



Careers

Find out about working in the Australian Taxation Office (ATO) and search current vacancies.

Last updated 20 April 2023



Find out about working at the Australian Taxation Office (ATO).

[What we offer you](#)

Find out about our people, culture and what working at the ATO can offer you.

[What we look for and how to apply](#)

Find out about our recruitment processes and what we are looking for when you apply for a job with the ATO.

[Our recruitment process](#)

A step-by-step guide to the way the ATO selects the best candidates.

[Careers for Aboriginal and Torres Strait Islander peoples](#)

Details about our jobs and career opportunities for Aboriginal and Torres Strait Islander people and how to apply.

[Careers for people with disability](#)

The ATO offers rewarding job and career opportunities for people with disability.

[Specialist careers](#)

We're recruiting to expand our workforce. We're encouraging candidates with specialist skills to apply for our jobs.

[Entry-level programs](#)

We offer a range of entry-level programs to start your career with us.

[Current vacancies](#)

Search for current vacancies and sign up for job alerts on our ATO

Careers portal.

[Casual vacancies](#)

Opportunities to join the ATO as a casual employee, working shifts of at least 3 hours.

[Help and technical support](#)

Need help using ATO careers? See if your question is answered in these quick tips.

[Our commitment to diversity](#)

We recognise that one of the ATO's greatest assets is the diversity our staff bring to the organisation.

[Our integrity checks](#)

Find out about our pre-engagement integrity checks and what's involved for working at the ATO.

[ATO enterprise agreement 2024](#)

This agreement takes effect 28 March 2024.

[Search current vacancies](#)

QC 33304

What we look for and how to apply

Search current vacancies and find out about our recruitment processes and what we're looking for.

Last updated 19 January 2023

On this page

[Videos for applicants](#)

[Our work](#)

[Eligibility](#)

[Reasonable adjustment](#)

[Apply today.](#)

Videos for applicants

Watch our video below to understand the way we recruit and how to be a competitive candidate. Get tips on how to write a quality job application and resume, and how to prepare for a job interview.

Recruitment in the ATO

Media:Core skills we seek

<http://tv.ato.gov.au/ato-tv/media?v=bi9or7odw8tia7>

You can also view this content in 3 shorter videos:

Recruitment in the ATO: How we recruit

Media:Job specific skills and knowledge capabilities
<http://tv.ato.gov.au/ato-tv/media?v=bi9or7odih7jny>
Recruitment in the ATO: Application writing tips

Media:Traits and attributes
<http://tv.ato.gov.au/ato-tv/media?v=bi9or7odih7oqn>
Preparation tips for short-listed candidates

Our work

Our work makes a real difference to the lives of Australians and contributes to our economic and social wellbeing.

To work on behalf of the Australian people, you must have the essential skills, knowledge and attributes that ensure we can give the highest standards to taxpayers.

Core skills we seek

All our staff have the following core skills to successfully deliver the administration of the tax, superannuation and registry systems:

- change fit – we have the ability to adapt to change, support change initiatives, and help others on their change journey
- client service –deliver products and services that put user needs first
- collaboration –build relationships, collaborate, and value the contribution of others
- communication –communicate clearly, actively listen, and respond with respect
- data literacy –analyse and use data to inform decisions
- digital first –use digital technology to maximise the user experience
- innovation –regularly implement new ideas to improve our work

- planning and delivery –manage work with integrity to deliver quality outcomes
- problem solving –define problems and develop solutions that make our services quicker and easier to use for all Australians.

Job specific skills and knowledge capabilities

Along with core skills that all jobs share, we identify job specific skills for each job.

These focus on the ‘doing’ or ‘how to’ aspects of work and describe the expertise needed for a role.


You might also be required to have particular knowledge capabilities to carry out specific work. These might include:

- frameworks and methodologies
- legislation and policies
- technologies, systems and tools.

You can find out about the required job specific skills and knowledge capabilities by:

- reading the job ad
- contacting the person listed on the job ad.

Traits and attributes

All of our staff should uphold the APS Values. The [APS Values](#)  articulate parliament's expectations of public servants.

The ATO's What we offer you build on the APS Values as the essential attributes, attitudes and mindset traits that our staff strive for in their everyday work experience.

Eligibility

To be eligible for employment with us, you must:

- be an Australian citizen at the time you apply
- always comply with your tax, super and registry obligations
- not work in the tax and super industry (during your employment)

- satisfy our integrity checks.

Reasonable adjustment

We offer [reasonable adjustment](#) so you can participate in our recruitment processes to the best of your ability.

Apply today

We recommend you take a look at what we can offer you, what we look for and how to apply at [Careers](#).

See our recruitment process so you're ready when you find a great job to apply for.

Check out our [ATO careers](#) [↗](#) portal to:

- search for jobs
- set up job alerts
- submit your application.

[Search current vacancies](#)

QC 33315

Our recruitment process

We choose the type of assessment to suit the job type and the specific business environment.

Last updated 27 April 2023

On this page

[Merit](#)

[Assessment](#)

Merit

Our selection processes are merit-based. We use a competitive selection process and assess a candidate's suitability based on their skills, experience, knowledge and the attributes required for the role.

We also assess personal qualities such as honesty, integrity and cultural fit.

Assessment

Usually, a selection panel of 2 or 3 people assess the merit of each application. The methods they use may include:

- written applications
- video interviews
- online testing
- behavioural interviews
- assessment activities in assessment centres
- referee comments.

We choose the type of assessment to suit the job type and the specific business environment.

The process

Our most commonly used process is to:


- review your [online application](#)
- [shortlist](#) candidates
- use a [next-stage assessment process](#), such as interviews or assessments
- [contact referees](#)
- [create a merit pool](#)
- [notify candidates about placement in the pool](#)

- [select the best candidate](#) when we have a vacancy to fill
- [contact the successful candidate with a job offer](#).

