



28 October 2022

Dear [REDACTED]

Thank you for your request made under the Official Information Act 1982 (OIA), originally received on 19 May 2022. You requested:

1. *The number of TA who filed tax returns using myIR in the 2021 tax year.*
2. *The number of tax returns filed by TA using myIR in the 2021 tax year, by return type, if possible*
3. *The number of tax returns filed by TA using paper forms in the 2021 tax year, by return type, if possible*

On 13 October 2022 officials emailed you to confirm receipt of your original request, which is being treated under the OIA.

We have interpreted your request to be for all tax type returns filed by tax agents for the 2020-21 tax year. The data below for 'Income tax' is based on the main individual income tax returns (IR3, IR4, IR6 and IR7).

### Question 1

The number of tax agents who filed returns using myIR in the 2020-21 tax year is 6,221.

### Question 2

Number of Tax Returns Filed Digitally by Tax Agents for 2020-21 Tax Year			
Return type	Electronically through myIR	Other electronic filing	Total
<b>Income tax</b>	240,512	1,389,976	<b>1,630,488</b>
<b>Goods and Services Tax</b>	756,113	263,777	<b>1,019,890</b>
<b>Fringe Benefit Tax</b>	20,282	-	<b>20,282</b>
<b>Employer Activities</b>	687,415	339,149	<b>1,026,564</b>

\* 'Other electronic filing' covers any other digital channel used to file returns (e.g. filing a return through third party accounting software). Reassessment of returns do not change the channel the return was received.

### Question 3

Unfortunately, we are unable to identify whether a return was filed by a tax agent or by a client if not filed digitally due to limitations with paper filing. This part of your request is therefore refused under section 18(g) of the OIA, as the information is not held by Inland Revenue and is not held by another department.

A key part of our business transformation is to make it easy for customers to interact with Inland Revenue digitally. For the year ending 31 March 2022, 98.7% of returns were filed digitally and 98.2% in the previous tax year. Digital filing provides customers with improved real-time validation of the data submitted to Inland Revenue. While you do not have to file through myIR, Inland Revenue's services are designed to have fewer exceptions and better straight-through processing outcomes. We are working to ensure these services are inclusive and accessible.

We have contacted your account manager to get in touch with you to discuss your improvement suggestions for myIR.

### **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).

If you choose to have an internal review, you can still ask the Ombudsman for a review.

### **Publishing of OIA response**

Please note that Inland Revenue regularly publishes responses to requests that may be of interest to the wider public on its website. We consider this response is of public interest so will publish this response in due course. Your personal details or any information that would identify you will be removed prior to it being published.

Thank you for your request.

Yours sincerely



Cy Lohead  
**Community Compliance Leader, Community Compliance**