. The consent of the elector is not required for c to f above.
40. The Commission is not able to write to electors to tell them they have been put on the dormant roll as their current address is not known. However, if we have mobile numbers or email addresses we will attempt to contact dormant electors by text and email, to encourage them to update their details. If correspondence is returned to sender due to an error with the postal delivery of correspondence, the Electoral Commission can correct the removal from the roll under section 98(2) of the Act.
41. The Commission is required to give notice to an elector when their name is removed from a roll under f to j above in accordance with section 99 and section 95B of the Electoral Act.

Next steps

Out of scope

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
46. We are continuing to process large volumes of enrolments and large numbers of people are being able to check their details online in readiness for local elections and the by-election. Last week, up to Sunday, we received 38,435 enrolments and updates and 91% of these were online.
47. We will continue to provide public information and media responses to reassure the public that the enrolment process is working as it should be and we will be continuing to put out information to encourage people to enrol and update their details.

48. Please let me know if you would like any further information.



Karl Le Quesne
Chief Electoral Officer

Appendix 1: **Out of scope**
Appendix 2: **Media release: How to check your enrolment**
Appendix 3: **Additional guidance: Trouble shooting your enrolment**

From: [Support](#)
To: [EC Legal](#)
Subject: [Enquiry Subject] RE: NOTICE OF INTENTION TO SEEK URGENT JUDICIAL REVIEW OF SYSTEMIC DEREGISTRATION AND DISENFRANCHISEMENT OF MĀORI AND PASIFIKA VOTERS
Date: Thursday, 31 July 2025 3:27:29 pm
Attachments: [FINAL- TPM Letter to Elecotral Commission.docx](#)

Hi Legal Team,

Here is an enquiry from rawiri.waititi@parliament.govt.nz (rawiri.waititi@parliament.govt.nz).

It was CC'd to: Debbie Ngarewa-Packer Paul Goldsmith (MIN)

From: rawiri.waititi@parliament.govt.nz <rawiri.waititi@parliament.govt.nz>

Date: Thu, Jul 31, 2025 at 3:17 pm

Tēnā koutou,

Please see the following letter attached from Te Pāti Māori

**RE: NOTICE OF INTENTION TO SEEK URGENT JUDICIAL REVIEW OF
SYSTEMIC DEREGISTRATION AND DISENFRANCHISEMENT OF MĀORI AND
PASIFIKA VOTERS**

We look forward to your response.

Ngā maanakitanga,



Rawiri Waititi

MP mō Waiairiki

Kaiārahi Takirua mo Te Pāti Māori

Spokesperson for Police treatment, Finance and Expenditure, Culture and Heritage, Electoral Law and Regional Development



Rawiri.Waititi@parliament.govt.nz



0800 WAIARIKI



māori

--

Dan | Enrolment Support | Electoral Commission | Te Kaitiaki Take Kōwhiri | PO Box 190 | Wellington
| 6140 | Phone [REDACTED]

Debbie Ngarewa-Packer
Kaiārahi Takirua, Mema mō Te Tai Hauāuru



Rawiri Waititi
Kaiārahi Takirua, Mema mō Waiariki

31 July 2025

TO:

Chief Electoral Officer
Electoral Commission
info@elections.govt.nz

CC:

Hon Paul Goldsmith
Minister of Justice
p.goldsmith@ministers.govt.nz

**RE: NOTICE OF INTENTION TO SEEK URGENT JUDICIAL REVIEW OF SYSTEMIC DEREGISTRATION AND
DISENFRANCHISEMENT OF MĀORI AND PASIFIKA VOTERS**

Tēnā koutou,

This letter serves as formal notice that Te Pāti Māori has filed urgent judicial review proceedings in the High Court of New Zealand concerning systemic voter deregistration and the disproportionate disenfranchisement of Māori and Pasifika citizens, among other matters.

We are deeply concerned by growing evidence that a significant number of voters particularly those previously enrolled on the Māori roll who have been removed from the electoral roll without their knowledge or consent, and without due notice or remedy. These actions are occurring in parallel with electoral reform legislation that the Attorney-General has warned will breach the New Zealand Bill of Rights Act 1990.

Grounds for Judicial Review

We contend that the acts and/or omissions of the Electoral Commission and the Crown constitute:

1. Breach of Natural Justice

- Affected voters have received no notice of removal or opportunity to respond or correct their enrolment status.
- The deprivation of fundamental democratic rights without notice constitutes a denial of due process.

2. Administrative Failure

- The Electoral Commission has failed in its statutory obligation to maintain an accurate, transparent, and accessible electoral roll under the Electoral Act 1993.
- No public assurance or process has been provided to clarify or rectify the scale of deregistration.

