



9 May 2024

[Redacted]  
[Redacted]  
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Dear [Redacted]

Thank you for your request made under the Official Information Act 1982 (OIA), received on 23 April 2024. You requested the following:

*What is the current (last 3 months for clarity, if that helps) average response time for messages sent via MyIR? In my IR, it states the aim is 15 working days, How does this compare to response rates in the last 12 months, 6 months?*

The table below shows the average response time for all myIR messages completed during the requested periods. The average response time is shown in mean working days.

	Response time
<b>Feb 24 – Apr 24</b>	8.9
<b>Nov 23 – Apr 24</b>	9.0
<b>May 23 – Apr 24</b>	9.7

### **Publishing of OIA response**

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

Yours sincerely

[Redacted signature]

Julia Hodge

**Domain Principal – Performance and Reporting**