

20 August 2025

[REDACTED]  
[REDACTED]  
By email to [REDACTED]

Dear [REDACTED]

## OFFICIAL INFORMATION ACT REQUEST 2025/41

On Wednesday, 30 July 2025 you made a request under the Official Information Act 1982 (the OIA) for the following information:

*...the following information in relation to recent and ongoing issues experienced by individuals, particularly Māori, regarding their enrolment on the electoral roll:*

### *Enrolment Discrepancies:*

- 1. How many individuals have searched for their enrolment details in the past 12 months and been met with a “no record found” message?*
- 2. Of those cases, how many were previously enrolled according to Commission records?*
- 3. How many complaints or enquiries has the Commission received in the past 12 months regarding sudden removal or absence from the roll?*
- 4. What internal explanations or causes have been identified for people being removed or “disappearing” from the roll despite prior enrolment?*

### *Māori Electorate-Specific Data:*

- 5. Please provide a breakdown of enrolment discrepancies by Māori electorate.*
- 6. Have Māori roll voters been disproportionately affected by these enrolment issues? If so, please provide relevant statistics or analysis.*
- 7. How often are checks or audits conducted to verify the integrity and accuracy of the Māori electoral roll compared to the general roll?*

### *Process and Policy:*

- 8. What is the current process for maintaining, verifying, and updating the electoral roll — especially during non-election years?*
- 9. Are there any recent changes (policy, legislative, or system-level) that may have affected how enrolments are maintained, especially for Māori voters?*
- 10. What steps has the Commission taken to notify voters of changes or discrepancies to their enrolment status?*

### *System and Technology:*

- 11. Has the Commission experienced any system errors, data losses, or glitches in the past 2 years that may have contributed to voters being removed from the roll?*
- 12. What digital systems or third-party contractors are used for managing online enrolment services and database updates?*

### *Remedies and Support:*

13. *What support is currently available for individuals who believe they have been wrongly removed or cannot find their records?*
14. *Has the Commission undertaken any targeted communications to Māori voters regarding these issues?*

Responses to your questions are provided below.

1. *How many individuals have searched for their enrolment details in the past 12 months and been met with a “no record found” message?*

There were 440,625 sessions on enrol online for searches between 1 August 2024 and 12 August 2025. 331,571 (72%) ended in a successful search, 109,054 (28%) ended with no successful search. Of the sessions with a successful search, 103,615 (31% of sessions with successful searches) included at least one successful search and at least one unsuccessful search. The levels of search success are relatively stable with a slight increase in April (82%) and May (78%) after electors received their enrolment packs for the local elections. Please note that search failures due to security settings, such as time-outs of malicious activity are not included in the counts above. Sessions may include more than one individual, for instance those within the same family, and individuals may search over multiple sessions within a month or year.

2. *Of those cases, how many were previously enrolled according to Commission records?*

The information we hold relates to search sessions, not unique electors. It would require substantial collation and research to determine the enrolment history of every elector that made a search. 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, 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. There are also limits on the number of searches a person can undertake.

3. *How many complaints or enquiries has the Commission received in the past 12 months regarding sudden removal or absence from the roll?*

We do not hold information specifically on the number of complaints or enquiries regarding removal or absence from the roll. But, from 1 August 2024 to 30 July 2025 we received 116 complaints about:

- data handling error (7),
- Commission communications (2),
- other complaints relating to enrolment confirmations and communications (107).

We received 1,233 enquiries including 799 about enrolment confirmation and 424 about physical mail and 'Gone no address'.

4. *What internal explanations or causes have been identified for people being removed or "disappearing" from the roll despite prior enrolment?*

On 1 April, we began a public information programme to encourage people to update their enrolment details ahead of the local elections and raise awareness that Māori voters could change their roll type for the local elections before 10 July.

We sent packs to 3.6 million people on the electoral roll asking them to check their details and ran a nationwide advertising campaign. We followed up with text messages and emails to people whose enrolment details were out of date.

Since 1 April, nearly 345,000 people have enrolled or updated their details, including more than 59,000 voters of Māori descent (on both the general and Māori rolls). 63.5% of these transactions have been online.

In total, as of 5 August, 3,316,761 people are enrolled on the general roll and 298,667 people on the Māori roll. There are 113,402 people on the dormant roll - 98,703 on the general roll and 14,699 on the Māori roll.

People are moved to the dormant roll if we lose touch with them, for example, if we get returned mail from an old address, and go back on the main roll when they update their address with us. A person can still cast a special vote if they are on the dormant roll. Their roll – Māori or general – is not changed if they are moved onto the dormant roll. As soon as they re-enrol, they are moved from the dormant roll to the main roll. If an elector on the dormant roll does not re-enrol, then after 3 years, by law they have to be removed from the dormant roll and become ineligible to vote.

The dormant roll process is set out in the Electoral Act. It's important for the integrity of the electoral roll that people are listed at their current address. It ensures that voters are eligible to vote in the ward or electorate where they live.

5. *Please provide a breakdown of enrolment discrepancies by Māori electorate.*

See above – these are not enrolment discrepancies. These are the numbers of people placed on the dormant roll or removed from the roll in accordance with the Electoral Act.

Since the last election in October 2023 through to 01 August 2025, the total number of people that have been moved from the main to dormant rolls is 53,180, and of these, 46,586 are on the General roll and 6,594 are on the Māori roll. The Māori electorate breakdown is:

Hauraki-Waikato	931
Ikaroa-Rāwhiti	740
Tāmaki Makaurau	1,150
Te Tai Hauāuru	809
Te Tai Tokerau	1,082
Te Tai Tonga	1,099
Waiariki	783

Anyone that has since re-enrolled, will have moved from the dormant roll to the main roll.