Complete the online application

We advertise all our positions on our [ATO Careers](#)  portal.

To apply for a position, complete our online application form on the portal. This asks for:

- your personal details
- a written response that
 - outlines your skills, knowledge, experience and attributes that match the role description and 'our ideal candidate' information in the job ad
 - considers the work we do, the core skills we seek and any job specific skills and knowledge capabilities
 - we recommend you write following the [STAR model](#)  to increase your chances of success
- your resume.

For more information, view our [Careers](#) page.

Shortlist

Our selection panel assess the applications and create a shortlist of candidates suitable to move to the next stage. This will usually be an interview, but it may be another form of assessment.

Next-stage assessment process

If you have been included on the shortlist, we may then invite you to a further assessment such as:

- an interview
- an assessment at a centre
- online testing
- giving us more written information.

All candidates undertake the same assessment so that the selection panel can make a fair comparison. If you are suitable to progress, we will give you more information about what to expect.

The selection panel then considers all the information provided in the written and other assessments and makes an informed assessment.

Contact referees

We may contact referees to confirm our assessment of a candidate's suitability for the role they applied for.

Choose 2 referees (preferably including your current supervisor) who can comment effectively against the role requirements on your:

- skills and abilities
- experience
- work performance.

We may seek referee reports either:


- during the recruitment process
- after we contact you to find out if you are interested in a specific job.

Create a merit pool

After the recruitment process, we place successful candidates in a merit pool. The pool is not ranked. If you're placed in a merit pool, you could be offered the vacancy you applied for or a similar vacancy in a similar location if one becomes available.

We consider the following location groups to be similar locations:

- Brisbane, Upper Mount Gravatt
- Sydney, Parramatta, Penrith
- Melbourne, Box Hill, Dandenong, Moonee Ponds.

[Creating, using and sharing merit lists](#)  is a common practice in the Australian Public Service (APS) for similar vacancies. This means that if you are in our merit pool, we may contact you about a job opportunity in another agency.

Merit pools are valid up to 18 months from the advertised vacancy date.

Notify candidates about placement in the pool

Successful candidates

If you have been selected for the merit pool, it is not a job offer. We will let you know in writing that you are in the merit pool.

We recommend you find out about our [pre-engagement checks](#), so you can start getting your documents ready.

Unsuccessful candidates

If you weren't placed in the merit pool, we will let you know in writing.

Select the best candidate

When there is a vacancy, the vacancy manager reviews all candidates in the merit pool. They use the evidence gathered during the selection process to decide which candidates have the work-related qualities and ability to fulfil the duties of the position.

Contact the successful candidate with a job offer

If you have been selected from the merit pool for a job, we'll let you know by phone. You will need to complete and satisfy our [pre-engagement checks](#).

Once the approvals and checks are complete, we will send you an email with details on how to access your letter of offer.

QC 71249

Careers for Aboriginal and Torres Strait Islander people

Details about our jobs and career opportunities for Aboriginal and Torres Strait Islander people and how to apply.

On this page

[Our commitment to Aboriginal and Torres Strait Islander People](#)

[Aboriginal and Torres Strait Islander employment affirmative measure](#)

[Our development program](#)

[Support](#)

[Apply today](#)

Our commitment to Aboriginal and Torres Strait Islander People

We value the contribution Aboriginal and Torres Strait Islander peoples bring as employees of the ATO.


We recognise the importance of recruiting and retaining Aboriginal and Torres Strait Islander peoples. We are taking action to achieve this through our:

- [Reconciliation Action Plan](#)
- [2024 Diversity and Inclusion Strategy](#).

Aboriginal and Torres Strait Islander employment affirmative measure

We have an important role to play in supporting the financial wellbeing of Aboriginal and Torres Strait Islander people.

As an organisation, we are committed to increasing the representation of Indigenous employees to reflect the diversity of the Australian community. To achieve this, we:

- apply an [Aboriginal and Torres Strait Islander employment affirmative measure](#)  to some of our vacancies

- offer [ATO programs exclusively for Aboriginal and Torres Strait Islander people](#).

If we apply an affirmative measure to a vacancy:

- we let you know in the job advertisement and on the application form
- the position is open only to Aboriginal and Torres Strait Islander people
- we use a competitive process to assess suitability, with our assessment focused on the work-related qualities required for the position.

Confirmation of heritage

To be eligible for employment under the Aboriginal and Torres Strait Islander affirmative measure, you need to provide confirmation of your Aboriginal or Torres Strait Islander heritage.

You do this by providing us a copy of a document from an Aboriginal or Torres Strait Islander organisation. The document must confirm or endorse that you:

- are an Aboriginal person or Torres Strait Islander person or both an Aboriginal and Torres Strait Islander person
- identify as an Aboriginal person or a Torres Strait Islander person or both an Aboriginal and Torres Strait Islander person
- are accepted by your community as being an Aboriginal person or Torres Strait Islander person or both an Aboriginal and Torres Strait Islander person.

As this can take some time to organise, ensure you do this early in the process.


Our development program

The [Evergreen program](#) is an entry-level development program exclusively for Aboriginal and Torres Strait Islander people. It's an ongoing role, with regular on-the-job training where you can complete a formal qualification as part of the 12-month program. As a participant, you have the opportunity for promotion to a higher salary when you complete the program.

You'll need to provide confirmation of your Aboriginal or Torres Strait Islander heritage to be eligible for this program.

