



 [Print whole section](#)

# Managing your lodgment program

Find information to help you manage your lodgment program.

## Ensure clients are covered by your lodgment program



How to ensure your clients are covered by your lodgment program.

## Review your client list



Why you need to regularly review your client list and how to add and remove clients.

## Check your clients' lodgment due dates



Why it's important to regularly check your clients' lodgment due dates and how to check due dates.

## Notify us if lodgment is not required



How to notify us if your clients are not required to lodge a return or have nothing to report in an activity statement.

## Help with your lodgment program



How to get help if you or your practice are having difficulty

## **Tax agents' personal return lodgment**



How to get lodgment program due dates for your own personal return.

## **Client declarations and lodgment online**



Find out about signed declarations in writing from your client when you lodge an approved form on their behalf.

QC 34572

# **Ensure clients are covered by your lodgment program**

How to ensure your clients are covered by your lodgment program.

**Last updated** 17 March 2025

### **On this page**

[Notify us of your authority to act](#)

[Lodge overdue prior year returns](#)

[Lodge electronically](#)

## **Notify us of your authority to act**

Your clients must appoint you as their registered agent before they can be covered by your lodgment program. Your authority to act on behalf of a new client for lodgment purposes only takes effect from when we receive it.

To ensure new clients are covered by your lodgment program for 2024–25, you must notify us of your authority to act by:

- **31 October 2024** for income tax
- **21 May 2025** for fringe benefits tax.

You cannot notify us on the next business day.

If you accept a new client for income tax purposes after 31 October 2024, check the lodgment due date for the client on your client list. If the new client was previously a self-preparer, they will not be covered by your lodgment program and may need to lodge by an earlier due date.

## How to notify us

You can notify us of your authority to act on behalf of a client by adding them to your client list using:

- Online services for agents, or
- Practitioner lodgment service (PLS).

## Activity statement role

Our current systems do not allow more than one agent to be appointed to the activity statement role for a client. Keep this in mind if your client has a tax agent and a BAS agent to prepare their documents.

You can see if an agent already exists for a role in Online services for agents. In these cases, you should make sure your client has provided you the authority to act for them for that obligation.

## Lodge overdue prior year returns

Lodge your clients' overdue prior year tax returns by **31 October 2024** to ensure their 2024 tax return receives your lodgment program due date.

Find out how [Taxpayers with overdue tax returns](#) can affect due dates.

## Lodge electronically

You must lodge your clients' **tax and annual returns electronically** to receive the lodgment program due dates.

To receive lodgment program due dates for activity statements, you must lodge your clients' **activity statements electronically** and the activity statement must meet the eligibility criteria.

QC 34571

## Review your client list

Why you need to regularly review your client list and how to add and remove clients.

**Last updated** 17 March 2025

### On this page

[Update your client list](#)

[How to add and remove clients](#)

## Update your client list

It is important to regularly review your client list and add new clients and remove those who no longer use your services.

Keeping your client list up to date will help to ensure that:

- new clients are covered by your lodgment program
- we don't contact you about your previous clients
- your lodgment performance percentage is accurate.

## How to add and remove clients

You can add and remove clients from your client list using either:

- Online services for agents
- Practitioner lodgment service (PLS).

The client lists produced by these online services may provide different views of your clients' details.

The following tips will help when adding and removing clients:

- Add new clients to your client list by **31 October 2024** to ensure they are covered by your lodgment program for 2024–25. You cannot add them on the next business day.
- Before you remove a client, you **must** remove your contact details from all your client's roles. This includes removing your practice's email, phone number, business and postal address, financial institution account details and your name from their authorised contacts. This will avoid unnecessary contact from us about previous clients.
- Lodging a final return or completing a non-lodgment advice does not remove the client from your list.
- If you're unable to remove a client, refer to [Client list has clients you no longer represent](#).

QC 34558

## Check your clients' lodgment due dates

Why it's important to regularly check your clients' lodgment due dates and how to check due dates.

