

4 November 2020

Craig Lubbe
fyi-request-13966-6601d30f@requests.fyi.org.nz

Dear Mr Lubbe

Thank you for your request made under the Official Information Act 1982 (OIA), received on 13 October 2020. You requested:

It has come to my attention that the IRD CS department "red flag" paying parents on the IRD system but parents are not made aware of this.

Recently it was brought to my attention that when a IRD staff member opens your details on the IRD system that certain people are flagged on the system for whatever reason. This leads to a instant change in the manner of the communication from the IRD staffer and results in poor service and further communication.

Could you please verify what system you have in place to do this? Is it simply by a single staffer who has a pre prejudice or dislike for you? Please supply examples and contents of said flagging. Do paying parents get informed of this system and the consequences thereof? How are flags applied and removed? Your advice on this process, the application of and removal of would be greatly appreciated.

Inland Revenue uses a range of systems and processes to support interactions with customers. This includes what are known as "indicators", which show on a customer's profile in our system when accessed by staff. Indicators are used in a variety of circumstances to ensure staff members are aware of relevant or important information about a customer. They help Inland Revenue provide an appropriate service to individual customers considering their circumstances. We acknowledge that some customers' interactions with the department may coincide with challenging personal issues, and it is important that officials are made aware of any relevant situations.

Examples of when indicators are applied to customers' accounts include if the customer has debt (including child support debt), is being audited, is in prison, has potentially been a victim of identity fraud, or if there are security concerns. There is no indicator specifically for customers who are liable for child support.

Inland Revenue has processes in place to periodically review indicators on accounts. Decisions to remove or retain indicators are made after a review, or in some cases indicators are placed with a set expiry date.

Thank you again for your request.

Yours sincerely



Bernie Newman
Customer Segment Leader, Individuals