

12 August 2025

By email to: [REDACTED]

Kia ora [REDACTED]

OFFICIAL INFORMATION ACT REQUEST 2025/55

On Friday, 8 August 2025 you made a request under the Official Information Act 1982 (the OIA) for the following information:

There is increasing evidence and concern that people are being removed from electoral rolls without them being informed of this. There is also no media coverage or official announcement of this happening.

As such, I request the following under the OIA.

- 1. Are you aware of any issues impacting the integrity of the electoral role?*
- 2. How many people have been removed from electoral rolls in the last three months, excluding those who have clearly become ineligible to vote e.g. deceased persons.*
- 3. What steps are being taken to address the issue?*

Nothing has changed in recent weeks to the enrolment processes that the Electoral Commission 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.

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 We followed up with text messages and emails to people whose enrolment details were out of date.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. You can still cast a special vote if you are on the dormant roll. Your roll – Māori or general – is not changed if you 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.

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.

The following table shows the number of Gone no address notifications we have received and the number of electors that have been placed on the dormant roll in the 2025 local election campaign up to 5 August 2025 because they did not respond to follow up inquiries.

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

Electors can look up their enrolment details on [vote.nz](https://www.vote.nz). We have had reports that people are not able to find themselves.

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.

The Commission has issued [media releases](#) and 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 Kokiri to provide additional information about enrolment processes.

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.

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