

## Community-Wise

### Inland Revenue's community update

#### *"New addition" to Community-Wise*

Inland Revenue has made a commitment to building relationships with the community and community agencies. *Community-Wise* was developed as a result of this commitment to provide regular, easy-to-read information updates on two of the social policy areas Inland Revenue administers—Child Support and Family Assistance.

There is a considerable cross-over in the number of customers who deal with Inland Revenue on social policy issues.

Research shows that a significant number of Family Assistance and/or Child Support customers have or have had a student loan.

Did you know that:

- there are 92,715 Child Support customers who are also registered for Family Assistance
- a total of 33,218 Family Assistance customers also have a student loan
- there are 16,414 customers that are Child Support customers, are registered for Family Assistance and also have a student loan.

*Community-Wise* now includes information about student loans. The aim—to provide you with a more comprehensive and useful resource.

This issue of *Community-Wise* covers a range of student loan topics including what borrowers need to think about before leaving on their "OE", how Inland Revenue informs borrowers of their rights and obligations and what our Social Policy Liaison Officers have been doing to raise awareness of borrowers obligations.

We look forward to your feedback on the "new look" *Community-Wise*, which can be emailed to us at [communitywise@ird.govt.nz](mailto:communitywise@ird.govt.nz) or posted to:

The Editor  
*Community-Wise*  
Inland Revenue  
PO Box 2198  
WELLINGTON



*Child Support has just launched its new comprehensive publication **Helping you to understand child support**. See page five for more information.*

### *Congratulations on your new baby*

With the recent introduction of Paid Parental Leave, we have updated our brochure (*Congratulations on your new baby IR 753*) that is sent to all parents or caregivers when they contact Births, Deaths and Marriages to request a birth registration form.

The updated brochure outlines the two types of financial assistance new parents may be eligible to receive—Parental Tax Credit or Paid Parental Leave.

The brochure also explains the difference between the two types of assistance, and that a parent is not able to receive both.

Parental Tax Credit is an entitlement available to parents of a newborn baby, and is a component of Inland Revenue's Family Assistance package.

Paid Parental Leave is a government-funded payment for parents, for up to 12 weeks, when they take parental leave from their job to care for their newborn child. Paid Parental Leave is not a component of Family Assistance.

Copies of the brochure can be ordered by phoning INFOexpress our automated telephone service, on 0800 257 773. INFOexpress is available between 6 am and 12 midnight, seven days a week.



### *Payment options*

Family Assistance customers can opt to receive Family Assistance as a fortnightly payment or as a lump sum at the end of the tax year.

Lump sum payments are made after 31 March and are based on the family's actual income.

Fortnightly payments are made every second Tuesday, directly into the bank account of the principal child carer. Families who choose the fortnightly payment option need to estimate their annual family income as accurately as possible to ensure they are not overpaid.

Steve Crump, National Advisor BusinessDirect, says it can be difficult for some families to accurately forecast their annual income.

"Recent research has shown that one of the main concerns for families who need to estimate their annual income is the risk of being overpaid and then having a large debt at the end of the tax year," says Steve.

From October 2002 Inland Revenue has been regularly updating people's entitlements based on their family's income. We'll base these income updates on the individual employee's salary and wages information we receive each month from their employer(s).

"This will ensure that we are able to keep a family's income estimate as up-to-date and accurate as possible. If we find that a family's income is actually higher than their original estimate we'll send them a letter, or in some cases phone them, letting them know," says Steve.

"It's important that the family checks the letter carefully as it will outline their new entitlement. If they agree with the new estimate, they don't need to do anything; otherwise the family should call us."

### **IMPORTANT NOTE:**

There are no changes to the payment dates during the Christmas/New Year period.

Payment dates are:

2002	2003
26 November	7 January
10 December	21 January
24 December	4 February
	18 February

## A rewarding campaign

*You always knew  
that having kids  
would be  
rewarding.*

### FAMILY ASSISTANCE. FINANCIAL HELP FOR WORKING FAMILIES.

At Inland Revenue we provide financial assistance for working families. The table below shows how much you can earn and still be eligible for Family Assistance.

Number of children (18 & under) living at home	Total family income (gross)	Weekly income before tax
1	\$33,546	\$645
2	\$41,693	\$802
3	\$49,840	\$958
4	\$57,986	\$1,115
5	\$66,133	\$1,272
6	\$74,280	\$1,428

To see if you qualify, call us on 0800 227 773 or visit [www.ird.govt.nz](http://www.ird.govt.nz)

 Inland Revenue  
Te Tari Taake

A new Family Assistance public awareness campaign has recently kicked off. The campaign runs until March 2003 and builds on what we did last year.