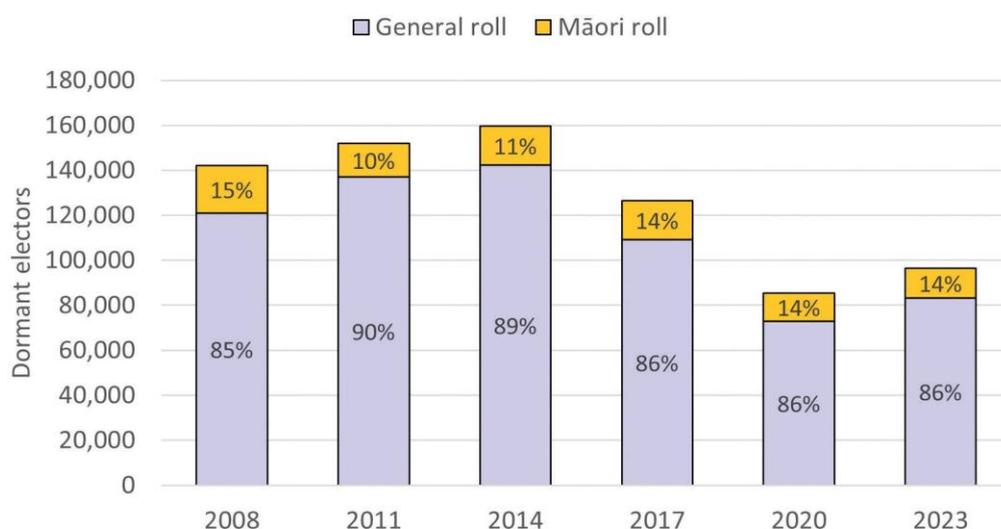
An elector must be removed from a dormant roll after 3 years if they have not re-enrolled during this time period. For that same time period, 24,976 were removed including 21,935 on the general roll and 3,041 on the Māori roll. The Māori electorate breakdown is listed below:

Hauraki-Waikato	453
Ikaroa-Rāwhiti	364
Tāmaki Makaurau	552
Te Tai Hauāuru	420
Te Tai Tokerau	498
Te Tai Tonga	370
Waiariki	384

Anyone that is eligible and has since re-enrolled, will have been added back onto the main roll.

6. *Have Māori roll voters been disproportionately affected by these enrolment issues? If so, please provide relevant statistics or analysis.*

See detailed numbers above. 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. There are proportionally more electors on the dormant rolls for the Māori electorates than the general electorates.



7. *How often are checks or audits conducted to verify the integrity and accuracy of the Māori electoral roll compared to the general roll?*

The enrolment team undertake Quality Assurance (QA) checks as follows:

- Paper applications – 100 percent of paper applications are QA checked across all rolls
- On-line applications – Upon entry, a randomly selected sample is QA checked across all rolls. For example, in the quarter from April to June 2025, 10,221 QA checks were completed.

8. *What is the current process for maintaining, verifying, and updating the electoral roll — especially during non-election years?*

We have a system of continuous enrolment so the rolls are being maintained on a daily basis, as people are added and placed on the dormant roll and removed from the roll.

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 is required to send correspondence to electors when they register or update their enrolment details and we have to write to all electors to make sure their details are up to date and 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, 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 if we have mobile numbers and or email addresses we will attempt to contact dormant electors by text and email to encourage them to update their details (see more information below).

A person can remain on the dormant roll for a period of three years from the date their name was put on the dormant roll. If they re-enrol, they come back onto the main roll. The re-enrolment process is the same as the process to enrol.

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.

*9. Are there any recent changes (policy, legislative, or system-level) that may have affected how enrolments are maintained, especially for Māori voters?*

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

*10. What steps has the Commission taken to notify voters of changes or discrepancies to their enrolment status?*

Since the last election in October 2023, the total number of people that have been moved from the main to dormant roll is 53,180, and of these, 6,594 are on the Māori roll and 46,586 are on the General roll. We have sent 139,036 emails and 152,794 texts to people whose details were out of date.

*11. Has the Commission experienced any system errors, data losses, or glitches in the past 2 years that may have contributed to voters being removed from the roll?*

The Commission has not experienced any system errors or data losses from MIKE, Enrol Online or the vote.nz website.

*12. What digital systems or third-party contractors are used for managing online enrolment services and database updates?*

The following systems are used:

<b>System Name</b>	<b>Purpose</b>	<b>3<sup>rd</sup> Party Suppliers</b>
MIKE	Enrolment record management system	Catalyst .Net
Enrol Online (EOL)	Public enrolment and eligibility system	Catalyst .Net
Vote.NZ Website	Website content hosting	Silverstripe Amazon Web Services

*13. What support is currently available for individuals who believe they have been wrongly removed or cannot find their records?*

Anyone that is concerned about their enrolment or is experiencing problems finding their enrolment record on [vote.nz](http://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](mailto:enquiries@elections.govt.nz).

*14. Has the Commission undertaken any targeted communications to Māori voters regarding these issues?*

The Commission has issued a [media release](#) and put additional [tips](#) on our website and on social media to help people having difficulty checking their enrolment. We have also done interviews on and responded to Media enquiries including Māori media, we have contacted councils and party secretaries of registered parties and Te Puni Kōkiri to provide additional information about enrolment processes.

In the interests of transparency, we release responses to Official Information Act requests every three months. We will publish this response with your personal details redacted.

You have the right under section 28(3) of the Act to make a complaint to the Ombudsman if you are not satisfied with the response to your request. Information about how to do this is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or by phoning 0800 802 602.

Yours sincerely



Karl Le Quesne  
Chief Electoral Officer