



Electoral Commission

Te Kaitiaki Take Kōwhiri

Statement of Intent

2016/17 – 2020/21

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PURSUANT TO SECTION 149 OF THE CROWN ENTITIES ACT 2004
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PURSUANT TO SECTION 149 OF THE CROWN ENTITIES ACT 2004]

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Foreword

The Commission wants New Zealanders to understand their electoral system, to have confidence in our administration of their electoral laws, to find enrolling and voting easy, and to value and exercise their right to vote. In short, we want New Zealanders to trust, value and take part in Parliamentary elections. This Statement of Intent sets out how, over the next two general elections, we intend to advance this vision.

The 2014 general election witnessed a massive increase in the number of people voting before election day. The Commission believes that this change reflects a growing expectation for services that are delivered at a time and in a place that is convenient to people.

While the 2014 general election also saw a small increase in the proportion of eligible electors voting since the last general election, the overall picture of participation over recent decades is one of steep decline.

The Commission believes that these changing patterns of behaviour have fundamental implications for electoral administration and, indeed, for democracy in New Zealand.

In response, the Commission has identified two critical priorities: Championing voter participation, and finding ways to modernise its services to meet the changing needs and expectations of voters.

In the Commission's view, New Zealand needs to address the problem of declining voter participation. Turning the trend around will not be easy and is not something the Commission can do alone. A concerted effort will be required across a number of fronts involving a number of agencies and groups. The Commission will be looking for ways to work more across government and in the community to encourage enrolment and voting.

Electors expect to be able to interact with the Electoral Commission as an integrated organisation in a simple and efficient way. More voters are wanting to vote in advance, to access enrolment and voting services in voting places based on real-time information and to receive information electronically rather than just by post. We need to provide information and services in ways that meet the increasingly diverse needs of New Zealand's communities. With information from the 2014 general election, feedback from voters, staff and political parties, we have been conducting a review of our services to identify ways to simplify, modernise and integrate enrolment and voting services to better align them with the needs of electors while at the same time ensuring high standards of integrity. There are barriers in the legislation that the Commission has raised for review. Although the Government has indicated that e-voting for parliamentary elections will not be a priority for 2017, the Commission believes that there is still considerable scope to use technology to modernise, integrate and make more relevant the delivery of enrolment and voting services.

After 30 June 2016, the Commission will no longer be contracting New Zealand Post Ltd for the delivery of enrolment services, as the services will be conducted by the Commission from that date. Registrars of Electors, Deputy Registrars and other enrolment staff will, from 1 July 2016, be employees of the Electoral Commission. Integration is an opportunity to rethink every aspect of how we resource and deliver services, how we interact with electors, and how we use business information to plan and advise on electoral matters. The aim is to provide a more seamless enrolment and voting service that will also enable more of our resources to be focused on engaging and motivating New Zealanders to enrol and vote.

The Commission thinks New Zealand should be aiming to see, by 2020:

- 80% of all voters voting;
- 85% of young people enrolled; and
- 90% of voters to have confidence in the administration of elections.

These goals will be greatly facilitated if New Zealanders are better able to enrol and update their enrolment details online, and if enrolment and voting services are simpler and more convenient.



Hon Sir Hugh Williams QC
Chair



Jane Huria CNZM
Deputy Chair



Robert Peden
Chief Electoral Officer

Introduction

The Commission is an independent Crown entity under the Crown Entities Act 2004 responsible for administering all aspects of parliamentary elections and referenda. It is independent of Ministerial direction.

This Statement of Intent covering the five year period, 2016/17 to 2020/21 has been prepared in accordance with the requirements of section 141 of the Crown Entities Act 2004 and has been developed within the context of the Government's expectation that improved services are delivered within tight fiscal constraints.

Nature and Scope of the Commission's Functions

The statutory objective of the Commission is to administer the electoral system impartially, efficiently, effectively, and in a way that;

- facilitates participation in parliamentary democracy; and
- promotes understanding of the electoral system; and
- maintains confidence in the administration of the electoral system.

