



## Graduate and entry level programs

We have a range of pathways to start your career, for university students and graduates, school leavers and more.

### ATO Graduate Program

Jobs for university graduates ready for a big career that helps keep the country running.

### University Partnership Employment Program

Jobs for university students looking for paid, casual work experience.

### ATO School Leaver Program

Jobs for recent Year 12 graduates including a Certificate III qualification in IT or Business.


### Evergreen Program

Jobs for Aboriginal and Torres Strait Islander peoples, including training and a certified qualification.

# ATO Graduate Program

Jobs for university graduates ready for a big career that helps keep the country running.

**Last updated** 11 April 2025

 ATO Graduate Program

## Applications now closed

Applications for our 2026 Graduate Program are now closed.

## Why choose us

We know graduates bring skills, expertise and insights that drive innovation. That's why we invest in our award-winning graduate program.

Join us and build a career that makes a difference to the lives of all Australians. Be part of a team that:

- combats crime and fraud
- creates and delivers programs to support the community
- protects the data of millions of people.

We're proudly recognised as a top 100 graduate employer, ranking 36th by Prosple and 22nd by the Australian Financial Review (AFR). We also ranked 4th in the top 10 Government Employers and 2nd for the AFR's Most Popular Government Graduate Program.

## Career opportunities

You'll have 5 careers in your life. The ATO could give you all of them. With so many different careers at the ATO, the possibilities are endless.

## Training and development

**Unlock your potential** – You'll receive mentorship and on-the-job training to build your skills and networks.

**Work with experts** – You'll receive regular training provided by qualified facilitators to build your knowledge and apply it to your work.

**Ongoing learning** – After the program, you can continue learning with more training opportunities, including our Tuition Assistance Program (TAP) for financial help with tuition fees.

## Work-life balance

**Your wellbeing matters** – Enjoy a healthy work life balance with excellent [salary, leave and conditions](#). Benefit from healthy working hours, flexible work opportunities, generous leave provisions and wellbeing initiatives.

**Build connections** – Enjoy social events and networking opportunities to make friends and expand your network.

## Salary and super


**Competitive salary** – Start with a graduate salary of \$72,951 plus 15.4% super.

**Promotion and pay rise** – After completing the program you'll be promoted to an APS4 officer. This means your salary increases to \$84,028 plus 15.4% super. As an APS4 officer, you can earn up to \$91,199 plus 15.4% super. You can also apply for other roles and promotions.

## Located across Australia

We have offices in almost every state and territory, including regional areas. Our program includes many graduate [streams and locations](#), so you might find an office near you.

## Hear from our graduates

If you like building cutting edge systems, shaping policies, or solving problems creatively, our graduate program is for you. Don't just take our word for it, [hear from our graduates](#) .

Media:Career opportunities

<https://ato.vudoo.io/embed/37812668391>

A [transcript of this video](#) is available.

## Graduate streams

We have hundreds of graduate positions available each year, across 6 streams.

[Data](#) – For graduates of data, statistics, science, technology, engineering, or mathematics.

[Design](#) – For graduates of design, visual communication, behavioural sciences, business and systems analysis or research.

[Human Resources](#) – For graduates of HR or psychology.

[Information Technology](#) – For graduates of IT, computer science, cyber security or data science and more.

[Marketing and Communications](#) – For graduates of marketing, communications, market research or public relations.

[Taxation](#) – For graduates of law, finance, accounting, commerce, economics or business.

## Job rotations


During the program, you'll complete 2 rotations across different business areas to develop your knowledge, capabilities and business networks. You'll learn about your first business area rotation during your induction.

You'll also get hands-on experience in our frontline operations in a short, once-off placement. Get first-hand understanding of what we do, while helping Australians with their tax and super. You may assist taxpayers via the call centre, myGov or our online chat function. This unique experience gives you insights to innovate and influence decision making in your work.

## Who can apply

You can apply for our graduate program if you are an Australian citizen and either:


- completed your university degree within the last 5 years (1 January 2021 to 31 December 2025)
- are in your final year of study.

Before you start our program, you'll need to provide evidence you have successfully completed your qualification (bachelor degree or higher). If your institution participates in [My eQuals](#) , you need to provide this using My eQuals.

Haven't finished your degree? No worries – our [University Paid Internship Program](#) could be for you.

## Recognition of overseas qualifications

If you have international qualifications, you'll need to provide a statement verifying your qualifications.

You can verify your qualifications with the [Department of Education](#) .

If you have questions about your eligibility, email [EntryLevelPrograms@ato.gov.au](mailto:EntryLevelPrograms@ato.gov.au)

## Our ideal candidate

We're looking for people who are:

- **innovative and dynamic** – adaptable and flexible while working towards a united goal
- **problem solvers** – brilliant brains that suggest new ways of doing things

- **curious and courageous** – enthusiastic and ready to deliver Australian Government initiatives
- **resilient** – see ideas through to the end
- **digitally savvy** – use technology to deliver change
- **good communicators** – help tell the story in many ways
- **committed** – treat our clients with integrity and empathy.

Learn more about [what we are looking for](#) and the [ATO Graduate Program recruitment process](#).

## Inclusion and diversity

We're committed to [inclusion and diversity](#) in our workplace. Some positions will be filled using the following affirmative measures:

- affirmative measure – Aboriginal and Torres Strait Islander
- affirmative measure – disability.

### Apply for the ATO Graduate Program



How to apply for the ATO Graduate Program and what the recruitment process involves.

### Streams and locations



Our ATO Graduate Program offers positions across 6 streams and a range of work locations.

QC 49441

## Apply for the ATO Graduate Program

How to apply for the ATO Graduate Program and what the recruitment process involves.

Last updated 29 August 2025

## How to apply to the ATO Graduate Program


Complete the online application and provide:

- details of your qualifications (including your current academic transcript as an attachment – maximum 3 MB)
- a statement verifying your qualifications if you have overseas qualifications (as an attachment – maximum 3 MB).

Tips when applying:

- read the candidate information kit in detail
- save your application regularly to ensure you don't lose any data (the page will time out if it's inactive for more than 30 minutes).