3. Breach of the New Zealand Bill of Rights Act 1990

- Section 12: The right of every citizen to vote in genuine periodic elections is being actively undermined.
- Section 19: Māori and Pasifika voters are disproportionately affected, constituting indirect racial discrimination.

Targets of Review

- The Electoral Commission, in its failure to prevent or correct the wrongful removal of voters.
- The Minister of Justice, as the Crown agent responsible for advancing electoral law reforms which, in this context, exacerbate voter suppression and legal breaches.

Relief Sought

We hereby give notice that unless immediate remedial action is taken, we will seek the following remedies from the High Court:

1. An interim injunction halting the implementation or progression of any electoral reform legislation or regulation that may further disenfranchise affected voters;
2. A mandatory order requiring the Electoral Commission to:
 - Immediately restore the enrolment of all voters who have been removed without due process;
 - Publicly communicate a process for all affected individuals to check and remedy their enrolment;
 - Undertake an urgent audit of enrolment system failures and data irregularities;
3. Declarations that the acts and omissions described above breach:
 - The Electoral Act 1993;
 - The New Zealand Bill of Rights Act 1990;
 - Principles of natural justice;
 - And, for Māori voters, the Treaty of Waitangi duty to actively protect Māori political participation.

4. Tamaki By Election

We are gravely concerned about reports received from whānau in Tāmaki Makaurau and urgently call for an extension on enrolments for the Tāmaki Makaurau By-Election, ensuring that protections owed to voters under the NZ Bill of Rights Act 1990 are appropriately and adequately provided for.

Debbie Ngarewa-Packer
Kaiārahi Takirua, Mema mō Te Tai Hauāuru



Rawiri Waititi
Kaiārahi Takirua, Mema mō Waiariki

Next Steps

We request a formal response within 5 working days from the date of this letter, confirming:

- What immediate action the Commission and Minister are taking to address this issue;
- Whether the Commission intends to initiate a public investigation and corrective process;
- Whether the Crown intends to pause electoral reform legislation while this matter is resolved.

If no satisfactory response is received, we reserve the right to file for urgent judicial review without further notice.

This matter affects the legitimacy of New Zealand's democratic process. We urge immediate action to protect the voting rights of all citizens and to uphold the constitutional and Treaty obligations of the Crown.

Nā māua noa, nā

Debbie Ngarewa-Packer
Rawiri Waititi
Co-leaders, Te Pāti Māori

Nā māua, nā,

A handwritten signature in black ink, appearing to read 'R. Waititi', positioned above a horizontal line.

Rawiri Waititi
Kaiārahi Takirua, Mema mō Waiariki

A handwritten signature in black ink, appearing to read 'Debbie Ngarewa-Packer', positioned above a horizontal line.

Debbie Ngarewa-Packer
Kaiārahi Takirua, Mema Paremata

31 July 2025

Debbie Ngarewa Packer and Rawiri Waititi
Co-leaders of Te Pāti Māori

By email: rawiri.waititi@parliament.govt.nz

Tēnā koutou

RE: NOTICE OF INTENTION TO SEEK JUDICIAL REVIEW

Thank you for your letter of 31 July 2025.

We understand you are giving notice of intention that judicial review proceedings may be commenced, but at this stage proceedings have not been filed in the High Court on the matters outlined in your letter.

We will aim to respond to the enrolment related matters you have raised within five working days.

Ngā mihinui



Karl Le Quesne
Chief Electoral Officer

Update on enrolments for the local elections and by-election

From EC Legal <[REDACTED]@Elections.govt.nz>

Date Fri 1/08/2025 5:44 PM

To EC Legal <[REDACTED]@Elections.govt.nz>

Bcc

[REDACTED]
[REDACTED] Lance Norman
<secretary@maoriparty.org.nz>;
[REDACTED]

Tēnā koe party secretary,

We're aware that concerns have recently been raised on social media and in the media about the Electoral Commission's enrolment systems. This will no doubt have raised questions for you given that we are so close to the close of rolls for the local elections and there is an upcoming by-election in Tāmaki Makaurau.

I can assure you that our systems are working as they should be and we are on track for the roll extract for councils. As you would expect, we are continuing to process large volumes of enrolments and large numbers of people are being able to check their details online in readiness for local elections and the by-election. This week so far, we have received 30,554 enrolments and updates and 92% of these were online.

Systems checks

We monitor our systems to alert us to failures and there is no indication of issues with our enrolment systems.

We have undertaken spot checks on recent transactions where people were unable to find their enrolment records using the '[Check your enrolment details](#)' service on our vote.nz website.

