



## Contact us

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- <https://www.ato.gov.au/About-ATO/Contact-us/>
- Last modified: 03 Jan 2023
- QC 33763

There are many ways to contact us for help with tax and super.

If you need additional support to contact us, see [accessibility](#).

High call volumes may result in long wait times. Here are some other ways you can find information quickly:

- [Answers to top call centre questions](#)
- [Find solutions on ATO Community](#)
- [Save time with myGov](#)
- [Self-help services](#)
- [Speak with a customer service representative](#)

## Answers to top call centre questions

Find quick answers to the top questions we're receiving at the call centre. We regularly update this information based on calls we receive.

Visit [Top call centre questions](#).

## Find solutions on ATO Community

Find answers to questions people have asked about tax and super on ATO Community. For information you can rely on, look for answers marked 'ATO certified response'.



The most common things people are asking about on ATO Community right now, with certified answers, are:

- [How do I find my tax file number?](#)<sup>↗</sup>
- [How much tax should I pay on a second job?](#)<sup>↗</sup>
- [Do I need to pay tax on cryptocurrency?](#)<sup>↗</sup>
- [What are the tax consequences of receiving money as a gift?](#)<sup>↗</sup>
- [What's the best way of linking my myGov account to the ATO?](#)<sup>↗</sup>

If you can't find what you're looking for, you can also [ask your own question](#)<sup>↗</sup>.

## Go online

Link your myGov account to the ATO so you can manage and view your tax and super online. This is free and available to everyone.

The most popular things to do on ATO online services are:

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[Find your TFN](#)<sup>↗</sup>



[Look after your tax returns](#)<sup>↗</sup>



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[Review or find your super](#)<sup>↗</sup>



[Update your contact details](#)<sup>↗</sup>



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Other ways to contact us:

- [Live chat](#) (Currently for myTax only)
- [Social media and online forums](#)
- [In writing](#)
- [In person](#)

## Self-help services

If we are required to access your account, you will need your tax file number (TFN) or Australian business number (ABN) ready when you phone our self-help services.

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Phone numbers for self-help services

Self-help service	What you can do	Phone number
Individuals	<a href="#">Check the progress of your tax return</a> <a href="#">Search for your lost super</a> <a href="#">Apply for refund of franking credits</a> <a href="#">Make a payment arrangement</a> Request your existing tax file number	<a href="#">13 28 65</a> <sup>↗</sup>
Business	Lodge your: <ul style="list-style-type: none"><li>• <a href="#">NIL activity statement</a></li><li>• <a href="#">NIL annual GST return</a></li><li>• <a href="#">goods and services tax (GST)</a> or <a href="#">pay as you go (PAYG)</a> instalment annual elections</li></ul> <a href="#">Register for fuel tax credits</a> <a href="#">Make a payment arrangement</a> Ask about the progress of your lodgments	<a href="#">13 72 26</a> <sup>↗</sup>

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## Speak with a customer service representative

On Australian national public holidays our contact centres are closed throughout Australia. With state public holidays, only those states affected will be closed.

Before we can discuss your details or update your records, you must [establish your identity](#).

### Operating hours

Our busiest days are Mondays, so consider calling later in the week. If the time is not listed as Australian Eastern Daylight Time (AEDT), it is local time.

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#### ATO phone numbers

Enquiry type	Phone number	Operating hours
Business enquiries: <ul style="list-style-type: none"><li>• account balances</li><li>• business registrations</li><li>• business tax return preparation</li><li>• business activity statements</li><li>• Single Touch Payroll</li><li>• excise and fuel schemes or grants</li></ul> See also <ul style="list-style-type: none"><li>• Phoning from outside Australia? See <a href="#">Overseas enquiries</a></li></ul>	<a href="#">13 28 66</a> <sup>↗</sup>	8:00 am to 6:00 pm Monday to Friday
Compliance activity call-back line You can only use this number if someone from the ATO contacted you and asked you to phone us back. The ATO staff member will give you a PIN that you must enter when prompted. This will ensure you are directed to the right customer service representative.	<a href="#">1300 650 286</a> <sup>↗</sup>	8:00 am to 5:00 pm Monday to Friday
Complaints, compliments, feedback or suggestions	<a href="#">1800 199 010</a> <sup>↗</sup>	8:00 am to 6:00 pm Monday to Friday

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Emergency Support line for assistance due to a <a href="#">crisis or disaster</a>	<a href="#">1800 806 218</a> <sup>↗</sup>	8:00 am to 6:00 pm Monday to Friday
Foreign Investment Review Board enquiries <ul style="list-style-type: none"> <li>foreign investment residential real estate application</li> <li>Agricultural Land Register</li> <li>Reporting a suspected breach</li> </ul>	<a href="#">1800 050 377</a> <sup>↗</sup>	8:00 am to 6:00 pm Monday to Friday
Identity theft – if you think your TFN has been stolen or misused See also <ul style="list-style-type: none"> <li><a href="#">Identity theft – how we can help</a></li> </ul>	<a href="#">1800 467 033</a> <sup>↗</sup>	8:00 am to 6:00 pm (AEDT) Monday to Friday
Indigenous Helpline for Aboriginal and Torres Strait Islander peoples	<a href="#">13 10 30</a> <sup>↗</sup>	8:00 am to 6:00 pm Monday to Friday
Individual enquiries <ul style="list-style-type: none"> <li>myTax</li> <li>tax file number</li> <li>progress of returns</li> <li>tax return preparation</li> <li>higher education or trade loans</li> <li>PAYG instalments for individuals</li> <li>myGov linking code</li> </ul> See also <ul style="list-style-type: none"> <li>Phoning from outside Australia? See <a href="#">Overseas enquiries</a></li> <li><a href="#">Link your myGov account to the ATO</a></li> </ul>	<a href="#">13 28 61</a> <sup>↗</sup>	8:00 am to 6:00 pm Monday to Friday
International GST enquiries <ul style="list-style-type: none"> <li>Ask the operator to connect you to <a href="#">1300 146 094</a><sup>↗</sup> Fast Key Code 1 1 8. You will be transferred to an officer who can help you.</li> <li>You can also phone <a href="#">+61 3 9268 8332</a><sup>↗</sup> for a free interpreting service and ask to be</li> </ul>	<a href="#">+61 2 6216 1111</a> <sup>↗</sup>	8:00 am to 5:00 pm (AEDT) Monday to Friday

connected to [1300 146 094](tel:1300146094).

