



15 September 2025

[REDACTED]
[REDACTED]
[REDACTED]

Dear [REDACTED]

Thank you for your request made under the Official Information Act 1982 (OIA), received on 21 August 2025. You requested the following:

- 1. how often is this page updated? <https://www.ird.govt.nz/contactus/current-processing-times>*
- 2. Please provide me the processing times listed on the page, as at the end of each quarter going back to 1 Jan 2019.*

The information on Inland Revenue's current processing times webpage is updated on an ad-hoc basis. Updates occur when there is a need to display different expected processing times or information that may delay processing.

Inland Revenue's current processing times website was created in August 2020.

Inland Revenue holds a limited record of previous entries to this website, the first record held being 24 November 2021. Records from 24 November 2021 – 29 July 2025 are enclosed as **Appendix A**.

Your request for records prior to 24 November 2021 is refused under section 18(e) of the OIA, as the information does not exist or cannot be found.

You may be interested in viewing previous versions of this webpage on the Internet Archive website 'Wayback Machine', linked below. This website is not owned or affiliated with Inland Revenue, therefore we are unable to confirm this information is accurate nor provide information from it as a response to Official Information Act request.

<https://web.archive.org/web/20200813142515/https://www.ird.govt.nz/contactus/processing>

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



Linley Boniface

Domain Lead – Writing & Web Content design

Appendix A

Date	Time	Content
24/11/2021	7:27pm	Right now our priority is supporting customers impacted by COVID-19. Although we will try to process your request or answer your query within the timeframes indicated, it may take longer - we appreciate your patience at this time. Thank you for your understanding. Current processing times Your query Online Paper Donation tax credit refund 12 weeks 12 weeks Employer registration 5 working days 10 working days Goods and services tax registration 5 working days 10 working days GST refund (31st or 1st of each month) 15 working days 15 working days Income tax refund 10 weeks 10 weeks Tax payment arrangement 5 working days - IRD number application 10 working days 12 working days Payment not showing in account* 3 working days - Paper correspondence - 30 working days Web messages 15 working days - Working for Families application 10 working days 10 working days Working for Families online details updated up to 15 working days - *Payments will show in myIR within 3 working days. If any of the payment reference fields are wrong or missing, this may require manual intervention and will be cleared within 15 working days. Please check the payment has cleared from your bank account before contacting us.
30/09/2024	2:55pm	Right now our priority is supporting customers impacted by COVID-19. Although we will try to process your request or answer your query within the timeframes indicated, it may take longer - we appreciate your patience at this time. Thank you for your understanding. Current processing times Your query Online Paper Donation tax credit refund 12 weeks 12 weeks Employer registration 5 working days 10 working days Goods and services tax registration 5 working days 10 working days GST refund (31st or 1st of each month) 15 working days 15 working days Income tax refund 10 weeks 10 weeks Tax payment arrangement 5 working days - IRD number application 10 working days 12 working days Payment not showing in account* 3 working days - Paper correspondence - 30 working days Web messages 15 working days - Working for Families application 10 working days 10 working days Working for Families online details updated up to 15 working days - *Payments will show in myIR within 3 working days. If any of the payment reference fields are wrong or missing, this may require manual intervention and will be cleared within 15 working days. Please check the payment has cleared from your bank account before contacting us.
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23/10/2024	6:24pm	Although we will try to process your request or answer your query within the timeframes indicated, it may take longer - we appreciate your patience at this time. Thank you for your understanding. Urgent requests If you need a response outside the timeframes indicated, please let us know why your query is urgent. We need your specific reasons, so we can prioritise your query over others in our waiting list. For example, we could agree to an urgent IRD number if you're buying a property and an IRD number is needed straight away to avoid penalty payments. Current processing times Your query Online Paper Donation tax credit refund 12 weeks 12 weeks Employer registration 5 working days 10 working days FamilyBoost registration 5 working days - FamilyBoost claims 15 working days - Goods and services tax registration 5 working days 10 working days GST refund (31st or 1st of each month) 15 working days 15 working days Income tax refund 10 weeks 10 weeks IRD number application 10 working days 12 working days Paper correspondence - 30 working days Payment not showing in account* 3 working days - Tax payment arrangement 5 working days - Unclaimed money claims and correspondence 10 - 12 weeks 10 - 12 weeks Web messages 15 working days - Working for Families application 10 working days 10 working days Working for Families online details updated up to 15 working days - *Payments will show in myIR within 3 working days. If any of the payment reference fields are wrong or missing, this may require manual intervention and will be cleared within 15 working days. Please check the payment has cleared from your bank account before contacting us.
25/10/2024	11:00am	Although we will try to process your request or answer your query within the timeframes indicated, it may take longer - we appreciate your patience at this time. Thank you for your understanding. Urgent requests If you need a response outside the timeframes indicated, please let us know why your query is urgent. We need your specific reasons, so we can prioritise your query over others in our waiting list. For example, we could agree to an urgent IRD number if you're buying a property and an IRD number is needed straight away to avoid penalty payments. It will take at least 2 working days for us to process your application. Apply for an IRD number at the start of the settlement process to avoid penalties and delay. Current processing times Your query Online Paper Donation tax credit refund 12 weeks 12 weeks Employer registration 5 working days 10 working days FamilyBoost registration 5 working days - FamilyBoost claims 15 working days - Goods and services tax registration 5 working days 10 working days GST refund (31st or 1st of each month) 15 working days 15 working days Income tax refund 10 weeks 10 weeks IRD number application 10 working days 12 working days Paper correspondence - 30 working days Payment not showing in account* 3 working days - Tax payment arrangement 5 working days - Unclaimed money claims and correspondence 10 - 12 weeks 10 - 12 weeks Web messages 15 working days - Working