The functions of the Electoral Commission comprise the impartial, efficient and effective administration of the New Zealand electoral system. This includes:

- registration of electors and maintenance of electoral rolls
- registration of political parties and party logos
- administration of compliance with electoral laws including making available information, including advisory opinions, to assist political parties, candidates, and third parties to meet their statutory obligations in respect of electoral matters administered by the Commission
- consider and report to the Minister or to the House on electoral matters including the provision of independent, high quality advice on proposed or desirable changes to the electoral laws
- promoting public awareness of electoral matters including the conduct of education and information programmes
- administration of General Elections, including the allocation of broadcasting time and funding
- conduct of by-elections and referenda as and when required
- conduct of the Maori Electoral Option when scheduled, and
- support the work of the Representation Commission

Strategic Objectives – 2016/17 to 2020/21

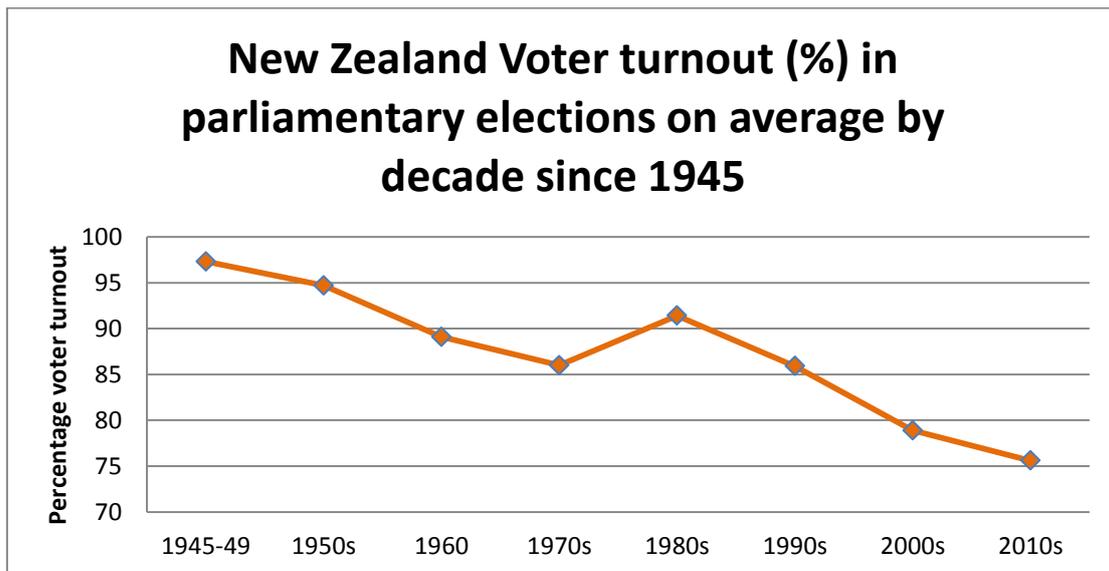
The Commission's vision for Parliamentary elections in NZ

The Commission wants New Zealanders to understand their electoral system, to have trust and confidence in our administration of their electoral laws, to find enrolling and voting easy, and to value and exercise their right to vote.

In short, we want New Zealanders to trust, value and take part in Parliamentary elections.

Current state of Parliamentary electoral administration in NZ

New Zealand still has a high rate of enrolment and an accurate electoral roll. However, voter turnout over the last 30 years has been in decline.



There are generally low levels of public awareness about electoral matters and limited civics and citizenship education in schools and the community. The growing numbers of migrants to New Zealand have particular needs in this regard, especially those from countries with little or no democratic traditions.

Prior to 2011 the Commission's focus was solely on making it easy to enrol and vote rather than also addressing the question of why one should vote. Declining rates of participation over recent elections have led the Commission to now regard education about the value of voting and encouraging participation as fundamental to supporting New Zealanders to take part in parliamentary elections.

While technology is extensively used to manage the electoral rolls and support the delivery of elections, the casting and counting of votes is, by law, a manual and paper based process. This makes it easy for the public to understand and trust, difficult to abuse, and easily auditable.

Our post-election research shows voters find it easy to enrol and vote and voters express high levels of satisfaction with the voting experience. Marginal improvements to voting services within the current manual processes will be possible but significant improvements are likely to require legislative and technological change and funding.

Most New Zealanders still prefer to vote in person at voting places, but a large number of voters (29.3%) voted before election day in 2014, whereas only 14.7% did so in 2011, and the number of voters choosing to vote before election day in 2017 is expected to increase to as much as 50%.