Support

We offer you career and development support through our:

- Moondani staff network for Aboriginal and Torres Strait Islander people
- Kawutilin ally network, which supports Aboriginal and Torres Strait Islander people and initiatives in the workplace
- Diversity Human Resource Officers, who support the delivery of the ATO's Diversity and Inclusion Strategy
- Indigenous Liaison Officers who give advice and support to staff including specialist advice for situations and initiatives affecting Aboriginal and Torres Strait Islander people
- Indigenous employee roundtable events, which give opportunities for Aboriginal and Torres Strait Islander employees to participate in tailored career development activities, connection to culture and networking
- ATO Indigenous mobility and development program to support career growth and provide varied experiences within the ATO
- cultural or ceremonial leave, including leave to attend [NAIDOC](#)  activities.

Apply today

Take a look at what we can offer you, what we look for and how to apply at [Careers](#).

So you're ready when you find a great job to apply for, see our [recruitment process](#).

Check out our [ATO Careers](#)  portal, where you can:

- search for jobs
- set up job alerts
- submit your application.

[Search current vacancies](#)

QC 71247

Help and technical support

Need help using ATO Careers? See if your question is answered in these quick tips.

Last updated 2 April 2024

On this page

[Registering an account](#)

[Registering for Multi-Factor Authentication \(MFA\)](#)

[Updating your email address](#)

[Job alerts](#)

[Not receiving job alerts](#)

[Starting your application](#)

[Previewing the application](#)

[Written response and word limit](#)

[Formatting tips](#)

[Uploading a resume](#)

[Submitting your application](#)

[Accessing submitted applications](#)

[Contact officer details](#)

[Late applications](#)

[Withdrawing your application](#)

[Trouble logging in](#)

[Trouble submitting an application](#)

[ATO Careers portal technical difficulties](#)

[Internet service provider](#)

[Internet browsers](#)


[External and internal portals](#)

[Privacy and security](#)

[More help](#)

Registering an account

Registering an account on ATO Careers allows you to apply for a job with the ATO as well as receive job alert emails for jobs that match your job alert profile.


You can register an account on [ATO Careers](#)  by selecting **Register an account** from the left-hand menu. Then follow the instructions on the screen.

When you register, you'll be asked to provide your details including your name, email address and mobile number. You'll also be asked to set a password. Make sure you enter your email address correctly as it will be our primary way to contact you.

Once registered, we'll send you an email with your username, which you can save for future use.

If you apply for a position with us, you'll receive communication about your application by email or SMS. This will be sent to the email address and mobile number you provided.

Registering for Multi-Factor Authentication (MFA)

Multi-Factor Authentication (MFA) is now enabled on our ATO Careers portal. This means when you log into your ATO Careers account, you will be prompted to select an authentication method to generate a code when you log into your ATO Careers account. Our [MFA instructions](#)  provide step-by-step guidance on how to set this up.

Updating your email address

To update your email address:

1. Log in to [ATO Careers](#) and select **My profile**.
2. Select **My details**.
3. Update your email address.
4. Select **Save**.

This email address will be used as our primary contact method with you.

Job alerts

This service will notify you of any jobs matching your job alert profile. When jobs that match your profile are advertised on our site, you'll be notified by email. You can update your job alert profile at any time.

To register or edit job alerts on [ATO Careers](#), select **Job alerts** and log in or register. Then follow the instructions on the screen.

Not receiving job alerts

If you've set up job alerts but aren't receiving any:

1. Log in to [ATO Careers](#) and select **Job alerts**.
2. Set your frequency to **daily** so you're notified of new vacancies as they're advertised.

To check if your profile matches any current vacancies, select **View jobs matching my alert profile** at the top of the page.

System-generated emails are issued from ATOCareers@nga.net and include application receipt emails and job alerts.

Starting your application


To start an application:

1. View the [Current vacancies](#) and find the job you want to apply for.
2. Select **Start new application** under the **Action** heading.

3. Take note of the job closing date and make sure you allow enough time to finish your application.
4. Save your application as you progress to avoid the session timing out.

Previewing the application

To preview an application form before applying:

1. Go to the vacancy you want to preview in [Current vacancies](#) .
2. Select **Preview application form** under the **Action** heading.

Written response and word limit

An application form may ask you to provide a written response with a specific word limit.

You should prepare and save your response in a separate document before copying and pasting the text into your application. This way you can check your spelling, grammar and word count before adding it to the application. Make sure you save your information regularly.

If you exceed the word limit, you'll receive a warning message and you won't be able to submit your application. If you're using bullet points or symbols, the word count in Microsoft Word may give you a different word count to ATO Careers.

Formatting tips

Follow these tips when formatting your application:

- Use plain text, without bolding or underlining.
- If using dot or bullet points, use asterisks (*) or dashes (-)
- You should prepare responses in a Word document first
 - Use the spell check function, as there is no facility in the online form
 - Cut and paste from Word into the ATO Careers system
- Check the formatting before you submit your application as you may lose some features when you cut and paste from Word.

Uploading a resume

As part of your application, you may be asked to upload a resume. To do this, select the **Browse** button on your application form and select the document you want to upload.

If you want to make changes to your resume after you upload it, update your resume outside of ATO Careers and save the new version. Uploading the new version will replace the previous resume that was uploaded. You won't be allowed to upload a revised resume once you've submitted your application.

Some mobile devices won't let you search their file system for documents like your resume. If you can't upload a file on your device, use a desktop or laptop computer instead.

There is a 5MB size limit for resume uploads.

Submitting your application

Before submitting your application, make sure you're happy with the information you've entered. You can save and exit a current application and return to it later if the job hasn't closed and you haven't submitted. Your application cannot be edited once submitted.

Submit your application by selecting the **Submit application** button at the top of the **Preview and Submit** page and confirm you're ready to submit it.

If you've completed your application but can't see the **Submit application** button at the top of the page, check you've answered all the mandatory questions and selected **Save and Continue** for each page of the application form.