**Last updated** 17 March 2025

### On this page

[Due dates can change](#)

[Clients with overdue prior year returns](#)

[Payment due dates](#)

## Due dates can change

The lodgment program due dates for your clients' tax returns are available in ATO online services by the end of July each year.

However, it's important to regularly check your clients' lodgment and payment due dates as they may change if your clients' circumstances change. For example, when we process a prior year amendment.

## Clients with overdue prior year returns

If your clients have one or more prior year **tax returns overdue** as at 30 June, their current year tax return due date is **31 October**.

If all overdue prior year returns are lodged by 31 October, the current year tax return will be due as per your lodgment program. You cannot lodge overdue prior year returns on the next business day.

It can take up to 3 weeks **after** 31 October for due dates to update in ATO online services after you've lodged overdue tax returns or added new clients to your client list. You don't need to request lodgment deferrals in the meantime.

If you have clients who have been **prosecuted for non-lodgment** of prior year returns, then the current year tax return due date may have changed.

## Payment due dates

The payment due date for a tax return is determined by:

- client type
- the lodgment due date
- when the return is lodged.

## How to check due dates

You can check your clients' lodgment due dates and lodgment status using Online services for agents or the Practitioner lodgment service:

- In Online services for agents, you can check due dates
  - from the **Client summary** screen
  - by requesting the following **On demand reports**
    - Income tax lodgment status report (current year plus previous 3 years)
    - Outstanding activity statement report (current year plus previous 3 years).
- In the Practitioner lodgment service, you can check due dates by requesting the following **On demand reports**
  - Income tax client report
  - Activity statement lodgment report.

If your client's due date for lodgment does not display, or you are unsure of their lodgment due date, phone us for clarification on **13 72 86** Fast Key Code **1 3 2**.

QC 102582

## Notify us if lodgment is not required

How to notify us if your clients are not required to lodge a return or have nothing to report in an activity statement.

**Last updated** 17 March 2025

### On this page

[Income tax return not necessary](#)

[Nil activity statements](#)

[Fringe benefits tax returns](#)

## Income tax return not necessary

Under certain circumstances, your clients may not have to lodge tax returns.

You should notify us of this **before the lodgment due date**. This will avoid unnecessary compliance action and your client being given an earlier lodgment date next year because their return was overdue. It will also ensure that we don't include those returns when calculating your lodgment performance.

You can notify us that a return is not necessary (RNN) and further returns are not necessary (FRNN) using either:

- Online services for agents
- Practitioner lodgment service (PLS).

If you notify us that further returns are not necessary, we will apply an end date to your client's income tax role in our internal processing system.

Notifying us that further returns are not necessary does not remove a client from your client list. If you no longer represent the client, you should update their contact details and **remove from your client list**.

## Clients you cannot lodge an RNN advice for

You cannot lodge an RNN advice if the client:

- has been issued with a tax return lodgment demand from us for that income year
- has an active ABN and is operating a business during that financial year (if they are no longer operating a business, they must meet all their lodgment and payment obligations prior to requesting cancellation of their ABN)
- has pay as you go (PAYG) instalment credits for that income year (you can only lodge an RNN if PAYG instalments have been varied or reduced to nil for the full income year)
- is a [super fund](#)



- has exceeded their superannuation concessional or non-concessional contributions cap
- was, for the 2024 year, either a liable parent or a carer entitled to child support (other than a non-parent carer), unless **both** of the following apply
  - the client received Australian Government pensions, allowances or payments for the entire financial year
  - the client's income was less than \$28,464.

## Sometimes an RNN is not required

If any of the following circumstances apply to your client, you do **not** need to advise us that a return is not necessary:

- They are a newly registered client and have no need for an RNN for years before their registration.
- We have already entered an RNN during the selected year because they are a
  - Centrelink recipient
  - subsidiary member of a consolidated group and have no requirement to lodge, or
  - minor beneficiary.

