




# ANNUAL REPORT

A horizontal band across the middle of the cover featuring a surreal, wavy landscape with vibrant colors like purple, blue, and green, resembling a reflection on water or a digital effect.

# 2005





**\$42 billion**  
revenue  
assessed

**\$763 million**  
assessed  
in audit  
discrepancies

**\$309 million**  
child support  
distributed

**\$1.5 billion**  
debt  
collected

**\$510 million**  
student  
loans collected

**\$520 million**  
family  
assistance  
distributed

**85%**  
customer  
satisfaction

## 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.

# Directory

## Website

[www.ird.govt.nz](http://www.ird.govt.nz)

Online services, including forms and calculators

## INFOexpress automated services

*Available 6 am to 12 midnight—7 days*

Request a taxpack	0800 257 772
Request forms and booklets	0800 257 773
Request a summary of earnings	0800 257 778
Request a personal tax summary	0800 257 444
Confirm a personal tax summary	0800 257 771
Student loan interest write-off	0800 257 999
All other services	0800 257 777
All calls from a cellphone	04 471 1145

## Freephone numbers

*Numbers are available 8 am to 8 pm Monday to Friday, and 9 am to 1 pm Saturday (Child Support numbers are available 8 am to 6 pm Monday to Friday only)*

## Individuals and families

Income tax and general enquiries	0800 227 774
Overdue tax and returns	0800 227 771
Child support	0800 221 221
Family assistance	0800 227 773
Paid parental leave	0800 377 777

## Student loan borrowers

General student loan enquiries	0800 377 778
Overdue tax and returns	0800 377 771

## Businesses

Income tax and general enquiries	0800 377 774
General employer enquiries	0800 377 772
Corporate employer enquiries	0800 443 553
Employer child support enquiries	0800 220 222
GST enquiries	0800 377 776
Overdue tax and returns	0800 377 771
File an employer schedule (ir-File)	0800 473 829

**Anonymous information line** 0800 377 774

## Postal addresses

### Tax returns and correspondence

Post to: PO Box 39090, Wellington

### Payments

Post to: PO Box 39050, Wellington

### Child Support correspondence

Post to: Child Support, Inland Revenue, Private Bag (then the name of the city or town of your local office)

## Complaints Management Service

Phone: 0800 274 138 (8 am to 5 pm Monday to Friday)  
Fax: 04 498 9591  
Post: PO Box 1072, Wellington  
Online: use the “make a complaint” form on our website [www.ird.govt.nz](http://www.ird.govt.nz)

## Inland Revenue National Office

Phone: 04 498 5800 (8 am to 5 pm Monday to Friday)  
Fax: 04 498 5801  
Post: PO Box 2198, Wellington

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