There are a few different reasons why someone might not find themselves. They could:

- not be enrolled
- be on the dormant roll
- be on the unpublished roll
- have submitted an enrolment application that is still being processed.

If they are correctly enrolled, they may not find themselves if they:

- make errors when manually typing their address, rather than using the address finder,
- enter an address that is different to the address in their enrolment record,
- enter a name or date of birth that does not match their enrolment details,
- use an auto-complete function on the web browser on their device and it enters incorrect or out of date information, or enters address information into the wrong fields.

The search is strict to maintain voter privacy. It is designed to ensure that an elector can only see the record we hold for them and that no one else can do a general search and see the details for another person. Small variations from the details we have on file can mean that people can't find their records.

The dormant roll

The Electoral Act requires the Commission to undertake enrolment update inquiries before general and local elections to confirm electors' details and make sure the rolls are up to date before the elections. We are required to send correspondence to electors when they register or update their enrolment details and we have to send Māori Electoral Option information to Māori electors before

local and general elections. We also send EasyVote correspondence to provide information to electors about voting at parliamentary elections.

If at any time, correspondence from the Commission comes back 'gone no address/return to sender', and the whereabouts of the elector are not known, the Commission must by law, following any inquiries the Commission thinks fit, remove the elector from the main roll and place them on the dormant roll.

This is important for the accuracy and integrity of the electoral roll and ensures that voters are eligible to vote in the correct electorate for parliamentary elections, and the correct ward or area for local elections, where they live.

People on the dormant roll are still able to vote in general elections and by-elections for up to three years, but will need to cast a special vote (because they won't appear on the published roll).

To get a voting pack sent to them for the local elections, anyone on the dormant roll must have updated their details by close of play today. If they miss this date, they can still enrol right up to 10 October 2025, (the day before the close of the voting on 11 October 2025), and apply for a special vote from the local electoral officer.

Māori Electoral Option

Māori electors can choose the Māori roll or the general roll when they first enrol to vote. After that, they can change rolls at any time, except in the three months before a general election or the triennial local elections, or before a parliamentary by-election.

We are in that three-month period now before triennial local elections, when electors can't change rolls. Applications to change rolls will be processed after the local elections.

As can be seen both in the [Enrol-online site](#) and the [enrolment form](#), roll choice – Māori roll or general roll – is up to each person. We don't put Māori voters on either roll by default and we won't change a person's roll without them making that choice for themselves.

Support is available

There are instructions on the website advising people what to do.

If a person on the dormant roll checks their details online on the vote.nz website, they will not find their details, but instead will get the following message:

We need you to reconfirm your details with us

You are not currently enrolled because we've previously tried to get in touch with you and didn't receive a response.

To re-enrol, please check your details and update any that are out of date.

BACK

RECONFIRM NOW

If a person is not enrolled, they enter details that do not match their record on the main or dormant roll, or they are on the unpublished roll, they will get the following message:

No record found

Your search did not match any electoral enrolment records. Check that you typed all details correctly or try another search with an address where you lived previously.

TRY AGAIN

What if I can't find my record?

You'll need to complete a new enrolment application. It's quick and easy to do. Just use one of the options below.

Ways to enrol or update

Enrol with ID



Enrol online now using your New Zealand driver licence, New Zealand passport or RealMe verified identity. You'll need to answer some questions first, so we can check you're eligible to enrol.

Enrol without ID



Complete a form online and have it emailed or posted for you to sign and return. You'll need to answer some questions first, so we can check you're eligible to enrol.

Are you on the unpublished roll?

In order to keep your information secure, if you are on the unpublished roll, you can't search for your enrolment details online. If you want to update your details with us, you can use the option below.

Update without ID



Complete a form online and have it emailed or posted for you to sign and return.

We are providing public information and media responses to reassure the public that the enrolment process is working as it should be and we will be continuing to put out information to encourage people to enrol and update their details. We have also added additional messages to our website and social media channels <https://vote.nz/enrolling/enrol-or-update/troubleshooting-your-enrolment/>.

If electors that are concerned about their enrolment or are experiencing problems finding their enrolment record on vote.nz contact you, please advise them to contact the Electoral Commission so we can help them. They can call freephone 0800 36 76 56 or send an email to enquiries@elections.govt.nz

Please feel free to also contact me if you have any questions.

Ngā mihi

Karl Le Quesne
Chief Electoral Officer

6 August 2025

Debbie Ngarewa Packer MP and Rawiri Waititi MP
Co-leaders of Te Pāti Māori

By email: rawiri.waititi@parliament.govt.nz

Tēnā koutou

RE: NOTICE OF INTENTION TO SEEK JUDICIAL REVIEW

This letter is in response to the enrolment-related concerns raised in your letter of 31 July 2025. Crown Law will respond separately to a letter from Carson Fox Legal dated 1 August 2025.

