



13 December 2024

[Redacted]  
[Redacted]

Dear [Redacted]

Thank you for your request made under the Official Information Act 1982 (OIA), received on 20 November 2024. You requested the following:

*What is the total figure of working for families overpayments, each year, for the last five financial years. What, of those figures has been repaid? Has there been an increase in overdue balance requests since the current national government came into power.*

### Information being released

The total figure of Working for Families (WfF) overpayments for the last five financial years is detailed in the table below. Data for the 2023/24 financial year is provisional as at 9 December 2024, as clients of tax agents have until 31 March 2025 to file tax returns.

Tax Year	Customers overpaid	Overpayment value
2019/20	89,316	\$122,661,798.56
2020/21	93,467	\$140,511,621.92
2021/22	99,077	\$149,143,876.41
2022/23	87,626	\$122,236,587.37
2023/24	77,150	\$114,070,574.63

### Information refused

The OIA enables people to request information from agencies such as Inland Revenue. However, the OIA only applies to information that is already held by agencies, and there is no obligation to create information in order to respond to a request.

Your request for the amount of WfF overpayments that have been repaid in the last five financial years would require substantial analysis to create the information requested. Further, Inland Revenue is unable to determine whether WfF overdue balances have increased since the current government took office because returns for the 2024-2025 financial year, the first full financial year of the current government, are not due until 31 March 2025.

Therefore, I have decided to refuse these parts of your request under section 18(g)(i) of the OIA, as the information is not held by Inland Revenue, and I have no reason to believe it is held by another agency.

### **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**

We intend to publish our response to your request on Inland Revenue's website ([ird.govt.nz](http://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



Sue Gillies

**Customer Segment Leader, Families Customer Segment**