



7 May 2026

[Redacted]

Dear [Redacted]

Thank you for your request made under the Official Information Act 1982 (OIA), received on 8 April 2026. You requested the following:

The number of Working for Family customers by region 2015 to 2021 has previously been released (Ref: 23OIA1648, 25 January 2023). May I please obtain an excel spreadsheet with these earlier figures plus those annually for 2022 to 2025 added.

Likewise, may I please have the number of Working for Family customers by Territorial Authority for the 2020/21 tax year (released in the same OIA response) in an excel spreadsheet with annual tax year figures since 2020/21 also included.

Information released

The number of Working for Families (WfF) customers by region for the period 2015 to 2025, and by Territorial Authority for the period 2021 to 2025, is provided in the document titled **Appendix A**, as an excel file per your request. This information was extracted, and represents figures as of, 23 April 2026.

The provided information consists only of customers that either have received a square-up, or who do not require a square-up, such as those who receive WfF from the Ministry of Social Development for part or all of the year, receive no WfF payments from Inland Revenue, and whose total family income is below the annual abatement threshold.

Please note that the periods are representative of the tax year ended 31 March, and customer figures by Region/Territorial Authority is representative of the addresses Inland Revenue held for that customer at the end of the tax year. Unknown figures are representative of a combination of overseas customers or those we are unable to attribute to a specific region. Due to slight differences in the methodology used to assign customers between Regions and Territorial Authority, minor variations may occur between the figures provided.

Right of review

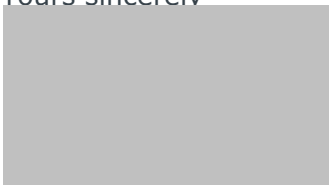
If you disagree with my decision on your OIA request, you have the right to ask the Ombudsman to investigate and review my decision under section 28(3) of the OIA. You can contact the office of the Ombudsman by email at: info@ombudsman.parliament.nz.

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



Sue Gillies

Customer Segment Leader – Families Customer Segment

Working for Families customers by Region

	31-Mar-15	31-Mar-16	31-Mar-17	31-Mar-18	31-Mar-19	31-Mar-20	31-Mar-21	31-Mar-22	31-Mar-23	31-Mar-24	31-Mar-25
Auckland	111,160	104,410	99,530	104,450	108,290	114,070	113,190	108,811	106,793	105,736	107,263
Bay of Plenty	26,480	26,240	24,830	25,320	26,010	26,950	26,590	26,478	26,016	25,504	25,345
Canterbury	36,830	35,870	34,310	35,890	38,470	40,930	40,850	39,820	38,963	38,244	38,730
Gisborne	5,300	5,290	5,270	5,230	5,230	5,290	5,160	5,041	4,918	4,791	4,751
Hawkes Bay	15,670	15,350	15,560	14,520	14,630	14,800	14,270	14,203	13,759	13,247	13,109
Manawatu-Wanganui	20,300	21,000	19,420	20,110	20,760	21,200	20,760	20,721	20,095	19,487	19,403
Marlborough	3,660	3,220	2,940	2,960	3,130	3,190	3,170	3,098	3,007	2,884	2,866
Nelson	4,660	4,700	4,460	4,250	4,360	4,340	4,150	3,521	3,355	3,208	3,158
Northland	17,590	16,230	17,080	15,780	16,240	16,600	16,600	16,737	16,355	16,031	15,783
Otago	10,050	9,650	9,210	10,620	11,130	11,800	11,680	12,866	12,260	11,640	11,411
Southland	7,930	7,050	6,910	6,810	7,090	7,270	7,230	7,220	7,041	6,953	6,768
Taranaki	10,260	9,470	9,230	9,020	9,480	9,850	9,660	9,628	9,327	9,073	8,904
Tasman	2,990	2,690	2,360	3,030	3,210	3,250	3,180	3,712	3,577	3,475	3,458
Waikato	36,530	37,120	35,890	33,840	34,970	36,220	35,770	38,185	37,481	37,089	37,007
Wellington	30,880	30,160	28,310	28,300	29,530	31,000	30,350	29,787	28,325	27,044	26,967
West Coast	2,490	2,180	2,050	2,150	2,160	2,230	2,230	2,252	2,163	2,042	1,989
Unknown	7,020	8,070	8,740	610	2,710	1,610	440	2,320	2,565	1,952	1,088
Total	349,800	338,700	326,100	322,890	337,400	350,600	345,280	344,400	336,000	328,400	328,000

Note:

