



Do you have a child support case in Australia or New Zealand?

There are over 18,500 cases where one parent lives in Australia and the other lives in New Zealand. Due to this close relationship the Australian and New Zealand governments have an agreement that allows New Zealand Inland Revenue Child Support (NZIRCS) and the Child Support Agency (CSA) to work together to ensure that children on both sides of the Tasman Sea are supported.

What does the agreement mean for me?

The agreement allows one country to use the other country to collect child support from paying parents. For example, New Zealand could send a request to Australia about a paying parent who owes child support for their children living in New Zealand. Australia would use their own process through the CSA to collect the child support and pass it on to NZIRCS.

If you would like to read more about the agreement it can be found on our website at www.csa.gov.au

Does either agency act on advice from the other one when deciding how to collect outstanding child support payments?

The Agreement between the CSA and NZIRCS specifies that each country will collect overdue child support or spousal maintenance on behalf of the other country but does not allow each country to direct the other country how or when these amounts are to be collected.

I believe it costs me more to live in New Zealand. Why isn't this reflected in my Australian child support case?

An Australian child support assessment is based on a formula that does not take into account variations in the cost of living in different countries. More information about the Australian child support formula is available in The Guide located on our website www.csa.gov.au

When does my New Zealand child support case end?

New Zealand child support assessments generally end when the child turns 19. For more information contact the NZIRCS on **1800 504 042** if you are calling from Australia or **0800 221 221** if you are calling from within New Zealand.

When does my Australian child support case end?

Typically an Australian child support case ceases when a child turns 18 years of age. Child support may be extended where a parent has applied to the CSA for child support to continue until the end of the school year in which the child turns 18. For more information contact the CSA on **131 272** if you are calling from Australia or **0800 440 953** (or **+61 131 272**) if you are calling from New Zealand.



Are you in Australia and receiving child support from New Zealand?

Do you transfer every case to New Zealand?

Generally, where a paying parent is paying their child support in full and on time, the case will not be referred to New Zealand for collection and the paying parent can continue to make payments directly to the CSA.

What do you do if someone living in New Zealand does not pay?

If a parent does not make their payments in full and on time our first course of action is to contact them to discuss future payments.

We have an agreement with NZIRCS that we can send (transmit) cases to them for collection. We do not transfer every case automatically. Each case is assessed on an individual basis. The workloads of both the NZIRCS and the CSA are also taken into account when assessing a case as this impacts on how many cases can be transmitted between countries.

If a case is transmitted to New Zealand it is then up to NZIRCS to decide the best course of action to collect the money. NZIRCS may deduct child support from the paying parent's:

- wages/salary - the paying parent's employer will be required to deduct child support from their salary or wages each payday
- Accident Compensation Corporation (ACC) payments
- tax refunds
- bank accounts or
- from any other money that may be payable - such as a trust account and/or superannuation payouts.

How long does it take to send a case to New Zealand?

It can take several months for the case to be sent (transmitted) to New Zealand for collection. Once the case is sent to New Zealand we can request an update every three months.

We do not have any control over how the money is collected once the case is transmitted to New Zealand. It is up to the NZIRCS to determine the appropriate collection method.

Any payments are made to NZIRCS, who transfer the payments monthly to the CSA in Australia. Once received, we transfer the payments to you.

I live in Australia. What is the process for NZIRCS to register my case?

Case identified as possible transmittal eg. No payments received and paying parent is in New Zealand



Contact attempted with paying parent to obtain payments



If no payment received case considered for transmittal to New Zealand



Case transmitted to New Zealand Inland Revenue Child Support (NZIRCS) for collection



NZIRCS take over collection on the case



Collection is then dependent on NZIRCS ability to collect



If payments are received by NZIRCS they are then forwarded monthly to the Australian CSA



Payments are then sent to the receiving parent in Australia – there can be a delay between the time the payment is sent from NZIRCS until it is available in Australia



Are you a paying parent with an Australian/New Zealand child support case?

Why doesn't the amount on my New Zealand Child Support statement match the amount I was told I owed by the CSA over the phone?

There are a number of reasons why this may occur.

- After your case has been referred to the CSA for collection the amount owed may vary depending on when information is collected by NZIRCS and when the CSA are notified. For example if you updated your income details with NZIRCS after they referred the case to the CSA there may be a change in the amount you owe. It may take some time for the new information to be sent to CSA by NZIRCS.
- The amount may vary depending on current exchange rates.
- If you owe any late payment penalties they may also vary depending on when they are applied and by which authority.
- The two percent penalty for overdue child support imposed by NZIRCS is not collectable in Australia.

What happens with my New Zealand penalties for overdue child support?

The CSA does not collect this penalty....Please visit the NZIRCS website for information about New Zealand penalties at www.ird.govt.nz

I live in New Zealand, if I get remarried or live in a de facto relationship with a new partner who has children, will this affect my child support?

If your circumstances change in this way, you should let NZIRCS know as it may affect the amount of child support you are required to pay.

If your child support assessment was made by the Australian CSA your new partner's children will usually not affect your assessment unless you adopt them.

For more information you may wish to read *Me and My Changing Family* which can be viewed at our website www.csa.gov.au/publications

I'm on benefits in New Zealand, but I've been assessed to pay the "Fixed Annual Rate". What are my options?

You can apply to the CSA for the Fixed Annual Rate not to apply in your case if you are living in New Zealand. The CSA may ask you to supply documents confirming that you are currently receiving a benefit in New Zealand. In making a decision on your application the CSA must consider your current income, and whether it is just and equitable to ask you to pay the Fixed Annual Rate. We will then notify you in writing about the decision.

I am a paying parent who lives in Australia. I have been paying the other parent in New Zealand directly for our New Zealand assessment. How does this affect my overdue child support?