## How to apply for Data and Human Resources streams

Apply for the [Data Stream](#)  or [HR Stream](#) , via the [Australian Government Graduate Program](#)  (AGGP). **Don't apply via the ATO.**

Once in the AGGP portal, select the ATO and any other preferred government agencies when you submit your application.

## After you apply

Once you've submitted your online application for the ATO Graduate Program, either through the AGGP portal or the ATO, you'll receive a notification email confirming we've received your application.

If you don't receive an acknowledgment email, you can check we've received your application by logging into [eRecruitment](#)  and selecting **My profile** then **View emails**.

You can update your personal details at any time by logging into eRecruitment. However, you can't change any other details in your application.

If there are issues with your application, email us at [EntryLevelPrograms@ato.gov.au](mailto:EntryLevelPrograms@ato.gov.au).

# Recruitment process

You'll need to perform well in each assessment to progress to the next stage. Stages include:

- application
- online activities
- interview.

You'll receive notification of the outcome of each stage, even if you're not successful.

## Timeline

The stages of the recruitment process, include:

- **applications open** – 3 March 2025
- **applications close** – 10 April 2025
- **skills assessment** – April 2025
- **assessment centre** – May 2025
- **availability and security checks** – July 2025
- **formal offers** – October 2025
- **program commences** – early February 2026.

## Stage 1: application

Complete the online application, including an academic transcript. Find out [how to apply](#) for more detail.

## Stage 2: assessment activities

There are:

- online skills assessment
- online assessment centre, including an interview.

## Stage 3: preliminary decision

We'll add suitable graduates to a merit pool. The merit pool is not ranked. We'll use the merit pool to fill positions in the program.



If you're unsuccessful, you can get feedback about your assessment centre performance after the selection process has finished.

## Stage 4: final checks

Confirm your availability for the graduate program and complete the following checks:

- We'll confirm you're an Australian citizen at the time you submit your application.
- If you're still studying, we'll confirm you're on track to complete your university qualifications by 31 December 2025.
- You'll need to pass [our integrity checks](#).

Some roles within our graduate program need additional security clearances. We'll let you know if this applies to you.

## Stage 5: offers

Receive formal offer. This will include your start date.

We anticipate making offers **from October 2025**.

QC 49416

# Streams and locations

Our ATO Graduate Program offers positions across 6 streams and a range of work locations.

**Last updated** 11 April 2025

## Graduate streams

We have hundreds of graduate positions each year, across 6 streams:

- [Data](#)
- [Design](#)
- [Human resources \(HR\)](#)

- [Information technology \(IT\)](#)
- [Marketing and communications \(M&C\)](#)
- [Taxation](#)

We offer these across numerous [Locations](#), through the [ATO Graduate Program](#).

Not sure which stream to apply for? You can check our [which stream to apply](#) for section which lists a range of degrees and suggested streams to match.

Find out more about [who can apply](#) for our graduate program.

## Data

We're looking for graduates with qualifications in data, including data science, statistics, technology, engineering, mathematics and more.

Work with one of the largest data collection agencies in the Australian Government. Data is our most critical and fastest growing asset. You'll unlock the potential in data and convert it into breakthrough insights and actions. Our data professionals have the power of a large agency backing them to work on interesting projects that make a difference to the Australian community.

## Hear from data graduate – Linxi

Linxi talks about her experience as a Data graduate.

Media:Design

<http://tv.ato.gov.au/ato-tv/media?v=bi9or7odajgtzp>

**Media:** A day in the life – Linxi Shen

<https://tv.ato.gov.au/ato-tv/media?v=bi9or7odajgtzp> [↗](#) (Duration: 02:02)


## What you might be involved in

Your work in the data stream could include the following.

- **Data insights and decision making:** Converting data into breakthrough insights and actions to deliver value for taxpayers, staff, and partner agencies. Using data analysis modelling techniques to address problems and support data-driven decision making.
- **Systems and data management:** Designing, building and maintaining systems to collect, process, and manage large volumes of data efficiently.
- **Governance and advanced techniques:** Establishing and overseeing data, analytics and artificial intelligence (AI) governance. Using advanced analytical, statistical, and programming skills to collect, analyse, and interpret data.
- **Technology implementation:** Implementing new technologies to enhance our work.

Start your data career with us. Explore the career opportunities at the ATO in [data and analytics](#).

## How to apply for the data stream

We are participating in the data stream of the Australian Government Graduate Program (AGGP). You must apply through the [AGGP Data stream application](#)  and selection process. You can then select your preferred Australian Government agencies, including the ATO.

Applications for the data stream close on 31 March 2025.

## Locations for the data stream

Positions will be offered in:

- Canberra
- Newcastle
- Sydney (Parramatta, City)
- Brisbane (City)
- Melbourne (Box Hill, City, Moonee Ponds)
- Adelaide.

Find out [who can apply](#) for our program and [which stream to apply](#) for.

## Design

The design stream at the ATO offers much more than graphic design work.

We're looking for graduates with qualifications in human-centred and user experience design, visual communication, behavioural sciences, business and systems analysis, research and more.

Use design and behavioural insights to solve complex problems, making a positive impact on the Australian community.

### Hear from design graduate – Andrea

Andrea talks about her experience as a design graduate.

Media:Human resources

<http://tv.ato.gov.au/ato-tv/media?v=bi9or7odawt55h>

**Media:** A day in the life – Andrea Stewart

<https://tv.ato.gov.au/ato-tv/media?v=bi9or7odawt55h>  (Duration: 01:54)

## What you might be involved in

Your work in the design stream could include the following.

- **Design and user experience:** Human-centred, print and digital, content and visual, service, user experience and user interface design.
- **Behavioural analysis:** Research, evaluation and behavioural insights.
- **Systems and solutions:** Systems thinking, solution design, business process mapping, intervention design and testing impact.

## Locations for the design stream

Positions will be offered in:

- Canberra
- Brisbane (City)
- Melbourne (City)
- Adelaide
- Sydney.

Find out [who can apply](#) for our program and [which stream to apply](#) for.

## Human resources

We're looking for graduates with qualifications in human resources (HR) management, business administration, psychology, behavioural sciences, and employee relations.