<p>Lodge and Pay enquiries:</p> <ul style="list-style-type: none"><li>• new and existing debts</li><li>• payment plans</li><li>• overdue lodgments</li><li>• penalties and interest.</li></ul>	<a href="tel:131142">13 11 42</a>	8:00 am to 6:00 pm Monday to Friday
<p>Lodgment support (call-back line) – if we reach out to you to offer help, you can call us back on this number.</p> <p>Only phone this number if we contact you by phone, SMS or letter. For general enquiries use our <a href="#">Lodge and Pay line</a>. If we phone you, you won't see a number on caller ID.</p>	<a href="tel:1300661508">1300 661 508</a>	8:00 am to 6:00 pm Monday to Friday
<p>myGovID</p>	<a href="tel:1300287539">1300 287 539</a> (option 2)	8:00 am to 6:00 pm Monday to Friday
<p>National Relay Service (NRS) – If you have difficulty hearing or speaking to people who use a phone, you can contact us through the NRS. There are two easy steps:</p> <ul style="list-style-type: none"><li>• Select your preferred <a href="#">NRS access point</a></li><li>• Provide the ATO number you need to phone.</li></ul> <p>See also</p> <ul style="list-style-type: none"><li>• <a href="#">National Relay Service</a></li></ul>	<p>Phone us using the <a href="#">National Relay Service (NRS) call numbers</a></p>	8:00 am to 6:00 pm Monday to Friday
<p>Not-for-profit organisations</p>	<a href="tel:1300130248">1300 130 248</a>	8:00 am to 6:00 pm Monday to Friday
<p>Overseas enquiries – myGov</p>	<a href="tel:61262163444">+61 2 6216 3444</a>	8:00 am to 6:00 pm Monday

to Friday

Overseas enquiries – general	<a href="tel:+61262161111">+61 2 6216 1111</a> <sup>↗</sup>	8:00 am to 5:00 pm (AEDT) Monday– Friday
Overseas enquiries – non-English speakers If you would like to speak in a language other than English, phone the Translating and Interpreting service (TIS National) on <a href="tel:+61392688332">+61 3 9268 8332</a> <sup>↗</sup> and request to be connected to the ATO in the language you wish to speak in. See also <ul style="list-style-type: none"><li>• <a href="#">Information in other languages</a></li></ul>	<a href="tel:+61392688332">+61 3 9268 8332</a> <sup>↗</sup>	8:00 am to 6:00 pm Monday to Friday
Payment support (call-back line) – if we reach out to you to offer help, you can phone us back on this number. Only phone these numbers if we contact you by phone, SMS or letter. For general enquiries use our <a href="#">Lodge and Pay line</a> . If we phone you, you won't see a number on caller ID.	<a href="tel:1300880217">1300 880 217</a> <sup>↗</sup> or <a href="tel:1300466859">1300 466 859</a> <sup>↗</sup>	8:00 am to 6:00 pm Monday to Friday
Registered tax professionals See also <ul style="list-style-type: none"><li>• <a href="#">Phone services for tax professionals</a></li></ul>	<a href="tel:137286">13 72 86</a> <sup>↗</sup>	8:00 am to 6:00 pm Monday to Friday
Relationship Authorisation Manager (RAM)	<a href="tel:1300287539">1300 287 539</a> <sup>↗</sup> (option 3)	8:00 am to 6:00 pm Monday to Friday
Report a scam See also <ul style="list-style-type: none"><li>• <a href="#">Verify or report a scam</a>, including lodging an online report.</li></ul>	<a href="tel:1800008540">1800 008 540</a> <sup>↗</sup>	8:00 am to 6:00 pm Monday to Friday

<a href="#">Notify us of a hosted SBR software service</a>	<a href="#">1300 852 232</a> <sup>↗</sup>	8:00 am to 6:00 pm Monday to Friday
Small Business Superannuation Clearing House (SBSCH)	<a href="#">1300 660 048</a> <sup>↗</sup>	8:00 am to 6:00 pm Monday to Friday
Superannuation enquiries: <ul style="list-style-type: none"> <li>• unclaimed or lost superannuation</li> <li>• personal superannuation</li> <li>• employer's super obligations</li> <li>• self-managed super funds (SMSFs)</li> <li>• compassionate release of super</li> <li>• fund nomination</li> </ul> See also <ul style="list-style-type: none"> <li>• Phoning from outside Australia? See <a href="#">Overseas enquiries</a></li> </ul>	<a href="#">13 10 20</a> <sup>↗</sup>	8:00 am to 6:00 pm Monday to Friday
Switchboard	<a href="#">13 28 69</a> <sup>↗</sup>	8:00 am to 5:00 pm Monday to Friday
Tip-off Hotline See also <ul style="list-style-type: none"> <li>• <a href="#">Making a tip-off</a></li> </ul>	<a href="#">1800 060 062</a> <sup>↗</sup>	8:00 am to 6:00 pm Monday to Friday
Translating and interpreting service for people from non-English speaking backgrounds See also <ul style="list-style-type: none"> <li>• <a href="#">Information in other languages</a></li> </ul>	<a href="#">13 14 50</a> <sup>↗</sup>	8:00 am to 6:00 pm Monday to Friday

## Establish your identity

We need to establish your identity before discussing or updating your tax record or

one you're authorised for. We will ask you questions based on information we hold about you, including information from third parties and other government departments. This may include:

- details from letters or notices we have issued to you
- information you have provided us such as details from a tax return
- details from accounts you hold with us such as payment or refund amounts
- information related to your interactions with us
- details of your employment, superannuation or investments you hold.

We may also ask to confirm details of identity documents such as your driver's licence, Medicare card or passport.

We recommend you have your tax file number (TFN) or Australian business number (ABN) ready when you phone us.

To save time, we recommend you use [voice authentication](#) for a fast and secure way to verify your identity over the phone. When you phone us, ask to enrol your unique voiceprint. If you enrol, you can then use your voice to verify your identity for future calls.

*Authorised by the Australian Government, Canberra.*

## Report fraud, phoenix, tax evasion, shadow economy activity, or unpaid super

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- <https://www.ato.gov.au/About-ATO/Contact-us/Report-fraud,-tax-evasion,-a-planning-scheme-or-unpaid-super/>
- Last modified: 20 Jan 2023
- QC 33504

How to report scams, tax evasion, shadow economy activity, tax planning scheme, unpaid super or fraud by an ATO officer.

