

12 August 2025

By email to: [REDACTED]

Kia ora [REDACTED]

OFFICIAL INFORMATION ACT REQUEST 2025/48

On Saturday, 2 August 2025 you made a request under the Official Information Act 1982 (the OIA) for the following information:

Kia Ora, I've been enrolled on the electoral role (the māori role specifically) since I was 18. After learning that some enrolment records had been deleted (by word of mouth), I checked my enrolment details via the vote nz website. My search found no record of my enrolment. I re-enrolled immediately. I'd like to request the following information under the official information act 1982: 1. In total, how many electoral role records were deleted/impacted? 2. Of that total, how many were deleted from the māori role and how many were deleted from the general role? 3. What effort is the electoral commission making to identify, recover and/or contact those who's records were impacted?

It's good that people are checking their enrolment details, and we understand the frustration when you can't find your record online. We have heard the feedback and will look at how we can improve the experience for people. We have also added some additional tips to help people find their record: [Troubleshooting your enrolment | Vote NZ](#)

The search on our website is strict to maintain voter privacy and ensure that a person can only see the record we hold for them. The search must match the information contained in an elector's record. Small variations from the details we have on file can mean that a person can't find their records.

This can happen, for example, if you:

- make errors when manually typing your 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 your enrolment details
- use an auto-complete function on the web browser on your device and it enters incorrect or out of date information, or enters address information into the wrong fields.

The reasons that other people may not find their record are that they may, for example, not be enrolled or be on the dormant roll. 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. They 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.

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.

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.

Anyone that is concerned about their enrolment or is experiencing problems finding their enrolment record on vote.nz can also 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. To protect your privacy, they will ask you for further information to confirm your identity before they provide you with information about your enrolment record.

Please do contact us if you need assistance. If you would like to request confirmation of your enrolment, please contact us and we can send you confirmation in writing.

In the interests of transparency, we release responses to Official Information Act requests every 3 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 or by phoning 0800 802 602.

Yours sincerely



Anusha Guler
Deputy Chief Executive, Operations