The system will send you an email confirming the application is submitted. If successful, the application status will have changed to 'submitted' on **My profile**.

Accessing submitted applications


. To access applications you have previously submitted, follow these steps.

1. Log in to [ATO Careers](#) .

2. Go to **My profile** and select **My applications**.
3. Select the application you want to view. Refer to [Privacy and Security](#).

Contact officer details

You can find contact officer details in the candidate information kit. You can do this for any current or past applications you have started. To find these details:

1. Log in to [ATO Careers](#) .
2. Go to **My profile** and select **My applications**.
3. Select the job application.
4. Select the link at the top of your application summary to view the job details.
5. Open the **Candidate kit** and locate the contact officer's details.

Where there's no candidate information kit, the contact officer details will be listed in the job advertisement.

Late applications

Make sure you submit your application on time. Requests to submit a late application will only be accepted in exceptional circumstances and assessed on an individual basis. If you can't submit your application by the closing date, phone the contact officer listed in the candidate information kit or job advertisement to discuss whether you're eligible to submit a late application. You'll still need to submit your application through ATO Careers.

Withdrawing your application

If you no longer wish to be considered for a position, you can withdraw your application at any time after you've submitted it. To withdraw your application:

1. Log in to [ATO Careers](#) .
2. Go to **My profile** and select **My applications**.


3. Find and select the application you wish to withdraw.
4. Select the **Application summary**.
5. Select the **Withdraw application** button at the top of the application summary page.
6. Confirm your withdrawal on the next page and provide the reason why you are withdrawing.

Once you've withdrawn, you'll see confirmation on screen, in your history and by email.

If you start an application but don't want to submit it, you don't need to withdraw it. An incomplete application will not be considered.


You can't withdraw your application and then resubmit or start another application for the same position. If you didn't mean to withdraw your application, email ATOCareers@ato.gov.au

Trouble logging in

You'll need to log in to [ATO Careers](#)  with the email address you registered with.

If you've forgotten your password, select the **Reset** password link on the login page. Enter the email address you registered with, and we'll email you a link to reset your password. We'll only reissue your password once in a 24-hour period.

Trouble submitting an application

Log in to [ATO Careers](#)  before starting an application, and to access applications you've started or submitted.

Once you've started an application it will appear under **My Profile**.

If you've completed your application but can't see the **Submit Application** button at the top of the page, make sure you've answered all the mandatory questions and selected **Save and Continue** for each page of the application form.

ATO Careers portal technical difficulties

If you're having trouble applying or submitting your job application on our ATO Careers portal, email ATOCareers@ato.gov.au or phone us on **13 15 50** for assistance.

Note: Our careers helpline can't help with general tax matters. If you have a general tax matter, see our [contact us](#) page.

The ATO Careers mailbox is not monitored after hours.

Internet service provider

Make sure your Internet Service Provider (ISP) will provide you with uninterrupted online access for the time you will be working on your application process. Many ISPs will automatically disconnect you if there has been no communication from your computer for a set period, which can be as little as 10 minutes for some ISPs. Typing information onto a web page is not registered as communication with an ISP, so you must save your work regularly to continue communicating with your ISP.

Internet browsers

Check your internet browser compatibility and access.


Our system is tested and certified against the 2 most recent versions of the most commonly used browsers:


- Microsoft Edge
- Microsoft Internet Explorer
- Mozilla Firefox
- Google Chrome.

While an out-of-date browser may function correctly, we can't guarantee its performance.

External and internal portals

ATO Careers has 2 job portals:

- [External portal](#)  - shows all ongoing, non-ongoing and casual vacancies available to candidates both within and outside the organisation. The external portal can be used by non-ATO staff.

- [Internal portal](#)  - shows all vacancies available on the external portal, plus opportunities only available to ATO staff (for example, expression of interest processes). If you're an ATO staff member, it's recommended you use the internal portal.

Privacy and security

ATO Careers uses SSL V3 encryption, which means the information you provide is secure.

The ATO is committed to ensuring information assets are kept securely, and managed and disposed of in accordance with relevant legislation and ATO policy.

You can find out more about privacy by reading our [Privacy notice](#).

More help

If you need more help with your job application, get in touch with the [contact officer](#) listed on the candidate information kit.

QC 58811

Our integrity checks

Find out about our pre-engagement integrity checks and what's involved when working at the ATO.

Last updated 20 January 2023

On this page

[Pre-engagement integrity checks](#)

[Pre-engagement integrity check process](#)

[What you need to do](#)

[Timeframe](#)

Pre-engagement integrity checks

We conduct pre-engagement integrity checks (PEIC) for all candidates engaged as Australian Public Service (APS) employees or contractors.

We do this because we have an obligation to the community we serve. We need to ensure that our people and others who access our information and premises are suitable to work for us and uphold a high level of integrity.

If you are engaged as a non-ongoing or casual employee, we will ask to renew your check every 3 years. If you are engaged as a contingent worker, we will also need to renew your check periodically. We will notify you if this is required.

We cannot engage you, or we may terminate your contract or services, if you fail to:

- engage in this process
- supply personal information
- satisfy our PEIC.

Pre-engagement integrity check process

Watch our video to understand why we conduct pre-identity checks before we engage you, and what is involved. Get tips on how to prepare and what identification documents you require.

When undergoing checks, you'll need to supply personal information that allows us to complete them.

Identity and citizenship check

We will check your:

- proof of identity, including any name changes
- Australian citizenship (for APS employees)
- Australian work rights and residency status if you are to be engaged as a contingent worker and are a non-citizen.

National police records check

You will need to give your consent to undergo a national police records check, and give us details of:

- your drivers licence, firearms licence and passport (if you hold any of these)
- any criminal charges, convictions or pecuniary penalties
- your full continual address history of the past 5 years, including time you have lived overseas.

