



The ATO is here to help during tax time

The ATO offers a range of tax help and support to taxpayers this tax time.

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The Australian Taxation Office (ATO) is committed to helping taxpayers get their tax returns right this tax time.

ATO Assistant Commissioner Rob Thomson acknowledged that for some, managing their tax affairs may seem tricky.

‘The ATO is here to help with support and guidance for those struggling with their tax obligations,’ Mr Thomson said.

Tax Help and Tax Clinics

If you need help with your tax affairs, there are many resources to help. If you’re earning under \$60,000 you may be eligible for the Tax Help program.

‘From July to October each year, our accredited volunteers help people to lodge their tax returns online,’ Mr Thomson said.

You can speak to a Tax Help volunteer in person at Tax Help centres across Australia for help with your tax affairs this tax time. If you’re not eligible for Tax Help, you may qualify for assistance from the **National Tax Clinic program**.

The National Tax Clinic program is an independently run initiative that supports eligible individuals who are unable to access tax advice and assistance due to economic, social or personal factors.


Self-help options


The ATO's digital self-help tools are the easiest and quickest way to resolve queries this tax time.

'We have made significant investments into our online services to provide a fast, secure, and easy way to manage most of the interactions you may have with the ATO.'

'You can find answers to a lot of your tax questions, as well as conduct most of your tax obligations online,' Mr Thomson said.

There are a range of online services available for **individuals** and **businesses** to assist in managing your accounts and resolve a range of queries.

The ATO app, ATO website and myTax are also helpful in managing your tax affairs online, without needing to call the ATO, or support is available through ATO Community. You can check on the progress of your return by using ATO online services through [myGov](#)  or the ATO app.

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, head to the [TPB website](#) .

Support for First Nations people

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

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

'Aboriginal and Torres Strait Islander peoples can receive assistance from our trained staff to help you with things like getting a TFN, lodging your tax return, or finding your super,' Mr Thomson said.

The helpline can also assist in locating your nearest Tax Help centre if you'd prefer face-to-face support.

Support for culturally and linguistically diverse taxpayers

We have a range of translated information for taxpayers from non-English speaking backgrounds to better understand tax and superannuation in their preferred language.

Taxpayers can find tax time resources in languages other than English, and a range of other tax and superannuation information.

‘We have key tax and superannuation information, as well as resources and guides in over 20 languages. You can find information about lodgment, how to lodge and what deductions you may be able to claim,’ Mr Thomson said.

Our commitments to you

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

The Charter outlines:

- the ATO’s commitments
- what we ask of taxpayers
- steps taxpayers can take if they are not satisfied.

The Charter outlines our commitments to you, and what you can expect when dealing with us,’ Mr Thomson said.

The ATO commitments to taxpayers include:

- Fair and reasonable treatment
- Professional service
- Support and assistance
- Security of their data and privacy
- Keeping them informed

Notes to journalists

ATO file footage is available for use in news bulletins from our media centre.

A headshot of ATO Assistant Commissioner Rob Thomson is available for download from our media centre.

Assistant Commissioner Rob Thomson is available for interviews on request to the Media Unit.

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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