On this page

- [Report a scam](#)
- [Report phoenix, tax evasion or shadow economy activity](#)
- [Protecting your privacy](#)
- [Report a tax planning scheme](#)
- [Report unpaid super](#)
- [Report fraud or corruption by ATO officers](#)

### Report a scam

If you receive a communication from the ATO that that you're not sure about, you



can:

- read about how to [verify a scam](#)
- phone us on 1800 008 540 between 8:00 am and 6:00 pm AEST, Monday to Friday.

To report unsolicited emails that claim to be from the ATO, forward the entire email to [ReportEmailFraud@ato.gov.au](mailto:ReportEmailFraud@ato.gov.au).

## Report phoenix, tax evasion or shadow economy activity

We are committed to tackling [phoenix](#), [tax evasion](#) or [shadow economy](#) activity. You can help us keep the system fair for everyone.

### How to make a tip-off

It only takes a few minutes to make a tip-off. If you know or suspect phoenix, tax evasion or shadow economy activity, report it by:

- completing the [tip-off form](#) – also available in the contact us section of the [ATO app](#)
- phoning the ATO tip-off hotline on 1800 060 062
- writing to us – mark all letters 'In confidence' and post to

Australian Taxation Office  
Tax Integrity Centre  
PO Box 188  
ALBURY NSW 2640

## Protecting your privacy

Information provided to us is protected by the *Privacy Act 1988*. Read our [ATO privacy policy](#).

If you believe your privacy has been compromised, you can:

- phone our privacy hotline on 1300 661 542
- write to us at

Australian Taxation Office  
GPO Box 9990  
[insert your CAPITAL CITY STATE POSTCODE]

For example

Australian Taxation Office  
GPO Box 9990  
SYDNEY NSW 2001

## Report a tax planning scheme

Report [tax planning](#), [tax avoidance](#) or inappropriate [super schemes](#) to us as early

as possible. This helps us stop people getting caught up in schemes and avoid penalties.

Contact us to report a tax planning, tax avoidance or super scheme by:

- completing the [tip-off form](#)— also available in the contact us section of the [ATO app](#)
- phoning the ATO tip-off hotline on 1800 060 062.

## Report unpaid super

Individuals can visit [Unpaid super from my employer](#) if they think their employer isn't paying their super guarantee contribution.

Third parties, including super funds, unions, government agencies and tax professionals, should contact us directly and report employers that are not meeting their super guarantee or choice of fund obligations.

## Report fraud or corruption by ATO officers

If you suspect or know about fraudulent or corrupt activity by an ATO employee or contractor, contact Fraud Prevention and Internal Investigations by:

- phoning our hotline on 1800 061 187 between 8:00 am and 5:00 pm AEST, Monday to Friday
- completing the [Report internal fraud or corruption form](#).

All reports are treated as strictly confidential. Information you provide will help ensure the integrity of the ATO.

## Complaints, compliments and feedback

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- <https://www.ato.gov.au/About-ATO/Contact-us/Complaints,-compliments-and-feedback/>
- Last modified: 01 Mar 2022
- QC 33775

We welcome your complaints, compliments and feedback about the services we provide and how we deliver them. This helps us improve the way we do things.

## Information to assist you with your issue

If your issue relates to:

- a delay in ATO action or response— see [Our service commitments](#) which state the level of performance you can expect when dealing with us under normal

circumstances

- a tax-related scam – see how to [Verify or report a scam](#)
- systems access – see
  - [Troubleshooting for individuals](#) for linking myGov to ATO
  - [System maintenance](#) for impacts to ATO online services
- information technology (IT) help – see [Technical support](#)
- your income tax refund – see [Tracking your refund or fixing a mistake](#)
- your notice of assessment – see [What if you think your assessment is wrong?](#)
- your ABN application – see [Applying for an ABN](#)<sup>↗</sup> on the Australian Business Register website
- an ABN refusal – see [Objections, appeals and complaints](#)<sup>↗</sup> on the Australian Business Register website
- your employer not paying your superannuation – see how to report [unpaid super](#)
- someone not paying their tax or intentionally doing the wrong thing – see what you can report to our [Tax Integrity Centre](#).

## How to make an enquiry or lodge a complaint, compliment or feedback

You can contact us with your enquiry, complaint, compliment or other feedback as follows:

- [Enquiries](#) – contact us to obtain information or request an action, service or a product.
- [Complaints](#) – contact us to express dissatisfaction with an ATO product, action, process or service, or the handling of a complaint, where you require an individual resolution or response.
- [Compliments and feedback](#) – contact us to provide any comments, opinions, compliments, feedback or suggestions, where you are not requiring an individual response or remedy.

## Enquiries

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- <https://www.ato.gov.au/About-ATO/Contact-us/Complaints,-compliments-and-feedback/Enquiries/>
- Last modified: 07 Sep 2020
- QC 33498

Contact us to obtain information or request an action, service or a product:

- [by phone - talk to a service representative](#)
- [by phone - self help](#)
- [in person](#)

- [by mail](#).

## Complaints

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- <https://www.ato.gov.au/About-ATO/Contact-us/Complaints,-compliments-and-feedback/Complaints/>
- Last modified: 10 Jan 2023
- QC 33776

Find out how to lodge a complaint with the ATO and how we manage your complaint.

We'll aim to resolve your complaint in 15 business days. However, due to an increased volume of work, complaints may take up to 30 business days to resolve.

On this page

- [Your rights](#)
- [Before lodging a complaint](#)
- [Lodging your complaint](#)
- [How we treat your complaint](#)
- [Other avenues to make a complaint](#)
- [More about your rights and obligations](#)
- [Information in other languages and easy read](#)

## Your rights

Complaints provide us with important feedback and assist us to improve our service to the community.

Where you believe we have not met your expectations or not conducted ourselves as outlined in the [Taxpayers' Charter](#), we support your right to make a complaint.

We are committed to treating complaints seriously, dealing with them quickly and, fairly, and learning from them. Making a complaint will not affect your relationship with us.

If you disagree with a technical decision we have made about your tax affairs, you have the right to have the decision reviewed through the formal process. See how to [dispute or object to an ATO decision](#).

## Before lodging a complaint

Before deciding whether to lodge a complaint, the following list of [potential resolutions](#) may help you with your issue.