## Nil activity statements

If your client has nothing to report for a particular period, lodge a nil activity statement by the due date to prevent a demand notice being issued. This includes when the client only has a PAYG withholding obligation and has not had a withholding event during the reporting period.

There are exceptions to the requirement to lodge a nil activity statement. The following forms only need to be lodged by the payment due date if varying the instalment amount:

- quarterly PAYG instalment notice (Form R)
- quarterly goods and services tax (GST) instalment notice (Form S)
- quarterly PAYG and GST instalment notice (Form T).

Also, the annual PAYG instalment notice only needs to be lodged if you are **varying the instalment amount** or using the rate method to calculate the instalment.

## **Lodge nil activity statements in advance**

Activity statements can be generated early for your clients in the following cases:

- They are going to be absent from their place of business before the end of the reporting period and the business will not be trading during that period.
- They are a short-term visitor (for example, an entertainer or sportsperson and will be leaving the country before generation of the activity statement).
- Their entity is under some form of administration.
- Their business has ceased.
- They will be travelling (either within Australia or overseas) and therefore will not be able to obtain their activity statement if generated under normal bulk process.

If your client lodges quarterly and they have **elected** to report and pay monthly, they **aren't eligible** for early generation of activity statements.

Activity statements can be generated for up to 6 months in advance for either:

- 6 monthly activity statements
- 2 quarterly activity statements.

## **Eligibility requirements**

Activity statements can be issued early for all non-elected monthly (that is, if your client is required to report and pay monthly), quarterly and annual lodgers who meet the following eligibility requirements:

- Your client has not had an active deferred goods and services tax (DGST) role during the reporting period the request relates to.
- Generating the statement under normal bulk processes and timeframes will cause difficulties for your client in meeting the lodgment and payment due date.

- It is not practical or possible for your client to find alternative lodgment arrangements, and they are either a
  - June balancer
  - substituted accounting period (SAP) balancer and are requesting early generation of an annual Form I only for PAYGW – go to view the substituted accounting period status.

To request that your client's activity statements be issued early, phone us on **13 72 86**.

## Fringe benefits tax returns

Under certain circumstances, clients who are registered to pay FBT may not have to lodge an FBT return. If your client's fringe benefits taxable amount during an FBT year is nil, you will need to notify us. This will avoid us seeking an FBT return from your client later.

You can use the **FBT non-lodgment advice form** to advise us that lodgment is not required for multiple years and clients. Send your completed form via **Practice mail** in Online services for agents.

You should notify us as early as possible as processing may take up to 28 days around peak lodgment dates.

We **cannot** process a non-lodgment notice if either:

- there is a credit on your client's FBT account
- FBT instalments have been paid.

In these circumstances, lodging a nil FBT return will allow the credit to be refunded to your client as quickly as possible.

## Super fund returns

Australian resident super funds must lodge tax returns, regardless of how much income they receive. If the fund is wound up, you cannot lodge an RNN advice – instead, you must lodge a final return.

Registered tax agents or trustees may be able to advise us of an RNN for certain **newly registered SMSFs** that meet specific criteria.

# Help with your lodgment program

How to get help if you or your practice are having difficulty lodging on time for reasons beyond your control.

**Last updated** 17 March 2025

## On this page

[How we can help](#)

[Lodgment deferral support](#)

[Tailored support for your practice](#)

## How we can help

How we can help if you are having difficulty lodging on time depends on whether the difficulties relate to you, your practice, or your clients. Your request must be consistent with *PS LA 2011/15 Lodgment obligations, due dates and deferrals*.

We consider your individual circumstances, such as:

- serious illness within your practice or family
- sudden and unexpected staff changes
- natural or other disasters
- significant system issues, either with ATO online services or your business system.

## Lodgment deferral support

If you or your clients are experiencing exceptional or unforeseen circumstances that affect your ability to lodge by a due date, lodgment program deferrals may help.

A lodgment deferral provides additional time to lodge without incurring a failure to lodge on time (FTL) penalty.

