



5 March 2026

[Redacted]
[Redacted]

Dear [Redacted]

Thank you for your request made under the Official Information Act 1982 (OIA), received on 13 February 2026. You requested the following:

*I request the following information relating to your agency's use of **Employee Assistance Programme (EAP) services, annualised for the calendar years 2023, 2024, and 2025 (to 31 December 2025):***

*For **each EAP service provider engaged during this period**, please provide:*

- 1. The **name of the service provider**.*
- 2. The **total amount spent** with that provider in each year.*
- 3. The **number of referrals, sessions, or instances of service usage** attributed to that provider in each year (or the closest equivalent usage measure held).*
- 4. A brief description of the **types of services** provided under each contract (e.g. counselling, wellbeing support, critical incident support).*
- 5. A list of any **other employee benefits or programmes related to mental and/or physical wellbeing** offered during this period (excluding EAP), and for each year:*
 - the name or type of benefit/programme, and*
 - any **estimated annual expenditure** allocated to those benefits, where such estimates are held.*

On 24 February 2026, you clarified question 3 of your request to be for a single metric of service usage, relating to the number of times the provider has been used.

Questions one to four

The following table details Inland Revenue employees use of Employee Assistance Programme (EAP) services in the 2023, 2024 and 2025 calendar years.

Please note that following a provider change on 1 July 2024, two providers are noted for the 2024 calendar year. A three-month transition period was provided to enable the former provider to complete counselling already occurring with Inland Revenue employees.

EAP usage for 2023, 2024 and 2025 calendar years

Year	Service provider	Total cost*	Service usage range	Type of service
2023	Vitae	\$221,569	900 – 1,000	Counselling
2024	Vitae and Clearhead	\$289,913	900 – 1,000	Counselling
2025	Clearhead	\$341,596	1,000 – 1,100	Counselling

*Total cost includes an administrative fee and platform fee. The rate charged for each visit is not a standard flat fee and depends on the level of services provided.

Please note, a range has been supplied for the number of instances of service usage, as the exact number is withheld under section 9(2)(b)(ii) of the OIA to protect the commercial position of the person who is subject to the information.

Question five

The following health and wellbeing benefits and programmes are also offered to Inland Revenue employees and were available during the 2023 to 2025 calendar years.

Southern Cross Health Insurance

Inland Revenue provides employees with access to discounted Southern Cross health insurance through a workplace group scheme. However, Inland Revenue does not contribute to an employees' premiums, and the value of the scheme is derived from corporate group rates and additional member benefits.

Influenza Vaccination Programme

Inland Revenue offers employees the option of receiving an annual flu vaccination from April to July each year. The following table details the provider, budget and usage per year:

Year	Service provider	Total Budget	Service usage	Type of service
2023	Vitality Works	\$55,000	1,488	Flu vaccinations
2024	Vitality Works	\$55,000	1,567	Flu vaccinations
2025	Southern Cross	\$55,000	1,700	Flu vaccinations

Visual and Aural Health Programme and Hauora Payments

Inland Revenue provides a Visual and Aural Health programme to support employee's eye and hearing health. The programme provides access to examinations and a financial contribution of up to \$380 towards prescribed eyewear or hearing aids, where eligible criteria are met. This support is available on a three-yearly basis, or earlier if recommended by an optometrist.

The visual and aural health benefit was temporarily suspended during the 2022/23 and 2023/24 financial years. Instead, two \$400 lump sum Hauora (Wellbeing) Payments were paid to all eligible Inland Revenue employees as follows:

- In the 2022/23 financial year a first payment for some employees, totalling \$1,145,200, was paid.
- In the 2023/24 financial year payments totalling \$2,371,600 was paid. This was a combination of the second payment for the those who had already received one and the first payment for the remaining employees who had not yet received any.
- In the 2024/25 financial year the remaining employees second payment, totalling \$775,800 was paid.

Budgeting for the visual and aural health programme restarted in the current financial year (2025/26), with a budget of \$598,627.

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



Richard Long
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