

11 May 2026

By email to: [REDACTED]

Kia ora [REDACTED]

OFFICIAL INFORMATION ACT REQUEST 2026/30

On Saturday 11 April you made a request under the Official Information Act 1982 (the OIA) for the following information:

I am making a request under the Official Information Act 1982 for information related to Māori electoral roll management and enrolment data quality.

Requested Information:

- 1. Dormant roll statistics by month from January 2023 to April 2026, specifically:
Total number of voters on the dormant roll
Number of Māori voters on the Māori dormant roll
Number of Māori voters on the general dormant roll*
- 2. All internal audit reports, quality assurance reviews, and system error analyses conducted between January 2023 and April 2026 regarding:
Enrolment processing errors
Data entry error rates
Unauthorised or incorrect roll changes
Manual processing failures*
- 3. Records of reported incidents where voters who had not changed address were:
Moved from the Māori roll to the general roll without their knowledge or consent
Removed from the Māori roll entirely
Sent multiple enrolment communications on the same subject*
- 4. Documentation of quality control processes for the Transaction Status Reports (TSR), including:
When and why TSR processes were halted
Alternative quality checks used during these periods*
- 5. Any correspondence or briefings between the Electoral Commission and Te Pāti Māori, the Minister of Justice, or the Ombudsman regarding Māori roll enrolment issues from January 2025 to April 2026.*

Preferred Format: Electronic documents (PDF or searchable formats) via email.

I note the Commission has previously acknowledged PwC audit findings regarding "missing or not fully effective" quality controls and "highly manual" processes with 1-6% data entry error rates. This request seeks to understand the scale and impact of these issues on Māori voters specifically.

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1. Dormant roll statistics by month from January 2023 to April 2026, specifically:

Total number of voters on the dormant roll

Number of Māori voters on the Māori dormant roll

Number of Māori voters on the general dormant roll

Data is attached.

2. All internal audit reports, quality assurance reviews, and system error analyses conducted between January 2023 and April 2026 regarding:

Enrolment processing errors

Data entry error rates

Unauthorised or incorrect roll changes

Manual processing failures

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**. Information regarding processing errors and quality assurance are also attached.

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](#).

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.

The following systems are used to manage online 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.

3. Records of reported incidents where voters who had not changed address were:

Moved from the Māori roll to the general roll without their knowledge or consent

Removed from the Māori roll entirely

Sent multiple enrolment communications on the same subject

We never change someone's roll without their consent, and we have not and will not remove anyone from the electoral roll without reason. As this information does not exist, we refuse your request pursuant to section 18(e) of the Official Information Act, but have provided further information to explain the dormant roll process.

The Commission is responsible for the registration of electors and maintaining the electoral rolls in accordance with Part 5 of the Electoral Act 1993 (the Act).

A person is eligible to enrol and vote if they are 18 years or older, a New Zealand citizen or permanent resident, and have lived in New Zealand continuously for 12 months or more.

By law, eligible electors must enrol, and it is their responsibility under the Act to 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. By law the Commission must write to all registered electors before a general election and the triennial local body elections to check electors' details are up to date.

During an enrolment update campaign, we receive large numbers of returned mail from NZ Post marked "Gone no address" (GNA). A GNA notifies the Commission our correspondence could not be delivered to an elector at their address on the 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, 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.

Where we get a GNA and the elector's whereabouts is not known, electors remain on the roll while we try to contact them through email, text or an alternate address if we have this information. After four weeks, if we have not heard from the elector, e.g. the elector has not updated their details through a form or the online enrolment system, they will be put on the dormant roll.

The dormant roll is a 'safety net' for electors to move onto when we have not been able to contact them at their registered address. There is a dormant roll for every Māori and general electoral district. Anyone that has updated their details since being made dormant is added back onto the main roll. People on the dormant roll are still able to vote in parliamentary elections for up to three years after they are placed on the dormant roll, but need to cast a special vote because they do not appear on the printed roll.

The Commission enables electors to check their enrolment details on vote.nz to help electors check if their enrolment details are up to date. However, electors on the dormant roll will not be able to find themselves using this service because their details are out of date.

If a person is unable to find themselves using the vote.nz search portal, they can call freephone 0800 36 76 56 or send an email to enquiries@elections.govt.nz. We can then look into their situation and either confirm they are enrolled, or give them advice about how to re-register on the main roll. 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 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.

In 2025 concerns were raised about people not being able to find themselves on the vote.nz website. There are several possible reasons for this - the main one being that the details entered need to exactly match the details we have on file (to protect elector privacy and as a security feature).

*4. Documentation of quality control processes for the Transaction Status Reports (TSR), including:
When and why TSR processes were halted
Alternative quality checks used during these periods*

From the start of Enrolment Update campaign (31 July 2023) to the close of the supplementary roll (25 October 2023) there were 909,406 enrolment applications processed. Of that figure, there were 138,962 transactions undertaken in the last week, and 209,946 were processed between the day after election day (15 October 2023) to roll closure (25 October 2023).

There were nineteen instances of electors of Māori descent being placed on an incorrect roll type, resulting in enrolment undertaking an audit. Of the 700 records checked, there were nineteen electors that needed their roll type corrected, resulting in 2.7 % error rate.

The Enrolment Leadership team made the decision to stop checking TSR checks from 9 October 2023 to 25 October 2023 as there were 348,908 enrolments applications to be processed before closure.

There is a suite of nineteen reports that run on a weekly basis, identifying anomalies in roll information. Where an anomaly is identified, it is manually investigated.

5. Any correspondence or briefings between the Electoral Commission and Te Pāti Māori, the Minister of Justice, or the Ombudsman regarding Māori roll enrolment issues from January 2025 to April 2026.

Copies of correspondence with Te Pāti Māori are attached.

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 is attached. We have only included material within these documents that are in scope of your request, we have redacted parts that are out of scope.

There has been no correspondence with the Ombudsman.

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 or by phoning 0800 802 602.

Yours sincerely



Nicola Hogg
Director of Enrolment

Appendix Question 2 – Enrolment Processing Errors

Transaction Status Review (TSR)												
	2023			2024			2025			2026		
	forms TSR	Corrected	%	forms TSR	Corrected	%	forms TSR	Corrected	%	forms TSR	Corrected	%
Jan - March	22,288	722	3.20%	18,250	535	2.90%	14,174	246	1.70%	40,447	365	0.9%
April-June	51,560	1,340	2.60%	15,667	220	1.40%	229,979	5,402	2.30%			
July- Sept	440,435	16,913	3.80%	15,353	199	1.30%	142,335	1,412	1.00%			
Oct -Dec	413,837	43,655	10.50%	17,788	148	0.80%	34,138	490	1.40%			

Appendix Question 2 – Monthly Quality Assurance Review

Monthly Quality Assurance Review			
Quarter	Total Transactions for period	Total checks	Accuracy percentage
July- Sept 2024	17,064	2,880	98.70%
Oct -Dec 2024	19,280	5,090	98.50%
Jan - March 2025	18,901	4,893	98.30%
April-June 2025	357,854	16,084	98.33%
July- Sept 2025	192,510	21,769	98.76%
Oct -Dec 2025	59,310	8,725	98.29%
Jan - March 2026	69,500	7,985	98.50%

Monthly Quality assurance review commenced in July 2024. This consists of 10-20% of system generate transaction of the previous month. During the monthly quality assurance review nil errors found that impacted a person roll type or Māori descent.