## Tailored support for your practice

If the problems you are experiencing are affecting your whole practice, you can request a **supported lodgment program**. We will work with you to tailor solutions and help you get your lodgment program back on track.

The supported lodgment program is designed to help practices of all sizes when they need additional time to lodge a large proportion of their clients' obligations.

QC 34555

## Tax agents' personal return lodgment

How to get lodgment program due dates for your own personal return.

**Last updated** 13 November 2024

You must use a registered agent number and lodge your tax return electronically to ensure that you receive a lodgment program due date for **your own personal tax return**. You can view your information in Online services for agents.

If you decide to lodge using your own registered agent number, you must add yourself as a client using either:

- Online services for agents
- Practitioner lodgment service (PLS).

To help maintain your privacy, you can restrict who within your practice can access your details in Online services for agents by using **Access Manager**. This is a stand-alone system used to manage access and permissions for our online services.

To access Online services for agents, Access Manager, the Australian Business Register and other government online services, you need to use a **Digital ID and Relationship Authorisation Manager**.

If you lodge without a registered agent number, or by paper, you will **not** be eligible for any lodgment program due dates available to registered agents.

QC 34554

## Client declarations and lodgment online

Find out about signed declarations in writing from your client when you lodge an approved form on their behalf.

**Last updated** 1 July 2024

### On this page

[Requirements](#)

[Electronic declarations](#)

[Declaration examples](#)

## Requirements

Your client is required by law to provide a declaration each time an activity statement, tax return, notice, statement, application, or other document is to be given to the Commissioner of Taxation in the approved form. They cannot provide a bulk declaration. Approved forms include activity statements and tax returns.

The client declaration must be in writing and state that:

- they have authorised you to lodge the document and

- the information is true and correct.

Your client can choose to provide this declaration by email, fax or in paper form.

When you lodge your client's document, you must state that you have received your client's declaration.

## **Electronic declarations**

Certain requirements must be met when providing a declaration electronically:

- If information is required to be given in writing it can be given electronically if the person receiving the information consents to receiving it electronically.
- Consent does not have to be explicit and can be inferred from a person's conduct.
- A method that is reasonable is used to identify the person's signature (for example, their email address).
  - If your client chooses to send their declaration by email, they do not need to include their scanned signature.
  - The action of sending the email and the agent accepting the information and then using that as a basis for lodging the approved form would be sufficient.
- You consent (noting this can be inferred by your conduct) to your client's signature being sent to you by this method.
- It is not necessary to attach the activity statement or tax return to an email providing the declaration. However, your client can choose to do so. If so, when possible, remove any identifying information to ensure that any sensitive information is not accidentally disclosed if the email is received by a person not authorised.

Your client is required to retain the declaration (or a copy) for up to 5 years, depending on their circumstances. We recommend you also keep a copy of the declaration for your own records.

The declaration can be stored electronically regardless of whether it was received by email or in paper form. Paper declarations can be scanned and stored electronically.

A streamlined process is in place for Single Touch Payroll – see Authorisation to act.

## Example of a declaration

I, (name of business client) authorise (name of agent) to give the (specify the period) activity statement to the Commissioner of Taxation for (entity name).

I declare that the information provided for the preparation of this activity statement is true and correct.

I am authorised to make this declaration.

[Insert for emailed declaration] Type full name and date

[Insert for paper declaration] Signed: Date:

## Declaration examples

As the following examples show, no matter what method is used:

- a declaration must be given each time you lodge an approved form
- the declaration must be written, for example in an email or letter (a phone conversation is not sufficient)
- the declaration must state that the
  - information provided by the taxpayer is true and correct
  - taxpayer has authorised you to lodge the specified approved form.

### Example 1: cloud computing package declaration

Nick is a tax agent and his client, Aisha, uses a cloud-based software accounting package. On 10 August 2023, she provides Nick with authentication details so he can access her business records and lodge her tax return for the 2022–23 income year.