Nothing has changed in recent weeks to the enrolment processes that we follow. The Electoral Commission (the Commission) is following the legislative processes for the roll inquiry (enrolment update) campaign conducted prior to local elections.

The campaign began in April with a mailout to 3.6 million voters and nationwide advertising. We followed up with text messages and emails to people whose enrolment details were out of date. The purpose was to inform Māori electors who wanted to change rolls for the local elections to do so by 10 July 2025 and for people to enrol or update their details by 1 August, so they would receive their voting papers for the local elections in the mail.

We planned for higher volumes of calls to our freephone line in the weeks before 10 July and 1 August. We have received hundreds of calls a day over the past few days, which is higher than expected. Search traffic on our vote.nz enrolment look-up service has been at relatively normal levels for an enrolment campaign, other than on 30 and 31 July (where it was about 10 times higher than normal).

The following information is provided to explain:

- how the electoral rolls must be maintained by the Commission for parliamentary and local elections
- how the rolls can be inspected and how an elector can check their enrolment details, and
- the circumstances in which electors' names must be removed from the rolls.

Registration of electors and the maintenance of electoral rolls

The Commission is responsible for the registration of electors and maintaining the electoral rolls in accordance with Part 5 of the Electoral Act 1993 (the Act).

A person is eligible to enrol and vote if they are 18 years or older, a New Zealand citizen or permanent resident, and have lived in New Zealand continuously for 12 months or more.

By law, eligible electors must enrol, and keep their enrolment details up to date.

It is important for the accuracy and integrity of the electoral rolls that they are kept up to date, to ensure voters are correctly enrolled to vote in the electorate (or ward or area for local elections) where they have lived for the last month.

The Commission must maintain a main and dormant roll for each electorate. The main and dormant rolls are continuously updated on a daily basis and therefore change all the time.

As of 5 August, there are 3,316,761 electors on rolls for general electorates, and 298,667 electors on the rolls for Māori electorates. There are 113,402 people on dormant rolls. Of these, 98,703 are on dormant rolls for general electorates, and 14,699 are on dormant rolls for Māori electorates.

The dormant roll

The dormant roll is the list of electors who have been removed from the main roll for a Māori or general electorate because they cannot be contacted at their place of residence. When correspondence from the Commission is returned, and the whereabouts of the elector is not known, the Commission must by law, following any inquiries the Commission thinks fit, remove the elector from the main roll and place them on the dormant roll.

The Commission is not able to write to electors to tell them they have been put on the dormant roll, as their current address is not known. However, where we have mobile numbers or email addresses, we will attempt to contact electors by text and email to encourage them to update their details prior to them being made dormant.

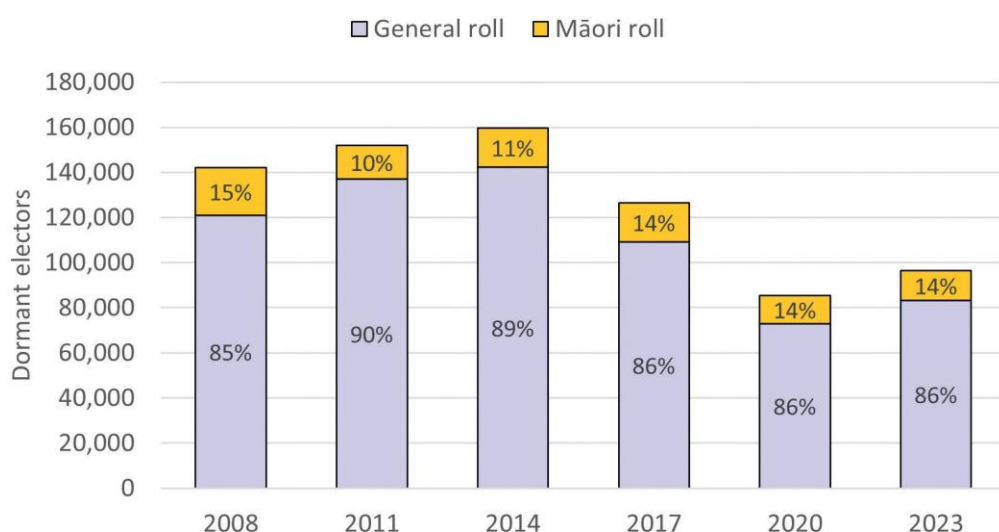
If correspondence is returned to sender due to an error with the postal delivery of correspondence, but the elector does in fact continue to reside at that address, the Commission can correct the removal from the roll under section 98(2) of the Act.

