



4 September 2025

[REDACTED]
[REDACTED]

Dear [REDACTED]

Thank you for your request made under the Official Information Act 1982 (OIA), received on 7 August 2025. You requested the following:

This is for a research project studying public service organisations and workplace bullying, harassment and sexual harm.

1. *What data does your organisation collect about incidents or concerns related to workplace bullying, harassment or sexual harm?*
 - *For clarity, this includes requests for advice, assistance, informal notifications or formal complaints relating to these types of behaviour.*
2. *Please provide a list or schema of all data fields used to record or track information about workplace bullying, harassment or sexual harm, at any stage of the process your organisation follows (from initial contact to case closure).*
 - *Please include an explanation of the classifications used in each data field and any specific terminology, so it can be easily understood by someone from outside your organisation.*
3. *Please provide a list of all reports produced by your organisation that relate to workplace bullying, harassment or sexual harm*
 - *Please include a brief explanation for each report of:*
 - (a) *who is responsible for its creation (i.e. the job title/role, not individual names)*
 - (b) *how often they are produced*
 - (c) *the purpose of the report, and*
 - (d) *the information and any data fields contained in each report.*
 - (e) *to whom they are distributed (job titles/roles)*
 - (f) *whether the reports are shared externally (e.g. with ministerial offices, other agencies, Public Service Commission, unions and associations, the general public)*

Please provide responses to Q4-7 for the period 2020-2025 (inclusive), broken down by calendar year and listed under the headings of

- *workplace bullying*
 - *harassment*
 - *sexual harm*
4. *The total number of incidents recorded.*

- Please also break these down according to any sub-categorisations you use internally to differentiate types of bullying, harassment or sexual harm incidents.
5. The number of incidents that involved a formal investigation, broken down to show:
 - i. internal investigations (i.e. those conducted by people employed by your organisation)
 - ii. independent external investigations (i.e. external lawyers, investigators or other 3rd parties engaged for the purpose of conducting the investigation)
 6. The outcomes of the investigations completed in Q5 (using whatever categorisations your organisation records internally against cases).
 7. The number of people who have left your organisation who were:
 - i. complainants (i.e. people who raised any inquiry or complaint)
 - ii. respondents (i.e. people who were the subject of any inquiry or complaint allegations)

Please provide responses to Q8-9 for the period 2020-2025 (inclusive), broken down by calendar year:

8. The number of settlement agreements (or other legal agreements containing any form of non-disclosure requirement) signed by people leaving your organisation who were:
 - (a) complainants who raised any inquiry or complaint about workplace bullying, harassment or sexual harm.
 - (b) respondents who were the subject of any inquiry or complaint about workplace bullying, harassment or sexual harm.
9. The amount spent by your organisation on external legal advice for:
 - (a) legal services or advice provided in conducting independent investigations in Q5 (ii)
 - (b) other advice provided about any other matters involving workplace bullying, harassment or sexual harm

Items 1 and 2

Inland Revenue collects data about workplace bullying, harassment and sexual harassment incidents in two places.

Inland Revenue's HR Advisory team has a case management tool, held in Inland Revenue's secure HR portal ServiceNow. This tool collects information about health, safe and equitable workspace requests for advice that are received from leaders.

Alongside this, there is Inland Revenue's integrity case management system (ICMS), which is a secure and restricted access database managed by the Integrity Team. The data housed in this system produces a dataset used to support the Integrity team's reporting capabilities.

The data fields for each tool are attached as **Appendix A** and **Appendix B**.

Item 3

For any requests for assistance that are received via ServiceNow a notification is sent to HR Advisory. Reports are not produced from this; cases are handled on a case-by-case basis.

HR Advisory's Service Owner produces a quarterly report for internal use within the People and Workplace Services Leadership team. Only the number of cases in the category "health, safety and equitable workplaces" (see Appendix A) is shown in this report. There is no other distribution of this report, internally or externally.

The Integrity team draws reports from the dataset collected from the ICMS, which is updated daily with any new information received. As the Integrity reports produced this way are automatically updated, they do not require constant reproduction. The two reports specifically relating to bullying and harassment cases are as follows.

Bullying or Harassment cases report:

This report has been in place since 2015 and was created by the Integrity Business Process Specialist. It is automatically updated daily to incorporate any changes to the background dataset and is not manually produced.