Working in our HR team you'll play a part in shaping an innovative and dynamic workplace. You'll have the opportunity to drive important initiatives and support the growth and success of our diverse workforce. Plus, you'll be part of a team that champions employee well-being and professional development, making a real difference everyday.

## Hear from HR graduate – Namrata

Namrata talks about her experience as an HR graduate.

Media:Information technology

<http://tv.ato.gov.au/ato-tv/media?v=bi9or7odasok7h>

**Media:** A day in the life – Namrata Korde

<https://tv.ato.gov.au/ato-tv/media?v=bi9or7odasok7h> [↗](#) (Duration: 02:03)

## What you might be involved in


Your work in the HR stream could include the following.

- **Recruitment and onboarding:** Guiding stakeholders through the recruitment process, including planning, designing, assessing, and onboarding.
- **Training and development:** Creating and implementing training solutions to enhance skills and knowledge.
- **Workforce strategy:** Designing and delivering workforce strategies to build a future-ready workforce.
- **Industrial relations:** Advising on industrial relations and working with union and employee representatives.
- **HR policies and support:** Helping employees access their entitlements and supporting managers with HR policies.
- **Health, safety and performance:** Shaping health, safety, and performance practices and resolving complex investigations and complaints.

Start your HR career with us. Explore the career opportunities at the ATO in [human resources](#).

## How to apply for the HR stream

We're participating in the Human Resources stream of the Australian Government Graduate Program (AGGP).

You must apply through the [AGGP HR stream application](#)  and selection process. You can then select your preferred Australian Government agencies, including the ATO.

Applications for the HR stream close on 14 April 2025.

## Locations for the HR stream

Positions will be offered in:

- Canberra
- Melbourne (City)
- Brisbane (City)
- Sydney (City)
- Adelaide.

Find out [who can apply](#) for our program and [which stream to apply](#) for.

## Information technology

We're looking for graduates with qualifications in information technology (IT), computer science, cyber security, data science and more.

Work with one of the largest IT infrastructures in the country, working alongside top IT, digital and cyber security experts. Be at the cutting edge of technology, developing innovative solutions. You'll contribute to high profile IT projects that benefit all Australians.

### Hear from IT graduate – Pierre

Pierre talks about his experience as an IT graduate.

Media:Marketing and communication

<http://tv.ato.gov.au/ato-tv/media?v=bi9or7odajfb1k>

**Media:** A day in the life – Pierre Shasha

<https://tv.ato.gov.au/ato-tv/media?v=bi9or7odajfb1k>  (**Duration:** 01:32)

### What you might be involved in

Your work in the IT stream could include the following.

- **Information and knowledge management:** Working with information and knowledge management systems to accumulate, store and share knowledge.
- **Database and technology development:** Developing and implementing databases and technology strategies to meet business needs.
- **Stakeholder collaboration:** Identifying system needs, writing code, and providing technical expertise.
- **Procurement:** Maximising the return on our IT spend to achieve business objectives.

- **Data protection:** Protecting the data holdings of millions of Australians.
- **Service management:** Managing the end-to-end delivery of IT services from planning to deployment.
- **Technical support:** Troubleshooting to resolve operational and technical issues.
- **System testing:** Conducting function and system testing of the interfaces and systems.

Start your IT career with us. Explore the career opportunities at the ATO in [digital and information technology](#).

## Locations for the IT stream

Positions will be offered in:

- Albury
- Canberra
- Newcastle
- Penrith
- Wollongong
- Brisbane (City)
- Melbourne (City)
- Adelaide.

Find out [who can apply](#) for our program and [which stream to apply](#) for.

## Marketing and communication

We're looking for graduates with qualifications in marketing, communications, market research or public relations.

Our tailored communications reach all Australians, empowering them to understand and manage their tax and super.

## Hear from marketing graduate – Zarina

Zarina talks about her experience as a marketing graduate.



Media:Taxation

<http://tv.ato.gov.au/ato-tv/media?v=bi9or7odau1fa5>

**Media:** A day in the life – Zarina Yusuf

<https://tv.ato.gov.au/ato-tv/media?v=bi9or7odau1fa5>  (**Duration:** 01:59)

## What you might be involved in

Your work in marketing and communication (M&C) could involve the following.

- **Communication strategies:** Designing, delivering and evaluating effective communication strategies and advertising campaigns.
- **Strategic advice:** Using our experience, research, data, and insights to provide valuable strategic communication and audience advice.
- **Content creation:** Creating compelling and meaningful communication and multimedia content for internal and external audiences.
- **Digital engagement:** Gaining and maintaining attention online with trending social media content and quality website content.
- **Brand management:** Managing our brand through all touchpoints to increase trust and recognition.

## Locations for the M&C stream

Positions will be offered in:

- Canberra
- Adelaide
- Newcastle
- Sydney (City)
- Brisbane (City)

- Melbourne (City)
- Hobart.

Find out [who can apply](#) for our program and [which stream to apply](#) for.

## Taxation

We're looking for graduates with qualifications in law, finance, accounting, commerce, economics, business and more.

Help shape one of the best tax and super administration systems in the world. You'll work on projects of national importance that directly contribute to funding critical infrastructure.

### Hear from taxation graduate – Sui

Sui talks about his experience as a taxation graduate.

**Media:** A day in the life – Sui Ng

<https://tv.ato.gov.au/ato-tv/media?v=bi9or7odapyapt>  (Duration: 01:57)

## What you might be involved in

Your work in the Taxation stream could include the following.

- **Tax avoidance and compliance:** Detecting and investigating tax avoidance or evasion and taking firm action on areas of suspected tax fraud. Using your expertise in trusts, international tax, GST, and commercial deals.
- **Audit and data analysis:** Using electronic tools to extract and analyse large volumes of financial data, identifying patterns of behaviour and risk indicators. Providing advice to business partners

and senior executives and evidence for court or disciplinary processes.

