

If you are a custodian receiving a sole parent benefit, your child support is paid to the government to help contribute towards your benefit.

If you are returning to work and moving off a sole parent benefit you can choose to:

- receive your current child support entitlement directly
- stop child support
- make a voluntary agreement for child support with the paying parent.

What do I need to do if I want my current child support to continue?

If you want us to pay you your current child support directly, you need to contact us to:

- confirm you still want child support
- check we have your correct bank account details.

Note

If you don't contact us, your payments may be delayed while we try to contact you.

When will I receive my first payment?

Child support is paid out two months in arrears, generally on the 7th of the month. For example, child support for August is paid out on 7 October. This means that you are likely to receive your first payment around eight weeks after your benefit is cancelled.

Please note that:

- we can only pay you what we collect
- if the paying parent pays late, you'll receive your payment later in the month
- your first payment may only be for part of the month.

Can I find out if the paying parent is paying on time?

You can call us at any time to find out if the paying parent is paying on time. You can also do this before you come off your benefit.

What do I need to do if I want to stop child support?

Please phone us on 0800 221 221.

Can I have a private child support agreement?

If you and the paying parent agree on the amount of child support, you can make a voluntary agreement. If you register the agreement with us, we will take over collecting the amount in the agreement.

For more information, please see our factsheet *Voluntary agreements for child support (IR 157)*.

For more help

If you need more help, please phone us on 0800 221 221 between 8 am and 6 pm Monday to Friday.

For further copies of this factsheet or any of our forms:

- visit our website www.ird.govt.nz/childsupport/
- phone INFOexpress on 0800 257 773 any day between 6 am and 12 midnight. Please ensure you have your IRD number and the number or name of the factsheet or form handy.