



18 November 2025

Dear [REDACTED]

Thank you for your request made under the Official Information Act 1982 (OIA), received on 20 October 2025. You requested the following:

Hi IRD, your annual report notes that you've improved property compliance in the area of GST with a new automated system for managing alerts and contacting parties about potential liability.

Can you please provide me with all documents that estimate the additional revenue likely to be collected due to the system update. Please limit my request to 2025.

As outlined in Inland Revenue's 2025 Annual Report, improvements in compliance for Property GST have been realised from the redeployment of resources previously spent routinely monitoring properties with GST liabilities to more proactive compliance management. As the main reason for this automation was to achieve efficiencies rather than direct additional value, Inland Revenue has not undertaken analysis to estimate the revenue likely to be collected due to this update. Accordingly, your request is refused under section 18(e) of the OIA, as the documents requested do not exist.

However, we can report that an additional \$3.6m in revenue was achieved from this initiative in the 2025 financial year ending 30 June 2025.

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



Bernadette Newman

Customer Segment Leader – Small and Medium Enterprises