- **Criminal investigations:** Investigating major fraud cases, profile suspects, interpret intelligence, collect evidence and prepare court documents to prosecute offenders.
- **Economics:** Monitoring Australia's economy, assessing the performance of tax and super systems, forecasting shortfalls. Estimating the impact of compliance and interventions on taxpayer behaviour.
- **Tax and super administration and legislation:** Find solutions for issues within the law, its interpretation and application.

Start your career in tax with us. Explore the career opportunities at the ATO in [tax, super, audit and assurance](#) and [Law](#).

**Note:** Our graduate program does not incorporate practical legal training, Chartered Accountants' (CA ANZ) or Certified Practicing Accountants (CPA) accreditation. You can explore these once you have completed your graduate year, through our Tuition Assistance Program (TAP) or study leave options.

## Locations for the taxation stream

Positions will be offered in:

- Adelaide
- Albury
- Box Hill
- Brisbane (City)
- Canberra
- Dandenong
- Geelong
- Gosford
- Hobart
- Melbourne (City)
- Moonee Ponds
- Newcastle

- Perth
- Sydney (Parramatta, Penrith, City)
- Townsville
- Upper Mount Gravatt.

Find out [who can apply](#) for our program and [which stream to apply](#) for.

## Which stream to apply for

Find your degree and suggested graduate stream in the following table.

Degree completed in the last 5 years	Suggested stream
Accounting	<a href="#">Taxation</a> or <a href="#">Data</a>
Advertising	<a href="#">M&amp;C</a>
Actuarial studies	<a href="#">Taxation</a> or <a href="#">Data</a>
Analytics	<a href="#">Data</a>
Application development	<a href="#">IT</a> or <a href="#">Data</a>
Artificial intelligence	<a href="#">IT</a> or <a href="#">Data</a>
Auditing	<a href="#">Taxation</a>
Behavioural economics, Behavioural science or Behavioural insights	<a href="#">Design</a>
Biomedical science	<a href="#">Data</a>
Biotechnology	<a href="#">Data</a>

Business analysis	<a href="#">IT</a> , <a href="#">Data</a> or <a href="#">Design</a>
Business informatics	<a href="#">IT</a> or <a href="#">Data</a>
Business information systems	<a href="#">IT</a> or <a href="#">Data</a>
Business intelligence	<a href="#">Data</a>
Business management or administration	<a href="#">Taxation</a>
Business process mapping and optimisation	<a href="#">IT</a> , <a href="#">Data</a> or <a href="#">Design</a>
Cloud computing and networking	<a href="#">IT</a> or <a href="#">Data</a>
Commerce	<a href="#">Taxation</a> or <a href="#">Data</a>
Communications	<a href="#">M&amp;C</a>
Computer science	<a href="#">IT</a> or <a href="#">Data</a>
Computing	<a href="#">IT</a> or <a href="#">Data</a>
Computer programming	<a href="#">IT</a> or <a href="#">Data</a>
Cyber security	<a href="#">IT</a>
Data mining	<a href="#">Data</a>
Data science	<a href="#">IT</a> or <a href="#">Data</a>
Design (graphic, web, digital, communication, business process, service innovation, human centred, industrial, solution, business analysis, system analysis, systems thinking, strategic)	<a href="#">Design</a> or <a href="#">M&amp;C</a>
Econometrics	<a href="#">Data</a>

Economics	<a href="#">Taxation</a> or <a href="#">Data</a>
Engineering (chemical, biomedical, data, IT, software, surveying)	<a href="#">IT</a> or <a href="#">Data</a>
Exercise science	<a href="#">Data</a>
Finance	<a href="#">Taxation</a> or <a href="#">Data</a>
Forensic science	<a href="#">Data</a>
Government and public management	<a href="#">Taxation</a>
Human resources	<a href="#">HR</a>
Information systems	<a href="#">IT</a> or <a href="#">Data</a>
Information technology (IT)	<a href="#">IT</a> or <a href="#">Data</a>
IT services and strategy	<a href="#">IT</a>
Journalism	<a href="#">M&amp;C</a>
Law	<a href="#">Taxation</a>
Artificial intelligence (AI) and machine learning	<a href="#">IT</a> or <a href="#">Data</a>
Marketing	<a href="#">M&amp;C</a>
Market research	<a href="#">M&amp;C</a>
Mathematical science	<a href="#">Data</a>
Mathematics	<a href="#">Data</a>
Mathematical modelling	<a href="#">Data</a>

Media production	<a href="#">M&amp;C</a>
Medical science	<a href="#">Data</a>
Pharmacy	<a href="#">Data</a>
Physics	<a href="#">Data</a>
Procurement	<a href="#">Taxation</a>
Public relations	<a href="#">M&amp;C</a>
Psychology	<a href="#">HR</a> , <a href="#">Data</a> or <a href="#">Design</a>
Research	<a href="#">Data</a> or <a href="#">Design</a>
Risk and intelligence analysts	<a href="#">Data</a>
Robotics	<a href="#">IT</a> or <a href="#">Data</a>
Science (IT/data science/STEM related majors)	<a href="#">IT</a> or <a href="#">Data</a>
Social science	<a href="#">Data</a>
Software engineering	<a href="#">IT</a> or <a href="#">Data</a>
Sport analytics	<a href="#">Data</a>
Statistics	<a href="#">Data</a>
System analysis	<a href="#">IT</a> or <a href="#">Design</a>
Taxation	<a href="#">Taxation</a>
Technology	<a href="#">Data</a>
Visual communication	<a href="#">Design</a>

Writing	<a href="#">M&amp;C</a>
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# Locations

We have offices in almost every state and territory, including regional areas. We could have an office near you!

You'll work in the city specified in your official letter of offer. If you're in a major city, you might work in various offices within the metropolitan area, exploring different roles and responsibilities.

The locations listed for each stream show where we plan to place graduates. We offer hybrid workplace arrangements, allowing you to work from home part of the week, as agreed with your manager.

If positions aren't available in your nominated location and you need to relocate, we may provide financial assistance for removal costs.

QC 64593

# University Partnership Employment Program

Jobs for university students looking for paid, casual work experience.

**Last updated** 10 June 2025

# About UPEP

The University Partnership Employment Program (UPEP) offers paid, casual work for university students looking to gain real-world experience in their field of study.