The dormant roll as it exists at polling day for the last general election must be available for public inspection at the Commission's offices.

If a person on the dormant roll checks their details online on the vote.nz website, they will not find their details and will receive a message that they need to reconfirm their details with us.

People on the dormant roll are still able to vote in parliamentary elections for up to three years after they are placed on the dormant roll, but need to cast a special vote because they do not appear on the printed roll.

The following graph provides a breakdown for people on the dormant general and Māori rolls, which shows the number of people on the dormant rolls has been declining for recent elections.



The enrolment update campaign

By law the Commission must write to all registered electors before a general election and the triennial local body elections to check electors' details are up to date.

During an enrolment update campaign, we receive large numbers of returned mail from NZ Post marked "Gone no address" (GNA). A GNA notifies the Commission our correspondence could not be delivered to an elector at their address on the roll.

This is normally because an elector has moved address and not updated their enrolment record. The levels of GNAs we are receiving during this campaign are typical of what we usually see in a local election campaign. We are processing GNAs as we receive them. Where we get a GNA, electors remain on the roll while we try to contact them through email, text or an alternate address if we have this information. After four weeks, if we have not heard from the elector, e.g. the elector has not updated their details through a form or the online enrolment system, they will be put on the dormant roll.

By way of example, on 23 July, 12,496 electors were placed on the dormant rolls via this process. On 30 July, 8,622 electors were also placed on the dormant rolls via this process. If an elector in this group had checked their enrolment details using our vote.nz look-up service in mid-July, they would have found their record - but had they checked it after being placed on the dormant roll, their record would not appear.

The table below shows GNAs received, and electors placed on the dormant roll because they did not respond to follow up inquiries.

	NUMBER OF GNA	ELECTORS PLACED ON DORMANT ROLLS
2022 LOCAL ELECTIONS CAMPAIGN	133,022	67,949
2025 LOCAL ELECTIONS CAMPAIGN (TO 05/08/2025)	103,487	22,625

Access to the main rolls

The main roll is the list of registered electors for a Māori or general electorate. The main rolls must be printed annually and are available for public inspection at the Commission's offices and public libraries. The names of unpublished electors must not appear in the printed rolls. The main roll print for this year is as at 1 August 2025 and they will be available for public inspection from late August 2025.

In addition to the inspection of the main rolls, the law also allows any elector to inspect their own application for registration as an elector at the Commission's offices.

As well as the legal right to inspect the rolls, the Commission enables electors to check their enrolment details on vote.nz. This is a non-statutory service to help electors check if their enrolment details are up to date or if they need to update them.

There are a number of reasons why someone who believes they are enrolled might not find themselves using this service. They could:

- in fact not be enrolled
- be on the dormant roll
- be on the unpublished roll
- have submitted an enrolment application that is still being processed.

Even if a person is correctly enrolled, they may not find themselves if they:

- make errors when manually typing their address, rather than using the address finder
- enter an address that is different to the address in their enrolment record
- enter a first name and surname or date of birth that does not match their enrolment details

- use an auto-complete function on the web browser on their device and it enters incorrect or out of date information, or enters address information into the wrong fields.

To maintain voter privacy, the search must match the information contained in an elector's record. It is designed to ensure that an elector can only see the record we hold for them. Small variations from the details we have on file can mean that people can't find their records.

Anyone that is concerned about their enrolment or is experiencing problems finding their enrolment record on vote.nz can contact the Electoral Commission so we can help them. They can call freephone 0800 36 76 56 or send an email to enquiries@elections.govt.nz

Other reasons why a person's name must be removed from the roll

The Commission can only change or remove a person's name from the roll in accordance with the requirements of the Act. In addition to the requirement to add electors onto the dormant roll if it appears they no longer reside at their enrolled address (explained above), the Commission must remove an elector from a roll in the following circumstances:

- An elector must be removed from the dormant roll when they re-enrol on a main roll.
- An elector must be removed from a roll when they enrol in a different electorate (after living there for one month).
- A Māori elector must be removed from a roll when they choose to transfer between the roll for a Māori electorate to the roll for a general electorate, or vice versa. If the choice is exercised during an exception period before an election, the change cannot be made until after the exception period.
- An elector must be removed from a roll when their death is notified to the Commission.
- An elector must be removed from a dormant roll after 3 years if they have not re-enrolled during this time period.
- An elector must be removed from a roll if they are put on the Corrupt Practices List.
- An elector must be removed from a roll if they are disqualified from registration under section 80.
- An elector who is not Māori must be removed from a roll for a Māori electorate.
- A person must be removed from a roll if they were registered by mistake, clerical error or as a result of false information.
- An elector can be removed from a roll following an objection process under section 95B.