If you're still concerned about an issue, you can:

- discuss it with an ATO officer who will aim to resolve your issue – see [Enquiries](#)
- try to sort it out with the tax officer you've been dealing with or phone the number you've been given
- talk to that officer's manager if you're not satisfied
- consider making a formal complaint if you're still not satisfied.

## Lodging your complaint

We'll aim to resolve your complaint in 15 business days. However, due to an increased volume of work, complaints may take up to 30 business days to resolve.

To lodge your complaint, you can:

- access the [Complaints form](#)
  - if you're a tax or BAS agent, submit your complaint using the *Tax practitioner complaints* online form through [Online services for agents](#) by going to Reports and forms, selecting Forms, then selecting Tax Practitioner complaint
- phone 1800 199 010 between 8:00 am and 6:00 pm, Monday to Friday (local time), except national public holidays
- phone the National Relay Service on 13 36 77 (if you have a hearing, speech or communication impairment)
- write to

Australian Taxation Office  
PO Box 1271  
ALBURY NSW 2640

If you've previously lodged a complaint and you're not satisfied with the way it's being handled or with the outcome, you can request your complaint to be escalated to a more senior officer. To escalate your complaint, contact ATO Complaints on one of the methods listed above.

## How we treat your complaint

Once you've lodged a complaint, we'll acknowledge it by SMS, phone, email or letter within 3 business days.

The complaint will be assigned to a complaint resolver who has not been involved in any decision made about your current issue. We do this to give you peace of mind that your complaint will be handled independently.

We may need to speak to you to confirm your identity if we need to access and discuss your personal information. We'll work with you and may request you provide further details to finalise the complaint.

We'll aim to resolve your complaint in 15 business days. However, due to an

increased volume of work, complaints may take up to 30 business days to resolve.

Calls from the ATO will not show a number on your caller ID. The call may display on your phone as 'Unknown caller', 'No Caller ID', 'Private number' or similar wording.

You can contact us on 1800 199 010 and we'll direct your call to the officer handling your complaint (the resolver) for a progress update.

During the complaint resolution process, the resolver will:

- keep you informed of the progress by SMS, email, phone or letter
- allow you the opportunity to provide additional information or comments before finalising the complaint
- provide you with a clear and concise explanation of the action taken to resolve the complaint and the reasons for the decision
- provide further information about further rights of review, including approaching other agencies such as the Inspector-General of Taxation and Taxation Ombudsman (IGTO) where you are not satisfied with the outcome of the complaint.

When interacting with us, you can expect us to:

- treat you with courtesy, consideration and respect
- listen to you
- take all reasonable steps to resolve your issue
- keep you informed of progress
- apologise if we have made a mistake.

When interacting with us, we expect you to:

- treat our staff with courtesy, consideration and respect – we don't allow any harm, abuse or threats directed at our staff
- provide us with all relevant information – this includes details of letters that you have sent or received from us and any phone calls or other discussions you have had with our staff about the issue
- cooperate with our staff who are handling your complaint – we reserve the right not to respond to contact from you which contains abuse, inflammatory statements or material clearly intended to intimidate
- tell us if you need help to address your complaint, such as using an interpreter or someone who is authorised to make enquiries or act on your behalf.

## Other avenues to make a complaint

We'll investigate your complaint. However, if you're not satisfied, you can contact the IGTO at any time to raise your concerns.

To contact the IGTO, you can:

- access [Inspector-General of Taxation and Taxation Ombudsman](#)<sup>EQ</sup>
- phone 1300 44 88 29

- write to

Inspector-General of Taxation and Taxation Ombudsman  
GPO Box 551  
Sydney NSW 2001

## More about your rights and obligations

The [Taxpayers' Charter](#) outlines the relationship we seek to have with the community – a relationship based on mutual trust and respect. Your rights, obligations and how to be heard are key factors in this relationship.

The charter states that we [respect your right to make a complaint](#).

## Information in other languages and easy read

*Taxpayers' Charter – what you need to know* is available in [other languages](#).

The *Taxpayers' Charter* is also available in an Easy Read version called [Our services and your rights – easier to read information](#).

## Compliments and feedback

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- <https://www.ato.gov.au/About-ATO/Contact-us/Complaints,-compliments-and-feedback/Compliments-and-feedback/>
- Last modified: 12 Dec 2022
- QC 33764

The ATO is the government's principal revenue collection agency, and part of the Treasurer's portfolio. We manage and shape tax, excise and superannuation systems that fund services for Australians.

We welcome your compliments or feedback. We will not respond directly to you but this information is important to us. We will refer it to the appropriate area for consideration.

## Submitting your compliment or feedback

To contact us online to make a:

- suggestion, opinion or comment – use the [Feedback form](#)
- compliment – use the [Compliments form](#).

OR you can provide us with either your feedback or compliments by:

- phoning us on 1800 199 010 (free call)

- calling the National Relay Service on 13 36 77 (if you have a hearing, speech or communication impairment)
- writing to us at

PO Box 1271  
ALBURY NSW 2640

## Self-help services

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- <https://www.ato.gov.au/About-ATO/Contact-us/Self-help-services/>
- Last modified: 29 Jul 2022
- QC 57076

Use our self-service any time – it's easy, free and fast:

- [Individuals self-service](#)
  - [ATO online services](#)
  - [myTax](#)
  - [ATO app](#)
  - [Self-help phone](#)
  - [Order publications](#)
- [Business self-service](#)
  - [Self-help phone](#)
  - [Order publications](#)

## Individuals self service

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- <https://www.ato.gov.au/About-ATO/Contact-us/Self-help-services/Individuals-self-service/>
- Last modified: 03 Jun 2022
- QC 59158

You can use ATO online services such as myTax, the ATO app and self-help phone at any time to manage your tax and super.

On this page

- [ATO online services](#)
- [myTax](#)



- [ATO app](#)
- [Self-help phone](#)
- [Publication ordering services](#)

## ATO online services

Individuals and sole traders can use ATO online services to access information and manage their tax and super affairs in one place.

You need to [create a myGov account link it to the ATO](#). You can then use ATO online services to:

- [Manage your personal details](#) – for example, update your address and bank account details
- [View your tax information](#) – for example, access your employment income statement, check your account balance and find and print your notice of assessment
- [Lodge and pay your tax](#) – lodge online with myTax, track the progress of your lodgment, and make payments
- [Manage your lodgments as a sole trader](#) – including lodge activity statements, manage PAYG instalments and print copies of lodged statements
- [View, manage and access your super](#) – including check your super balance or search for lost super
- receive your notifications and communications from us in your [myGov Inbox](#).