We are advertising in a range of community newspapers, radio stations and parenting magazines such as *Little Treasures*, *Kiwi Parent* and *Plunket Thriving Under 5*. Our advertising will be supported by a series of media releases and editorial material issued to mainstream and community media.

Information will also be sent to government agencies and church organisations encouraging them to increase the awareness amongst their staff or parishioners about Family Assistance.

“The new look advertisements have been developed after we commissioned customer focus groups,” says Steve Crump, National Advisor BusinessDirect.

“Feedback from the focus groups indicated that there was some confusion among the public about what Family Assistance is—some thought it was a benefit; that it was for those families who don’t work and some confused it with child support.

Others didn’t think they would be eligible and therefore didn’t apply,” says Steve

One of the other common points that came through in the testing was that families felt embarrassed about getting help.

“As a result, we have stressed in our campaign that Family Assistance is not a benefit, but recognition of the costs involved with raising a family and that some financial assistance can help with day-to-day costs.”

## Frequently asked questions

**Since I registered for Family Assistance, my income has changed. What should I do?**

Families should let us know immediately by calling on freephone 0800 227 773 or, if either parent is in business, on freephone 0800 377 774. We will adjust their Family Assistance payment to reflect the new income details. That way they’ll receive the correct amount of Family Assistance and avoid being over or under paid.

**I am about to come off a benefit from Work and Income. How long will it take to get Family Assistance from Inland Revenue?**

After a parent comes off a benefit, it can take one to three weeks depending on when we get their Family Assistance registration form (FS 1). We may consider an urgent payment based on their personal circumstances, or Work and Income may pay Family Support for four weeks after their benefit has been stopped.

**What happens if I underestimate my income?**

When we get a family’s income details for the year, we work out if we’ve paid them the right amount. If they have underestimated their income, they will be required to pay back the extra amount they have received. Families can contact us on 0800 227 773 to talk through their options.

**Can I claim if my children don’t have IRD numbers?**

Families can receive fortnightly payments for 8 weeks for any child without an IRD number. If after 8 weeks the IRD number is not supplied, the Family Assistance for that child will cease. A family’s end of year claim for any child without an IRD number will also be disallowed.

### Communicating change

Family circumstances change from time-to-time. Some changes may require an adjustment in Family Assistance payments. We pay families according to the information we have—unless we're told otherwise.

It's important that families let us know about changes straightaway so we can work out their new entitlement—otherwise families could receive too much Family Assistance and find they have to repay it at the end of the tax year, or they miss out on payments they are entitled to during the year.

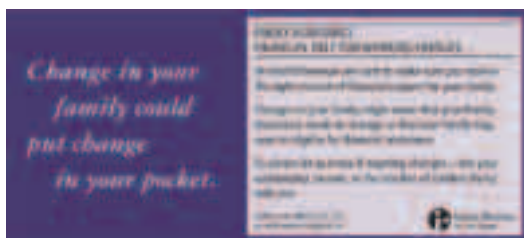
We need to know if there is a change in:

- the type of income received, for example moving from wages to a student allowance
- the number of hours worked each week
- a family's income, for example an increase or decrease
- their relationship
- their employment
- the number of children in the care of the family, for example a child leaving the care of the family, a new child joining the family, any children leaving school to start work
- shared custody agreements, or
- if a family is going onto an income-tested benefit, student allowance, Veteran's Pension or accident compensation.

### Coming off a benefit

If a family comes off a benefit and applies for Family Assistance from Inland Revenue we work closely with Work and Income to ensure payments continue as normal.

If a family misses a payment because the registration wasn't processed in time, or haven't received a payment for several weeks but think they are entitled, they should call us immediately.



### Change of bank account

If a family changes the bank account into which Family Assistance payments are made, it is important that we are told immediately so we don't miss a payment. We need at least seven days notice to make the change.

There are two ways families can let us know about a change of bank account:

1. Writing us a letter stating the full name of the account, the account number – including bank and branch, or attach a pre-printed deposit slip.
2. If the change is only to the account suffix, Family Assistance customers can phone us with the information.

### Who to call

If you would like one of our Social Policy Liaison Officers (SPLOs) to come and talk to a group or organisation that you are involved in regarding Family Assistance or student loans, call us on freephone 0800 227 773 and ask for...

