



11 May 2022

[REDACTED]

Dear [REDACTED]

Thank you for your request made under the Official Information Act 1982 (OIA), received on 8 April 2022. You requested the following in regards to the Working for Families (WfF) statistics on Inland Revenue's website (<https://www.ird.govt.nz/about-us/tax-statistics/social-policy/wfftc>):

*Do you know what caused the significant downtick in the number of families receiving WfF between 2010 and 2018?*

*... what percentage of eligible families are receiving their benefit, I'd think that data surely exists somewhere?*

Inland Revenue does not hold information as to why there is a decline in the number of families receiving WfF between the years 2010 and 2018, and we do not believe any other department would hold this information. I have therefore decided to refuse this part of your request under section 18(e) of the OIA as the information does not exist.

Since 2018, we have seen an increase in the number of people applying for WfF as a result of the Best Start and WfF application becoming part of the Smart Start process when a parent registers the birth of a child online. Applying for Best Start and WfF is not compulsory, so Inland Revenue is only advised by the Department of Internal Affairs of those that wish to receive payments.

You may be aware that Inland Revenue has recently undertaken quite a large advertising campaign around WfF. This engagement with our customers through marketing and social media is continuing to inform customers about WfF and encourages families to check via our website if their family qualifies to receive payments.

Your request for what percentage of eligible families are receiving their WfF benefit is refused under section 18(e) of the OIA as Inland Revenue does not record WfF data at this level, therefore the information does not exist.

### **Right of Review**

If you disagree with my decision on your OIA request, you can ask an Inland Revenue review officer to review my decision. To ask for an internal review, please email the Commissioner of Inland Revenue at: [CommissionersCorrespondence@ird.govt.nz](mailto:CommissionersCorrespondence@ird.govt.nz).

Alternatively, under section 28(3) of the OIA, you have the right to ask the Ombudsman to investigate and review my decision. You can contact the office of the Ombudsman by email at: [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz).

**Publishing of OIA response**

Finally, please note that Inland Revenue regularly publishes responses to requests that may be of interest to the wider public on its website. Your personal details or any information that would identify you will be removed prior to it being published.

Thank you again for your request.

Yours sincerely



Sue Gillies  
**Customer Segment Lead, Families**