



5 March 2026

[REDACTED]
[REDACTED]
[REDACTED]

Dear [REDACTED]

Thank you for your request made under the Official Information Act 1982 (OIA), received on 24 February 2026. You requested the following:

Can I request under the OIA any data that you have for the past three years that would show me what proportion of people who have Working for Families debt are in that position because of a one-off increase to their income (as from redundancy, annual leave payouts or other lump sums)

Information refused

To establish whether any additional income a Working for Families customer received was a one-off increase or lump sum, the reason for the increase in income would need to be determined. Additionally, the cause and effect between a lump sum and any overpayment would need to be established, as there are other variables that would also change the entitlement and cause an overpayment, such as a partner receiving a lump sum prior to joining a relationship, or changes to a partner or child's circumstances.

The OIA enables people to request information from agencies such as Inland Revenue. However, the OIA only applies to information that is already held by agencies, and there is no obligation to create information in order to respond to a request.

Determining and creating this information would require substantial analysis across individual accounts to be created. Therefore I have decided to refuse your request under section 18(g) of the OIA, as the information is not held by Inland Revenue.

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



Teresa Dillon
Domain Lead - Performance & Reporting