

29 April 2026

By email to: [REDACTED]

Kia ora [REDACTED]

OFFICIAL INFORMATION ACT REQUEST 2026/20

On 23 March 2026 you made a request under the Official Information Act 1982 (the OIA) for the following information:

3. Issues Requiring Immediate Clarification

You are formally requested to provide full and complete disclosure of the following:

(a) Audit and Verification

- *What independent audit processes (if any) are applied to the electoral roll;*
- *The frequency and scope of any such audits;*
- *Any internal or external reports assessing roll accuracy in the past five (5) years.*

(b) Error Rates and Data Integrity

- *Known error rates within the electoral roll;*
- *Procedures for identifying and correcting:*
 - *duplicate entries*
 - *deceased persons*
 - *incorrect or outdated enrolments*

(c) Complaint Handling

- *The number and nature of complaints received regarding:*
 - *voting irregularities*
 - *missing or altered enrolments*
- *The process by which such complaints are investigated and resolved.*

(d) System Governance

- *Whether any independent body verifies the roll's integrity;*
- *If not, on what basis the Commission considers self-monitoring sufficient to meet statutory and democratic standards.*

Responses to each of your questions are outlined below:

(a) Audit and Verifications

- i. What independent audit process (if any) are applied to the electoral roll
- ii. The frequency and scope of any audits

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- iii. Any Internal or external reports assessing roll accuracy in the past 5 years

Internal Review

The Commission applies a four lines of defence model across the enrolment function.

The first line of defence is the internal **Data Quality and Integrity Assurance Plan**, which outlines the strategies and practices in place to maintain enrolment data quality and integrity throughout its lifecycle. The objective is to ensure that data remains accurate, valid, complete, and secure, supporting enrolment operations, post-election processes, analytics, and decision-making.

A range of preventative controls are embedded within the system to minimise errors by Enrolment Processing Officers (EPOs) and support decision-making. Following transaction completion, additional detective controls are applied to verify accuracy. This includes the daily **Transaction Status Review (TSR)**, which validates the accuracy of data inputs.

Monthly roll cleanse reports are generated to identify potential anomalies within the data. In addition, monthly internal quality assurance reviews are conducted by the enrolment processing team. Outcomes are moderated by experienced Senior Enrolment Officers and the Advisor, Enrolment Integrity, to ensure the accuracy and validity of enrolment form processing.

Access to the enrolment database is restricted to personnel with a defined business need. User access is reviewed regularly to ensure ongoing appropriateness.

The second line of defence comprises oversight of risk by the Risk and Assurance team, supported by input from the Legal and Policy team. This ensures compliance with agreed controls, legislative requirements, and organisational standards.

The third and fourth lines of defence include independent external audit and broader sector oversight. This includes monitoring by agencies such as the Ministry of Justice and Select Committees.

Refer to **Attachment: Enrolment Data Quality and Integrity Assurance Plan**.

External Auditors

The Commission has undertaken multiple internal audits by a variety of external auditors such as;

- **KPMG** - KPMG is a global organization of independent professional services firms providing Audit, Tax and Advisory services. The KPMG audit reports are available in each of our annual reports available [here](#).
- **PwC** – also a global organization of independent professionals that provide contemporary audit and assurance services. A copy of the PWC report is available [here](#) and the Electoral Commission’s response are available [here](#)
- Office of the **Auditor General (OAG)** completed a review of the 2023 General Election – The report is available [here](#) and the Commission’s response and progress update are available [here](#).

Please see attached reports providing to the Executive Leadership Team (ELT) summarising the ongoing Quality Assurance checks. Please note we have excluded information that is out of scope of the request.

b) Error Rates and Data Integrity

- i. *Known error rates within the electoral roll;*
- ii. *Procedures for identifying and correcting:*
 - *duplicate entries*
 - *deceased persons*
 - *incorrect or outdated enrolments*

As at 1 April 2026, the accuracy rate of enrolment data is 98.2%, with address data accuracy at 98.45% when compared with New Zealand Post Limited delivery point data.

During the enrolment process, the data system automatically identifies potential matches for Electoral Processing Officers (EPOs) to investigate. Additional controls are in place to detect anomalies requiring manual review.

Births, Deaths and Marriages provide the Commission with notifications of deaths; however, this does not capture New Zealand citizens who pass away overseas. In such cases, immediate family members may notify the Commission of a relative's death.

The Commission conducts an enrolment update campaign before each triennial local election and each general election. This includes direct communication with enrolled electors and targeted media campaigns to raise awareness and encourage individuals to update their details to support participation in voting.

Complaint Handling Voting Services

Details about our complaints process are available on our website [Complaints | Elections NZ](#): The complaint will be assigned to the relevant team and responsible manager based on the subject matter of the complaint.

After each general election, we summarise the complaints we receive in our report on the election. Our report on the 2023 General Election is available [here](#) and complaints are discussed at pages 40, 77, 125-126.

(d) System Governance

- I. *Whether any independent body verifies the roll's integrity;*
- II. *If not, on what basis the Commission considers self-monitoring sufficient to meet statutory and democratic standards.*

Our enrolment system is audited by an independent auditor each year, as well as having Certification & Accreditation complete on it reviewing risks and controls.

We undertake regular quality assurance activities over any extracts from the roll.

Some contact details, such as phone numbers, some email addresses, and names, have been withheld from the documents being released under section 9(2)(a) of the OIA which relates to the

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privacy of natural persons. In each case where redactions have been 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 or by phoning 0800 802 602.

Yours sincerely



Nicola Hogg
Director, Enrolment