This report uses information from any cases that have been lodged with the Offence Type as either Bullying/Harassment, Discrimination or Sexual Harassment (see Appendix B). Integrity then uses this report to track cases in the relevant issue type categories. The report contains the following data fields:

- Case outcomes
- Case type
- Number of cases
- Average length of service
- Keywords
- Offence type
- Work location
- Business unit
- Office location
- Date opened
- Date closed

The report is used internally only and is distributed to Integrity Domain Specialists and Leads. It can also be shared within Inland Revenue as required or requested. However, this is done at the discretion of the Integrity Domain Lead.

Risk and Assurance Committee (RAC) quarterly Integrity report:

This report is created by the Integrity Business Process Specialist and is produced at the end of each quarter in anticipation of the RAC meeting. The purpose of this report is to give the independent committee a one-page view of the top issues and workload of the Integrity Team.

The information presented may change depending on input from the committee, however the current data fields in the report are:

- The number of ICMS cases raised
- The number of ICMS cases raised requiring Employment Investigation

- The number of cases raised in the last six months (two quarters) for the current year and past two years
- The number of closed Employment Investigations for the quarter
- The top three Offence Types for closed Employment Investigations for the quarter
- The number of training sessions delivered
- The number of training session attendees

This report is shared to the Integrity page on Inland Revenue's intranet, which can be accessed by all Inland Revenue staff and is also shared externally with the RAC members.

Item 4

The below tables outline the total number of harassment, workplace bullying and sexual harassment incidents reported through each available tool for each calendar year.

Through the HR Advisory case management tool (January 2020 to August 2025):

	2020	2021	2022	2023	2024	2025	Total
Harassment	0	0	0	0	1	0	1
Workplace Bullying	1	5	0	6	9	2	23
Sexual Harassment	1	0	0	2	6	1	10
Total	2	5	0	8	16	3	34

Through the ICMS tool (January 2020 to August 2025):

	2020	2021	2022	2023	2024	2025	Total
Harassment or Discrimination	2	1	1	1	1	2	8
Workplace Bullying	7	6	5	9	18	3	48
Sexual Harassment	3	0	2	3	7	1	16
Total	12	7	8	13	26	6	72

Please note, 11 cases notified directly to the HR Advisory tool, as a pathway to formalise a complaint, were also lodged through the ICMS tool.

Items 5 and 6

In the period 2020 to 2025 there were a total of 18 formal investigations into reports of harassment, workplace bullying or sexual harassment.

Of the 18 cases reported, 16 were investigated internally and are broken down by outcome, type of incident and year in the table on the following page:

Outcome:	Harassment	Workplace Bullying	Sexual Harassment	Total
Letter of Expectation Issued				2
2020	0	0	1	
2022	1	0	0	
Warning – First				3
2021	1	0	0	
2024	0	2	0	
Warning - Final				4
2020	0	1	0	
2022	0	0	1	
2024	0	1	1	
Dismissed				3
2023	0	1	0	
2025	1	0	1	
Resolved No Further Action				2
2024	0	2	0	
No Offence or Issue Disclosed				2
2024	0	0	2	
Total	3	7	6	16

The remaining two cases were reported incidents of workplace bullying in 2022 and were investigated externally. The outcome of both cases was “No Offence or Issue Disclosed”.

As a note, Inland Revenue’s external resolution services include:

- The Mediation Service at MBIE, which provides an independent service.
- Personal grievances, which can be raised under the Employment Relations Act 2000 or as a complaint under the Human Rights Act 1993.
- The Police, any cases raised through the Police are managed by Inland Revenue’s integrity team.

Item 7

Between 2020 and 2025 one complainant and two respondents resigned from Inland Revenue.

Item 8

There have been no settlement agreements signed by complainants or respondents who were parties to an inquiry or complaint about workplace bullying, harassment or sexual harassment.

Item 9

Inland Revenue's legal services spent a total of \$43,250.73 (excluding GST) in 2023, relating to one investigation run by an external investigator. There were no further costs in the 2020 to 2025 period.

There was no other advice provided about any other matters involving workplace bullying, harassment or sexual harassment.

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



Erina Clayton

Enterprise Leader, People and Workplace Services

Data Fields in the HR Advisory case management tool:

Field	Field Description
Number	The system automatically generates and assigns a number to the case
Opened For	The name of the leader or requestor auto populates
Subject person	If not included by the requestor, HR Advisory will enter the name of the staff member (either complainant or victim)
HR Query Type	When any HR issue is first raised the requestor selects either HR Advisory or Personnel Files and whichever is chosen automatically populates in this field
Category	A drop-down menu with the following options – the category relating to your request is Health, Safe & Equitable Workspace: • Appointments • Leave • Conduct and Behaviour • Health, Safe & Equitable Workspace • Flexible Working • Performance and Development • Pay and Benefits • Ending Employment • Employment Agreements • Administration • Employment Investigations
Subcategory	Within Health, Safe & Equitable Workspace, a drop-down menu with the following options: • Alcohol • Bullying & Harassment • Code of Conduct • Confidentiality and Secrecy • Disclosure/Conflict of Interest (COI) • Guidance • Inappropriate behaviour • Other work Paid/Unpaid • Privacy • Report Wrongdoing • Time reporting • Use of Business Tools • Process • Nominated person
Mental Health Concern	This is a yes/no field selected by the HR Advisor who picks up the case and based initially on the information provided by the submitter in the ticket. The HR Advisor selects this if a person is at risk.
Union	In this field HR Advisory selects the relevant union/employment agreement coverage.
Work Type	This field identifies whether the work is a: • Query, which is giving advice and answers can take 1-2 weeks, or • Case, which is ongoing longer work such as an Investigation
Short Description	The requestor must include some words here
Description	The requestor must include some words here

Data Fields in the Integrity case management system:

Please note, all information concerning and individual (name, age, leader, etc.) pertains to the subject of a case, not the complainant.

Field	Field Description
Add Attachments	This field links to the form where attachments for each case are added
Age at time	The subject's age at the time the case is opened – this is no longer used
Case Business Group	The Business Group of the case subject
Case Location	The Inland Revenue office of the case subject
Case Manager	The name of the case manager
Case Notes	All case notes to be entered here
Case Number	A reference that is assigned automatically when a case is entered by an Integrity officer
Case Priority	The case's priority is assigned according to how often a progress report to Integrity from the case manager is required Priority one: Regular progress reports at stipulated intervals Priority two: Weekly progress reports until case is concluded Priority three: Progress reports are not required unless circumstances change where a reassessment of priority is required.
Case Status	One of the following must be selected and is updated as the case is actioned: • Closed • Outstanding Action Points • Final Report Awaiting Approval • Monitoring Only • Not Yet Notified Out • On Hold Awaiting Info • Open – Active Investigation • Open – Awaiting Final Report
Case Summary	A brief summary of the case
Case Type	One of the following must be selected: • Employment Investigation • INTEL ONLY • Internal Investigation (IA) • Other, including Miscellaneous • Performance Issues Only (Non code of conduct) • Personal Grievance • Prelim Engagement Only • Referred back to Agency • Review/Audit • Sum Request • System User Monitoring (START) • System User Monitoring (FIRST) • Tax Investigation (Staff)

Corporate Legal	The name of the legal advisor assigned to the case	
Created	The date the case was added to ICMS	
Date Allocated	The date the Case Status is changed to "open-active investigation"	
Date Closed	The date the Case Status is changed to 'Closed'	
Date Open	The date the case was added to ICMS	
Days Open	The number of days from Date Open to current date.	
Detection Method	One of the following must be selected: • Accidental • Allegation – Anonymous • Allegation – External • Allegation – Internal • Complaints Management Referral • Event Report	• Integrity Assurance Intranet Report (Anon) • IA Intranet Report (with name) • Incident Team Referral • Initial Report Form • Not Applicable • Protected Disclosure • Self-Disclosure • Sensitive Incident Task
Due Date	14 days from when the case was created, used by the Domain Lead Integrity to track progress	
Employment Business Group	The Business Group of the case subject	
Employment Position	The role of the case subject	
Employment Type	One of the following must be selected: • Agency Staff • Contractor • Madison (recruitment firm workers) • Permanent Fulltime	• Permanent Parttime • Salmat (recruitment firm workers) • Temporary Fulltime • Temporary Parttime • Unknown
Employment Unit	The team of the case subject	
Final Report and Analysis	Notes added upon closure of a case	
Final report awaiting approval date	The date a case is marked as 'final report awaiting approval'.	
First Name	Of the case subject	
Full Name	Of the case subject	