The electoral legislation has not been comprehensively reviewed in decades. Despite the law drafters' best efforts to modernise the legislation as opportunities arise, it remains in parts unduly prescriptive or otherwise unsuited for modern electoral administration.

Key programmes aimed at achieving our strategic objectives over the period covered by this Statement of Intent are outlined below

New Zealanders valuing their vote: achieving a better understanding of elections and encouraging voter participation

The legitimacy and health of Parliamentary democracy depends upon high voter participation. For this reason the steep downward trend in voter turnout at Parliamentary elections over the last 30 years is of great concern. It is in New Zealand's national interest that this trend be reversed and, in the Commission's view, needs to become a matter of Government priority with multi-party support.

The trend will not be quickly or easily reversed. Each new generation is currently less likely to vote than the last. The causes behind this are complex. Ongoing research is required to better understand the causes, identify solutions, and measure progress. But ultimately it will come down to New Zealanders valuing their democracy and their role in keeping it strong.

As noted in our report on the 2014 General Election and our previous Statement of Intent, the Commission believes New Zealand should set itself some ambitious goals. The Commission wants to see 80% of those eligible to enrol voting at the 2020 election. This would be a comparatively large increase over the 2014 rate of 72.14% (69.57% in 2011), and it would put New Zealand back amongst the world's leading democracies.

The Commission also wants to see 85% of 18 to 24 year olds enrolled by 2020. This would also be a comparatively large increase over the 2014 rate of 76.5%, which despite an increased focus was down on the 78% rate of 2011. The Commission expects that technological solutions that make it very easy for young people to enrol and for the Commission to keep in touch with them will be required to start addressing the problem.

The Commission also recognises that Māori, Pacific peoples, and new migrants have lower participation rates than others and will require particular attention.

The Commission also wants to see 90% of voters having high trust and confidence in the Commission's administration of the electoral system. Voter satisfaction with the administration of general elections has in the past been high (88% in 2014). When the Commission undertook its first survey of New Zealanders aged 18 and over on their confidence in the overall administration of the electoral system in May 2015, this rated a surprisingly low 69% with a further 22% neutral or unsure. However, the reasons identified for the lack of confidence were either a lack of knowledge about the Commission, or a broad range of reasons unrelated to the Commission itself.

The Commission reported to Parliament via the Minister of Justice following the 2014 election on the outcome at that stage of the national discussion on voter participation and proposed next steps. In line with the recommendations in that report the Commission intends, subject to funding, to undertake the following initiatives over the next 5 years in order to lift participation and confidence in the administration of the electoral system:

- An expanded community engagement programme:
 - expand on the successful 2014 pilot project to increase awareness and engagement amongst hard to reach communities
 - develop and deliver a range of targeted culturally appropriate learning opportunities for hard to reach communities
 - build capacity and capability amongst hard to reach communities to deliver their own voter participation programmes
- An expansion of education programmes:
 - curriculum-linked resources meet the needs of teachers and students across a range of ages and formats
 - teachers are provided with opportunities to engage with and build confidence in delivering civics education and resources
- Enhanced access for first time voters:
 - access to relevant, engaging content on social media
 - access to enrolment services, voting and electoral information, and reminders and alerts direct from their mobile devices
- Updated advertising and public information to achieve the same or greater awareness as previous elections.

Impartial, effective, and efficient administration of elections: making it easier to enrol and vote

Online Enrolment

For the 2014 election, voters with a RealMe account were for the first time able to fully enrol online.

For the 2017 and 2020 elections the Commission will be looking to make it even simpler for people to enrol online, to keep their details up-to-date, and to receive information about upcoming electoral events. If we are successful, by 2020 most voters will be choosing to enrol and update their details online.

Enrolment at Voting Places

For the 2017 and 2020 elections the Commission will also look for ways to improve the speed, efficiency and accuracy of the services we provide in voting places, integrating and streamlining where possible enrolment and voting services.

In 2014 there were 331,005 special votes cast with 8.7% disallowed (263,469 in 2011 with 8.1% disallowed). The majority of those votes disallowed were because the voter was not on any roll (95%) with many cases believed to be the result of voters not realising that submitting a special vote does not automatically see them placed on the roll if they are not on one already. For the 2017 general election we have recommended to Parliament that people who turn out to vote but who are not enrolled are able, for the first time, to apply to enrol through their special vote declaration form at the time they are voting. For people who vote in advance of election day or on election day this will mean that, subject to having been confirmed as eligible, their vote will count and they will be enrolled for future events.