Māori Electoral Option

When first enrolling to vote, a person of Māori descent can choose the roll for the Māori or general electorate where they have lived for the last month. After that, Māori electors can change from the roll for the relevant Māori or general electorate at any time, except in the three months before a parliamentary general election or the triennial local elections, or before a parliamentary by-election. We are now in the three-month exception period prior to triennial local elections. Applications to change between the rolls for Māori or general electorates will be processed after the local elections.

A Māori elector's choice about whether they are enrolled for the relevant Māori or general electorate, is collected at step 4 of the enrolment form, which is used for applications to register as an elector and enrolment updates:

Step 4 Your roll

This is an important choice.
To learn about Māori descent and roll choice, turn over to the QUESTIONS section 

Please tick **ONE** statement that applies to you.

- ☐ I am of Māori descent. Please enrol me on the **Māori roll**.
- ☐ I am of Māori descent. Please enrol me on the **general roll**.
- ☐ I am not of Māori descent. (You will be enrolled on the **general roll**.)

The questions section on the back of the form provides the following guidance:

Māori descent and roll choice

For enrolment purposes, Māori descent means you are descended from a NZ Māori. This includes Chatham Island Māori, but not Cook Island Māori.

If you're of Māori descent, you can choose to enrol on the Māori roll or the general roll.

Your choice is important. The roll you choose to be on affects your electorate vote but not your party vote in parliamentary elections. If you're on the Māori roll, you'll vote for a candidate in a Māori electorate. If you're on the general roll, you'll vote for a candidate in a general electorate. The number of people on the Māori roll also affects the number of Māori seats in Parliament.

For local elections, if you're on the Māori roll and your council has a Māori ward or constituency, you'll vote for a candidate in the Māori ward or constituency.

You can change the roll you're on at any time except:

- in the 3 months before a general election,
- in the 3 months before the local elections held every 3 years, and
- during a parliamentary by-election if it puts you in the electorate where the by-election is being held.

People can also enrol or update online on vote.nz, after verifying their identity using their NZ driver licence, NZ passport or RealMe verified ID. The online process has the same questions and guidance.

A person needs to tick the statement that applies to them. A person cannot identify as Māori at step 4 of the form without also selecting whether they wish to enrol for the relevant Māori or general electorate.

A person is unable to complete the Enrol Online process without completing step 4.

Voting in the local elections and the Tāmaki Makaurau by-election

To receive a voting pack and cast an ordinary vote in the local elections, electors needed to be enrolled by Friday 1 August. But it's not too late to enrol after that. People can enrol right up to 10 October 2025, the day before the close of the voting period 11 October 2025, and apply for a special vote from the local electoral officer.

Similarly, to cast an ordinary vote in the by-election, electors needed to be enrolled in the Tāmaki Makaurau electorate by writ day, Wednesday 30 July. But it's not too late to enrol after that. People can enrol right up to the close of election day, Saturday 6 September. However, people on the dormant roll and people who enrol or update after 30 July will have to cast a special vote when they vote.

Electoral reform legislation

Your letter raises concerns and seeks remedial action regarding electoral reform legislation. As an independent Crown entity, the Commission is not in a position to respond to the matters you have raised in relation to electoral reform legislation. The content and prioritisation of electoral reform legislation is a matter for Ministers, not the Commission.

Ngā mihi nui



Karl Le Quesne
Chief Electoral Officer

From: [REDACTED]
To: Kristina Temel; [REDACTED]; [REDACTED]
Cc: [REDACTED]; [REDACTED]; Karl Le Quesne; Simon Moore
Subject: RE: Update on enrolments for the local elections and by-election
Date: Monday, 4 August 2025 8:52:34 am
Attachments: image001.jpg
image002.png
image003.png
image004.jpg

EXTERNAL EMAIL WARNING: Do not open any **attachments** or **links** until you are certain they are safe. Beware of **phishing** attacks, check the sender address. Always report emails you are not certain are safe.

Morning Kristina,

Thanks for the updates last week –

Could you turn this into a briefing/note for the Minister?

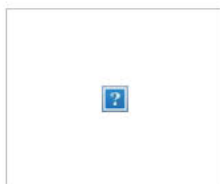
Out of scope

It'd be useful to get something quickly today/tomorrow since a lot of it is covered in the emails already.

Just flagging, I'm about to send an email indicating that I'm finishing in the Office, but I'll still be supporting the team in the background this week.

