

10 November 2023

By email to: [REDACTED]

Dear [REDACTED]

### **OFFICIAL INFORMATION ACT REQUEST 2023/66**

On Wednesday 11 October 2023 you made a request under the Official Information Act 1982 for the following information:

*How many Māori, Non-Māori, and First-Time Voters that are enrolled on the Māori Roll, were given General Electorate voting forms instead of the Māori Electorates in every area? I would like it to be dated back to 2023.*

*My request is because my daughter requested to be enrolled on the Māori Roll but was given General Electorate Candidates option rather than the Māori Electorate Candidates option.*

I would like to sincerely apologise that your daughter did not have a positive voting experience. Our voting processes are something that we are continuously working on to improve and we appreciate all feedback.

We have a number of checks in place within voting places to ensure voters are issued with the correct ballot papers. These include:

- viewing a voter's EasyVote card so we can find them on the correct electoral roll,
- if a voter does not have an EasyVote card with them, a voting assistant can look them up on our electronic roll and provide them with a card that helps us issue the correct ballot papers,
- voters can provide their name to one of our vote issuing staff, and they will look them up on the paper copy of the roll.

If a voter notices they have been issued with wrong ballot paper before they complete the voting process, they can bring this to the attention of the Issuing Officer. The Issuing Officer can then take steps to spoil the wrongly issued ballot paper and immediately issue the correct ballot paper to the voter. Once the voter has completed the voting process, their vote can be placed in the ballot box and counted as usual.

If in some cases a voter realises they have been issued the incorrect ballot paper after they have completed the voting process, we cannot remove the vote from the ballot box or reissue a new

ballot paper. If the ballot contains legible marks, the party vote would still be counted, but the electorate candidate vote would not be counted.

Any formal complaints to the Commission in relation to voters being issued incorrect ballot papers during the 2023 General Election are managed through our public enquiries process. We have checked our records, and I can confirm we have received 11 complaints to date in relation to incorrect ballot papers being issued. We have investigated each of these complaints and will report on them in our post-election review.

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



Martin Rodgers  
Director, Voting Services