



## Self-help phone service available for not-for-profits

Non-charitable NFPs may submit their NFP self-review return by phone, using our self-help phone service.

**Last updated** 3 April 2025

The 2023-24 not-for-profit (NFP) self-review return was due by 31 March. If your NFP has not lodged the self-review return yet, you must lodge as soon as possible. One way you can lodge is by using our self-help phone service on **13 72 26**.

If you have all the required information and prepare the answers to the return questions, lodging your return using the self-help phone service should only take around 10 minutes. The self-help phone service is automated and you can select options using a phone keypad.

To successfully lodge the return using this self-help service:


- locate and review your NFP's governing documents
- review the list of self-review return questions at [NFP self-review guide](#)
- prepare your responses to each question and have these with you when you call
- phone the self-help service on **13 72 26** and select the option for the NFP self-review return lodgment
- enter the organisation's ABN and a reference number listed on any letter we have posted to your organisation, such as Your annual self-review reporting obligation or the Lodge your NFP self-review return notice:
  - the ABN will be listed as 'Client ID'
  - the reference number will be listed as 'Our reference'

- follow the prompts to record your responses and submit the NFP self-review return questions.

If you can't find a letter we've sent to your NFP, you can phone us on **13 28 66** to ask us to resend a letter or to obtain the reference number over the phone. When you phone us, you'll have to prove you are authorised to contact us on behalf of your NFP.

Alternatively, you can lodge your self-review return online through **Online services for business** or have a tax agent lodge the return for your NFP. Find out how to lodge online at **How to lodge the NFP self-review return**.

However, you plan to lodge, don't delay - lodge your NFP self-review return now.

Read more articles in the **Not-for-profit newsroom** and, if you haven't already, [subscribe](#)  to our free monthly newsletter Not-for-profit news to be alerted when we publish new articles.

QC 102671

## **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).