Online Voting

In 2014 we also expressed a desire to work towards providing some voters with the option to vote electronically online. The Government subsequently indicated that e-voting for parliamentary elections would not be a priority for 2017. The Commission will continue to monitor overseas developments in electronic voting. The Commission remains of the view that e-voting will be an important component of a modern electoral administration in the future. However, e-voting would require substantial additional funding, policy decisions and legislative amendments.

E-voting offers an attractive way of reducing barriers to voting for voters with disability. In the absence of online voting the Commission plans to continue to provide dictation voting for blind and visually impaired voters for all future parliamentary elections, by-elections and referenda.

Our Operating Environment

Electoral Rolls

The foundation for a successful election is an up-to-date and accurate electoral roll. The rolls are updated on a daily basis – they may be required for an electoral event at any time. The Commission assumed statutory responsibility for enrolment functions on 1 July 2012 with New Zealand Post continuing to carry out the functions under delegation.

During the 2015/16 year the decision was made by the Commission to bring the contracted enrolment operation in-house with all current New Zealand Post enrolment staff invited to take up a position with the Commission on equivalent terms and conditions. The effect of this change is that the number of permanent roles at the Commission increased from 30 to 100, including a permanent regional presence of 54 staff across up to 25 locations country-wide.

General Elections

Timing

General Elections normally occur late in the third year of the parliamentary cycle. The actual date will not be known until announced by the Prime Minister, traditionally 7-8 weeks before voting day, although for 2014 and 2011 the date was announced well in advance. Until the date is announced the uncertainty around the date of each election is one of the major challenges in organising such a large-scale event. A number of important steps, for example employment of temporary field staff and the procurement of voting places, cannot be completed until the election date is known.

Planning

Organising for a General Election of a quality which will maintain public confidence requires detailed planning to commence as soon as the previous General Election has been completed and analysed.

In the six months following an election we review our systems and performance, identifying beneficial operational and policy changes including any proposals for legislative reform, prepare the post-election report and participate in parliamentary reviews. Over the following eighteen months we undertake and test any required or approved updates to systems and processes. From that point onward we begin implementing our plan for delivering the next election including putting in place the temporary infrastructure and systems, and recruiting and training the temporary field force.

Results

Accurate, progressive and timely preliminary results on election night are important as they enable discussions to start at the political level on the shape of the future government. This is important to the credibility of the election itself. At the 2014 and 2011 General Election 90% of the results were in by 10pm, that is, within 3 hours of the close of voting, and the balance by 11.30pm. The results are collated in our Election Management System and are fed to the website www.electionresults.govt.nz and to the media within 2 minutes of being entered into the system by Returning Officers in the electorates.

To continue to meet public and political expectations for the timely release of preliminary results on election night, we have sought legislative change to enable the count of advance votes on election day to start earlier because of the growth of advance voting.

The legal processes required to produce the official results over the two weeks following election day usually receive little public attention, compared with the focus on election night results. The exception to this is where recounts are required; such as following both the 2014 and 2011 General Elections.

The post-election processes not only bring special votes into the count but recount the votes counted on election night. A number of detailed checks are also made, for example in relation to the electoral rolls, to ensure that the official results are completely accurate and form a proper basis for government formation.

Parliamentary Vacancies

By-elections

A by-election to fill a vacancy in an electorate seat can occur at any time and is a major operation in its own right. Many of the steps necessary to manage a General Election are required although the scale is much smaller.

A by-election must be held within seven weeks of a vacancy arising. The Commission always has plans in place to manage by-elections and carries stocks of supplies and equipment in readiness should one arise.

List Seats

When a vacancy arises in the seat of a list Member of Parliament, the vacancy is filled by the Electoral Commission declaring elected the next available member on the party's list (who remains a member of the party and is willing to be elected). Filling a vacancy in a list seat is a comparatively simple process: usually completed on the same day the warrant is issued to fill the vacancy.

