



# ATO's tax time support available for the community

The ATO encourages taxpayers to seek assistance if needed this tax time.

**Last updated** 31 July 2025

The Australian Taxation Office (ATO) is encouraging taxpayers to take advantage of the range of support services available to the community during tax time.


ATO Assistant Commissioner Rob Thomson encouraged the community to reach out for help and assistance in managing their tax affairs if needed.

'The ATO's priority is assisting taxpayers to get their lodgments right the first time, and we have programs and services available to assist you,' said Mr Thomson.

## Tax Help and Tax Clinics

The Tax Help program is a free and confidential service that has been helping eligible individuals with simple tax affairs lodge their tax return for more than 35 years. Appointments are available in person at tax help centres around the country, by phone, or online. Tax Help volunteers can also assist with creating a myGov account, lodging an amendment to your tax return, claiming a refund of franking credits, and informing the ATO if you don't need to lodge a tax return.

'This year we have increased the income eligibility criteria to support those earning \$70,000 or less per year, up from \$60,000 last year,' said Mr Thomson.

The [National Tax Clinic program](#)  is a government-funded initiative that supports eligible individuals, including small businesses, who are

unable to access tax advice and assistance. Tax clinics operate independently through various TAFE and university campuses located in every Australian state and territory, and many clinics offer phone, web conferencing and face-to-face services.

## **Support for First Nations people**

The ATO's Indigenous helpline is available for Aboriginal and Torres Strait Islander peoples and provides specialised tax and super assistance.

'This can include things like getting a TFN, lodging your tax return, finding your super, or locating your nearest Tax Help centre if you'd prefer face-to-face support,' said Mr Thomson.

The Indigenous Helpline is available on **13 10 30**, Monday – Friday between 8:00 am and 6:00 pm (excluding public holidays).

## **Support for culturally and linguistically diverse taxpayers**


The ATO has a range of translated information to help people better understand tax and superannuation in their preferred language.


Taxpayers can find tax time resources in over 20 languages, and a range of other tax and superannuation information including guidance about lodgment, how to lodge and what deductions you may be able to claim.

## **Self-help options and lodging through a registered tax agent**


The ATO's digital self-help tools are the easiest and quickest way to get help this tax time, with a range of online services available for individuals and businesses.

Specialised help and support is available on the ATO website for taxpayers, including tailored tax and super information for those with a disability.

The ATO app, myTax and [ATO Community](#)  are also helpful in managing your tax affairs online, without needing to call the ATO.

You can check on the progress of your return by using ATO online services through [myGov](#)  or the ATO app.

‘The ATO app has new security features to help protect your account. Setting up a strong digital identity on the app also allows you to protect yourself this tax time to ensure your interactions online are safe and secure, including notifying you of any suspicious activity on your account,’ said Mr Thomson.

If you’d like assistance in lodging a tax return, you can lodge through a registered tax agent. To check a tax agent is registered, see the [Tax Practitioners Board’s Public Register](#) .

Be cautious about how you use artificial intelligence (AI) tools for tax and super information. You may get false or inaccurate information from AI tools. Always check the information you get with a trusted source like the ATO website or your registered tax agent.

## **Our commitments to you**


The ATO Charter outlines the relationship we seek with the community – a relationship based on mutual trust and respect.

The Charter provides taxpayers with an understanding of what we expect when they interact with us, including courtesy and respect, meeting their obligations and being responsive to us.

‘The Charter explains our commitments to all taxpayers, including fair and reasonable treatment, professional service, support and assistance where required, the security of their data and privacy and being transparent and accountable in our interactions with the community,’ said Mr Thomson.

## **Notes to journalists**

Assistant Commissioner Rob Thomson is available for interviews on request.

A high-resolution headshot of [ATO Assistant Commissioner Rob Thomson \(JPEG, 3.5MB\)](#)  is available for download from our media centre.

ATO stock footage and images are available for use in news bulletins from our media centre.

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## **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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