**SPLOs** ... who cover the following locations and surrounding areas

Margaret Gunson	Whangarei
Shannon Brady	Takapuna
Charleen Vili, Denise Savea, Fatu Auavai and Lisa James	Manukau
Helen Richards and Diane Randell	Hamilton
Lorraine Morten	Tauranga
Colleen Lynch	Gisborne
Frances Mott	Napier
Sarah Roper	Rotorua
Jenny MacDonald	New Plymouth
Sarah Manderson	Palmerston North
Vanessa Pierre, Alisa Tonu'u and Penoa Tuigamala	Wellington
Margaret King	Nelson
Juliette Henry	Greymouth
Robyn Francis	Christchurch
Debbie Gard	Timaru
Jenni Mattingly	Dunedin
Peter Murphy and Mary Rae	Invercargill

### *New look publication launched*

Inland Revenue Commissioner, David Butler, recently launched Child Support's new publication *Helping you to understand child support*.

This publication is a culmination of over a year's work, with the new booklet replacing most of our existing Child Support pamphlets.

David Udy, Child Support National Manager, says research and feedback from our customers showed a preference to have all the information they need in one comprehensive publication.

"In response to this feedback we have, therefore, produced one new booklet encompassing information for all Child Support customers," says David.

"We have also produced 12 factsheets to accompany the new booklet. These include information about matters of interest to a smaller number of customers, or that may need to be updated quickly."

The booklet is being sent to all new Child Support customers. Factsheets will be sent as required, except for *Calculating child support* (IR 150) which will be sent automatically to customers with a notice of assessment.

Child Support has also taken the opportunity to update the look and design of its publications and this is being used for the first time with *Helping you to understand child support* and the factsheets.

"We have undertaken customer testing and believe the new look and design promotes our aim of being accessible and responsive to our customers."

Over 30 staff, stakeholders and local media attended the launch.

The publications are available on the Child Support website [www.ird.govt.nz/childsupport/](http://www.ird.govt.nz/childsupport/) or by phoning INFOexpress on 0800 257 773.



Commissioner David Butler (middle) officially launches *Helping you to understand child support* with David Udy, Child Support National Manager (left) and Bruce Thompson, General Manager Service Delivery.

### *Out with the old*

Some Child Support pamphlets will no longer be valid from November 2002 due to the launch of our new *Helping you to understand child support* booklet. We will be providing you with supplies of the new publications shortly. Please dispose of any old stock.

Pamphlets that are being withdrawn and replaced by the new booklet are:

- *A guide for parents who pay child support* (IR 170)
- *Child support – a guide for custodians* (IR 171)
- *Child support and redundancy* (IR 152)
- *Problems with our Child Support service* (IR 153)

Pamphlets that are being replaced by the new factsheets are:

- *Child support – estimating your income* (IR 151)

- *Child support voluntary agreements* (IR 157)
- *Child support – a guide for prisoners* (IR 154)
- *Child support – how the formula works* (IR 150)
- *New Zealand child support guide for paying parents living in Australia* (IR 158)
- *Child support for Australian paying parents who live in New Zealand* (IR 159)

Pamphlets that will continue to be used:

- *Child support – shared care* (IR 156)
- *Administrative reviews – how to apply* (IR 172)
- *Administrative reviews – how to respond* (IR 173)
- *Child support and the Family Court* (IR 174)
- *Administrative reviews – general guide* (IR 175)

### Online forms prove successful

Child Support now has three more forms available online. We recognise that it is important that we meet customers' needs, that's why we are utilising the internet—as more customers begin to make use of online facilities.

Online forms are proving an easy, convenient way for customers to provide information to us. Since the first form went "live" last December, there has been a steady increase in the number of customers using them—around 70 customers a month use the forms.

### Who's looking after the baby?

As part of our ongoing commitment to raising awareness about child support, we recently advertised in the youth magazine – *Tearaway*.

Margaret Hawkes, National Advisor Child Support, says as a new initiative Child Support included a worksheet in the accompanying resource for teachers which provided classroom work units based around the *Tearaway* advert.

"Our emphasis was that even if young parents don't stay together, both have a financial responsibility for their child," says Margaret.

The teacher resource provided suggestions for classroom activities designed to encourage students to think about and discuss issues ranging from the costs involved with having a child (from baby through to tertiary student), to who should be expected to pay for bringing up the child.

"Our Community Liaison Officers regularly visit their local schools to present child support information. The *Tearaway* feature complements the work that they have been doing."