Previously known as the University Paid Internship Program, UPEP now recruits year-round\* to give more students the opportunity to contribute to meaningful work at the ATO.

\* Note: Vacancies are filled based on business needs and may vary by location and time.



## Why join UPEP

At the ATO, your work matters. Whether you're studying cyber security, law, marketing or data analytics, you'll find opportunities to apply your skills in ways that make a difference – from protecting sensitive data to supporting community programs.

You'll get:

- paid work experience in your field of study on a casual contract
- \$41.79 per hour casual APS2 pay rate
- flexible hours to fit around your studies
- professional development and networking opportunities aligned with your degree
- a supportive team environment and dedicated Career Development Manager
- a potential pathway to the [Graduate Program](#).

## How UPEP works

We know uni comes first. That's why UPEP is designed to be flexible.

You can:

- adjust your hours during exams or busy study periods
- pause your work when you need to focus on your studies – no pressure
- gain experience that complements your coursework.

These are temporary, student-only roles available while you're enrolled. There's no guarantee of ongoing work, but many students go on to join our Graduate Program or secure other roles at the ATO.

## Hear from our students

Don't just take our word for it, hear from our former UPEP participants.

**Media:** UPEP Program 'day in the life' video – Isabella

<https://tv.ato.gov.au/ato-tv/media?v=bi9or7odadphij>  (Duration:

01:45)

**Media:** UPEP Program 'day in the life' video – Troy

<https://tv.ato.gov.au/ato-tv/media?v=bi9or7odau1a8g>  (Duration: 01:53)

## Who can apply

To be eligible for this program you must meet all the following criteria:

- be an Australian citizen
- be studying a bachelor's degree or above
- have at least 6 months, but no more than 24 months, remaining in your study from the intake date
- have a GPA of a pass or above
- be actively studying a full-time or part-time study load.

We offer UPEP positions to people studying:

- accounting
- actuarial studies
- arts
- business
- commerce
- communications or media
- criminology or criminal justice
- cyber security

- data analytics
- design
- economics
- finance
- human resource management
- information technology (IT)
- law
- marketing and communication
- mathematics and statistics
- psychology
- science (IT related majors).

## Applying

Applications for UPEP are open all year\*.

There are opportunities available at locations across the country.

Apply now and get a big head-start on your future.

\* Note: Vacancies are filled based on business needs and may vary by location and time.

**Apply now**

For more information, email us at

[ATOUniversityPartnershipEmploymentProgram@ato.gov.au](mailto:ATOUniversityPartnershipEmploymentProgram@ato.gov.au) .

QC 51941

## ATO School Leaver Program

Jobs for recent Year 12 graduates including a Certificate III qualification in IT or Business.

**Last updated** 28 August 2025

## Why choose us

If uni's not for you, come work with us! If you're a 2024 or 2025 Year 12 graduate ready to make big things happen, the ATO School Leaver Program is for you.

In the 12-month program, you'll get:

- full-time work with practical, hands-on work experience
- a competitive starting salary of \$56,681, plus 15.4% super
- a pay rise to \$66,274 plus 15.4% super on successful completion – as an APS 2 officer, you could earn up to \$73,452, plus 15.4% super
- a Certificate III in IT or Business, with one day a week dedicated to study
- healthy working hours, flexible work arrangements, generous leave, and support for your physical and mental wellbeing.

## Training and development

Starting a career straight out of high school might feel daunting, but no stress – we've got you covered.

We provide:

- rotations to develop your knowledge and enjoy a variety of work
- formal training and development of your professional skills to get your career started
- ongoing learning with more training opportunities when you complete the program – if you go on to uni, TAFE or another course, the ATO could help pay for your tuition.

We recommend focusing just on the program (rather than trying to juggle uni at the same time) so you can really make the most of it.

If you're going to university and need a job that fits around your studies, find out more about the [University Partnership Employment Program](#).

## Located across Australia

Positions for our 2026 program are available in Adelaide, Albury, Brisbane, Box Hill, Canberra, Geelong, Hobart, Melbourne, Parramatta, Penrith, Perth and Wollongong.


## Hear from our school leavers

Meet some recent participants and hear about their experiences in the ATO School Leaver Program.

### Mohammad

Hear from Mohammad about his experience as an ATO School Leaver.

*'The ATO School Leaver Program gave me hands-on experience, great mentors, and the confidence to grow.'* – Mohammad

**Media:** ATO School Leaver Program Day in the Life – Mohammad  
<https://share.viostream.com/bi9or7orur5oeh>  (Duration: 02:02)

### Bea

Hear from Bea about her experience as an ATO School Leaver.

*'The ATO School Leaver Program was the best decision I made after high school. I gained real skills, job security, and lifelong friends – all without going to uni!'* – Bea

**Media:** ATO School Leaver Program Day in the Life – Bea

<https://share.viostream.com/bi9or7orugari>  (Duration: 01:30)

## Make big things happen

Join us and be a part of something BIG! Combat crime and fraud, support the community, and protect the data of millions of people. Help fund critical services and infrastructure that make a real difference in the lives of all Australians.

With such a wide variety of roles and career paths across the organisation, you'll have the chance to explore different areas and shape your future in a way that works for you.

## Roles

Not big on numbers? That's no big deal. We're not all accountants at the ATO!

We have a variety of jobs where you'll solve problems, work with a supportive team and learn new skills, setting you up for a successful career.

During the program, you'll experience a variety of work – trying out different roles to see what suits you. It's a great way to build skills, learn on the job, and get a feel for how things work.

Your rotations may include one or more of the following work types.

### Frontline and Client Services officer

In this role, you'll be at the heart of helping Australians with their tax and super, real-life stuff that makes a real difference. You'll perform a range of customer service activities in an ATO call centre.

You may:

- resolve a broad range of customer enquiries
- provide technical advice on legislation, policy and procedures
- verify and update data
- record interactions in our business information systems.

Start your customer service career with us. Explore the career opportunities at the ATO in [Frontline and Client Service](#).

## Information Technology officer

In this role, you'll perform a range of information technology related activities.

You may:

- respond to a broad range of enquiries
- participate in resolving internal information technology issues
- provide support to information technology projects and programs.