Gender	One of the following must be selected: • Male • Female • Other gender • Unknown
Health	This field is used to indicate whether the case is progressing as expected. One of the following options must be selected: • Good • OK • Needs Attention
Integrity Advisor	The name of the Integrity Advisor assigned to the case
IR Number	The IRD number of case subject, when the issue raised relates to START monitoring or tax
Keywords	This is an optional field that provides Integrity added context to the broader offence categories. One or more of the following options can be selected. Please note the dates indicate when a keyword was added to ICMS. • Absence • Accidental Breach • Agency Staff • Artificial Intelligence (AI) • Anonymous • Arrested • Assault (03/03/17) • Associated address (Same) • Associated address (Neighbour) • Associated name • Bankrupt • Bereavement Leave • Blackmail (27/03/18) • Breach of Confidentiality • Breach of Privacy • Breach of Secrecy • Bringing Inland Revenue into Disrepute • Bullying • Celebrity • Charged • Misuse of Business Tool • MIRI (Inland Revenue's employee self-service application) • Ministry of Justice • No Staff Involvement • Not Following Inland Revenue Policy and Procedure • Not Following Instructions • Outside Work • Overtime • Offensive Behaviour • Pornography • Performance Improvement Plan • Perform Work to an Agreed Standard • Personal Activities (06/04/20) • Police • Poor Performance • Private Comment (12/06/18) • Procurement (05/10/16) • Media Comment (12/06/18) • Prosecuted • Protected Disclosure (05/10/16)

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| <ul style="list-style-type: none"> • Child Support (27/03/18) • Company Director/Shareholder • Conflict of Interest • Contractor • Corruption • Criminal Convictions • Credit Card • Debt • Discrimination • Dishonesty • Driving • Drugs and Alcohol • Email • Employee • Ex Staff Member • External Allegation • Facebook • Failing to Adhere • Failure to Follow Letter of Explanation • Family • Fined • Fraud • Gifts and Hospitality • Harassment • Health and Safety • Infringement Notice • Internet Usage • Inland Revenue Skype (16/08/18) • Letters • Lost Information (18/08/16) • Media • Medical Certificate | <ul style="list-style-type: none"> • Racism • System Access Monitoring (an internal report looking at unauthorised access) • Section 18 of the Tax Administration Act 1994 (TAA) • Section 6 of the TAA • Social Media • Sick Leave • Special Files • Search Warrant • Security Violation • Self Disclosure • Sexual Harassment • Speeding • System Security • Tax Issue • Team (06/04/20) • Theft • Time Reporting • Unauthorised Use of Delegation • Unauthorised Access of FIRST System (previous Inland Revenue system) • Unauthorised Access of START System (current Inland Revenue system) • Use of Knowledge and Influence • Vehicle • Viva Engage/Yammer (16/08/18) • Website (04/10/16) • Wellbeing (28/05/24) |
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Last Name	Of the case subject
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Length of Service (Months)	Of the case subject
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Length of Service (Years)	Of the case subject
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Modified	The date the case last updated
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Offence Type	One of the following options must be chosen in this field to explain the type of offence being reported. • Abuse of Authority/Power • Assault • Breach of Confidentiality – s18 of the TAA • Brings Inland Revenue into Disrepute • Breach of Privacy • Breach of Secrecy • Bullying/Harassment • Code of Conduct • Conflict of Interest • Corruption • Detailed Internet Request • Discrimination • Drugs/Alcohol • Email Access Report • Failure to Meet Letter of Expectation • Fraud – External • Fraud – Internal • Gang Association • Gross Mismanagement • Internet/Email • Misuse of Business Tools	• Not Required • Health and Safety • Internal Comms/Social Media • Perform Work to agreed Standard • Personal Activities • Private/Media Comment • Purchasing/Tendering • Security Access Report • Sexual Harassment • System/Physical/Information Security • Tax Evasion • Tax Fraud • Tax Issue • Taxpayer Threat • Theft • Time Reporting • Unauthorised absence • Unauthorised Access of FIRST • Unauthorised Access of START • Use of Knowledge/Influence • X Tax Affairs
Office Type	The first sub-group of the case subject's business group	
Outcome Description	One of the following must be selected: • Abandoned employment • Complaint Withdrawn – No Further Action • Contract Terminated • Disciplined Previously • Dismissed • External – no internal party identified • Human Error (Issue Established) • Initial Report to follow • Investigation Case Opened	• No Offence or Issue Disclosed • No Suspect (offence committed) • Ongoing Investigation • Performance Managed • Resolved – No further action • Resigned – Preliminary decision to dismiss • Resigned – Unrelated reasons • Resigned during investigation • Resigned prior to detection • Warning – Final

	• Letter of Expectation Issued • Manager Action Only • Medically Retired • No Action (offence committed) • No Investigation (offence committed)	• Warning – First • Warning – Oral • Warning – Written
HR Advisor	The name of the HR Advisor assigned to the case	
Serious Misconduct?	A Yes or No field – A Public Service Commission requirement for reference should case subject apply for another role in the public sector outside of IR.	
Work Location	One of the following must be selected: • Home • Office • Hybrid Work Location • External Location • International Location • Unknown • N/A	
Year	The calendar year the case was opened	