Forms available online are:

- *Election to withdraw from child support formula assessment (IR 107)*
- *Cancellation of income estimation for child support (IR 111)*
- *Election not to enforce court order or election to withdraw from voluntary agreement (IR 112)*
- *Change of circumstances (IR 116)*

Once customers have completed the form, all they need to do is push the send button and the form gets lodged electronically in our system. The forms can be found on our website [www.ird.govt.nz/childsupport/](http://www.ird.govt.nz/childsupport/)

### Our Child Support Community Liaison Officers

If you would like to speak to one of our Community Liaison Officers (CLOs), or if you would like them to come and talk with you or your group, call us on freephone 0800 221 221 and ask for...

#### CLOs

... who cover the following locations and surrounding areas

Lynley Ballentine	Invercargill
Peter Read	Dunedin
Pip McArtney	Christchurch
Davina Plummer	Wellington
Paul Smith	Palmerston North
Jo Damen	Napier
Wendy King	New Plymouth
Jan Hoare	Tauranga
Diana van den Akker	Rotorua
Erica Nelson	Hamilton
Rata Nepe	Gisborne
Sharon Tongalea and Sophie Chungson	Manukau
Anne White and Dianne Lawson	Takapuna
Jocelyn Pindred and Mihaka Panapa	Whangarei

### *CLOs on the move*

There have been a few Community Liaison Officer (CLO) changes over the past few months, which may mean a new face will be visiting you shortly.

As our CLOs play an important part in building and maintaining relationships between Inland Revenue and community groups and individuals, we thought we'd introduce the new CLOs so, if there has been a change in your region, you'll know who to contact.

- Mihaka Panapa has joined Jocelyn Pindred in Whangarei.
- Dianne Lawson has joined Anne White in Takapuna.
- In Manukau, Lizz Jenkins has handed over to Sharon Tongalea and Sophie Chungson.
- In July Erica Nelson became the new CLO in Hamilton.
- Jan Hoare is the new CLO in Tauranga, taking over from Denise Skinner.
- Davina Plummer has taken over from Hannah Laurenson in Wellington.
- The CLO role in Nelson is currently vacant. We will update you when someone fills the role.

New Wellington CLO, Davina Plummer says, "so far I have visited a number of community groups to introduce myself. I have also attended a number of Strengthening Families initiatives and as part of Heartlands I have been visiting various Work and Income offices in the greater Wellington area.

"I am looking forward to working with as many community groups and social agencies as possible in the region."

### *Frequently asked questions*

#### **Do I have to contact Child Support if my child gets a holiday job?**

Parents should contact Child Support about any changes in their circumstances such as a child starting or stopping full employment.

When a child is in full employment they are not regarded as being financially dependent and therefore the custodian is no longer entitled to child support and the paying parent no longer needs to pay.

Full employment means working an average of 30 hours each week. It is not dependent on the amount of money earned. If a child has a job but is not in full employment, it does not affect child support entitlements.

The custodian needs to reapply for child support when the child leaves full employment. The custodian can fill out a new application form when the child starts employment and Child Support can hold it until the parent advises that the child has stopped full-time employment.

#### **What happens if my child spends school holidays with the paying parent?**

Where a paying parent cares for a child for fewer than 40% of nights a year, such as only for periods during school holidays, shared care provisions will generally not apply.

Parents should contact Child Support where they consider the care of children over school holidays would mean a paying parent's care increases to 40% or more of nights. This could result in a reduction in payments.



CLOs from throughout the country gathered in Wellington recently for a workshop.

### All about the Student Loan Scheme

At the beginning of each education year, thousands of students take out a student loan to help with the costs involved with tertiary study.

The Student Loan Scheme was introduced in 1992 to increase accessibility to tertiary education. The loan is provided by the government to help a student finance their tertiary studies by paying for fees, course-related costs and living expenses.

There are three government agencies involved in administering the scheme:

- The Ministry of Education advises the government about student loan policies
- StudyLink, a service of the Ministry of Social Development, processes loan applications and manages student loan accounts for the year the money is borrowed
- Inland Revenue is responsible for collecting repayments from the year after the money is borrowed.

On 28 February the year after a borrower's course has finished, Inland Revenue takes responsibility for the student loan and starts collecting repayments once the borrower is earning over a set amount per year.

From 1 April 2002 that amount (the repayment threshold) is \$15,496.



Colin MacDonald, General Manager, Business Development and Systems, spoke about the student loan scheme on TV One's Good Morning show.

### Lights, camera, action

Colin MacDonald, General Manager Business Development and Systems, recently made an appearance on TV One's Good Morning show to talk about the Student Loan Scheme and cover some of the questions raised in an earlier talkback show.

