



Inland Revenue
Te Tari Taake

14 December 2016

Robert McKenzie
fyi- request -4835-560a1c16@requests.fyi.org.nz

Dear Mr McKenzie

Thank you for your request made under the Official Information Act 1982 (the Act), which we received on 22 November 2016. You requested the following information:

"Question Two - Since December 2011 Collections Officers have reported 266 threats of self-harm from customers in debt, this covers all types of debt not just student loans. To put this figure into context, the total number of customer service contacts received by Inland Revenue for the 2016 year was 5.55 million.

I find your trivialising of potential 266 suicides troubling?

Would it be fair to say that there have been suicides related to IRD debt collection procedures?

Do you not follow up clients that have threatened self harm?"

Inland Revenue does not trivialise threats of self-harm. In instances where a customer service staff member has contact with a customer that is threatening self-harm the staff member must follow the robust processes in place to manage such occurrences. This may include follow up with the customer.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Leisa Coley'.

Leisa Coley
Manager, Government & Executive Services