If you have lived overseas for a total of 12 months or longer in the past 5 years, we will ask you to give us:

- a national police check from the overseas countries you resided in, and
- evidence of your overseas addresses.


If you have spent the majority of the past 5 years outside Australia, you may not be eligible for employment with us.

Compliance, conflicts and diversity

We need to know:

- that you're compliant with your tax, superannuation and registry obligations. This is an ongoing expectation during your ATO

engagement, to model the behaviour we expect of the community we serve

- if you have any [conflicts of interest](#) , for example, if you are a registered tax or BAS agent, tax financial adviser or SMSF auditor. We'll advise you when you need to cancel these types of registrations
- if you have any other financial or personal interests, including if you're undertaking work outside the ATO that may conflict with (or be seen to conflict with) your work with the ATO.


If you're being engaged as an APS employee with us, we'll also need to know:

- that you're medically fit to undertake the requirements of the position either with or without workplace adjustment
- details of any workplace adjustment or modifications you need to ensure your workplace is safe and to enable you to successfully undertake the duties of the position
- have received a redundancy payment from an APS agency or the Australian Parliamentary Service within the last 12 months.

Additional checks we may require

If you're applying for an APS 6 role or above, or a position that has been identified as higher risk, we will do additional checks to:

- verify your employment history with your current and previous employer within the last 5 years, including your behaviour, conduct and performance and the reasons for your separation
- search the bankruptcy register
- search the Tax Practitioner Board register
- review your digital footprint check, which involves an internet search to review your publicly accessible social media and online presence.

Some roles within our organisation require a [security clearance](#)  that is in addition to the PEIC. This security clearance process is managed by the Australian Government Security Vetting Agency (AGSVA). We'll notify you if we need you to undertake a security clearance.

What you need to do

We recommend you gather the following documents so it's faster and easier if you are successful and offered a position. When we are ready, we will contact you with details of how to lodge them online.

Proof of your identity and citizenship

You'll need to give us 4 identity documents, one from each of the following 4 groups:

- [Group 1 – commencement of identity document](#)
- [Group 2 – photo ID document issued by government](#)
- [Group 3 – evidence in the community document](#)
- [Group 4 – proof of current address document](#)


Group 1 commencement of identity document

You must give us a copy of **either**:

- your full Australian birth certificate issued by the state or territory [Registry of Births, Deaths and Marriages](#)  (we don't accept extracts of a birth certificate or a commemorative birth certificates)
- your Australian citizenship certificate (including both the front **and** back of the certificate).
- a [certificate of evidence of Australian citizenship](#)  from the Department of Home Affairs (DHA).

Group 2 photo ID document issued by government

You must give us a current copy of **one** of the following:

- your Australian passport
- a licence or permit issued under a law of the Australian Government, a state or a territory. For example, an Australian drivers licence (and the back of the licence if it includes address details)
- your Proof of Age card
- Australia Post Keypass identity card
- your [Department of Home Affairs \(DHA\) Immicard](#) .


Group 3 evidence in the community

You must give us a copy of **one** of the following:

- your current Medicare card
- a current identification card issued by the Australian Government, a state or a territory as evidence of entitlement to a financial benefit.
For example, a Services Australia Health Care Card
- a current security guard or crowd control licence
- a tertiary identification card
- a private health care card
- a current credit card or bank card
- a bank account statement.

Group 4 proof of current address document

You must give us a copy of **one** of the following, showing your current residential address:


- your signed property lease or rental agreement
- an account or notice from
 - a utility (such as electricity, phone or gas)
 - superannuation or insurance
 - your motor vehicle registration or land rates notice
- [electoral roll registration](#)  – you can
 - go online to check or update your address details on your state electoral role online
 - use the confirmation email or screen message as evidence.

Additional proof of citizenship

If you were born in Australia on or after 20 August 1986, you must give us a copy of **one** of the following (if not already supplied):

- your Australian passport issued in your name on or after 1 January 2000 that was valid for at least 2 years



- an Australian citizenship certificate in your name
- documents that prove you're a citizen by birth. To prove you're a citizen by birth, you must give us **one** of the following
 - a parent's Australian birth certificate
 - a parent's Australian passport that that was issued before your birth
 - a parent's certificate of Australian citizenship issued before your birth
 - proof of a parent's permanent residency at the time of your birth. For example, a passport showing a permanent entry stamp into Australia before your birth.


If you can't give us any of these, you must apply to the Department of Home Affairs (DHA) for a [certificate of evidence of Australian citizenship](#) .

Change of name documentation

You must give us official name change documentation for each and every name change.

Give us **one** of the following documents to substantiate your change of name:

- Australian marriage certificate issued by the state or territory [Registry of Births, Deaths and Marriages](#)  with the identification or registration number clearly visible
 - we can't accept marriage certificates from your marriage ceremony as they don't include identification or registration numbers
 - if you don't have a certificate issued by the relevant state or territory [Registry of Births, Deaths and Marriages](#) , apply for one from the relevant registry
- overseas marriage certificate issued by official authority
- decree nisi or decree absolute (that is, formal evidence of divorce)
- deed poll

- re-issued birth certificate with name change documented
- an official name change document issued by the state or territory [Registry of Births, Deaths and Marriages](#) .

If you use another name that is different to the name on your official documents, you need to complete a statutory declaration stating why your name is different. For example, where you have not changed your name legally by marriage, divorce or deed poll.


Timeframe

After we receive all your complete and correct documentation, it can take up to 20 working days to process your PEIC. If we identify any issues with any of the checks, this may take longer. If there are any issues with the documentation you provide, we will contact you by email or phone.

Ongoing integrity

We may also conduct further integrity checks during your engagement.

