



21 August 2025

[REDACTED]  
[REDACTED]

Dear [REDACTED]

Thank you for your request made under the Official Information Act 1982 (OIA), received on 28 July 2025. You requested the following:

1. *How large of a team do you have working on chasing parents for being late or defaulting on child support payments (if there is a team)*
2. *Is there a threshold number of dollars that a parent needs to be in arrears by before they will be investigated.*
3. *Broadly - how much money year on year does the IRD spend on chasing up people or being late on child support payments*

### **Question 1**

Inland Revenue has approximately 250 Customer Service officers who are trained in all aspects of Child Support work including following up with customers who have missed their Child Support payment. They do not work full time on outstanding Child Support debt but work across all tasks based on priorities.

We also have automatic actions that occur when a payment is missed. These include an automatic deduction notice may be placed on a customers wages to recover the outstanding amount.

### **Question 2**

Any missed payment will result in the parent having action taken.

Inland Revenue may collect the child support from:

- Income deductions from salary, wages, any benefit or ACC payments
- Bank accounts (the available balance on the account)
- Any other money that may be payable to you, for example, a trust account or superannuation

### **Question 3**

Your request for information relating to how much money year on year Inland Revenue spends on chasing up people for being late on child support payments is refused under section 18(g) of

the OIA, as the information is not held by Inland Revenue, and we do not believe it is held by another agency.

### **Right of review**

If you disagree with my decision on your OIA request, you have the right to ask the Ombudsman to investigate and review my decision under section 28(3) of the OIA. You can contact the office of the Ombudsman by email at: [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz).

### **Publishing of OIA response**

We intend to publish our response to your request on Inland Revenue's website ([ird.govt.nz](http://ird.govt.nz)) as this information may be of interest to other members of the public. This letter, with your personal details removed, may be published in its entirety. Publishing responses increases the availability of information to the public and is consistent with the OIA's purpose of enabling more effective participation in the making and administration of laws and policies and promoting the accountability of officials.

Thank you again for your request.

Yours sincerely



Sue Gillies

**Customer Segment Leader, Families Customer Segment**