Start your IT career with us. Explore the career opportunities at the ATO in [Digital and Information Technology](#).

## Administration officer

In this role, you'll support and help organise our business areas.

You may:

- manage and maintain records and information
- work with our business partners
- compile and prepare documents and letters
- help with data management and reporting.

Start your administration career with us. Explore the career opportunities across the ATO in [Job types](#) and find the right fit for you!

## Who can apply

To be eligible for the program, you must:

- have completed Year 12 in 2024 or will complete Year 12 in 2025
- be an Australian citizen
- clear our pre-engagement integrity check.

## When to apply

**Applications for our 2026 program are now closed and will reopen in August next year for our 2027 program.**

# What we're looking for in a candidate

Our ideal candidate for the program:

- has competent written and verbal communication skills
- has good computer skills and can operate in a Windows-based environment
- can work in a scheduled, phone-based environment
- is resilient, flexible and independent
- is a team player
- takes a proactive approach to their work and embraces challenges
- has a willingness to learn
- is passionate, committed, professional and determined to serve the community.

## Recruitment process

You'll need to perform well in each assessment to progress to the next stage. Stages include:

- application
- online activity
- assessment centre.

You'll receive notification of the outcome of each stage, even if you're not successful.

## Timeline

**Table: Assessment activities and timeline**

Key stages	Date
Applications open	6 August 2025
Applications close	27 August 2025



Online activity	September 2025
Assessment centre	October 2025
Availability and security checks	Late October/November 2025
Program commences	17 February 2026

## Inclusion and Diversity

We're committed to [inclusion and diversity](#) in our workplace. Some positions will be filled using the following affirmative measures:

- [affirmative measure – Aboriginal and Torres Strait Islander](#)
- [affirmative measure – disability.](#)

QC 66679

## Evergreen Program

Jobs for Aboriginal and Torres Strait Islander peoples, including training and a certified qualification.

**Last updated** 15 April 2025

## Applications are now closed

Applications for the 2025 Evergreen Program are now closed.

## Why choose us

If you're an Aboriginal or Torres Strait Islander person, the Evergreen Program could be for you. It's a great opportunity to explore different types of work and learn with a close group of Aboriginal and Torres Strait Islander peoples. Join us and be part of a team that works to help fund vital services and infrastructure, creating a fairness for all Australians.

The Evergreen Program is a 12-month full-time program that offers a permanent position and the following benefits.

## Salary and super

**Competitive salary** – Start with a salary of \$64,095 plus 15.4% super.

**Permanent role and advancement** – After completing the program, you'll be advanced to a role at the next level, with a salary of \$75,431 plus 15.4% super.

## Training and development

**Build your skills** – be supported by a dedicated career development manager, rotation team leaders and buddies. Be mentored and receive on-the-job training to build your skills and networks.

**Formal qualification** – earn a Certificate IV.

**Job rotations** – two 6-month rotations to develop your knowledge and enjoy a variety of work.

## Work-life balance

**Your wellbeing matters** – enjoy a work-life balance with excellent [salary, leave and conditions](#). Benefits include healthy working hours, flexible working arrangements and generous leave provisions.

**Support and connection** – access Aboriginal and Torres Strait Islander employee networks and Indigenous Liaison Officers.

## Live and work in your community

We have locations across most Australian regional and major cities. If we don't have an office near you, we may be able to help with relocation costs.

To learn more, [hear from recent Evergreen participants](#).

## Roles

Your 2 work rotations may include one or more of the following work types:

- [Client engagement](#)
- [Administration officer](#)

- [Client experience officer](#)
- [Digital officer](#)
- [Communication officer](#)

## **Client engagement**

In client engagement you will do case work in different market segments.

Your tasks may include:

- ensuring taxpayers meet their obligations and comply with tax legislation, regulations and standards
- getting information and providing advice to clients
- conducting field, phone and desk audits
- reviewing and assessing tax returns to determine compliance
- interpreting taxation legislation and procedures
- developing and implementing compliance improvement strategies.

## **Administration officer**

As an administration officer you will support and help organise our business areas.

Your tasks may include:

- managing and maintaining records and information
- liaising and communicating with our stakeholders
- compiling and preparing documents, reports and correspondence
- general reporting and data management.

## **Client experience officer**

As a client experience officer you'll do a range of customer service activities in our frontline operations.

Your tasks may include:

- guiding taxpayers through complex problems to help them find solutions

- answering tax and super queries, providing timely and accurate information
- helping taxpayers use our digital tools
- providing repayment options.

## **Digital officer**

As a digital officer you'll assist an experienced officer.

Your tasks may include:

- designing, implementing and supporting solutions to meet business requirements
- using analysis and design techniques to solve business problems using information technology
- preparing, managing and reviewing testing documentation to align with relevant strategies and best practice while managing risks
- helping protect the ATO from cyber threats by supporting and improving cyber security.

## **Communication officer**

As a communication officer you'll help inform Australians about their tax and super.

Your tasks may include:

- developing communication tactics such as news articles and social media posts
- using data and research to evaluate and report on, the effectiveness of communication activities
- writing user friendly website content
- working with stakeholders to deliver design and multimedia content.

## **Training and support**

In the Evergreen Program you'll receive training and support to prepare you for an ongoing career with us.

You'll have a career development manager who will guide you in your professional development.

For each work rotation, you'll also have a different team leader who will guide and support you in your specific work roles.

You'll earn a Certificate IV qualification during the program, with help from accredited trainers to complete it successfully.

## Who can apply

To apply for the ATO Evergreen Program, you must provide written evidence that you:

- are an Aboriginal person or Torres Strait Islander person
- identify as an Aboriginal person or Torres Strait Islander person
- are accepted by your community as being an Aboriginal person or Torres Strait Islander person.

We'll ask you to provide your [Confirmation of Heritage](#) prior to issuing a job offer. We acknowledge that Confirmation of Heritage is a sensitive matter and understand the complex history of Aboriginal and Torres Strait Islander peoples.

We understand that in some cases obtaining official Confirmation of Heritage documentation can take some time, so we recommend you start the process as soon as possible.