2015 - 2021 data from 23OIA1648 as requested

Working for Families customers by Territorial Authority - North Island					
	31-Mar-21	31-Mar-22	31-Mar-23	31-Mar-24	31-Mar-25
Far North	6,636	6,773	6,685	6,547	6,453
Whangarei	7,905	8,107	7,833	7,672	7,532
Kaipara	2,064	1,970	1,961	1,930	1,919
Auckland	113,192	108,885	108,667	105,624	107,144
Thames-Coromandel	1,944	2,012	1,946	1,862	1,804
Hauraki	1,536	1,595	1,576	1,511	1,486
Waikato	4,303	6,322	6,185	6,088	6,109
Matamata-Piako	2,630	2,606	2,575	2,581	2,593
Hamilton City	12,805	14,485	14,309	14,362	14,481
Waipa	5,400	3,531	3,509	3,421	3,364
Oroangi	886	838	822	823	816
South Waikato	2,544	2,471	2,428	2,415	2,377
Waikato	869	894	865	854	859
Taupo	2,898	3,104	2,918	2,821	2,813
Western Bay of Plenty	3,491	3,619	3,645	3,649	3,603
Tauranga City	10,896	10,550	10,242	9,966	9,922
Rotorua	6,963	7,159	7,060	6,924	6,852
Whakatane	3,383	3,473	3,434	3,390	3,322
Kawerau	871	886	886	873	883
Opoitiki	980	1,130	1,099	1,047	1,086
Gisborne	5,156	5,041	4,918	4,791	4,751
Waioa	941	990	983	979	958
Hastings	6,866	7,029	6,749	6,530	6,472
Napier City	5,195	5,015	4,893	4,639	4,556
Central Hawke's Bay	1,276	1,164	1,133	1,095	1,119
New Plymouth	6,434	6,392	6,166	5,965	5,871
Stratford	830	821	819	809	806
South Taranaki	2,405	2,444	2,373	2,328	2,253
Ruapehu	1,289	1,229	1,233	1,187	1,161
Whanganui	4,408	4,371	4,211	4,024	3,969
Rangitikei	1,328	1,316	1,281	1,303	1,289
Manawatu	4,769	2,357	2,233	2,112	2,097
Palmerston North City	4,439	6,820	6,609	6,402	6,422
Tararua	1,649	1,614	1,582	1,519	1,434
Horowhenua	2,941	3,000	2,927	2,930	3,022
Kapiti Coast	3,343	3,310	3,134	2,939	2,936
Porirua City	4,835	4,716	4,546	4,293	4,238
Upper Hutt City	2,157	3,048	2,899	2,813	2,726
Lower Hutt City	8,717	7,633	7,269	6,973	7,060
Wellington City	7,687	7,531	7,090	6,735	6,703
Masterton	2,163	2,197	2,090	2,080	2,107
Carterton	620	635	648	585	563
South Wairarapa	805	708	638	611	621
Total	272,449	269,591	263,069	258,002	258,532

Working for Families customers by Territorial Authority - South Island					
	31-Mar-21	31-Mar-22	31-Mar-23	31-Mar-24	31-Mar-25
Tasman	3,156	3,681	3,549	3,446	3,427
Nelson City	4,181	3,552	3,383	3,237	3,189
Nairnborough	740	3,096	3,007	2,884	2,865
Kaikoura	971	272	279	254	244
Buller	528	710	687	667	646
Grey	3,169	1,002	959	885	850
Westland	245	540	517	490	493
Marunui	972	796	796	781	776
Waimakariri	3,661	3,965	3,835	3,681	3,694
Christchurch City	22,170	24,752	24,288	23,669	24,022
Selwyn	6,347	3,888	3,648	3,931	4,048
Ashburton	2,163	2,157	2,049	2,090	2,130
Timaru	3,040	3,057	2,949	2,900	2,917
Mackenzie	211	267	266	267	247
Waimate	510	485	485	486	471
Waikati	1,553	1,479	1,417	1,454	1,468
Central Otago	1,230	1,163	1,178	1,119	1,121
Queenstown-Lakes	1,742	1,838	1,733	1,697	1,675
Dunedin City	7,457	7,358	6,945	6,409	6,249
Clutha	1,258	1,247	1,198	1,194	1,113
Southland	2,032	1,919	1,938	1,953	1,829
Gore	984	956	897	879	879
Invercargill City	4,243	4,307	4,162	4,072	4,025
Total	72,563	72,489	70,365	68,445	68,378

Working for Families customers by Territorial Authority - Unknown					
	31-Mar-21	31-Mar-22	31-Mar-23	31-Mar-24	31-Mar-25
Unknown	288	2,320	2,566	1,953	1,090
Note: 2021 data from 23OIA1648 as requested					