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2/05/2025	8:57am	Although we will try to process your request or answer your query within the timeframes indicated, it may take longer - we appreciate your patience at this time. Thank you for your understanding. Urgent requests If you need a response outside the timeframes indicated, please let us know why your query is urgent. We need your specific reasons, so we can prioritise your query over others in our waiting list. For example, we could agree to an urgent IRD number if you're buying a property and an IRD number is needed straight away to avoid penalty payments. It will take at least 2 working days for us to process your application. Apply for an IRD number at the start of the settlement process to avoid penalties and delay. Current processing times Your query Online Paper Donation tax credit refund 12 weeks 12 weeks Employer registration 5 working days 10 working days FamilyBoost registration 5 working days - FamilyBoost claims 15 working days - Goods and services tax registration 5 working days 10 working days GST refund (31st or 1st of each month) 15 working days 15 working days Income tax refund 10 weeks 10 weeks IRD number application 10 working days 12 working days Paper correspondence - 30 working days Payment not showing in account* 3 working days - Tax payment arrangement 5 working days - Unclaimed money claims and correspondence 12 weeks minimum 12 weeks minimum Web messages 15 working days - Working for Families application 10 working days 10 working days Working for Families online details updated up to 15 working days - *Payments will show in myIR within 3 working days. If any of the payment reference fields are wrong or missing, this may require manual intervention and will be cleared within 15 working days. Please check the payment has cleared from your bank account before contacting us.
29/07/2025	5:14pm	Although we will try to process your request or answer your query within the timeframes indicated, it may take longer - we appreciate your patience at this time. Thank you for your understanding. Urgent requests If you need a response outside the timeframes indicated, please let us know why your query is urgent. We need your specific reasons, so we can prioritise your query over others in our waiting list. For example, we could agree to an urgent IRD number if you're buying a property and an IRD number is needed straight away to avoid penalty payments. It will take at least 2 working days for us to process your application. Apply for an IRD number at the start of the settlement process to avoid penalties and delay. Current processing times Your query Online Paper Donation tax credit refund 12 weeks 12 weeks Employer registration 5 working days 10 working days FamilyBoost registration 5 working days - FamilyBoost claims 15 working days - Goods and services tax registration 5 working days 10 working days GST refund (31st or 1st of each month) 15 working days 15 working days Income tax refund 10 weeks 10 weeks IRD number application 10 working days 12 working days Paper

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