During your engagement with us, you must demonstrate the following standards of integrity and ethical behaviour:

- always complying with your personal tax, superannuation and registry obligations, as we take this seriously. You'll need to model the behaviour we expect of the community
- upholding your declaration of secrecy
- following the [APS code of conduct](#)  including actively managing conflicts of interest.

QC 56296

ATO Grad Program – interactive video transcript

Transcript of an interactive video about the 2021 ATO Graduate program.

On this page

[Opening video](#)

[Sharmila – Video 1](#)

[Dean – Video 1](#)

[Maddison – Video 1](#)

[Lovevish – Video 1](#)

[Isabella – Video 1](#)

[Conclusion](#)

Opening video

Sharmila: Hey, I'm Sharmila from Smarter Data.

Maddison: I'm Maddison from the Tax Technical area.

Dean: I'm Dean from Law Design and Practice.

Lovevish: I'm Lovevish from IT.

Isabella: And I'm Isabella from the University Partnership Employment Program.

Sharmila: And I went through an entry level program at the ATO. To hear about working in Smarter Data, click me.

Dean: To hear about my journey from being an ATO grad to becoming an Executive Level employee, click me.

Maddison: To hear about working in the Tax Technical area, click me.

Lovevish: To hear about being an IT grad, click me.

Isabella: And to hear about the University Placement Program, click me.

Sharmila – Video 1

Sharmila: Thanks for clicking on me. There's a few things I'd like to tell you about so click the option that interests you most. What's it like working in Smarter Data? What's it like going through the ATO grad program? Why the ATO is such a great place to work? Or click the back button in the corner to take you back to the main menu. Click on any of the choices.

Sharmila: Working in Smarter Data my day-to-day is basically first in, we do our stand up. So we tell our team members what we've done the day before, what we're going to be doing today, and we can give our inputs and have a discussion on our issues. Our technology in the ATO is very much state of the art. We're always looking for the most innovative ideas and the most innovative programs that we can then put into action in our projects. The first project I got to work on was the Paradise Papers. We were to investigate high risk clients and identify fraudulent activity in Paradise Papers and Panama Papers. So it's the most interesting work I've ever done. Every single day is something different. It's always 'there's a new program,' there's a new issue, we're helping team members, so it's never really the same thing day in and day out, and that's what's the most exciting part of this.

Sharmila – Grad Program

Sharmila: I started the grad program in 2017. We were placed in two placements throughout the entire year, six months apart. The grad program gave me many opportunities in training and learning about the resources we use in the ATO. My favourite part of the grad program is the fact that I have developed lifelong friends. I still keep in contact with most of the grads regardless of what year we come in. Every single year you get to meet new grads and interact with them and always go back to them with networking or any problems that we might have. So it's basically a community.

Sharmila – Working at the ATO

Sharmila: The most surprising part about the ATO is that we always work as a team. When you come into a project and you belong to a team, you belong to a team. People think the ATO, they always think it's all about business and myTax but that's not true. I went from working in the Paradise Papers and Panama Papers, to working on shares and units, to work related expenses, to now Cloud POA team. So there's a range of different projects that we can work on, and you get to choose what you'd like to work on. We do a lot of mathematics,

we do a lot of engineering, and a lot of architecture. There's a whole other world to the ATO.

Dean – Video 1

Dean: Thanks for clicking on me. Now, simply click on the option you'd like me to tell you about. What's it like working in Law Design and Practice? How the ATO grad program furthered my career. Why the ATO is such a great place to work. Or, you can hit the back button to take you back to the start at any point. Choose an option.

Dean - Working in Law Design

Dean: The core of my job is providing technical tax advice on new policy proposals that come over from the Treasury. Making sure that those policies are legally sound and basically providing technical quality assurance for new policy proposals and ideas. We also do some internal advocacy work, which are ideas generated from within the ATO. Changes that we think would be beneficial to the tax system. One of the most interesting projects that I worked on was the Australian Longitudinal Individuals File Project. It's basically a project the ATO is running where the unidentified tax data is placed in a fully secure research environment where external researchers can access that data to conduct policy modelling, to really get some insights into how the tax and super system is operating. And I got to do a lot of the data and privacy advice on that; the legal advice to make sure everything was in compliance with the tax laws, the Privacy Act, APP guidelines, all that sort of stuff. And it was really interesting for me because I've never worked in privacy. It was a lot of learning on the run, but that was part of what made it really exciting and really worthwhile to do.

Dean – ATO Grad Program

Dean: I left the grad program early 2017, and I moved into revenue analysis, conducted legal advice there for about a year, then transferred into law and policy design. I spent a couple of months there and then I got a secondment over to the Department of Prime Minister and Cabinet, which was working on the Data Availability and Transparency Act. When I came back to the ATO full time I remained in Law and Policy Design and over the course of 2019 I was successful enough to be promoted up to manager level. What you really get out of, long term, out of the program is the networking, and the relationships you build. So I'm still in touch with a few of my colleagues

from the grad program. I got my job from one of my fellow grads who recommended me over there. So, you know, you really do build some good relationships on the program and they can not only give you a career leg up, but they're just great personal friendships, that you can carry forward with you.

Dean – Working at the ATO

Dean: What surprised me about the ATO was the really good culture. The public perception of the ATO is obviously, we're in the news, we're catching tax cheats and evaders, it's all very grim and serious, but working in the ATO, it's a really good relaxing environment. There are a lot of friendly, really nice people who happen to take the time to mentor you, and it was a really pleasant surprise to find that support in your workplace. There's a real sense of purpose to working at the ATO. I found this, especially since the pandemic happened. In the early days, in Law Design and Policy, In the early days, we were doing quite a lot of support work on the JobKeeper initiative. It was really striking to be there in the middle of this huge event that was shaking the whole community, and there was so much uncertainty. And it was really good to feel like I was doing something for people, that my work was actually going towards something that was going to benefit thousands and thousands of Australians. So that was incredibly rewarding.