## myTax

MyTax is within ATO online services so you need to [create a myGov account and link it to the ATO](#) to access it. You can then use myTax to:

- [lodge your tax return from 2014 income year onwards](#) (if eligible)
- review your tax return before you lodge and print a copy
- see a detailed breakdown of your refund or debt estimate
- lodge your franking credits refund claim
- view or print your tax return from 2015 onwards
- [correct \(amend\) errors in your tax return from 2015 onwards \(if eligible\)](#).

Start your tax return with myTax

## ATO app

The [ATO app](#) has a range of features and tools to help you keep on top of your tax and super.

Download the ATO app from Google Play or the App Store.



Use the ATO app to:

- quickly access your account – set up a login using your mobile device's security features like face and fingerprint recognition. You will need a myGov account linked to the ATO to access this feature.
- follow your tax return from start to finish
- record information such as work-related expenses and other deductions with the myDeductions tool and upload these records at tax time
- view in real-time when your lodgments and payments are due and seamlessly action them.

There are a number of other features and tools in the ATO app to help you manage your tax and super. To take advantage of all the available features and personalise your experience, [link your myGov account to ATO](#).

## Self-help phone

Phone our [Individuals self-help service](#) to:

- track the progress of your lodgment
- search for your lost super
- apply for a franking credits refund
- make a payment arrangement for a debt that is less than \$100,000

This is an automated service, where you select options using a phone keypad.

Before you phone, make sure you have:

- your TFN
- relevant details, such as your lodgment date and method if you want to check your lodgment progress.

## Publication ordering services

Our [ATO Publication Ordering Service](#)<sup>□</sup> allows you to search, download and order a range of ATO forms, booklets and other publications.

You can:

- download them as portable document format (PDF) publications without needing to log in or register
- place an order online for paper copies to be mailed to you

Make sure you have the publication title or product number (NAT or JS number).

*Authorised by the Australian Government, Canberra.*

# Business self-service

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- <https://www.ato.gov.au/About-ATO/Contact-us/Self-help-services/Business-self-service/>
- Last modified: 29 Jul 2022
- QC 59156

Businesses can use our self-service at any time. Phone to lodge statements and much more.

On this page

- [Self-help phone](#)
- [Order publications](#)

## Self-help phone

Phone us on 13 72 26 to:

- lodge your
  - nil activity statement
  - nil annual GST return
  - GST or PAYG instalment annual elections
- register for fuel tax credits, if you're registered for GST
- make a payment arrangement for debts under \$100,000
- check the progress of your lodgments.

This is an automated service, where you select options using a phone keypad.

### Be prepared

Make sure you have your ABN or TFN ready when you phone.

## Order publications

You can phone 1300 720 092 to order publications and forms. Make sure you have the publication title or product number (NAT or JS number).

See also, [Individuals self-service](#).

## Visit us

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- <https://www.ato.gov.au/About-ATO/Contact-us/Visit-us/>
- Last modified: 30 Jun 2022

- QC 33518

Find out how to access ATO service options for tax and super support.

On this page

- [Try online or phone first](#)
- [Tax Help program](#)
- [Paper forms and products](#)
- [Help from ATO staff at a service centre](#)
- [Self-service for ASIC clients](#)

## Try online or phone first

Most tax queries can be resolved quickly and easily online or by using our automated phone services.

Check to see if your query has an easy solution under [self-help services](#). If you're still having trouble, the next best option is to phone us.

We have ATO staff in a limited number of Services Australia service centres. We can help you self-serve online using the facilities provided or your own device.

### Information to assist with common enquiries

Online information is available to assist with the most common enquiries we receive:

- [Setting up your myGov account](#)
- [Work out if you need to lodge a tax return](#)
- [How to use ATO live chat within myTax](#)
- [Early access to your super](#)
- [COVID-19 frequently asked tax questions](#)
- [Accessing online services with myGovID and RAM](#)
- [Completing your business details in myTax](#)
- [Working out if your income is personal services income \(PSI\)](#)
- [The sharing economy \(such as ride sharing and Airbnb\)](#)

If you can't find the answer to your query online, [contact us](#).

## Tax Help program

If you need help lodging your tax return, you may be eligible for the [Tax Help program](#).

Tax Help is a network of ATO-trained and accredited community volunteers. They provide a free and confidential service to help eligible people complete their tax returns online using myTax.

If our volunteers work out that you don't need to lodge a tax return, they can help you complete a non-lodgment advice.

### Eligibility for Tax Help

You are eligible for Tax Help if your income is around \$60,000 or less for the income year, and you didn't:

- work as a contractor (for example, a contract cleaner or taxi or Uber driver)
- run a business, including as a sole trader
- have a business partnership or trust matters
- sell shares or an investment property
- own a rental property
- have capital gains tax (CGT)
- receive royalties
- receive distributions from a trust, other than a managed fund
- receive foreign income, other than a foreign pension or annuity.

If you're eligible, our Tax Help volunteers can help you to:

- lodge your tax return
- lodge an amendment online
- claim a refund of franking credits
- complete a non-lodgment advice (if they find that you do not need to lodge a tax return).

## Book a Tax Help appointment

If you're eligible for the Tax Help program, you will need to make an appointment.

You will also need to create a myGov account and link it to the ATO.

When you're ready to make an appointment, phone us on 13 28 61 (select option 3, then option 2) for Tax Help services near you.

## Paper forms and products

If you are lodging a paper tax return or other ATO form, post it to us at the address provided on the publication. For more information, refer to ATO postal addresses.

A range of ATO publications is available to order:

- from our website at [order ATO publications](#), or
- by phoning our publications ordering service on 1300 720 092.

If you would like to speak in a language other than English, phone the Translating and Interpreting service (TIS National) on 13 14 50. Ask to be connected to the ATO in your preferred language.

## Help from ATO staff at a service centre

Our staff are available, in designated Services Australia service centres to help you self-serve your query online.

Our staff are available between 8:30 am and 4:30 pm Monday to Friday at the following service centres:

- [Dandenong Service Centre](#)
- [Footscray Service Centre](#)
- [Parramatta Service Centre](#)
- [South Brisbane Service Centre](#)
- [Torrensville Service Centre](#)

In Hobart, staff are available between 8:30 am and 4:30 pm on Monday, Wednesday and Friday at the [Hobart Service Centre](#).