Nick must have a declaration in writing from Aisha. She can make the declaration electronically stating that she has authorised Nick to give the document to the Commissioner and that the information is true and correct.



If the cloud-based software accounting package does not include a field for Aisha to provide that declaration, then she would need to provide a separate declaration to Nick (which could be by fax or email if she chose to do this electronically). Aisha should ensure that she clearly states which document is being lodged when providing her declaration.

Aisha's declaration would say:

I, Aisha O'Brien, declare that the information I provided by software accounting package on 10 August 2023 to Nick Lee, tax agent, in relation to the approved form for the period 1 July 2022 to 30 June 2023 is true and correct and I have authorised Nick Lee to lodge the approved form.

## **Example 2: email declaration**

Estelle is a tax agent and is emailed by her client, Ruby, who asks her to deal with the ATO on her behalf until otherwise advised.

The statement 'until otherwise advised' is sufficient authorisation for Estelle to act on behalf of Ruby. Estelle does not have to provide this authorisation on each occasion she wants to contact the ATO on behalf of Ruby.

However, each time that Estelle lodges an approved form on Ruby's behalf, Ruby must provide Estelle with a declaration stating that the information is 'true and correct' and that Ruby has authorised Estelle to lodge the approved form.

This declaration could be sent in an email or fax or in writing depending on which option Ruby prefers.

It would not be necessary to include an actual signature at the end of the email. Ruby's action of sending the email and Estelle accepting the information and then using that as a basis for lodging the approved form would be sufficient.

### **Example 3: declaration sent by separate email**

Grace phones Duc, a tax agent, and asks that he deal with the ATO on her behalf until otherwise advised.

Even though Grace has spoken to Duc, she still needs to send the information in writing to him. She sends him an email declaration stating that information is 'true and correct' and that she has authorised Duc to lodge the approved form on her behalf.

While it would be logical for Grace to include the declaration in the email that includes all the information, it is not a legal requirement and if Grace and Duc choose to, then the declaration can be sent by separate email if the relevant approved form is clearly identified.

### **Example 4: declaration in paper form**

Deng, a tax agent, has a client, William, who provides him with an activity statement as a printed excel spread sheet. Deng prepares William's activity statement in paper form and posts this to him to check and approve. Once William checks the paper activity statement he signs and returns it to Deng for lodgment. William has previously provided written authority for Deng to act on his behalf.

As William has signed a paper activity statement form and completed the required fields which include a signed declaration that the information is true and correct, William has met his client declaration obligations.

If William had not signed the activity statement, then he would have to make a separate declaration confirming both that the information is true and correct as well as stating he has authorised Deng to lodge the document.

Although the interaction between Deng and William has occurred by paper, Deng can keep a copy of William's declaration electronically if preferred.

William could have sent the declaration in an email rather than signing the activity statement. However, he would need to indicate which document that he is providing the declaration for in his email.

### **Example 5: email with information and declaration**

Terry completes his activity statement and then provides information to his tax agent, Anne, by email and states in the email that authorisation to lodge has been provided.

As Terry has signed the declaration in the activity statement and the authorisation to lodge has been provided then he has met his legal requirements. If the information is faxed or emailed as a portable downloadable file (PDF), the electronic signature provisions would be satisfied.



### **Example 6: information in separate emails**

Yanni's client, Kate, provides her tax return electronically but doesn't complete the declaration field. She then sends a separate email advising that the tax return she sent previously is true and correct.

Kate has met the requirements for 'true and correct' however the declaration has not been sufficiently specified. It would not be enough to state that the tax return sent previously is true and correct. That could refer to any tax return Kate sent previously and it needs to be more specific. For example, by referring to the year of the tax return or the date of the previous email.

For more information, see:

- Sections 388-65 and 388-70 of schedule 1 to the *Taxation Administration Act 1953*

- [Section 9](#)  and [Section 10](#)  of the *Electronic Transactions Act 1999*
- How to protect your business

QC 41425

## **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).