Colin talked presenter Kerry Smith through key aspects of the scheme, from the average amount owed and the interest rate to the advantages of paying off a student loan faster and what borrowers need to do about their loan when they head overseas on their OE.

"Utilising television in this way is not something that Inland Revenue has done very often, but we thought it was important that we talked about some of the misconceptions that had come through on talkback," says Colin.

"Some of the callers felt that the interest was too high and that all their repayments went towards keeping on top of the interest. It was great to be able to say that two-thirds of all borrowers actually had some or all of their interest written-off last year and that approximately 50% of the repayments go to the capital and 50% to dealing with the interest.

"The talkback focused on the number of borrowers using bankruptcy as an option for clearing their loan. Obviously we don't recommend bankruptcy as a way of getting rid of a student loan. One suggestion I did offer though, was that by increasing weekly payments by even a small amount, borrowers can clear their loan more quickly and save money along the way."

As an example, Colin provided a scenario where a borrower has a \$15,000 student loan and earns \$30,000 per year. If the borrower pays an extra \$25 a fortnight on top of the required repayments, they'll save \$5,000 in total repayments and pay off the loan seven years quicker.

Feedback about Colin's appearance on the show has been positive. We are looking at other opportunities to appear on Good Morning in the future, to talk about other areas of interest including Family Assistance, rebates and Child Support.



### Before getting on the plane ...

There are a few things borrowers need to consider before they head overseas, especially if they plan to be away for more than three months.

"Leaving New Zealand doesn't mean that the borrower's loan and repayment obligations stop. They still need to make loan repayments while they're gone. Because repayment obligations are different for borrowers who are overseas than for residents, we need to know when a borrower goes overseas so we can assess them correctly," says Darren Lee, National Advisor BusinessDirect.

"If a borrower thinks they may have trouble meeting their loan repayments while they are overseas, they should call us to discuss their situation. In many cases we can negotiate a lower repayment obligation for that tax year."

What we need to know:

#### 1. A contact address either in New Zealand or overseas

The contact address is a vital piece of information. By providing Inland Revenue with a current contact address the borrower will receive notices and statements, which will not only help them to keep up with their repayment obligations while away, but will also keep them informed about such things as their loan balance and interest charges. It's also a way that they can keep in touch and up-to-date with relevant news.



Our booklet *Student loans – going overseas (IR 223)*

#### 2. A nominated person

If a borrower intends to travel around while overseas and won't have a fixed address, they need to consider nominating another person to act on their behalf. The nominated person will be able to:

- check the borrower's loan balance
- enquire about interest charges
- forward payments, and
- make other queries on the borrower's behalf.

To organise nominating someone, the borrower can complete the *Elect someone to act on your behalf (IR 597)* form available on our website or by calling 0800 377 778. The borrower needs to provide us with the following information:

- the name of the person they wish to nominate
- the borrower's IRD number, and
- the period of time they want that person to act for them.

Borrowers can find detailed information about going overseas and what their obligations are, in our publication: *Student loans – going overseas (IR 223)*, which can be found on our website or by calling us.

#### Getting in touch with Inland Revenue while in New Zealand

Inland Revenue	INFOexpress
PO Box 39050	Phone 0800 257 777
Wellington Mail Centre	Hours 6am to 12
New Zealand	midnight, 7 days

#### Getting in touch from overseas (loan balance, request statement, update address)

Non-resident Centre	Phone 0064 3 467 7020
Inland Revenue	Fax 0064 3 467 7083
Private Bag 1932	Email nonres@ird.govt.nz
Dunedin	

#### Making repayments from overseas

Inland Revenue  
P O Box 3754  
Christchurch  
New Zealand

### *Tots and toddlers*

A number of our Social Policy Liaison Officers (SPLOs) and Child Support Community Liaison Officers recently attended the parent and child expos held throughout the country.

The expos were held to showcase products and services for parents and parents-to-be.

“Some people seemed quite surprised that we were there. Once they realised what we were there for, they approached us with a range of questions,” says Wellington SPLO Vanessa Pierre.

“A lot of parents-to-be were pleased that they could take away one booklet that had all the Family Assistance information they needed in one place.

“We had 351 people come and talk to us, looking for information on Child Support, Paid Parental Leave, Family Assistance, student loans and tax.

“Overall it was a very successful weekend.”

### *SPLOs help with “Big OE” preparation*

To raise awareness of what student loan borrowers need to do before heading overseas, our SPLOs have been attending the “Big OE” evenings held by the British High Commission.