If you need help, reach out to [evergreenprogram@ato.gov.au](mailto:evergreenprogram@ato.gov.au).

## Our ideal candidate

Our ideal Evergreen candidate has most or all the following skills and personal attributes:

- competent written and verbal communication skills
- customer service experience
- good computer skills and can operate in a Windows environment
- resilient, flexible and independent
- a team player
- takes a proactive approach to their work and embraces challenges

- a willingness to learn
- passionate, committed, professional and determined to serve the community.

## Locations

Evergreen Program locations may include:

- Awabakal and Worimi Country (Newcastle)
- Bindal and Wulgurukaba Country (Townsville)
- Dharug Country (Parramatta)
- Darkinjung Country (Gosford)
- Dharug Country (Penrith)
- Dharawal Country (Wollongong)
- Eora Country (Sydney)
- Kurna Country (Adelaide)
- Ngunnawal, Ngambri and Ngambri-Guumaal Country (Canberra)
- Paredarerme Country (Hobart)
- Turrbal, Yuggera and Nunukul Country (Brisbane)
- Wadawurrung Country (Geelong)
- Whadjuk Country (Perth)
- Wiradjuri Country (Albury)
- Wurundjeri and Boonwurrung Country (Dandenong)
- Wurundjeri Country (Box Hill)
- Wurundjeri Country (Melbourne)
- Wurundjeri Country (Moonee Ponds)
- Yuggera Country (Upper Mount Gravatt).

**Hear from recent Evergreen program participants**



Meet some recent participants and hear about their experiences on the Evergreen Program.

## Apply for the Evergreen Program



Eligible Aboriginal and Torres Strait Islander peoples can apply for the Evergreen Program.

QC 49438

## Hear from recent ATO Evergreen Program participants


Meet some recent participants and hear about their experiences on the Evergreen Program.

Last updated 15 March 2024

## Jessica – Evergreen participant

Jessica talks about her experience in the Evergreen Program.

**Media:** Evergreen Program 'day in the life' video

<https://tv.ato.gov.au/ato-tv/media?v=bi9or7odz8sgg7>  (Duration: 2:02)

## Darius – Evergreen participant

Career progression, generous pay and leave and working with other Aboriginal and Torres Strait Islander peoples were all big drawcards.

Prior to joining the Evergreen Program, I didn't have any office experience. Since then, I've completed a Cert IV certification as part of the Evergreen Program, and I've worked on so many projects that I never thought I had the skills to do. For example, during the program I worked on videos and real-life scenarios to support frontline staff and improve staff and client experiences.

I've had endless opportunities to develop which resulted in receiving many promotions. It makes me proud that I've achieved the goals I set for myself.

I'm now working as an Indigenous Diversity Officer, supporting both Aboriginal and Torres Strait Islander staff and non-Indigenous staff to build cultural awareness and capability. I'm passionate about empowering Aboriginal and Torres Strait Islander peoples through one-on-one mentoring to be the best version of themselves. I see their confidence grow as they navigate through the ATO and achieve their goals.

During the Evergreen Program, I saw firsthand the passion ATO employees have for celebrating diversity through support networks, cultural events and creating a safe and inclusive workplace.

My advice to others thinking about applying for the Evergreen Program is just do it! You'll get tailored support throughout the program and limitless opportunities to develop new skills and grow your confidence. The Evergreen Program gives you the chance to pave your own career path.

## **Danielle's story**

I felt burnt out from my job and wanted a career that offered a good work-life balance. My daughters, Naomi and Tammy suggested I join the Evergreen Program. They had done the program in previous years and loved it.

The ATO wasn't a place that I saw myself working because I didn't think I had the skills. My computer skills made me the most nervous. I'm older and I was worried about how I would go learning new things. My daughters reassured me that I had lots of support around me, and they were right.



I'm in my first rotation and I've been working as a client experience officer. I work with customers to help answer their questions and resolve issues. I've learnt lots about how the ATO works and how to use IT programs. It's really given me confidence. I'm looking forward to my next rotation where I'll have a new challenge.

I have received so much support and feel very nurtured by my managers, people in the program and my daughters who all reassure me. I wish I had joined years ago.

My advice to other people looking for a career change like me is don't worry about not having lots of skills when you start. You'll learn on the job. I tackled each challenge one step at a time. If I can do it, you can do it too.

## **Ayla's story**

The Evergreen Program was a great opportunity to get a permanent role in the government. I was also excited about the prospect of earning a good salary and super, having a good work-life balance and earning a Certificate IV.

I had been working in childcare before I joined the Evergreen Program and was feeling burnt out. I needed a change.

I had no idea how an organisation worked before starting at the ATO. I'd never even seen an office environment. I'm amazed at how far I've come, and I'm so proud of what I've accomplished so far!

I've learnt how to use many computer programs across the department, and my Excel skills have skyrocketed.

One of the most rewarding parts of the program is instantly being part of a community. I know I can reach out to anyone in my cohort or in previous Evergreen participants if I need support.

I'm excited about my future at the ATO. My goals are to continue to progress my career and support any other participants with reaching theirs.

## **Alexander's story**

I was drawn to apply to for the Evergreen Program because it came with great salary and super and better work-life balance than my previous job in State Government.

I liked the idea of getting a Certificate IV to add to my resume too.

I'm grateful the Evergreen Program was available in Geelong, which is close to my home. Positions are available all over the country, which is a great benefit of the program.

The skills I've gained since joining the program have been valuable. The biggest skill I've learnt has been professionalism in an office environment. I'd never worked in an office before. I was young when I started, and it was something I needed to work on. I pride myself on how professionally I run meetings and manage stakeholder relationships.

I really enjoyed my time in the program. One of the most rewarding parts of it was working with people who had a similar background. I made a lot of good friends in my Evergreen cohort.

Now I've completed the program, my goal is to continue to progress my career and hopefully one day become a manager.'

QC 49440

## Apply for the Evergreen Program

Eligible Aboriginal and Torres Strait Islander peoples can apply for the Evergreen Program.

**Last updated** 29 August 2025

### How to apply

Complete the online application, and provide your:

- contact details
- work history
- education details.

