



25 August 2023



Dear [REDACTED]

Thank you for your request made under the Official Information Act 1982 (OIA), received on 9 August 2023. You requested the following:

Can I please get your working from home policies and find out:

- 1. How many Wellington staff you employ,*
- 2. On an average day in 2023, how many Wellington staff work from home?*
- 3. And if you have any plans to change this (Ie, increase working from home or working from the office).*

Item 1

I am releasing, attached as **Appendix A**, Inland Revenue's Working from Home Guidelines with some information withheld as it is not in scope of your request.

Question 2

As at 18 August 2023, 897 of Inland Revenue's employees have recorded 'Wellington' as their work location. Please note this figure does not include workers employed by other organisations who may work at Inland Revenue premises e.g., temping agencies, contractors, and employees of our key suppliers and partners.

Question 3

Inland Revenue does not record the number of employees who work from home in any given day. Therefore, this part of your request is refused under section 18(g) of the OIA, as Inland Revenue does not hold the information requested.

Question 4

Inland Revenue supports flexible working with working from home being one of Inland Revenue's flexible working options. While most roles at IR are office-based, approximately 90% of Inland Revenue's employees work from home in some capacity, some of the time. Employees work in a mixture of working arrangements with the majority of these being 'informal arrangements'. The balance between time worked at the office and time worked from home depends on the employee's type of work, the customer needs, the business needs, and the needs of the individual employee.

Inland Revenue's expectation when an informal arrangement is in place is that employees will generally work more from the office than from home.

Because Inland Revenue has a principle-based approach to flexible working (including working from home arrangements), there are no set rules, or 'one size fits all' approach; therefore, Inland Revenue has no plans to change its approach to flexible working.

You may wish to read more on Inland Revenue's flexible working approach at Inland Revenue's main website (ird.govt.nz) by searching for 'Flexible working'.

Right of Review

If you disagree with my decision on your OIA request, you can ask an Inland Revenue review officer to review my decision. To ask for an internal review, please email the Commissioner of Inland Revenue at: commissionerscorrespondence@ird.govt.nz.

Alternatively, under section 28(3) of the OIA, you have the right to seek an investigation and review by the Ombudsman of my response to your request. Information about how to make a complaint is available at www.ombudsman.parliament.nz or via freephone on 0800 802 602. Alternatively, you can email info@ombudsman.parliament.govt.nz.

If you choose to have an internal review, you can still ask the Ombudsman for a review.

Publishing of OIA response

We intend to publish our response to your request on our website. This letter, with your personal details removed, will be published in its entirety. Publishing responses increases the availability of information to the public and is consistent with the OIA's purpose of enabling more effective participation in the making and administration of laws and policies and promoting the accountability of Ministers and officials.

Thank you again for your request.

Yours sincerely



Erina Clayton

Enterprise Leader– People & Workplace Services