Maddison – Video 1

Maddison: Thanks for picking me. Now select the option you'd like to hear more about: what it's like working in the tax technical area, what it's like going through the ATO grad program, why the ATO is such a great place to work. Or select the back button to return to the main menu.

Maddison – Grad Program

Maddison: I chose the ATO grad program because of the work-life balance that it offers. So here I'm able to have flexibility in my times that I work. And the graduate program is great for building all those social social connections as well. A few of the other grads decided to get together a basketball team where we now, once a week, play a game of basketball after work hours. They're really lovely people, every single one of the graduates. And I was really impressed that everyone's been so supportive and really nice. That sense of belonging

that I got through this. I think the graduate program at the ATO was looking for a very diverse group of people with a range of different backgrounds. Anything from law, IT, data analytics. They've really got everything for anyone here. I think the ATO is a great spot to start in your APS career as it provides that client interaction, which other departments don't offer. In 10 years I see myself as an accredited APS employee with a wealth of career opportunities, and I would have liked to experience lots of different Government departments such as Treasury. I'd say, for people considering applying, just do it, it's a really great opportunity.

Maddison – Tax Technical

Maddison: In my day-to-day I'm currently in the Review Dispute and Resolution as a case officer. I process objections for individuals. So we're doing a lot of looking at their emails, we're researching law, and writing the technical decision for taxpayers. I think my work in particular benefits the community in ensuring that there's a level playing field and that there's not people who gain advantages from disobeying taxation laws. I love being able to work with the other graduates. At the moment, a few of us are in the same business line, so we get to interact and understand what others are doing in the same area and seeing how that is different from us, but also the same in writing technical decisions. I think my current position does give me a sense of purpose in that I'm able to provide the extra benefits for individuals who missed out prior in submitting their income tax returns, if they've made a mistake, so I'm able to help them achieve that.

Maddison – Working at the ATO

Maddison: I think a lot of people think that the ATO strictly deals with tax, but there's so much more to offer. You can work in marketing and communications, there's IT and security. It's a very diverse place to work. I was unaware at how large the ATO was before I joined. And then I realised that there are multiple offices all around the nation, and it is one of the largest Government departments. The lifestyle at the ATO is really good. We can choose our hours, which is very different from the private sector. Some of the grads that come in at 7am so they can spend time in the afternoons doing sport, extracurricular activities. Other people come in at 10am. It's all about that flexibility, and it really helps maintain a work life balance. The ATO definitely helps support my career goals, and there's so much mobility in the Australian Public Service. Having studied economics and philosophy, I would love to be

able to contribute to policy development. The ATO provides the opportunity to do secondments with Treasury, with the ability to come back to the ATO and apply the experiences and what you've learned from the different Government departments and I think that would be really hard to do without the graduate program. If anyone is considering joining the ATO, I would say, just do it.

Lovevish – Video 1

Lovevish: Thanks for choosing me. What do you want to know more about? I could tell you what it's like working in IT. What it's like going through the grad program. Why the ATO is such a great place to work. Or you can hit the back button to go to the main menu.

Lovevish – Typical workday

My typical workday at the ATO is actually within the enterprise tele-hub. Now, the team responsibility is to make sure that all data throughout the ATO is ingested into the data hub and data warehouse. We then prep the data, and send it off to either data scientists, data analysts, further business lines that then give back to the community and help taxpayers lodge better taxes. What I love most about my job is, in fact, the people. They're all willing to help you, and you can always contact others seniors to gain further insight their teams and branch off into new sections. So the ATO has helped me that way in finding my footing and actually find my interests.

Lovevish – Grad Program

Lovevish: Walking in here I first thought maybe it will be very formal and very strict. However, it has a very casual feel, and also the level of care here is incredible. Whichever team I landed in, they had this perfect training scheme that actually trained me up to be able to use the technologies, and script in various languages. And so I found myself technical in a couple of months. The most valuable thing I got from the grad program as an IT graduate is to be able to convert technical knowledge to business needs. To me, that was a massive learning and has helped me greatly to connect to stakeholders. The ATO is a big organisation and that enables great opportunities. Whether you have an interest in data mining, security or cloud, you have the flexibility to move around at any time. If you're considering applying for the grad program, honestly, just go for it.

Lovevish – Working at the ATO

Lovevish: So the people within ATO are very open and welcoming. For example, my manager provides me with better training, allows me to look over his workings, and steps me through from my own working, to be able to learn best, equip myself with the technical knowledge I need and pursue my interest in the IT world. The organisation definitely embraces diversity. It doesn't matter where you're from, all they care about is how can you be the better version of yourself. And that is what I've found in ATO, they are always interested in how much potential can you give to the department.

Isabella – Video 1

Isabella: Thanks for picking me. There's a few things I'd like to tell you about. So select the option that interests you most. What it's like working in fraud prevention, what it's like going through the University Placement Program, and why the ATO is such a great place to work. Or you can hit the button in the corner to take you back to the main menu.

Isabella – Working in Fraud Prevention

Isabella: I'm an Administration Officer within Fraud Prevention and Internal Investigations. Every day looks different. Some days I'll be sitting by someone within my team and assisting them with their case. Other days I'll have been assigned something myself, and I'm able to then conduct my own intelligence work. My job has enabled me to actually have more interest in my studies, as I have real-world experiences to how people do behave within a corporate organisation. As a psych student, it's really difficult to find real-world work experience and so being able to have a job that not only complements my studies, but is also slightly different is really exciting for me. I definitely feel a sense of purpose with the work that I'm doing. I feel as though, that I can make really significant contributions, not only to my team, but also the ATO as a whole.