If you are a paying parent in Australia (with a New Zealand assessment) and the receiving parent is in New Zealand, please call New Zealand Inland Revenue on **1800 504 042** (free call unless calling from a mobile) to discuss your options.

I am a paying parent in Australia with a child support case in New Zealand. I am confused about who I should contact.

For any questions or concerns regarding how your New Zealand child support is calculated, or if your care, personal details or circumstances have changed you will need to call NZIRCS on **1800 504 042**.

If you would like to know about making payments to CSA and how CSA forwards these payments to NZIRCS please contact the CSA on **131 272** call charges may apply.

Now my kids have moved to Australia/New Zealand I don't see them any more why should I still have to pay child support?

The CSA and NZIRCS recognise that many separated parents would like to spend more time with their children. Child support is designed to support your children financially. The need to provide financial support for children doesn't cease if there is a disagreement about care.

The CSA publication *Me and my Kids – Parenting from a distance* is for separated parents who spend much of their time away from their children. It is available from www.csa.gov.au/publications



For more information about changes you need to tell CSA about, visit the website www.csa.gov.au

Are you a Centrelink customer?

If you have told CSA about changes in your circumstances, you also need to let Centrelink know as well. Call Centrelink on **136 150***.

For further information and help

Call CSA on **131 272***

Call the Translating Interpreting Service on **131 450***

Visit the CSA website www.csa.gov.au

Other CSA resources:

- *The Parent's Guide to Child Support* - information about child support for separated parents
- *Me and My* series of self-help books
- *Dealing with Separation* interactive CD Rom
- *CSAonline* - a secure online service where you can view and update your child support information 24 hours a day, seven days a week. To enrol, go to www.csa.gov.au

To order free CSA publications visit www.csa.gov.au or freecall **1800 040 972** (charges apply to mobile and public phones).

The Australian Government Services Fraud tip-off line

The Australian Government Services Fraud tip-off line provides people with a place to report suspected fraud against Centrelink, Medicare, the Pharmaceutical Benefits Scheme or the Child Support Agency. If you have information about someone who is mis-using government services, call **131 524***.

* Call charges apply.

Do you need interpreting help?

If you don't speak English and need help from CSA, ring the Translating Interpreting Service on **131 450**.

ARABIC إذا كنت لا تتحدث اللغة الإنكليزية والحجت إلى مساعدة من Child Support Agency. اتصل بخدمة الترجمة الخفية (TIS) على الرقم 13 14 50.

CHINESE 如果您不說英語，但需要Child Support Agency的協助，請致電翻譯及傳譯服務處(TIS)，電話13 14 50。

CROATIAN Ako ne govorite engleski i trebate pomoć Child Support Agency, nazovite Službu prevoditelja i tumača (TIS) na 13 14 50.

FARSI اگر انگلیسی نمی‌دانید و به کمک Child Support Agency نیاز دارید به سرویس ترجمه کتبی و شفاهی (TIS)، شماره 13 14 50 تلفن کنید.

GREEK Αν δεν μιλάτε Αγγλικά και χρειάζεστε βοήθεια από το Child Support Agency, τηλεφωνήστε στη Μεταφραστική και Τηλεφωνική Υπηρεσία (TIS) στο 13 14 50.

INDONESIAN Jika Anda tidak berbahasa Inggris dan memerlukan bantuan dari Child Support Agency, silakan menelepon Jasa Penerjemahan dan Juru Bahasa (TIS) pada nomor 13 14 50.

ITALIAN Se non parli inglese e ti serve assistenza da parte della Child Support Agency, chiama il Servizio traduzioni e interpreti (TIS) al 13 14 50.

KHMER បើលោកអ្នកមិននិយាយអង់គ្លេសទេ បើលោកអ្នកត្រូវការជំនួយពី Child Support Agency សូមទូរស័ព្ទទៅអ្នកបកប្រែភាសា (TIS) តាមលេខ 13 14 50 ។

KOREAN 당신이 영어를 못하고 Child Support Agency의 도움이 필요하시면 전화통역 서비스 (TIS) 13 14 50 으로 전화하십시오.

MACEDONIAN Ако не зборувате англиски јазик и ви треба помош од Child Support Agency, телефонирајте во Службата за преведување и толкување (TIS) на 13 14 50.

MALTESE Jekk inti ma titkellimx bi-Ingliż, u trid għajnjuna miċ-Child Support Agency, cempel lis-Servizz ta' Interpreti bit-Telefon (TIS) fuq 13 14 50.

POLISH Jeśli nie mówisz po angielsku a potrzebujesz pomocy Child Support Agency, zadzwoń do Biura Tłumaczy (TIS) pod numer 13 14 50.

PORTUGUESE Se não fala inglês e precisa da ajuda da Child Support Agency, ligue para o Serviço de Tradutores e Intérpretes (TIS) no 13 14 50.

RUSSIAN Если вы не говорите по-английски и нуждаетесь в помощи Child Support Agency, звоните в Службу устного и письменного перевода (TIS) по телефону 13 14 50.

SERBIAN Ако не говорите енглески и треба вам помоћ од Child Support Agency назовите Службу преводилаца и тумача (TIS) на 13 14 50.

SPANISH Si no habla inglés y desea ayuda de Child Support Agency, llame al Servicio de Traducción e Interpretación (TIS) al 13 14 50.

TURKISH Eğer Child Support Agency'den yardım istiyorsanız ve İngilizce konuşamıyorsanız 13 14 50'den Yazılı ve Sözlü Tercümanlık Servisi'ni (TIS) arayınız.

VIETNAMESE Nếu không nói được tiếng Anh, mà cần Child Support Agency giúp, xin gọi điện thoại cho Dịch Vụ Thông Phiên Dịch (TIS), số 13 14 50.