



25 November 2022

[Redacted]

Tēnā koe [Redacted]

Thank you for your request made under the Official Information Act 1982 (OIA), received on 31 October 2022. You requested:

- 1) *Total contractors (FTE) 2011/12 and 2021/22*
- 2) *Average contractor hourly rate 2011/12 and 2021/22*

**Question 1: Total number of contractors for 2011/12 and 2021/22**

The number of contractors for the 2021/22 and 2011/12 financial years is provided to you in the table below.

Financial year	Total number of external contractors and consultants
2011/12	749
2021/22	132

Please note that the way we report external contractors and consultants has changed over the years, and we report based on headcount rather than FTE. The part of your request for FTE data is refused under 18(g) of the OIA, as Inland Revenue does not hold the information requested.

**Question 2: Average contractor hourly rate for 2011/12 and 2021/22**

We do not record the hourly or daily rates for contractors and consultants. We are unable to calculate the average hourly rate for contractors due to the volume of data and the variety of roles that contractors undertake.

Our current contract management solution uses databases across a few different applications to store contracts and record high-level information about those contracts. Details are held in the contracts themselves rather than in the databases. Obtaining the information requested would require us to check individual contracts manually, which cannot be done without substantial collation or research.

Part 2 of your request is therefore refused under section 18(f) of the OIA, as the information requested cannot be made available without substantial collation or research.

I considered whether charging or extending the time limit would enable us to provide the information requested. In this case, neither of those options would enable us to grant this part of your request.

However, we can provide you with the total costs of contractors and consultants, as this information may be of assistance to you. The total expenditure on contractors and consultants for the 2021/22 and 2011/12 financial years is shown in the table below.

Financial year	Total expenditure on external contractors and consultants
2011/12	\$47,305,000
2021/22	\$96,570,000

In the 2011/12 year, most contractors were agency staff supporting our processing centres with peaks in customer demand before our Business Transformation programme. In the 2021/21 year, most of the contractors we engaged were specialist contractors and consultants working on our Business Transformation, which began in 2015 and ended in 2021.

**Rights 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: [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. If you choose to have an internal review, you can still ask the Ombudsman for a review. You can contact the office of the Ombudsman at: [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz).

**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. We consider that this response is of public interest, so will publish this response in due course. Your personal details, and any information that would identify you, will be removed before it is published.

Thank you for your request.

Ngā mihi



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