



3 September 2025

Dear [REDACTED]

Thank you for your request made under the Official Information Act 1982 (OIA), received on 4 August 2025. You requested the following:

1. *How much money is currently overdue/owed to parents in NZ (recipients) from parents in Aus (payees)?*
2. *How many current parents are there that pay child support from Australia to a parent in NZ?*
3. *How many of these current parents fail to meet their monthly child support requirements?*
4. *How many complaints have IRD received from NZ parents about unpaid child support? And how many of these complaints have been investigated?*

On 8 August 2025, you clarified the timeframes for item 3 of your request to be for the period from 4 March 2025 to 4 August 2025, and for the period from 1 July 2023 to 4 August 2025 for item 4.

Item 1

As of 31 July 2025, a total of \$189.924 million, including late payment penalties, is owed or overdue to New Zealand based receiving carers from Australia based liable parents.

Item 2

For the month ending 30 June 2025, 4,449 Australia based liable parents had active New Zealand Child Support assessments.

Item 3

If a liable parent has not paid their assessed monthly Child Support liability in full by 11.59pm on the due date they have failed to meet their obligation that month. The general due date for Child Support liability is the 20th of the following month (for example, the liability for March is generally due 20 April).

The table on the following page reflects Australia based liable parents with active New Zealand assessments that failed to meet their Child Support in at least one month. The data has been collated across the due dates of each month in the period between January and June 2025. These dates have been used to provide an accurate figure based on six full months of liability, as the clarified timeframe included liability from part-months and months not yet due.

This number is further broken down to liable parents whose monthly obligation was partially paid on time and fully unpaid.

Type of unpaid liability	Number of Australia based liable parents
Partially paid on time	2,831
Fully unpaid	899
Total	3,730

Reasons for non-payment can vary from an unintentional shortfall to deliberate avoidance of liability. Amongst the parents that made partial payments, key trends identified were:

- A shortfall caused by fluctuations in the exchange rate, and
- A shortfall in periods that had been reassessed and the liability increased. This is generally due to the time it takes for the new liability to be transferred to Services Australia, and deductions or payment plans to be updated

Item 4

Inland Revenue received 42 complaints from New Zealand based customers about unpaid child support from liable parents in Australia, for the period 1 July 2023 to 4 August 2025.

The child support owed by liable parents in Australia is either paid manually or the collection is managed by Services Australia. If the collection is managed by Services Australia, once they accept a case, they will collect the child support using their internal processes and legislation.

For each of the 42 cases Inland Revenue either educated the complainant on the collection process through Services Australia or requested an enforcement update from Services Australia if the case met the following criteria:

- No payments have been received from Services Australia, or
- Payments received do not cover the full amount of liability needed, including any overdue child support, and
- The collection case was registered with Services Australia at least three months ago, or
- An enforcement request has not been sent within the last three months.

Automatic requests are also sent to Services Australia whenever there is a change to any debt, ongoing liability or the child support relationship details.

Publishing of OIA response

We intend to publish our response to your request on Inland Revenue's website (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