

28 October 2025

[REDACTED]

By email to: [REDACTED]

Tēnā koe [REDACTED]

### **OFFICIAL INFORMATION ACT REQUEST 2025/72**

Thank you for your request of Monday 29 September 2025 under the Official Information Act 1982 (the Act). Specifically, you have asked for:

- *Have any complaints been received regarding people being removed from the electorate role from 1 July 2025 until the date of this request? In relation to these complaints, please provide:*
  - *The number of complaints made;*
  - *The number of complaints made in relation to each electorate;*
  - *Any demographic data that is available in relation to the complainants;*
  - *Whether any errors were identified and, if so, the cause of those errors;*
  - *Whether any monitoring systems exist in relation to those errors/causes; and*
  - *What efforts have been made to rectify those errors/causes.*
- *Have any assessments been conducted or advice been provided on the risks posed to individuals' right to vote in the 2026 election because of administrative issues? If so, please provide a copy.*
- *Has the Government or Minister made any request for active monitoring or reporting in relation to complaints made by individuals that they have been removed from the electoral roll? If so, please provide a copy.*
- *Has the Government requested any advice regarding identifying and/or addressing systems risks or human error that may result in the removal of individuals from the electoral roll?*

We do not hold information specifically on the number of complaints or enquiries regarding removal or absence from the electorate rolls or a breakdown by electorate and demographic. But, from 1 July 2025 to 29 September 2025 we received 188 complaints, two about data handling error (2), and the other complaints relating to enrolment confirmations and communications (186). We received 648 enquiries including 563 about enrolment confirmation and 85 about physical mail and those returned as 'Gone no address'.

Nothing has changed in recent weeks to the enrolment processes that the Electoral Commission follows and no errors with our processes or systems have been identified. 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.

In total, as of 21 October 2025, 3,291,548 people are enrolled on the general roll and 303,751 people on the Māori roll. There are 114,371 people on the dormant roll: 98,703 on the general roll and 14,699 on the Māori roll.

People are moved from the main roll for their electorate to the dormant roll for their electorate 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.

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 systems are used to manage enrolments:

System Name	Purpose
MIKE	Enrolment record management system
Enrol Online (EOL)	Public enrolment and eligibility system
Vote.NZ Website	Website content hosting

The Commission has not experienced a system error or data loss from MIKE, Enrol Online or the vote.nz website. There are no known issues regarding the accuracy, stability, or integrity of enrolment systems and records. During peak periods this year, we have had some delays processing our enquiries. We reviewed our enquiries system and went through all of the enquiries checking that people's requested changes were made ahead of the Tāmaki Makaurau by-election and the local elections.

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. It's good that people are checking their enrolment details, and we understand the frustration when people can't find their record online. We have heard the feedback

and will look at how we can improve the experience for people. We identified and resolved a minor technical issue with the message people were seeing if they left their web page open for over 30 minutes that affected less than 2% of searches.

There are a number of reasons why someone who believes they are enrolled might not find themselves using the online look-up 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 and the duration of searches that a person can undertake.

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)

An example we have been made aware of is a situation where an elector was moved to the dormant roll in accordance with legislative requirements. This was because correspondence was returned to us by New Zealand Post 'Gone no address' — notwithstanding the elector in fact still resided at the address. The circumstances of that case were unusual, as we do not expect correspondence to be returned as 'Gone no address' where an elector still resides at the address. This elector got in touch with the Electoral Commission, and we were able to investigate, seek an explanation from New Zealand Post, and restore them to the main roll.

We monitor our systems to alert us to failures and there is no indication of issues with our enrolment systems. Our systems also undergo certification and accreditation in line with NZ government guidance. The enrolment team also undertake Quality Assurance (QA) checks as follows:

- Paper applications – 100 percent of paper applications are QA checked.
- On-line applications – Upon entry, a randomly selected sample is QA checked. For example, in the quarter from July to September 2025, 15,133 QA checks were completed.

The Government or Minister have not made any request for additional active monitoring or reporting in relation to complaints made by individuals that they have been removed from the electoral roll.

The Government has not requested any advice regarding identifying and/or addressing systems risks or human error that may result in the removal of individuals from the electoral roll. However, in August 2025, following concerns being raised on social media and in the media about the Electoral Commission's enrolment systems, information was provided to the Minister of Justice. A copy of that advice will be provided to you shortly. We have only included material within these documents that are in scope of your request, we have redacted parts that are out of scope. Some contact details, such as phone numbers, email addresses and some names have been withheld under section 9(2)(a) of the OIA which relates to the privacy of natural persons. In each case where redactions are made under section 9(2)(a), consideration has been given to and I am satisfied that the reasons for withholding of the information are not outweighed by other considerations which render it desirable in the public interest to make that information available.

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](http://www.ombudsman.parliament.nz) or by phoning 0800 802 602.

Yours sincerely



Anusha Guler  
Deputy Chief Executive, Operations