Referenda

Government Initiated Referenda

A Government initiated referendum (GIR) is a referendum promoted by the Government. It can be binding or indicative (non-binding) and pose more than one question or questions with more than two possible answers. Legislation is required to enable a GIR to be held unless it is conducted by postal vote under the Referenda (Postal Voting) Act 2000. There have been three GIR in recent years; a referendum on the Mixed Member Proportional (MMP) voting system which was held with the 2011 General Election, and two referendums on a change to the New Zealand Flag which were run in late 2015 and early 2016.

Citizen's Initiated Referenda

A citizen's initiated referendum (CIR) must be held if at least 10% of enrolled electors sign a petition calling for it. Two CIR were held with the 1999 General Election which resulted in voter confusion, queues and congestion in voting places and significant delays in the release of the Parliamentary election night results. To avoid these problems, legislation was enacted in 2000 to enable CIR to be held by postal vote and in 2009 the first CIR to be conducted by postal vote was successfully delivered.

The Commission developed its own software in 2013 to enable the electronic processing of postal voting papers. The system was used successfully with the 2013 CIR on assets sales and the 2015/2016 GIR Flag Referendums.

Conducting a CIR with a General Election or by postal vote remains a significant logistical exercise. The Commission would normally need a minimum notice period of 6 months to prepare for one.

Electoral Boundaries

The number of electorates and their boundaries, both general and Māori, are set by the independent Representation Commission after each 5 yearly census and the running of the Māori Electoral Option.

The Representation Commission is headed by an independent Chair appointed by the Governor-General. The Chief Electoral Officer is a member and the funding of the Representation Commission is provided through the Commission's appropriation. The Electoral Commission also provides administrative services to the Representation Commission.

The Representation Commission last convened in October 2013 and published final electoral boundary changes in April 2014.

Māori Participation

Māori may enrol on a Māori electoral roll and vote in a Māori electorate or enrol on the general roll and vote in a general electorate. The Māori Electoral Option enables Māori enrolled in either general electorates or Māori electorates to switch rolls. The option is run after the census but before the

Representation Commission starts work. The last Māori Electoral Option ran between 25 March 2013 and 24 July 2013

Voter turnout in the Māori electorates is significantly lower than in general electorates. To reduce barriers for Māori we:

- provide information in te Reo Māori in our key communications, including the EasyVote pack
- undertake face to face outreach programmes that encourage Māori to enrol and vote
- ensure those voting on the Māori roll get the same services as those voting on the general roll
- integrate counting of votes for Māori electorates with the counting of votes for general electorates, so that results can be reported at the same time.

Electoral Legislation

The Commission provides advice on proposed legislation or desirable legislation changes, working as required with policy advisors in the Ministry of Justice. As an administrator we are able to bring a unique practical insight into the workings of the electoral laws. Our statutory functions and powers allow us to provide advice to the Minister of Justice and the House of Representatives as requested and give proactive advice if we consider it necessary to discharge our functions.

It is highly desirable that any amendments to electoral legislation affecting the delivery of the election are enacted by the end of the second year of the cycle.

Broadcasting Allocation

Registered parties can apply to the Electoral Commission for consideration for an allocation of money for the broadcast of election programmes, and for free time for opening and closing addresses provided by Television New Zealand and Radio New Zealand.

The allocation is generally made by June in an election year - there is no allocation for a by-election. Part 6 of the Broadcasting Act 1989 sets out the criteria the Commission must apply and the process it must follow.

Compliance & Advice

The Commission prepares and publishes a wide range of guidance on the electoral process and in particular the requirements on all participants in electoral events. In addition any person may also ask the Electoral Commission to provide advice on whether, in its opinion, an advertisement constitutes an election advertisement under the law.

Key publications include the following guidance handbooks – all available on our website: www.elections.org.nz

- Party Secretary Handbook
- Candidate Handbook
- Guidance for MPs - election advertising rules
- Third Party Handbook - parliamentary elections
- Media Handbook - parliamentary elections
- Party Registration Handbook

The Commission is also responsible for monitoring compliance with electoral expenditure and donation and loan rules which requires advice and review of returns.

International Assistance

In association with the New Zealand Ministry of Foreign Affairs and Trade the Commission provides technical assistance to electoral agencies in the Pacific under the New Zealand Aid Programme. The Commission has provided assistance to agencies in Fijian, Bougainville, Kiribati and Timor Leste.

