



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor
KODY H. KINSLEY • Secretary
CARLA WEST • Division Director, Human Services

December 5, 2024

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: CAP Service for Australia

REQUIRED ACTION: Information Only Action Needed
 Time Sensitive Action Needed Immediate Action Needed

Effective December 19, 2024, Australia will discontinue acceptance of child support payments in the form of paper checks drawn on US financial institutions. North Carolina will send payments on international cases with Australia using the ACH electronic process to the CAP Service. The CAP Service will then transmit those payments electronically to Australia through the Federal International Treasury Services.

North Carolina completed testing of the CAP Service option and all cases with Australia have been identified and updated with the CAP Service FIPS code. Holds have been lifted so that payments received may be transmitted via the CAP Service.

Payments processed through the OCSS CAP Service will be transmitted once per week. Payments received by the CAP Service by Monday, will be transmitted to Australia on Wednesday of that week. Those payments will be available to Australia by the following Monday.

If you have any questions, please contact the Policy and Training Unit at csetraining@dhhs.nc.gov

Sincerely,

Verna Donnelly
North Carolina State Child Support Deputy Director
CSS_24_52