



ATO staff

Information for ATO staff during emergency response situations or when connecting remotely.

Last updated 13 June 2025

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ATO staff systems dashboard

Check the [ATO staff systems dashboard](#)  for near real-time information about the availability of ATO internal IT systems, including Remote Desktop Access (RDA), Virtual Desktop Platform (VDP), and Virtual Private Network (VPN).

Connecting to ATO systems remotely



For business continuity it is important that you connect remotely using the appropriate platform. For more information, visit the [ATO staff – connecting remotely](#) page.

Contacting you in emergency situations


Keep your emergency contact details up to date in SAP, just in case we need to contact you in an emergency outside of working hours.


Advice on COVID-19 and other respiratory infectious illnesses

We encourage staff to stay up to date with the latest health advice:

- For COVID-19 updates, visit [health.gov.au](https://www.health.gov.au) .
- For Australian Government updates, visit [myGov](https://my.gov.au) .

You can phone ATO People Helpline (for human resource matters) on **13 15 50**. The helpline is available Monday to Friday from 9:00 am to 5:00 pm EST or EDST.

If you experience symptoms of [COVID-19 or other respiratory infectious illnesses](#) , do not attend the workplace. If you feel well enough to work, you can work from home as long as you have a working at home agreement in place. If you're feeling too unwell to work, you should take the appropriate leave. For more information about taking leave, talk to your manager or search 'Leave' on myATO.

If you attended the office in the 48 hours prior to a positive COVID-19 test result or prior to COVID-19 symptoms commencing, complete the COVID-19 notification form on [People Connect](#) . You can also access People Connect from myATO, and then select Report Something > Hazard, Injury and Risk > COVID-19.

ATO staff impacted by natural disasters

If you're impacted by a natural disaster, find out:

- if it's safe to attend your site
- what alternative working arrangements are available
- leave options you can access.

For more information, see [Supporting ATO staff during natural disasters](#).

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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