



End-of-year office closure and systems availability

Find out about the annual office closure dates and systems availability.

Last updated 6 December 2024

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Holiday closure period



Our offices, phone support services and customer response on our social media pages will be closed for a short time during our annual December closure.

The closure will start noon local time Tuesday 24 December 2024. Normal services will resume at 8:00 am local time on Thursday 2 January 2025.

System maintenance

All ATO digital systems, ato.gov.au website and online services will be available with no planned outages or maintenance in this year's December closure.

For any unexpected or unplanned system impacts and times refer to our system maintenance page and dashboards to see if the system you need is available.

- [System maintenance page](#)
- [Online services for agents dashboard](#) 
- [Practitioner lodgment service \(PLS\) dashboard](#) 

Help accessing ATO online services

Refer to our [self-help web content](#) if you need help accessing or using our online services.

Lodgment

We recommend you lodge as early as possible to give us time to process your clients' returns, activity statements or other forms before our office closes.

If you, your clients or your practice are affected by unforeseen events, we can help. For more information, visit [Support for your practice](#).

Small Business Superannuation Clearing House

There are key dates you and your clients need to be aware of for the Small Business Superannuation Clearing House (SBSCH):

- Tuesday 10 December 2024 5:30 pm AEDT – all super payments with instructions received after close of business on this date will be processed from Thursday 2 January 2025.
- Tuesday 28 January 2025 – super guarantee quarterly payments are due.

Remember to check before your client's SBSCH lodgment obligations are due that you can access their account. If your client needs to complete an agent nomination and has not done so you can follow the steps in our [client-to-agent linking troubleshooting guide](#).

News and alerts

Our last edition of the Tax professionals newsletter for 2024 is Wednesday 11 December. The first edition for 2025 is Wednesday 15 January.

Subscribe to our [Tax professionals newsletters](#) or update your email address so you don't miss out on future editions.

QC 103529

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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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