

OUR PURPOSE

Our mission and vision guide our direction, choices and decisions.

We're also guided by our:

- > legislation
- > Right from the Start compliance approach
- > charter and code of conduct
- > Treaty of Waitangi responsibilities.

OUR MISSION

What we are here for

We contribute to the economic and social wellbeing of New Zealand by collecting and distributing money.

We achieve our mission when we deliver our outcomes:

- > Revenue is available to fund government programmes through people meeting payment obligations of their own accord
- > People receive payments they are entitled to, enabling them to participate in society
- > New Zealanders benefit economically and socially through Inland Revenue working collaboratively across our external environment.

OUR VISION

What we want to be

A world-class revenue organisation recognised for service and excellence.

As a world-class revenue organisation we will deliver our outcomes and live our culture and values.

OUR STRATEGIC FOCUS

The strategic objectives are the key areas we've chosen to focus on to achieve our mission, vision and outcomes. The corporate strategy provides more information about what we'll do over time and how we'll do it.

Our Business Transformation programme is a critical part of working towards our strategic objectives and corporate strategy.

OUR STRATEGIC OBJECTIVES

What we want to achieve

- > Grow voluntary compliance by making it easier for people to get it right
- > Reduce customer compliance costs
- > Make government policy changes faster and more cost-effectively.

OUR CORPORATE STRATEGY

Inland Revenue creates value and better outcomes for New Zealanders through successfully implementing our strategy.

The strategy has six strands:



Customer > Putting the customer at the centre of everything we do.



People > Working as part of IR is unique, exciting, fulfilling and career-enhancing.



External Collaboration > We work with external parties to innovate, gain insight, and achieve wider government economic and social outcomes.



Information and Intelligence > Our decisions and actions – for delivering today and shaping our future – are intelligence-led.



Policy Agility > Policy change is faster, cheaper, and better - fit for a changing world.



Digital > We fully embrace our place in the digitally connected world.

OUR BUSINESS TRANSFORMATION

We're making it simpler, more open and certain for New Zealanders to pay their taxes and receive their entitlements.

OURSELVES

Our culture is what makes us IR. It describes how we work together - our beliefs, values and ways of behaving. This culture is the foundation for everything we do: our relationships, our work with customers, the decisions we make and the actions we take.

OUR CULTURE

What's important to us in how we work

- > **Customer-centric:** together we understand the many influences on each customer, and decide how we will work with them to get the best outcomes for New Zealand.
- > **Intelligence-led:** we're confident we make good decisions based on quality information and analysis. We continually test and learn to know what the best approaches will be.
- > **Agile:** we work at pace, pulling together the right people to make good decisions quickly, focusing on the things that matter most.

OUR VALUES

These values underpin the culture that will enable IR to be customer-centric, intelligence-led, and agile.

- > **Trust and integrity:** we act with integrity, honesty and professionalism.
- > **Innovating to make a difference:** we keep finding new ways to lift our performance and make compliance easier.
- > **Valuing people:** we treat each other and our customers with respect.
- > **Working together:** we work together and with other organisations to deliver better services and value.