

# Our Strategy

## Improving oranga for current and future generations

We make our biggest contribution to oranga  
through economic activities including  
collecting and distributing money



### Effective and efficient

Doing what we do in the  
best ways for the best results

### Stewardship

Actively making sure what we're  
responsible for is fit for purpose  
today and tomorrow

### Broader contribution

Working across the public  
service to deliver more for  
New Zealand Aotearoa

Our aspiration

Improving oranga for current and future generations

We make our biggest contribution to oranga through economic activities including collecting and distributing money

Our roles

**Effective and efficient**

Doing what we do in the best ways for the best results

- We are focused on getting the right results for everyone in New Zealand Aotearoa
- We are using our knowledge, resources and capabilities wisely
- We are continuously creating opportunities and space to improve and innovate

**Stewardship**

Actively making sure what we’re responsible for is fit for purpose today and tomorrow

- We are working to meet current and future needs of customers and governments
- We continually protect and enhance the tax and social policy systems we’re responsible for including legislation, assets, and resources
- We have the right people and capabilities as our work evolves

**Broader contribution**

Working across the public service to deliver more for New Zealand Aotearoa

- We are creating greater value for New Zealand Aotearoa by working across the public service
- We will increasingly work with other agencies where we are best placed to contribute



Our business strategies

- Our business strategies focus on areas of work with strategic importance
- They relate to products, customers and enabling strategies which connect across the organisation
- These strategies are agreed through enterprise governance

◀ Te Pou o te Tangata is how we do things at IR. It guides the way we work with each other, with customers and our partners, reflecting the behaviours we share of whanaungatanga, manaakitanga and mahi tika.

Our outcomes – what we’ll achieve

- Revenue is available to fund government programmes and services
- People receive their entitlements
- Oranga increases when Inland Revenue works with other organisations
- The intergenerational oranga of the people of New Zealand Aotearoa is supported by Inland Revenue’s active stewardship

What’s always important for us:

- Our people
- Our customers
- Supporting the Crown in its relationship with Māori under the Treaty of Waitangi
- Maintaining the integrity of the tax and social policy systems

Our direction – our strategy helps us plan, prioritise and make change in a consistent way. We will:

- keep customers at the centre of what we do
  - support our people and their capabilities to create success
  - maximise the benefits of being digitally enabled for our customers and our partners
  - add greater value through working collaboratively with our partners to deliver services
- actively take care of what we have now and ensure it is fit for the future
  - have an integrated planning and funding model
  - get the most value from our data, analytics, information and knowledge
  - have a fit-for-purpose change delivery model

▼ Oranga is visually represented by a river flowing through the natural landscape. Oranga flows through our three roles, making a difference for current and future generations.