In Perth, Services Australia staff can assist with ATO online self-service enquiries between 8:30 am and 4:30 pm Monday to Friday at the [Perth City Service Centre](#).

This information is subject to COVID-19 restrictions that may limit access to a site.

Before attending a service centre, we encourage you to:

- use our online [self-help services](#), or
- [phone us](#).

## Self-service for ASIC clients

Australian Securities and Investments Commission (ASIC) clients can access self-service terminals and phones at the following Services Australia service centres between 8:30 am and 4:30 pm, Monday to Friday:

- [Woden Service Centre](#)
- [Darwin Service Centre](#)
- [Perth City Service Centre](#)
- [Footscray Service Centre](#)
- [Parramatta Service Centre](#)
- [Hobart Service Centre](#)
- [Torrensville Service Centre](#)
- [South Brisbane Service Centre](#)

## Media enquiries

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- <https://www.ato.gov.au/About-ATO/Contact-us/Media-enquiries/>
- Last modified: 03 Sep 2020
- QC 33522

Our media unit helps journalists and media representatives seeking to prepare balanced reports about us and our activities.

For enquiries from journalists and media representatives:

- email us at [mediaunit@ato.gov.au](mailto:mediaunit@ato.gov.au)

- phone us on (02) 6216 1901
- after hours phone 0401 147 127

Note: the Media team cannot answer questions about your personal tax affairs. To discuss your situation [phone us](#).

## Media expectations

We will do all we can to be open and transparent when responding to media requests.

From time to time, there will be limits on the information we can provide due to various legal or administration restrictions. The law prevents our employees from commenting on or providing information about taxpayers.

See also:

- [Media expectations](#)

## Media releases and speeches

Media releases and speeches can be found in our [media centre](#).

## Media expectations

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- <https://www.ato.gov.au/About-ATO/Contact-us/Media-enquiries/Media-expectations/>
- Last modified: 03 Sep 2020
- QC 51926

## Introduction

The ATO acknowledges the importance of public comment in promoting willing participation in the Australian tax and super systems. Media coverage of tax and super-related issues can help or hinder our efforts to contribute to the economic and social wellbeing of all Australians by fostering willing participation.

We have developed these media expectations to outline how we will engage with the media.

- working with the media to educate the public and promote balanced conversations about Australia's tax and super systems, and various entities' rights and responsibilities
- upholding our obligations under relevant legislation, and
- providing transparency around ATO compliance activity.

## Limits on informing the public of our activities

There are a number of topics on which we can provide only limited information or commentary.

For example, laws prohibit us from commenting on the tax affairs of any individual or entity. This includes not commenting on the status of audits and investigations, and legal proceedings currently before the courts. We are also unable to comment on ATO staff members.

As an administrative agency, we are unable to comment on the development or efficacy of policy, or speculate on potential law changes. Such questions are best directed to the Department of the Treasury, or to government.

## Code of conduct

In order to deliver on the ATO's commitments to the community, we will work with the media in good faith.

The ATO will:

- respond to media enquiries in a timely manner
- provide factual, detailed responses to media enquiries, subject to the limits outlined above and that are endorsed by senior management
- arrange for appropriate spokespeople to undertake interviews where available
- distribute relevant information to media as appropriate, and
- cultivate productive working relationships with journalists.

Further, the ATO will:

- Engage the media proactively when:
  - a change in the law impacts taxpayers
  - we develop a new service for taxpayers
  - a key due date or milestone relevant to taxpayers is approaching
  - the Commissioner or a senior leader makes a significant presentation, or
  - new information which is of public interest becomes available and can be disclosed.
- Engage the media reactively when:
  - the integrity of the tax system or the ATO has come under question,
  - there is a risk to the ATO's reputation, or
  - there is a need to correct the public record due to incorrect or misleading statements made by third parties.

We expect that media will:

- respect when the ATO is unable to comment or can only provide limited information
- treat the Media Unit and ATO spokespeople with respect, and
- report on the information provided by the ATO accurately.



## Audits and investigations

The ATO generally does not comment on individual, ongoing investigations. However, the ATO acknowledges that there may be times at which it is in the public interest to provide general commentary. In determining whether to make a statement about a particular investigation, the ATO will consider a range of factors, including whether:

- the ATO has been publicly called upon to respond to an issue or undertake an investigation
- making a statement is in the interests of maintaining public confidence in the ATO, or
- comment will aid the investigation.

We may provide updates on the progress of a particular investigation if it is in the public interest to do so.

The ATO will also answer questions or provide information regarding its activities to parliamentary committees as appropriate. In such cases, these comments will form part of the public record.

In some instances, the ATO will release anonymised data about ongoing investigations, so that the parties involved are not identified, for the purposes of providing statistical information or to communicate about the ATO's broader compliance objectives. Examples of such data include the number of entities investigated, audits undertaken, or monies recovered.

The aim of releasing anonymised information about investigations is to inform the community of the ATO's work to reduce tax crime and dissuade others from engaging in such behaviour.

## Legal proceedings

The ATO will sometimes publicise the outcome of legal proceedings by issuing media releases which provide factual information about the history and results of the proceedings. ATO spokespeople may also refer to these outcomes in later statements or interviews.

The ATO will report on relevant outcomes in a balanced, factual manner, drawing upon public judgments and limiting opinion. This applies regardless of which party is successful, or where the proceedings are withdrawn.

Commentary will seek to link the relevant issues and crimes noted in the judgement to how the ATO works to level the playing field and manage these risks to the tax system more generally.

Where a matter is appealed, we will note the appeal if media enquiries are received and take care to ensure ATO messages do not prejudice ongoing court proceedings.

## Spokespeople

The ATO's authorised spokespeople are the Commissioner of Taxation, Deputy Commissioners, Second Commissioners, Assistant Commissioners, and the ATO Media Unit. In matters with a regional or specialised focus, a senior manager may also be authorised to speak on behalf of the ATO.

## Contact the ATO media team

Media can contact the ATO's Media Unit at:

Phone: 02 6216 1901

Email: [mediaunit@ato.gov.au](mailto:mediaunit@ato.gov.au)

After hours: 0401 147 127

## For more information

Visit the ATO media centre on our website: [ato.gov.au/Media-centre](https://ato.gov.au/Media-centre)

## Government enquiries

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- <https://www.ato.gov.au/About-ATO/Contact-us/Government-enquiries/>
- Last modified: 28 Sep 2015
- QC 46906

If you're making an enquiry on behalf of a government department or agency, you can contact us on 13 28 69 to be connected to the appropriate business area your enquiry relates to.

