

11 December 2025

Dear [REDACTED]

Thank you for your request made under the Official Information Act 1982 (OIA), received on 5 December 2025. You requested the following:

...Would you be able to tell me how many errors in public-facing systems have been reported to IRD in the past few years.

On 5 December 2025, you confirmed the timeframe for your request is from the end of the Inland Revenue's Business Transformation work.

Background

Our systems are among the most complex in New Zealand's public sector, supporting income tax, GST, employer obligations, Working for Families, FamilyBoost, Investment Boost, Fees Free, Student Loans and more. Between 2015 and 2022, we undertook a major business transformation programme across six releases, creating a modern digital revenue system that makes tax and payments simpler and more certain for customers.

Significant updates to myIR, have made it easy for customers to see and track their tax and social policy payments and to do what they need to do. Business transformation enabled us to handle around 50% to 60% more transactions than previously with peak loads up to 200% higher. Routine transactions were automated and moved online so people no longer needed to contact us.

Millions of straightforward transactions happen each year with no intervention by us. We pre-populate information that we have been provided by third parties such as employment income, investment income, and added relevant information relating to property sales. However, self-assessment remains a core principle of the tax system and customers are still expected to review their return information and update it where it is not correct.

In 2024/25 our systems handled 388 million unassisted interactions through gateway services, myIR and our website. We are continuously updating and improving our systems and processes to make these transactions as easy as possible for our customers.

In 2024/25:

- 96.4% of tax returns were filed on time
- 94.5% of tax was paid on time.

We processed:

- 12.6m returns (income tax, GST and employer information)
- 1.3m refunds (income tax and GST)
- 691,000 customer registrations.

Continuous improvement:

- 92% of tax refunds were issued within five weeks compared to 86.6% last year
- 97.7% of GST refunds were issued within four weeks compared to 97.1 last year

- 91.7% of FamilyBoost claims were processed within 10 working days.

Trust in Inland Revenue rose from 61% to 63% in 2024/25, reflecting our commitment to integrity and responsiveness.

Globally, organisations that operate large-scale, integrated digital systems; whether in tax administration, banking, or social services, recognise that occasional errors are inevitable. These systems handle billions of data points and rely on multiple interfaces, third-party data, and evolving legislation. Even with rigorous testing and controls, rare issues can occur. What matters most is how quickly and transparently they are resolved.

When errors are identified, either by us or reported by customers, we act swiftly to investigate, correct, and communicate. Each year, we implement multiple system updates to enhance functionality and customer experience. Recent examples include:

- A fix for a student loan system error affecting 154,000 customers, implemented during a planned outage, in early December 2025.
- Adjustment of imputation credit pre-population for jointly owned shares, affecting 4,500 customers, fixed in November 2025.

In all cases, our priority is to maintain system integrity, ensure customers are informed, and ensure no one is disadvantaged. We encourage customers to review their returns carefully and contact us with any concerns.

Response

"How many errors in public-facing systems have been reported to IRD?" is challenging to answer definitively. This depends on how 'public-facing system' is defined, how reports are categorised, and whether a reported issue is an actual error or a misunderstanding requiring clarification.

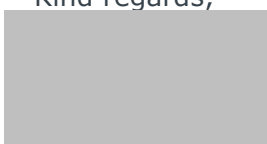
When system change is implemented, the release covers a range of updates for a range of reasons. For example, it could include fixing an issue, simplifying a process, updating returns etc.). Breaking this down to errors would require significant effort. Retrieving this information would require extensive manual effort, necessitating significant time and resources, which would adversely impact Inland Revenue's other operations.

Please let us know if you would like to refine your question or have further queries.

To reiterate, regardless of how an error is discovered we are committed to resolving it transparently. Inland Revenue remains committed to robust, responsive systems and delivering the highest standards of service to all New Zealanders.

We intend to publish our response to your request on Inland Revenue's website (ird.govt.nz) as this information may be of interest to other members of the public. This letter, with your personal details removed, may 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 officials.

Kind regards,



Jane Elley
Customer Segment Leader