Organisational Health and Capability

The key issues underpinning the Commission's approach to maintaining and enhancing organisational health and capability include the need to:

- Deliver productivity and performance enhancements while responding to our operating environment and delivering on organisational priorities
- Financial sustainability
- Meet state sector good employer expectations

Enhanced Productivity and Performance Improvement

During the period of this Statement of Intent we will build on the approaches already begun to enhance our performance and build our capability. The planned actions in each of the key productivity drivers are outlined below.

Productivity Driver:	Actions for 2016/17 and beyond:
Investing in our people capability	<p>Annual review of our capability to ensure it is fit-for-purpose</p> <p>Continue to train and develop staff in appropriate skill areas and in line with emerging technologies and methodologies relevant to the work of the Commission</p> <p>Introduce cultural knowledge and diversity training</p> <p>Ensure we maintain a relevant and appropriate retention and remuneration programme for high performing staff</p> <p>Performance expectation: annual staff turnover at 6% or less</p>
Leadership and management capability	<p>Fully implement a leadership and management development programme to build individual and collective leadership and management capability</p> <p>Annual Board self-assessment and development programme</p> <p>Annual staff engagement survey</p> <p>Performance expectation: annual engagement survey results for effectiveness (Percentage of staff fully engaged & fully enabled) equal or better than the previous year</p>
Organisational design and organising work efficiently and effectively	<p>Develop a People Strategy, to which all people-related systems, policies, processes and frameworks will align.</p> <p>Updated induction programme for National Office and Field operations</p> <p>Continue with the implementation of an updated organisation design and performance and accountability mechanisms</p> <p>Continue to support flexible work practices</p>
Leveraging technology and systems development	<p>Maintain a robust and functional ICT</p> <p>Develop our capability to offer online services (e.g. enrolment, field staff training and public education)</p>

Financial Sustainability

The Commission is funded through a mixture of fixed and variable funding. The mix allows for funding to reflect the changes in population and price over the three year electoral cycle including any legislative or operational change.

Additional funding is provided as and when required to cover one-off electoral events such as by-elections, referenda, the five yearly Māori Electoral Option, and support for the Representation Commission.

Our annual budgets are structured accordingly and are reviewed regularly to ensure we are meeting the Government's expectations for efficiency and effectiveness.

Computer Systems

The Commission operates two core systems. One covers enrolment and the rolls. This system is built on an open-source platform and has been continuously updated throughout its life. The system is considered fit for purpose.

The second system covers the conduct of electoral events. The Election Management System (EMS) is a legacy system that is increasingly vulnerable to security and maintenance risks. This system is currently in the final stages of re-development due for completion in November 2016. The budgeted total cost of the re-development is \$3 million, funded from reserves.

Capital Expenditure

The Commission does not have a large asset base. The Wellington national office and the Registrar of Electors offices around the country are leased and the fit-out is minimal. The key assets we have are the two software systems that allow us to manage our electoral and enrolment activity. The software for our core election management system is being re-developed in time for the 2017 General Election as mentioned above. The Commission has no plans to invest in anything beyond the cyclical replacement of office IT equipment and the redevelopment of the EMS system.

Good Employer

With the integration of enrolment services on 1 July 2016 the Commission will have a core workforce of 100. The workforce expands to 4,500 in the lead-up to and following a General Election, and a further 15,000 on election day.

The Commission recognises that a diverse workforce is essential to deliver the services we provide to the public of New Zealand. We aim to provide equal employment opportunities to make the most of the talents and diversity in the workforce. We assess our status as a good employer against the elements and criteria set out by the Human Rights Commission. Over the term of this statement we will continue to ensure that all elements are in place and working well.

