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Tax policy report

Ministerial satisfaction survey – policy advice

Date	24 June 2026	Priority	Medium
Security level	In Confidence	Report number	IR2026/178

Action sought		Deadline
Minister of Revenue	Choose action sought: Complete the attached survey	7 July 2026

Purpose
This report asks you to complete the attached ministerial policy satisfaction survey and provide your feedback on the policy advice services that we provide to you.

Contact for phone discussion, if required			
Name	Position	Phone number	First contact
Maraina Hak	Policy Director	9(2)(a)	☐
Kajol Patel	Policy Advisor		✓

Ministerial satisfaction survey – policy advice

Background

- 1 The survey is used to report against the policy advice standards in Inland Revenue's annual report. It was developed by *Department of the Prime Minister and Cabinet's Policy Project* for use by all agencies.
- 2 The survey covers our **policy advice activities**, such as tax policy reports, consultation on tax policy issues, supporting legislation through Parliament, and the delivery of the tax policy work programme during the July 2025 – June 2026 period.
- 3 It is **not** intended to cover departmental matters such as finance reports, business transformation, or reports from the Tax Counsel Office.
- 4 As part of improving the advice we provide to you, we would also value your comments on the aspects of our advice that have gone well, and where we could improve.

Recommendations

We recommend that you:

- 1 **Complete** the attached survey, and provide any comments that you wish to make;

Agree / Disagree

- 2 **Meet** to discuss the survey, our performance, and any issues you wish to raise.

Discuss - yes / no

9(2)(a)

Maraina Hak

Policy Director

Policy

Hon Simon Watts

Minister of Revenue

/ /2026

Ministerial Policy Satisfaction Survey

Click or tap here to enter text.

Agency/portfolio: Inland Revenue

Time period: July 2025 – June 2026

This survey seeks your feedback on the written and oral policy advice you've received from the agency/portfolio over the time period. It will take about 5 to 10 minutes to complete.

How the results will be used

Your feedback will help [Click or tap here to enter text.](#) better serve you in the future. It's part of a commitment to be transparent and accountable for policy performance. Your responses will also be used to calculate a ministerial satisfaction score to be included in the information for the Estimates and Annual Report.

The elements of quality policy advice

The policy advice you receive should support you to make a fully informed decision, or take the next steps, by answering the following questions from the Policy Quality Framework:

Context

Why am I getting this and where does it fit?

Analysis

Is the analysis clear, logical and informed by evidence?

Advice

Does it engage me and tell the full story?

Action

Is it clear who is doing what next?

Thank you for your feedback.

1. General satisfaction

Thinking about your interactions with the agency on this portfolio over this time period, how often did each of the following occur?

	Never	Some of the time	About half the time	Most of the time	Always
I was engaged early enough in the policy process	☐	☐	☐	☐	☐
I was engaged in a way that reflects how I like to work	☐	☐	☐	☐	☐
My feedback was taken on board	☐	☐	☐	☐	☐
I was able to access relevant expertise on the issues	☐	☐	☐	☐	☐
I received policy advice that demonstrates an understanding of my priorities and context	☐	☐	☐	☐	☐
I received policy advice within the agreed timeframes	☐	☐	☐	☐	☐



The Policy Project



Te Kāwanatanga o Aotearoa
New Zealand Government

Please add any comments or suggestions on how the support provided to you as minister could be improved, or examples of what has worked well that should be continued.

2. Quality of policy advice

Thinking about the policy advice you've received from the agency on this portfolio over this time period, how often did the advice do the following?

	Never	Some of the time	About half the time	Most of the time	Always
Clearly explain the problem or opportunity	☐	☐	☐	☐	☐
Make relevant connections with other portfolios and address any issues that arise	☐	☐	☐	☐	☐
Clearly explain the rationale for intervention	☐	☐	☐	☐	☐
Reveal diverse views, experiences and insights identified through inclusive and appropriate community engagement strategies	☐	☐	☐	☐	☐
Incorporate Te Tiriti o Waitangi analysis and te ao Māori, where relevant	☐	☐	☐	☐	☐
Demonstrate how relevant research, evidence, and insights informed the policy advice	☐	☐	☐	☐	☐
Make relevant connections with the work of operations and address any issues that arise	☐	☐	☐	☐	☐
Consider the longer-term implications and anticipate future challenges and opportunities	☐	☐	☐	☐	☐
Provide the advice you need to hear and not only what you want to hear	☐	☐	☐	☐	☐
Enable a clear and informed decision to be made, or next steps to be taken	☐	☐	☐	☐	☐
Communicate clearly, concisely and coherently	☐	☐	☐	☐	☐
Adequately consider how the policy will be implemented and will work in practice	☐	☐	☐	☐	☐
Explain how the policy will be monitored or evaluated to check that it works	☐	☐	☐	☐	☐

Agency/portfolio: [Click or tap here to enter text.](#)

Time period: [Click or tap here to enter text.](#)

Please add any comments or suggestions on how the quality of the policy advice could be improved, or examples of what has worked well that should be continued.

3. Overall trust

In general, thinking about your experience of working on this portfolio over this time period, how often was the following true?

Never Some of the time About half the time Most of the time Always

I had trust in the officials I engaged with

☐

☐

☐

☐

☐

4. Overall confidence

In general, thinking about your experience of working on this portfolio over this time period, how often was the following true?

Never Some of the time About half the time Most of the time Always

I had confidence in the policy advice provided

☐

☐

☐

☐

☐

What's the most important thing that officials could do to improve the policy support provided to you?

Thank you for your feedback.