## Requests for speakers

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- <https://www.ato.gov.au/About-ATO/Contact-us/Requests-for-speakers/>
- Last modified: 26 Aug 2020
- QC 53136

We may be able to provide speakers for your events such as conferences, seminars and local discussion groups.

If you would like to request a speaker for your event, please send an email to the [ATO Speaking Engagements](#) mailbox outlining the topic(s) you would like the speaker to discuss. We will then be in contact with you.

# Write to us

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- <https://www.ato.gov.au/About-ATO/Contact-us/Write-to-us/>
- Last modified: 05 Mar 2021
- QC 33546

For other ways you can find information quickly, see [Contact us](#). If you need information in writing, [ATO Community](#)<sup>ca</sup> offers ATO certified responses that are clear, technically correct and show you where to find out more.

On this page:

- [Writing to us](#)
- [Posting your tax return](#)

## Writing to us

[ATO Community](#)<sup>ca</sup> also offers written answers to community questions – see if your question is answered there or add your own. It's fast and completely anonymous, with ATO certified responses you can rely on. We have [online forms and instructions](#) for most tax-related matters.

Also, you can write to us at:

Australian Taxation Office  
GPO Box 9990  
[insert the name and postcode of your capital city]

For example:

Australian Taxation Office  
GPO Box 9990  
SYDNEY NSW 2001

Make sure you are a primary or an authorised contact and that you include:

- the tax file number (TFN) or Australian business number (ABN)
- your full name, date of birth, address and phone number
- your signature.

## Emailing us

We don't usually make our email addresses available as we prefer to you contact us in other ways. In limited situations, we may contact you by email, such as when we send general information rather than your personal information.

## Posting your tax return

### Within Australia

Post your tax return from within Australia to:

Australian Taxation Office  
GPO Box 9845  
[insert the name and postcode of your capital city]

For example:

Australian Taxation Office  
GPO Box 9845  
SYDNEY NSW 2001

## From overseas

If you are sending your paper tax return from overseas in a prepaid envelope, change the address on the pre-addressed envelope by crossing out 'IN YOUR CAPITAL CITY' and replacing it with:

SYDNEY NSW 2001, AUSTRALIA

It will help us if you also cross out the barcode above the address.

If you are using your own envelope, post it to:

Australian Taxation Office  
GPO Box 9845  
SYDNEY NSW 2001, AUSTRALIA

## Order ATO publications

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- <https://www.ato.gov.au/About-ATO/Contact-us/Order-publications/>
- Last modified: 15 Aug 2022
- QC 33525

The [ATO Publication Ordering Service](#)<sup>☞</sup> is the easiest way to access ATO forms, booklets and other publications.

All publications are available as PDFs which you can download and print.

If you need printed copies to be sent to you, [register and log in](#)<sup>☞</sup> to submit an online order.

You can search for publications using the publication's name or NAT number. Browse our list of [forms](#) if you don't know the publication name or number.

You can't order activity statements, notices of assessment or statements of account

through this service. Search our website for information on how to access these.

#### How to order ATO publications

- Download a publication or submit an online order from the [ATO Publication Ordering Service](#)<sup>27</sup>.
- Order a paper publication by phoning the automated Publications ordering service on 1300 720 092.

## Live chat

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- <https://www.ato.gov.au/About-ATO/Contact-us/Live-chat/>
- Last modified: 03 Jan 2023
- QC 52583

On Australian national public holidays, our live chat service is closed throughout Australia.

## Access live chat

Our live chat service is currently only available for users of myTax.

Note: To use myTax, you need to have a [myGov account linked to the ATO](#).

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#### Accessing live chat services

Service	Enquiry type	How to access	Operating hours
myTax	myTax questions including: <ul style="list-style-type: none"><li>• Income and deductions</li><li>• Private health insurance</li><li>• Amendments and ATO errors</li><li>• Tax offsets</li><li>• General tax information</li></ul>	<div>Start your return with myTax</div> <p>Note: To use myTax, you need to have a <a href="#">myGov account linked to the ATO</a>.</p>	10:00 am to 8:00 pm Monday to Friday (AEDT)

# Subpoenas and service on the ATO

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- <https://www.ato.gov.au/About-ATO/Contact-us/Subpoenas-and-service-on-the-ATO/>
- Last modified: 30 Aug 2019
- QC 40287

## What is a subpoena?

A subpoena is an order to produce documents to a court or tribunal.

## How to get your own tax information from us

### Your own basic information

If you want your own basic tax information, you can request copies of tax documents. You don't need to apply under freedom of information (FOI) or serve us with a subpoena or a notice to produce. You can access this information via this link to our webpage at [Copies of tax documents request – individuals](#).

You can also apply for documents under FOI, but we cannot give you access to documents about anyone else's tax information. You can access an FOI application form at [Freedom of information \(FOI\) request – individuals and businesses](#).

## Tax law disputes with us

If you have a dispute with us about a tax matter, and the matter is already in court, we encourage you to contact us about releasing information we hold about your dispute.

Tax law disputes are disputes about:

- your tax liability
- your tax debt
- your departure prohibition order
- a decision made under a tax law.

If you need your tax information to help you understand your tax affairs or help you resolve a dispute with us, contact the ATO officer listed on our correspondence with you.

If you decide to subpoena us or serve us with a notice to produce, we do not require payment.

Our addresses for service of a subpoena or a notice to produce can be found at [Practice Statement Law Administration PS LA 2002/4](#). We accept service of subpoenas and other notices to produce by mail.

## Non-tax law subpoenas, other notices and garnishee

## orders

In all non-tax law disputes, under the tax confidentiality provisions we can't be required to comply with a subpoena or other notice to produce anyone's tax information. See Division 355 of Schedule 1 to the [Taxation Administration Act 1953](#)<sup>□</sup>.

If we are served with a subpoena ordering us to disclose tax information, we will contact the subpoenaing party and the court and explain why we can't comply. We may ask the court to order you to pay our costs if the subpoena is not withdrawn.

If you decide to subpoena us, we do not require payment at the time of service. A garnishee order issued by a state or territory court in relation to taxation refunds or payments is not enforceable against the Commissioner of Taxation.

