

15 May 2025

By email to: [REDACTED]

Dear [REDACTED]

OFFICIAL INFORMATION ACT REQUEST 2025/23

On Saturday 12 April, you made a request under the Official Information Act 1982 (the OIA) for the following information:

Following your response to my OIA request dated 26 March, I am seeking further information regarding the two personal grievances that were escalated to the ERA, and also some information about personal grievances generally over the past ten years.

Please provide dates for these two cases, in particular when did the ERA make its determinations.

- 1. How many personal grievances were found against the Electoral Commission in addition to these two cases noted in my request over the past ten years.*
- 2. Please provide any internal correspondence relating to the outcomes of the cases referred to in my request that were found against the Electoral Commission, in particular relating to changes made in processes as a result of these unfavourable determinations.*
- 3. Please provide any information relating to disciplinary action taken against relevant managers as a result of these unfavourable decisions.*

Responses to each of your questions are listed below:

- 1. How many personal grievances were found against the Electoral Commission in addition to these two cases noted in my request over the past ten years.*

Over the past 10 years there have been no additional personal grievances found against the Electoral Commission. Our response is based on additional personal grievances that went to the ERA.

- 2. Please provide any internal correspondence relating to the outcomes of the cases referred to in my request that were found against the Electoral Commission, in particular relating to changes made in processes as a result of these unfavourable determinations.*

Please find attached all internal correspondence relating to the outcomes of the cases referred to in this request that were found against the Electoral Commission.

Some contact details, such as phone numbers, some email addresses, and 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 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.

Internal correspondence relating to the outcomes of the case:

- After the Determination was issued in January 2025, the Chief Executive announced the case had been heard and found against the Commission (all staff briefing 14 February 2025).

We have not made any changes in processes as a result of the Determination. The following changes set out below were delivered as part of our FY24/25 workplan and these changes will increase our capability around induction and employment relations matters:

- In 2025 we updated our induction programme with the following changes:
 - Require compulsory modules, including Cyber Security, to be completed in the first two days of employment.
 - All new employees to attend a mihi whakatau in their first month.
 - Introducing a new compulsory module “Doing things right | Mahia kia tika”. This module covers the Code of Conduct and Conflict of Interests and requires all employees to complete at induction and annually thereafter.
- The ICT Acceptable Use policy was reviewed in 2024 and is being finalised taking into consideration feedback from employees.
- The People & Culture Team created a new permanent role in 2024 “Senior Advisor Employment Relations”. This role will work closely with our internal Legal, Regulation and Policy team and with all managers to ensure a consistent and robust approach to employment relations matters.
- In July 2024 the following Management Essentials online training modules were developed and rolled out to all managers.
 - “How we do things.” This module aligns to the Commission’s values and compulsory re-signing of the code of conduct for all employees.
 - Performance and Development.
 - Employment Relations.

3. *Please provide any information relating to disciplinary action taken against relevant managers as a result of these unfavourable decisions.*

No disciplinary action was taken against the managers involved in the ERA case.

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



Lucy Hickman
Deputy Chief Executive Enterprise Services