Summary of Current Key Initiatives through to 2020/21

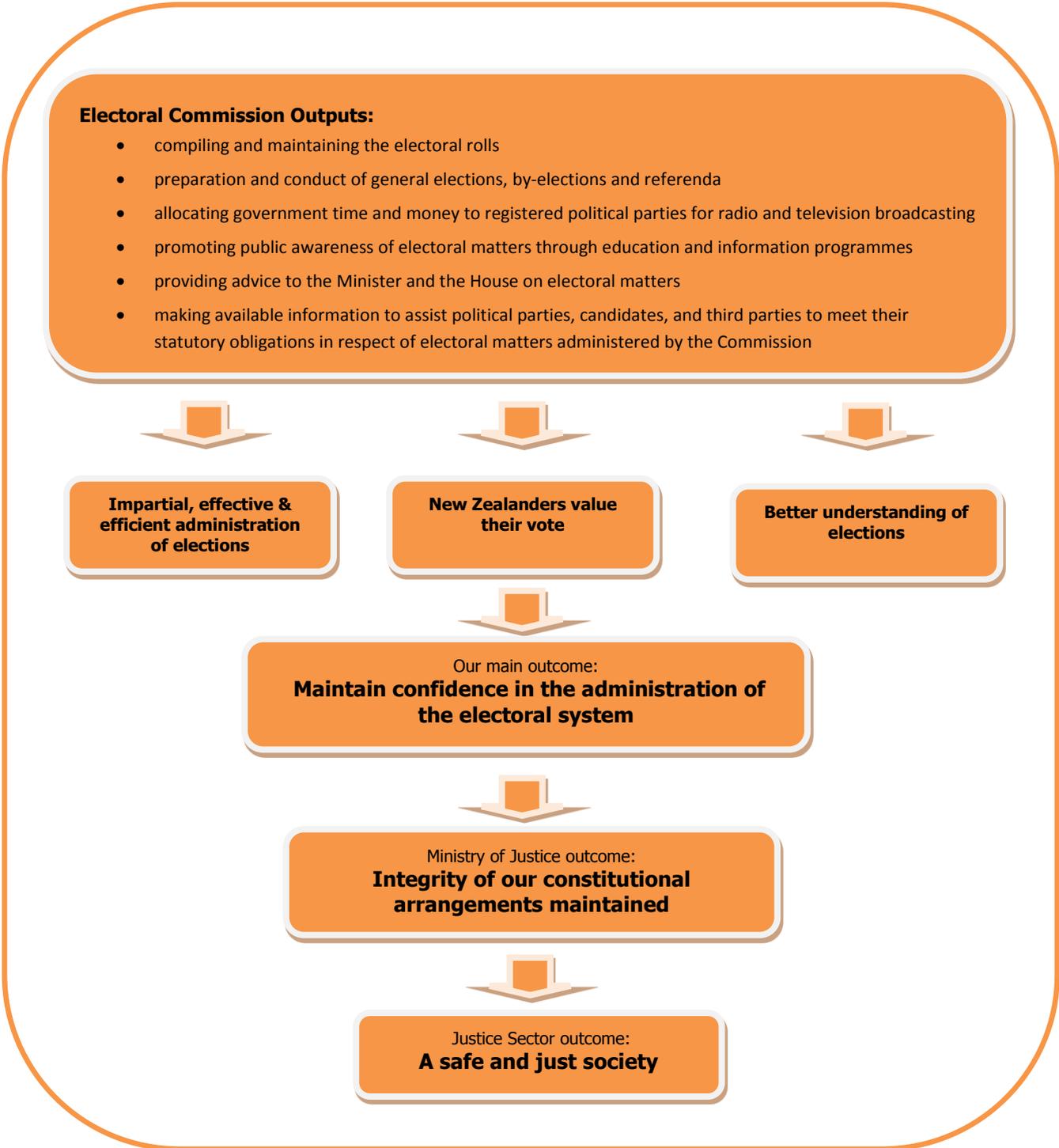
Strategic Initiative:	2014 Electoral Cycle		2017 Electoral Cycle			2020 Electoral Cycle		
	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Facilitating Participation								
Overseas Voters	Overseas voter upload system: Development and testing ✓	Overseas voter upload system: Implementation and rollout at the 2014 General Election ✓			Overseas voter upload system: updated & used in 2017			Overseas voter upload system: updated & used in 2020
Blind or Physically Disabled Voters	Telephone dictation voting system: Development and testing ✓	Telephone dictation voting system: Implementation and rollout at the 2014 General Election ✓			Telephone dictation voting system: updated & used in 2017			Telephone dictation voting system: updated & used in 2020
E-Enrolment	Full on-line enrolment option: Development and testing (using RealMe) ✓	Full on-line enrolment: Implementation and rollout at the 2014 General Election ✓			- Progress initiatives to make it simpler for people to enrol online, to keep their details up-to-date, and receive information about electoral events			- Progress and implement initiatives to make it simpler for people to enrol online, to keep their details up-to-date, and receive information about electoral events
Enhanced Voting and Enrolment Services					- Enable the Special Vote Declaration to be an application for enrolment - subject to legislation - More user-friendly forms - subject to legislation - Review of election day and advance voting resourcing			- Implement identified initiatives to improve the speed, efficiency and accuracy of the services in voting places - Integrating and streamlining where possible enrolment and voting services
Encouraging Participation								
Raising awareness and building support for action	- Development of strategy ✓ - Conference on 29 May 2014: 'Valuing our Vote: Improving Voter Turnout in New Zealand' ✓	- Promoting a national discussion on the implications of declining voter participation ✓ - Research on what affects voter participation ✓ - Report on outcome of discussion and next steps ✓ - Secure Government commitment to high						
Inform and motivate public		- Schools and community engagement programme ✓ - Public information campaign ✓			'- Updated Public Information campaigns for 2017 - Expanded education programmes - Expanded community engagement programmes - Enhanced access for first time voters			'- Updated Public Information campaigns for 2020 - Updated education programmes - Enhanced community engagement programmes
Supporting Participation								
Systems Upgrade		Election Management System Re-Development: Phase 1 (Mar-Dec 2014) requirements definition and supplier procurement ✓ Phase 2 (Jan 2015-October 2016) solution development Phase 3 (Nov-Dec 2016) cut-over						
	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21

