



19 September 2023

Dear [REDACTED]

Thank you for your request made under the Official Information Act 1982 (OIA), received on 11 September 2023. You requested the following (numbered for ease of response):

*(...) Please supply the following information under the Official Information Act (OIA):*

- 1. Policies guidelines and/or general information provided to IRD employees regarding working from home or other flexible/remote/hybrid working arrangements that were in effect before 21 March 2020.*
- 2. Policies, guidelines, and/or general information provided to IRD employees regarding working from home or other flexible/remote/hybrid working arrangements that have been put in place or changed on or after 21 March 2020.*
- 3. Policies, guidelines, and/or general information regarding reasonable accommodations for disabled employees at IRD that were in effect before 21 March 2020.*
- 4. Policies, guidelines, and/or general information regarding reasonable accommodations for disabled employees at IRD that have been put in place or changed on or after 21 March 2020.*

### **Flexible working at Inland Revenue**

Most working arrangements at Inland Revenue are informal. The balance of home and office-based hours depends on the employee's type of work, individual situation, and the needs of the business.

Inland Revenue employees are generally expected to work in the office more than they would from home. However, there are no set rules to Inland Revenue's approach to flexible working and there are currently no plans to change this.

You can find more information on Inland Revenue's flexible working approach on our website at [ird.govt.nz](http://ird.govt.nz).

### **Items 1 to 3**

The information you have requested is enclosed. The table on the following page provides a description of each document being released.

Some information contained in the documents has not been considered for release and has been withheld as it is not in scope of your request.

Question	Document	Description
<b>Item 1</b>	Appendix A1 and A2	Working from Home guidelines from 2018
	Appendix A3	Inland Revenue’s Flexible and Remote Working Policy from 2019
<b>Item 2</b>	Appendix B	Inland Revenue’s working from Home Policy from March 2021
	Appendix C1	Inland Revenue’s current Flexible Working Policy
	Appendix C2	Informal Flexible Working Guidelines
	Appendix C3	Formal Flexible Working Guidelines
<b>Item 3</b>	Appendix D	Inland Revenue’s current Disabled Employees Reasonable Accommodation Guidelines

**Item 4**

Policies, guidelines, and general information regarding reasonable accommodations for disabled employees at Inland Revenue have not changed since March 2019. However, Inland Revenue is currently in the process of revising its guidelines on reasonable accommodations for disabled employees and it anticipates a new policy and supporting guidelines will be available in November 2023.

**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. I 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



Erina Clayton  
**Enterprise Leader – People & Workplace Services**