



5 February 2026



Dear [REDACTED]

Thank you for your request made under the Official Information Act 1982 (OIA), received on 4 December 2025. You requested the following:

Please provide the number of Team Leads, both Level 1 and 2, that have been absent from their substantive roles for a period longer than one month over the past four years. This should include secondments, acting in other roles, periods of leave without pay including parental leave, etc.

We ask that this information covers all of CCS-B and CCS-I in the first instance as well as a specific answer for the Families segment.

On 20 January 2026 we extended the timeframe to make a decision on your request due to necessary consultations by 10 working days, changing the response due date to 9 February 2026.

Information being released

Between November 2021 and November 2025, there have been 84 unique individuals who have been absent from their substantive Team Lead roles for more than one month.

It is possible for an individual to be away from their substantive role for more than one period. As such, the following tables represent the number of cases where someone has been absent from their substantive role for more than one month rather than the number of unique individuals. Including those who have been away from their substantive role but were in a different Team Lead secondment role.

Please note, to protect the privacy of individual persons the numbers in the following tables cannot be broken down into the individual types of leave or absence as it increases the risk of being able to identify an individual. This is contrary to the confidentiality provisions set out in section 18(1) of the Tax Administration Act 1994 (TAA). As such, they have been consolidated into the following three groups:

- Secondment – Can include internal and external placements where an existing Inland Revenue employee takes on a different role outside of their current role description for a short or defined period, with the expectation that they return to their substantive position at the end of the period.

- Temporary – Can include moves, where an existing Inland Revenue employee takes on other duties, assignments, projects, etc. however stays within their substantive area and has a substantive position to return to.

Can also include placements where an existing Inland Revenue employee takes on an established position or a temporary role for a short or defined period, and the employee does not have a substantive position to return to at the conclusion of the period.

- Leave – Can include annual leave, leave without pay continuous, parental leave, sick leave, sick leave requiring medical certificate and sick leave without pay.

Customer & Compliance Services – Business (CCS-B)

Reason for absence	Number of absences
Secondment	13
Temporary	7
Leave	10
Total	30

Customer & Compliance Services – Individuals (CCS-I)

Reason for absence	Number of absences
Secondment	34
Temporary	32
Leave	33
Total	99

Customer & Compliance Services – Families

Please note, the figures in the following table are also counted in the above CCS-I figures.

Reason for absence	Number of absences
Secondment	9
Temporary	14
Leave	11
Total	34

Right of review

If you disagree with my decision on your OIA request, you have the right to ask the Ombudsman to investigate and review my decision under section 28(3) of the OIA. You can contact the office of the Ombudsman by email at: info@ombudsman.parliament.nz.

Publishing of OIA response

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.

Thank you again for your request.

Yours sincerely



Erina Clayton
Enterprise Leader - People & Workplace Services