Isabella – University Placement Program

Isabella: I think my favourite part of coming through the UPEP program is honestly getting to know other UPEPs. Getting to know other people who are as motivated as me, who are interested in meaningful and diverse work, whilst maintaining university studies. The university placement program actually takes into consideration the study that

you're doing and tries to find the most suitable job for you within the ATO. I was able to sit down with my managers and determine the hours that I work, when I work, how long I work. And so it's entirely flexible and suitable to that person's studies, which is something that I don't think exists in any other casual employment out there. You can have casual, flexible employment that is relevant to your studies, and can help facilitate you to get a permanent career in your future, so I would definitely, definitely recommend going for it.

Isabella – Working at the ATO

Isabella: The lifestyle working at the ATO for me has been flexible, it's been engaging and it's been really supportive. I think what surprised me the most about joining the ATO as an organisation is just how close-knit and connected the community is, and the amazing culture that we have here at the ATO. I've been given a lot of confidence, networking skills that I'm constantly learning and has now opened many doors for me. I think with any large organisation you don't really know what you're getting yourself into. But I've been really pleasantly surprised with how supportive and connected I've felt throughout this whole process. I would highly recommend the ATO as a place to work. It's been an incredible experience for me. I did not think that me with a psychology background would find such relevant and meaningful work here but it's been an incredible experience and I would highly recommend it.

Conclusion

Maddison: To apply for the grad program, select 'Apply'. If you'd like to learn more about our staff experiences with the grad program, click on the person or the area that interests you. Thanks for watching.

QC 64985

Welcome

Welcome to the Australian Taxation Office! This page contains information to help you get started.

Last updated 25 September 2023

On this page

[Overview](#)

[About us](#)

[Your role in the public service](#)

[Enterprise agreement](#)

[What happens next?](#)

[Additional information](#)

Overview

We're doing exciting work for the community and we're happy to have your talent, experience and skills on board. We look forward to fostering your potential and giving you professional and personal opportunities to thrive.

To help get you started, we've put together some information about what to expect from Australian Public Service (APS) employment, the ATO, our structure, culture and conditions.

If you have any questions, you can contact our People Helpline by emailing them at peoplehelpline@ato.gov.au.

About us

The ATO is the Australian Government's principal revenue collection agency. It administers Australia's federal taxation system, superannuation legislation and the Australian Business Register. The work of the ATO supports the delivery of government benefits to the community.

There are 5 key groups in the [ATO's organisational structure \(PDF, 126KB\)](#) :

- Enterprise strategy and corporate operations
- Enterprise solution and technology
- Law design and practice
- Service delivery

- Client engagement.


You'll learn about each of these groups when you start with us. Your role sits in our Client Engagement Group (CEG). Within this group there are several [specific business lines](#) that play an important role in administering the tax and super systems.

The business lines within CEG focus on contact and consultation with members of the community. We aim to make it easy for taxpayers (and their representatives) to meet their obligations and encourage them to work with us when they experience difficulties.

We engage early with taxpayers through rulings, education products and responses to written and personal enquiries. We tailor engagement activities (such as reviews and audits) according to behaviour and risk level, while we ensure that reasonable steps are taken to recover debts.

CEG are involved in several key programs. Over the coming weeks, we'll share some of these with you through the LinkedIn group. Information on higher profile programs is provided in additional information below.

Your role in the public service

If you're a new APS employee, things are a little different to working in private enterprise. To help you prepare for your career in the public service, check out the [Australian Public Service commission's website](#) .


APS Values

Employees of the APS occupy a position of trust. We are entrusted by the government and the community to undertake important work on their behalf.

The conduct of public servants, both inside and outside the workplace, can have implications on the confidence the community has in the administration of an agency or the APS. The principles of good public administration are embodied in the APS Values.

As an APS employee working in the ATO, you are expected to always adhere to the APS Values. The values are referred to as 'ICARE' and stand for:

- Impartial
- Committed to service
- Accountable
- Respectful
- Ethical.

The APSC website has some useful information about the [code of conduct](#)  that outlines the behaviour expectations of an APS employee.

Our culture

At the ATO, we celebrate and champion diversity to reflect the community we serve. We have a vibrant and client-focused culture that positions us to thrive in a rapidly changing world.

We are:

- client focused – we put our clients at the centre of everything we do
- united and connected – we work as one team to deliver the right outcomes for the community
- empowered and trusted – we are supported to take ownership, exercise judgment, and make reasonable decisions
- future oriented – we will be flexible and adapt to meet immediate and future challenges
- passionate – we are committed to serving the community. We bring professionalism, energy and determination to everything we do.

More information about our culture can be found on the [why join us](#) section of the career's website.

Enterprise agreement

Our enterprise agreement contains terms and conditions of employment – including wages, leave entitlements and other important information about our employment framework.

You can obtain a copy of our current [Enterprise Agreement \(EA\)](#) for full details.

What happens next?

We're currently organising your onboarding process. There are a few things that we do to ensure your first day goes smoothly.

Your manager will be in touch to tell you about your position.

Once again, congratulations on your new position!

Additional information

We've put together a list of additional resources about working in the ATO for you to check out.

Our organisational priorities:

- [Strategic direction](#)
- [ATO Corporate Plan 2023–24](#)

A bit about some of our key activities:

- [Tax Avoidance Taskforce](#)
- [Operation Flutter](#)
- [Operation Protego](#)

QC 71876

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.

Copyright notice

© Australian Taxation Office for the Commonwealth of Australia

You are free to copy, adapt, modify, transmit and distribute this material as you wish (but not in any way that suggests the ATO or the Commonwealth endorses you or any of your services or products).