The aim of the evenings, held in Auckland, Hamilton, Wellington and Christchurch, is to provide information to people who are thinking about moving to the United Kingdom, to make sure they are prepared for the experience.

Many people think they can go away and leave their loans behind—part of the SPLO role is to educate borrowers about what their obligations are, and to help them make arrangements to make repayments while they are away.

SPLO Denise Savea represented Inland Revenue at the Auckland evening.

“Our booth attracted more enquiries than most, with about three-quarters of our visitors seeking information about their student loan obligations while living overseas”, says Denise.

“We felt at the end of the evening that we had helped a lot of people get properly prepared for their travelling.”

The evening also hosted a number of other exhibitions from a wide range of companies providing services to people planning to go to the UK, including recruitment firms, tourism operators, shipping and insurance companies.

### *A combined effort*

Dunedin’s SPLO Jenni Mattingly, and Child Support Community Liaison Officer Peter Read, have been working with the South Dunedin branch of Work and Income on a series of benefit cessation seminars.

Seminar participants were selected from a list of people who received a Domestic Purposes Benefit and also received income from employment. The seminars were designed to talk through other options of financial assistance, for example Family Assistance and Child Support from Inland Revenue, and non-beneficiary assistance from Work and Income.

Participants were followed up with a one-on-one appointment to discuss their personal situation and what the best option was for them.

Neil Price, one of the people who attended the seminar, found the experience to be worthwhile.

“It was good to see the two agencies working together. It not only lessened the likelihood of overpayment (my biggest fear as a beneficiary) but empowered me because I felt part of the consultation process and that I had options available to me,” says Neil.

Jenni says the seminars were so successful that we are working with other Work and Income offices to run seminars in their area.

“It is really a win-win situation for our mutual customers and both government departments,” says Jenni.



Jenni (left) works with a Work and Income officer and Neil Price.

**Key dates**

7 February 2003	End-of-year tax payments for those with end-of-year income tax, Family Assistance overpayment or student loan payments due.
10 – 13 February 2003 Child Support	First Child Support Annual Assessment run—this is when payment amounts are assessed for the next child support year. It is for all customers who are not salary and wage earners and all those who have earned overseas income or who have filed a return of income.
12 February 2003 Family Assistance	Change in circumstances letter issued to all Family Assistance customers who receive their Family Assistance entitlement in a lump sum at the end of the year.
21 February 2003 Family Assistance	Inland Revenue automatically transfers current Family Assistance registration details (for example number of children and income details) to the next tax year (1 April 2003 to 31 March 2004). Customers will receive a letter outlining the details Inland Revenue currently holds and ask the customer to check that their family income and other details are correct.
28 February 2003 Student Loans	Student loans for courses completed at 31 December 2002 transferred from StudyLink to Inland Revenue. This transfer takes place in order for Inland Revenue to administer the collection of student loan repayments. A letter is sent out to each borrower detailing the loan transfer and other relevant loan information.
3 March 2003 Family Assistance	Family Assistance customers who have had their registration details transferred to the tax year 1 April 2003 – 31 March 2004 will receive their certificate of entitlement (this outlines what their entitlement is for the next tax year) or notice of ineligibility (if they are not entitled to receive Family Assistance payments for the 1 April 2003—31 March 2004 year).
10 – 13 March 2003 Child Support	Second Child Support Annual Assessment run—this is when payment amounts are assessed for the next child support year. It is for all salary and wage earners. The notice of entitlements for all custodians will also be included with this run.
13 – 15 March 2003 Child Support	Child Support employer deduction notices will be issued.

**Working with industries**

You may have heard that Inland Revenue is forming partnerships with industry associations to make it easier for their members to meet tax and social policy obligations and increase compliance.

We have already formed partnerships with Master Electricians and Master Painters.

These associations want to help their members meet their obligations as part of running successful, community-minded businesses. As a partner, we want to learn about their specific issues and address them with improved information, processes or services.

Teams are being set up in each of our Service Centres to work with industry taxpayers. These teams will work with staff who specialise in the social policy areas.

We want to make it as easy as possible for our industry partners to comply with their obligations by removing barriers, providing information and tailoring assistance programmes to suit their specific needs.

For those who have fallen behind, for example with outstanding tax returns or child support payments, we want to help them get up-to-date.

Industry members can contact us on 0800 TAX TALK (0800 829 8255) with any queries they may have, including child support, student loans or Family Assistance.