



**National Council of
Women of New Zealand**

Te Kaunihera
Wahine O Aotearoa

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**Submission to the Finance and Expenditure Select Committee
on the Taxpayers' Charter Bill**

The National Council of Women of New Zealand (NCWNZ) is an umbrella organisation representing 46 nationally organised societies. There are 35 branches spread throughout the country to which women from 150 societies are affiliated.

The members of the Nucleus Consumer Affairs Committee of NCWNZ have studied the proposed Taxpayers' Charter Bill and are pleased to make the following comments:

NCWNZ believes the Bill will be helpful in "establishing a code of conduct for both the Inland Revenue Department and taxpayers" (page 1, 24-1, lines 16 and 17) and will be instrumental in achieving this purpose.

**Page 3 – Schedule
Tax Charter**

NCWNZ would like to suggest the following alterations and additions to this section of the Bill.

- **Line 5** we will act impartially, fairly **and with consistency.**
- **Line 8** Each staff member you are dealing with will tell you his or her **full** name.
- **Line 11** You have a right to be believed and we will assume that you are honest unless there is **proven** (instead of "good") reason to believe otherwise.
- **Line 22** we will take reasonable steps to meet **special needs.**
NCWNZ believes "special "needs" needs defining. This should include :
 1. illness (both permanent or temporary)
 2. English as a 2nd language
 3. age
 4. ability to pay
- **Line 25** we will explain your rights to question our decisions and assessments **which will be given both verbally and in writing.**

In conclusion, NCWNZ believes the Taxpayers' Charter Bill, when implemented fully, will help alleviate any misunderstandings, stress and concerns between the Inland Revenue Department and taxpayers in the future and will hopefully eliminate most of these problems evidenced in the past.

Barbara Glenie
National President

Marie Taylor
Convener, Consumer Affairs Standing Committee