



9 June 2025

[REDACTED]  
[REDACTED]

Dear [REDACTED]

Thank you for your request made under the Official Information Act 1982 (OIA), transferred to Inland Revenue on 12 May 2025 from the office the Minister of Revenue, Hon Simon Watts. You requested the following:

1. *How many times have IRD staff accessed internal support (e.g. EAP referrals, debriefing, special leave, or escalation processes) after being exposed to client disclosures involving:*
  - *Suicidal thoughts or self-harm*
  - *Family or domestic violence*
  - *Sexual abuse or sexual harm*
  - *Severe financial or housing hardship*
2. *Has IRD conducted any internal reviews, staff wellbeing surveys, or occupational risk assessments related to the psychological effects of client-facing roles - particularly in debt collection, hardship services, or audit functions?*
3. *What internal guidance, escalation pathways, or training materials exist to support IRD staff when clients disclose serious distress, trauma, or abuse - including sexual violence or suicidal ideation?*
4. *Since 2020, has IRD received any notifications or reports of serious harm or suicide where IRD actions (e.g. enforcement activity, debt recovery, audit outcomes) were alleged to be a contributing factor?*

### **Items 1 and 3**

Due to an employee's right to confidentiality, Inland Revenue does not collect information on the reasons for why an employee has accessed EAP support services. Therefore, your request for this information is refused under section 18(g) of the OIA, as the information is not held by Inland Revenue, and I have no reason for believing it is held by or more closely connected with the functions of another agency.

Inland Revenue has processes for dealing with suicidal, threatening or abusive customers; these include:

- Training and internal online material on how to deal with challenging situations,
- An escalation pathway,
- Reporting guidelines and processes for the incident, and
- Guidelines and reporting procedures for situations where an interaction may have impacted an employee's wellbeing.

## Item 2

Inland Revenue conducts quarterly wellbeing surveys to better understand employees' experiences in the workplace, including their wellbeing. Employees have the option to share their responses with their leader, who is then expected to follow up if any wellbeing concerns are identified.

Inland Revenue also conducts regular risk reviews that assess psychological risks employees may face when interacting with customers.

## Item 4

While Inland Revenue maintains a Security Incident database—used to record incidents where a customer may pose a threat to themselves, the community, or Inland Revenue staff, property, or premises—we do not explicitly record whether Inland Revenue's actions were alleged to be a contributing factor. Therefore, your request for this information is refused under section 18(g) of the OIA.

## 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](mailto: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](http://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 and Workplace Services**