Cheers,

[REDACTED]



[REDACTED] etary – Justice | Office of Hon Paul Goldsmith

Minister for Arts, Culture and Heritage
Minister of Justice
Minister for Media and Communications
Minister for Treaty of Waitangi Negotiations

Mobile: [REDACTED] | Email: [REDACTED]@parliament.govt.nz
Private Bag 18041, Parliament Buildings, Wellington 6160, New Zealand

Authorised by Hon Paul Goldsmith, Parliament Buildings

From: Kristina Temel <[REDACTED]@elections.govt.nz>
Sent: Friday, 1 August 2025 4:31 PM
To: [REDACTED] <[REDACTED]@parliament.govt.nz>
Cc: [REDACTED] <[REDACTED]@justice.govt.nz>; [REDACTED] <[REDACTED]@justice.govt.nz>; Karl Le Quesne <[REDACTED]@elections.govt.nz>; Simon Moore <[REDACTED]@elections.govt.nz>
Subject: Update on enrolments for the local elections and by-election

Kia ora [REDACTED],

Here is an update for you on the concerns that have been raised about the Electoral Commission's enrolment systems and why people might not find themselves when they look up their details on the '[Check your enrolment details](#)' system.

Our systems are working as they should be and we are on track for the roll extract for councils. As you would expect, we are continuing to process large volumes of enrolments and large numbers of people are being able to check their details online in readiness for local elections and the by-election. This week so far, we have received 30,554 enrolments and updates and 92% of these were online.

Systems checks

We monitor our systems to alert us to failures and there is no indication of issues with our enrolment systems.

We have undertaken spot checks on recent transactions where people were unable to find their enrolment records

using the '[Check your enrolment details](#)' service on our [vote.nz](#) website.

There are a few different reasons why someone might not find themselves. They could:

- not be enrolled
- be on the dormant roll
- be on the unpublished roll
- have submitted an enrolment application that is still being processed.

If they are correctly enrolled, they may not find themselves if they:

- make errors when manually typing their address rather than using the address finder,
- enter an address that is different to the address in their enrolment record,
- enter a name or date of birth that does not match their enrolment details,
- use an auto-complete function on the web browser on their device and it enters incorrect or out of date information, or enters address information into the wrong fields.

The search is strict to maintain voter privacy and ensure that an elector can only see the record we hold for them and no one else can do a general search and see the details for another person. Small variations from the details we have on file can mean that people can't find their records.

The dormant roll

The Electoral Act requires the Commission to undertake enrolment update inquiries before general and local elections to confirm elector's details and make sure the rolls are up to date before the elections. We are required to send correspondence to electors when they register or update their enrolment details and we have to send Māori Electoral Option information to Māori electors before local and general elections. We also send EasyVote correspondence to provide information to electors about voting at parliamentary elections.

If at any time, correspondence from the Commission comes back gone no address, and the whereabouts of the elector are not known, the Commission must by law, following any inquiries the Commission thinks fit, remove the elector from the main roll and place them on the dormant roll.

This is important for the accuracy and integrity of the electoral roll and ensures that voters are eligible to vote in the correct electorate for parliamentary elections and the correct ward or area for local elections, where they live.

People on the dormant roll are still able to vote in general elections and by-elections elections for up to three years but need to cast a special vote.

Anyone on the dormant roll must update their details by close of play today to get a voting pack sent to them for the local election. If they miss this date, they can still enrol right up to 10 October 2025, (the day before the close of the voting on 11 October 2025), and apply for a special vote from the local electoral officer.

Māori Electoral Option

Māori electors can choose the Māori roll or the general roll when they first enrol to vote. After that, they can change rolls at any time except in the three months before a general election or the triennial local elections, or before a parliamentary by-election.

We are in that three month period now when electors can't change rolls. Applications to change rolls will be processed after the local elections.

As can be seen both in the [Enrol-online site](#) and the [enrolment form](#), roll choice – Māori roll or general roll – is up to each person. We don't put Māori voters on either roll by default and we won't change a person's roll without them making that choice for themselves.

Support is available

There are instructions on the website advising people what to do.

If a person on the dormant roll checks their details online on the [vote.nz](#) website they will not find their details, they will get the following message:

We need you to reconfirm your details with us

You are not currently enrolled because we've previously tried to get in touch with you and didn't receive a response.

To re-enrol, please check your details and update any that are out of date.

[BACK](#)[RECONFIRM NOW](#)

If a person is not enrolled, they enter details that do not match their record on the main or dormant roll, or they are on the unpublished roll, they will get the following message:

No record found

Your search did not match any electoral enrolment records. Check that you typed all details correctly or try another search with an address where you lived previously.

[TRY AGAIN](#)

What if I can't find my record?

You'll need to complete a new enrolment application. It's quick and easy to do. Just use one of the options below.