Assessing Performance

Outcomes framework

The Justice Sector has an aspirational outcome that all New Zealanders should expect to live in a safe and just society. To that end the justice system itself should be underpinned by effective constitutional arrangements. The Commission is part of the Justice Sector so has a role to play in achieving the outcomes set for the sector. The Commission's particular or main contribution towards these ends is to maintain confidence in the administration of the electoral system.

The framework below summarises our services, the results or impacts they will deliver and how these contribute towards Government priorities for the Justice Sector.



Performance Measures

The Commission will assess performance through the applications of service management indicators. Process quality, compliance with standards and regulations, and coverage are used to measure the achievement against performance targets. These are summarised below. Contained within the annual Statement of Performance Expectations will be the detailed performance targets and measures for each year.

Impact	Output	Measure	Target	Frequency
<i>New Zealanders Value their vote</i>	Facilitate participation in parliamentary elections	Percentage of eligible New Zealanders enrolled	95% by 2020	Annual
		Percentage of 18 to 24 year olds enrolled	85% by 2020	
		Percentage of enrolled voters voting	80% by 2020 (GE)	By Event
<i>Better understanding of elections</i>	Making available Information to assist political parties, candidates, and third parties to meet their statutory obligations in respect of electoral matters administered by the Electoral Commission	Satisfaction of candidates, parties and third parties with information provided by the Commission about the rules	90% or better	Annual
	Promoting public awareness of electoral matters through education and information programmes	Percentage of New Zealanders who express confidence in the administration of the parliamentary electoral system	90% or better	Annual
<i>Impartial, effective, and efficient administration of elections</i>	Providing advice to the Minister and the House on electoral matters referred to the Electoral Commission	Quality and timeliness of advice provided on legislative or policy proposals	Timely and comprehensive	Annual
	Compiling and maintaining electoral rolls	Timeliness and accuracy of registration and updates for voters	Processed within a week with 99% accuracy	Annual
	Conduct of by-elections	Timeliness of results	<ul style="list-style-type: none"> • Advance voting results published by 7:30pm • Results for 50% of voting places published by 9:00pm • Full preliminary count results published by 10:00pm • Official results published 11 days after election day 	By Event
	Conduct of referenda (Postal)	Timeliness of results	<ul style="list-style-type: none"> • Preliminary results published by 8:30pm on the last day of a Referendum voting period • Official results published by 5pm on the second workday following the closing of a Referendum 	By Event
	Conduct of general elections	Timeliness of results	<ul style="list-style-type: none"> • 100% of Advance Voting results by 8:30pm • 50% of Voting Place results by 10:00pm • 100% of Voting Place results by 11:30pm • Availability of Official Results with 14 days 	By Event
New Zealanders satisfaction with the administration of the Election		90% or better		

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Information on elections: www.elections.org.nz

Information on election results: www.electionresults.govt.nz