The [Taxation Administration Act 1953](#)<sup>□</sup> sets out a legal regime under which the Commissioner of Taxation is required to handle taxation payments or refunds owed to a taxpayer. State and territory garnishee laws are invalid pursuant to section 109 of the Constitution to the extent that they are inconsistent with those Commonwealth laws, and the Commissioner of Taxation cannot be required comply.

If we are served with a garnishee order issued by a state or territory court, ordering us to pay a tax refund or payment to another party, we will contact the issuing party and the court and explain why we can't comply. We may ask the court to order you to pay our costs if the garnishee order is not withdrawn.

Before serving us with a subpoena or seeking to recover funds via the Commissioner in a non-tax law dispute, we encourage you to contact us on 1800 005 172.

Non-tax law disputes include:

- family breakdown
- personal injury claims
- contractual disagreements, or
- seeking to recover a debt.

Our addresses for service can be found at [Practice Statement Law Administration PS LA 2002/4](#). We accept service of subpoenas or garnishee by mail.

## Top call centre questions

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- <https://www.ato.gov.au/About-ATO/Contact-us/Top-call-centre-questions/>
- Last modified: 07 Dec 2022
- QC 62247

Find answers to top call centre questions here and save time. High call volumes may result in long wait times.

On this page

- [Do I need to apply for a director ID?](#)
- [Why do I need to pay Medicare levy and Medicare levy surcharge?](#)
- [When will I get my refund?](#)
- [I made a mistake in my tax return. How do I fix it?](#)
- [How do I start an online payment plan?](#)
- [What's my tax file number?](#)
- [Do I need to lodge an income tax return?](#)
- [How do I link my myGov account to the ATO?](#)
- [Why can't I sign in to myGov?](#)
- [My question is not here](#)

## Do I need to apply for a director ID?

If you're not sure if you need a director identification number (director ID) or how to apply by 30 November 2022, you can find answers at the ABRS website:

- [Who needs to apply and when](#)<sup>↗</sup>
- [Top questions when applying for a director ID](#)<sup>↗</sup>.

Watch our [video](#)<sup>↗</sup> to see how to apply online.

## Why do I need to pay Medicare levy and Medicare levy surcharge?

The [Medicare levy](#) helps fund some of the costs of Australia's public health system (Medicare).

The levy is collected from you in the same way as income tax. Generally, your employer takes the levy from your salary or wages at the rate of 2% of your taxable income for the pay period. We then calculate your total Medicare levy for the year when you lodge your income tax return.

You may need to pay more if you earn above a certain income and you, your spouse and your dependent children do not have an appropriate level of private patient hospital cover. This is the [Medicare levy surcharge](#) (MLS).

Find out more about the [Medicare levy surcharge income, thresholds and rates](#).

## When will I get my refund?

Most electronically lodged tax returns are processed within 2 weeks. We process paper tax returns manually and this can take up to 10 weeks.

The quickest and easiest way to [check the progress of your tax return](#) is by using our self-help services.



If you've received notification that your refund has been processed, remember your refund may take up to 5 business days to be in your nominated bank account (depending on your financial institution).



Check out the article on ATO Community, [Where's my tax return?](#)<sup>EN</sup>

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## I made a mistake in my tax return. How do I fix it?

Find out how to [correct your tax return](#).

## How do I start an online payment plan?

The easiest way to [set up a payment plan](#), if you owe \$100,000 or less, is by:

- using our [online services](#). You'll need a [myGov account linked to the ATO](#).
- phoning our automated phone service on 13 72 26, which is available 24 hours a day.

You may also be eligible to adjust or cancel an existing payment plan.

Before you start, we recommend using our [payment plan estimator](#) to work out a plan you can afford.

If you can't afford a payment plan that's offered online, or you owe more than \$100,000, phone us on 13 11 42 during our [operating hours](#) to discuss your options.

## What's my tax file number?

A [tax file number](#) (TFN) is your personal reference number in the tax and superannuation systems. It is free to apply for one.

You don't have to have a TFN, but more tax will be taken out of payments made to you by your employer or financial institution. You also won't be able to:

- apply for government benefits
- lodge your tax return electronically
- get an Australian business number (ABN).

You can find your TFN by checking:

- [ATO online services](#) through myGov – you'll need a myGov account linked to the ATO
- My details in the [ATO app](#) – you'll need a myGov account linked to the ATO
- a payment summary or income statement (provided by your employer)
- in letters you've received from us, such as a statement of account
- your income tax notice of assessment, if you have lodged a tax return
- your superannuation account statement
- with your registered tax agent.

Find out how to [apply for a TFN](#).

## Do I need to lodge an income tax return?

To help you work out if you need to lodge a tax return, you can use the [do I need to lodge tool](#) on our website or in ATO online services through your myGov account.



Check out the article on ATO Community, [Do I need to lodge a tax return?](#)

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## How do I link my myGov account to the ATO?

To link your myGov account to the ATO:

1. Sign in to myGov.
2. Select View and link services.
3. Select Link next to Australian Taxation Office.
4. Follow the prompts to verify your tax record.

If you're unable to verify your tax record online, you must phone us.

Find out more on how to [Create a myGov account and link it to the ATO](#) and [Information you need to link myGov to the ATO](#).

## Why can't I sign in to myGov?

You may not be able to sign in to your myGov account because you:

- changed your mobile phone number
- went overseas and no longer have access to your Australian mobile number
- deleted the myGov Code Generator app
- can't answer your secret question.

Find out what to do [when you can't sign in to your myGov account](#).

## My question is not here

Check out our [Tax time essentials](#) page.



Join the discussion on [ATO Community](#). It's available 24 hours a day with questions, answers and regular updates.

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The myTax [tax return instructions](#) will help you complete your 2022 tax return online.

If you still need to [contact us](#), our:

- phone lines are open between 8:00 am and 8:00 pm, weekdays
- busiest days are Mondays, so consider calling later in the week.

We regularly update this page based on the calls we receive.

*Authorised by the Australian Government, Canberra.*

## Our commitment to you

We are committed to providing you with accurate, consistent and clear information to help you understand your rights and entitlements and meet your obligations.

If you follow our information and it turns out to be incorrect, or it is misleading and you make a mistake as a result, we will take that into account when determining what action, if any, we should take.

Some of the information on this website applies to a specific financial year. This is clearly marked. Make sure you have the information for the right year before making decisions based on that information.

If you feel that our information does not fully cover your circumstances, or you are unsure how it applies to you, contact us or seek professional advice.

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