Ways to enrol or update

Enrol with ID



Enrol online now using your New Zealand driver licence, New Zealand passport or RealMe verified identity. You'll need to answer some questions first, so we can check you're eligible to enrol.

Enrol without ID



Complete a form online and have it emailed or posted for you to sign and return. You'll need to answer some questions first, so we can check you're eligible to enrol.

Are you on the unpublished roll?

In order to keep your information secure, if you are on the unpublished roll, you can't search for your enrolment details online. If you want to update your details with us, you can use the option below.

Update without ID



Complete a form online and have it emailed or posted for you to sign and return.

We are providing public information and media responses to reassure the public that the enrolment process is working as it should be and we will be continuing to put out information to encourage people to enrol and update their details. We have also added additional messages to our website and social media channels <https://vote.nz/enrolling/enrol-or-update/troubleshooting-your-enrolment/>.

If electors that are concerned about their enrolment or are experiencing problems finding their enrolment record on vote.nz contact you, please advise them to contact the Electoral Commission so we can help them. They can call freephone 0800 36 76 56 or send an email to enquiries@elections.govt.nz

Please let me know if you have any further questions.

Ngā mihi

Kristina Temel

Kristina Temel | Manager, Legal Regulation and Policy | **Electoral Commission** | Te Kaitiaki Take Kōwhiri

PO Box 3220 | Level 10, 34 – 42 Manners Street | Wellington | 6140

Phone [REDACTED] | [vote.nz](https://www.vote.nz) | [elections.nz](https://www.elections.nz)



From: Kristina Temel

Sent: Thursday, 31 July 2025 6:39 pm

To: [REDACTED] <[REDACTED]@parliament.govt.nz>

Cc: [REDACTED] <[REDACTED]@justice.govt.nz>; [REDACTED] <[REDACTED]@justice.govt.nz>; Karl Le Quesne <[REDACTED]@elections.govt.nz>; Simon Moore <[REDACTED]@elections.govt.nz>

Subject: Letter to Minister from Te Pati Maori

Kia ora [REDACTED],

The attached letter was received by the Electoral Commission copied to the Minister today. The Electoral Commission will be providing a full response to the letter.

As advised yesterday, we have checked our systems and are continuing to check them and have not found any issues. As you would expect, we are continuing to process large volumes of enrolments and large numbers of people are being able to check their details online in readiness for local elections and the by-election.

We will be providing public information and media responses to reassure the public that the enrolment process is working as it should be and we will be continuing to put out information to encourage people to enrol and update their details. We are also emailing councils shortly to reassure them that the enrolment information they are working with to prepare for the local election is accurate.

Out of scope

Ngā mihi

Kristina

Kristina Temel | Manager, Legal Regulation and Policy | **Electoral Commission** | Te Kaitiaki Take Kōwhiri

PO Box 3220 | Level 10, 34 – 42 Manners Street | Wellington | 6140

Phone [REDACTED] | [vote.nz](https://www.vote.nz) | [elections.nz](https://www.elections.nz)



From: Kristina Temel

Sent: Wednesday, 30 July 2025 4:47 pm

To: [REDACTED] <[REDACTED]@parliament.govt.nz>

Cc: [REDACTED] <[REDACTED]@justice.govt.nz>; [REDACTED] <[REDACTED]@justice.govt.nz>; Karl Le Quesne <[REDACTED]@elections.govt.nz>

Subject: FW: Oral question 12: reports of hundreds of electors on the Māori roll being removed from the roll in the last 24 hours

Kia ora [REDACTED],

During question time today there was an allegation that in the last 24 hours hundreds of electors on the Māori roll have been removed from the roll for no reason.

We have also had reports that people cannot find themselves when they look up their enrolment details.

We can confirm that there are no issues with our systems.

If the Electoral Commission cannot contact an elector at their address, they are placed on the dormant roll. We advise people that they need to keep their enrolment details up to date.

A dormant elector will not be able to find themselves in our look-up system on vote.nz. For security reasons, an enrolled elector must enter their name address and date of birth exactly matching their enrolment record to see their enrolment details.

We have looked into some of the questions raised with us today. In each case that we looked into, the system worked as intended and where the elector was not able to find themselves, there was an explanation- for example, the elector was not enrolled, or the elector had searched using a different address to their enrolled address.

As [REDACTED] noted, we have put out this press release to respond to the questions. [How to check your enrolment | Elections](#)

Let me know if you would like any further information.

Ngā mihi

Kristina

Kristina Temel | Manager, Legal Regulation and Policy | **Electoral Commission** | Te Kaitiaki Take Kōwhiri

PO Box 3220 | Level 10, 34 – 42 Manners Street | Wellington | 6140

Phone [REDACTED] | vote.nz | elections.nz

