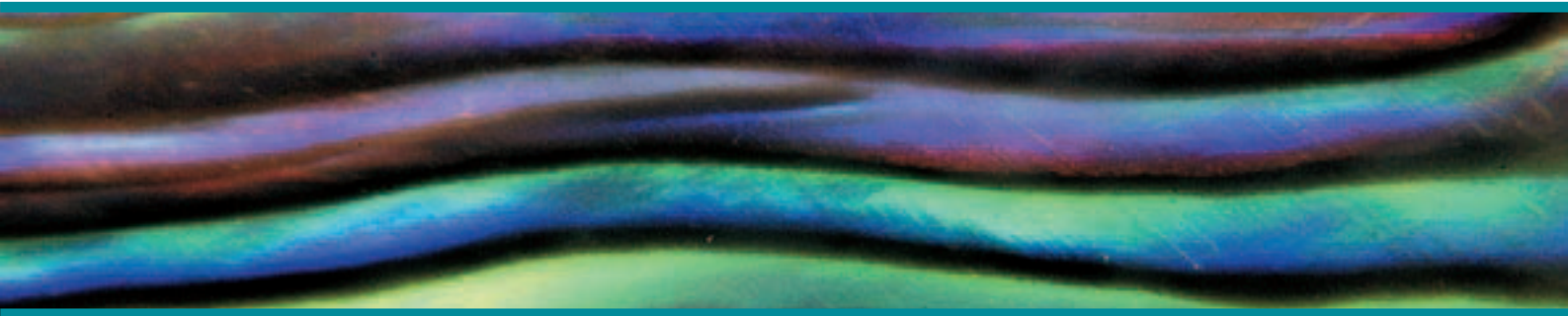
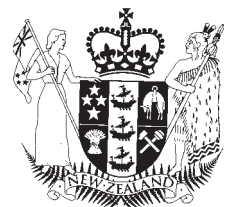




STATEMENT OF INTENT



2005-08



Desired future

- Taxpayers and other customers meet obligations of their own accord—and Inland Revenue makes this easy
- Increasingly, the community regards paying tax as contributing to society
- Inland Revenue is visible in the community, getting alongside taxpayers
- The community regards Inland Revenue as professional, approachable, effective and efficient.

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Minister's foreword

A well-functioning tax administration is fundamental to our economic prosperity.

The government aims to build a confident and dynamic nation, based on an innovative and growing economy that can deliver more jobs, more opportunities, higher living standards and strong social services—especially in health and education.

The Inland Revenue Department plays a vital role in ensuring that the government has the revenue to fund its priorities through assessing over 80% of taxation revenue. The department also helps to deliver important social policy measures such as child support, student loans, family assistance and paid parental leave.

I am pleased to present Inland Revenue's *Statement of Intent* which describes how it will help the government to meet its goals and is consistent with the government's policies and performance expectations.



Hon Dr Michael Cullen
Minister of Revenue

Size and shape of Inland Revenue

Inland Revenue is a large organisation dealing with high volumes and frequently very complex matters. Our main functions are to:

- advise government, with The Treasury, on tax policy and social policy measures that interact with the tax system
- collect tax payments, child support and student loans
- make payments such as tax refunds and rebates, family assistance (including the *Working for Families* package of reforms), child support and paid parental leave.

Our customer base¹

- 5.7 million taxpayers (includes individuals, businesses, partnerships, trusts and other entities)
- 418,761 student loan borrowers
- 143,776 child support custodial parents
- 141,962 child support paying parents
- 297,308 family assistance registrants (registered for the 2003 tax year)
- 16,457 paid parental leave recipients.

Resources

- 4,759² full-time equivalent people based in 17 cities and towns
- Annual appropriation for 2005–06 of \$474.9 million.

Workload volume indicators

In 2003–04 we:

- assessed \$37.997 billion in revenue, 84% of core crown government tax revenue
- collected \$290 million in child support and \$447 million in student loan repayments
- distributed \$505 million in family assistance, \$296 million in child support and \$63.6 million in paid parental leave
- collected over \$1 billion dollars in debt.

In 2005–06 we expect to:

- process up to 8.02 million returns and up to 8.05 million payments
- action up to 9.48 million customer contacts, including child support
- assess \$43.543 billion in revenue
- assess \$789 million as a result of audit activity across all taxpayer groups.

¹ As at 30 June 2004.

² As at 31 March 2005.