We'll ask you to provide your [Confirmation of Heritage](#) prior to issuing a job offer. We acknowledge that Confirmation of Heritage is a

sensitive matter and understand the complex history of Aboriginal and Torres Strait Islander peoples.

We understand that in some cases obtaining official Confirmation of Heritage documentation can take some time, so we recommend you start the process as soon as possible.

If you need help, reach out to [evergreenprogram@ato.gov.au](mailto:evergreenprogram@ato.gov.au).


## After you apply


Once you've submitted your online application, we'll email you to let you know we've received it. We'll check your application to make sure that:

- you're eligible for the program
- you have the skills and personal attributes to have a successful career at the ATO.

For more information about our ideal candidate, check [What we look for](#).

We'll review your application and send you an email if you've met the requirements to move to the next stage of the recruitment process.

If you don't receive an acknowledgement email, you can check we've received your application by logging into your [ATO careers](#)  account and selecting **My profile** then **View emails**.

You can update your personal details at any time by logging into [ATO careers](#) . However, you can't change any other details in your application.

If there are issues with your application, email us at [evergreenprogram@ato.gov.au](mailto:evergreenprogram@ato.gov.au).

## Recruitment process

The stages of the 2025 recruitment process include:

- **applications open** – March 2025
- **information sessions** – March 2025
- **applications close** – April 2025

- **interviews** – May 2025
- **provide confirmation of your heritage** – June 2025
- **pre-employment checks** – June 2025
- **employment offers** – June to July 2025
- **program starts** – September 2025.

## Stage 1: application

Complete the online application, including your contact details, work history, education details and confirmation of your Aboriginal and Torres Strait Islander heritage. We'll also ask you to provide the name and contact details of a referee. Find out [How to apply](#) for more detail.

## Stage 2: interview process

At the interview, we'll assess you on how you:

- adapt to change
- plan and manage a workload
- analyse problems and develop practical solutions
- provide client service
- build relationships and collaborate
- communicate.

## Stage 3: preliminary decision

We'll add suitable applicants to a merit pool. The merit pool is not ranked, and we'll use it to fill positions in the program.

If you're unsuccessful, you can get feedback about your interview performance after the selection process has finished.

You can update your personal details at any time by logging into ATO Careers. However, you can't change any other details in your application.

If there are issues with your application, email us at [evergreenprogram@ato.gov.au](mailto:evergreenprogram@ato.gov.au).

## Stage 4: final checks

We'll complete the following checks:

- Confirmation of heritage – we'll ask you to provide your confirmation of heritage prior to issuing a job offer – find out [How to apply](#) for more detail.
- Reference check.
- You'll need to pass our [integrity checks](#).

## Stage 5: offers

If you're successful, we'll make you a formal offer. You'll start your career with us in **September 2025**.

QC 49436

# ATO Grad Program – interactive video transcript

Transcript of an interactive video about the 2021 ATO Graduate program.

**Last updated** 9 March 2021

## Opening video

**Sharmila:** Hey, I'm Sharmila from Smarter Data.

**Maddison:** I'm Maddison from the Tax Technical area.

**Dean:** I'm Dean from Law Design and Practice.

**Lovevish:** I'm Lovevish from IT.

**Isabella:** And I'm Isabella from the University Partnership Employment Program.

**Sharmila:** And I went through an entry level program at the ATO. To hear about working in Smarter Data, click me.

**Dean:** To hear about my journey from being an ATO grad to becoming an Executive Level employee, click me.

**Maddison:** To hear about working in the Tax Technical area, click me.

**Lovevish:** To hear about being an IT grad, click me.

**Isabella:** And to hear about the University Placement Program, click me.

## **Sharmila – Video 1**

**Sharmila:** Thanks for clicking on me. There's a few things I'd like to tell you about so click the option that interests you most. What's it like working in Smarter Data? What's it like going through the ATO grad program? Why the ATO is such a great place to work? Or click the back button in the corner to take you back to the main menu. Click on any of the choices.

**Sharmila:** Working in Smarter Data my day-to-day is basically first in, we do our stand up. So we tell our team members what we've done the day before, what we're going to be doing today, and we can give our inputs and have a discussion on our issues. Our technology in the ATO is very much state of the art. We're always looking for the most innovative ideas and the most innovative programs that we can then put into action in our projects. The first project I got to work on was the Paradise Papers. We were to investigate high risk clients and identify fraudulent activity in Paradise Papers and Panama Papers. So it's the most interesting work I've ever done. Every single day is something different. It's always 'there's a new program,' there's a new issue, we're helping team members, so it's never really the same thing day in and day out, and that's what's the most exciting part of this.

## **Sharmila – Grad Program**

**Sharmila:** I started the grad program in 2017. We were placed in two placements throughout the entire year, six months apart. The grad program gave me many opportunities in training and learning about the resources we use in the ATO. My favourite part of the grad program is the fact that I have developed lifelong friends. I still keep in contact with most of the grads regardless of what year we come in. Every single year you get to meet new grads and interact with them and always go back to them with networking or any problems that we might have. So it's basically a community.

## **Sharmila – Working at the ATO**

**Sharmila:** The most surprising part about the ATO is that we always work as a team. When you come into a project and you belong to a team, you belong to a team. People think the ATO, they always think it's all about business and myTax but that's not true. I went from working in the Paradise Papers and Panama Papers, to working on shares and units, to work related expenses, to now Cloud POA team. So there's a range of different projects that we can work on, and you get to choose what you'd like to work on. We do a lot of mathematics, we do a lot of engineering, and a lot of architecture. There's a whole other world to the ATO.

## Dean – Video 1

**Dean:** Thanks for clicking on me. Now, simply click on the option you'd like me to tell you about. What's it like working in Law Design and Practice? How the ATO grad program furthered my career. Why the ATO is such a great place to work. Or, you can hit the back button to take you back to the start at any point. Choose an option.

## Dean - Working in Law Design

**Dean:** The core of my job is providing technical tax advice on new policy proposals that come over from the Treasury. Making sure that those policies are legally sound and basically providing technical quality assurance for new policy proposals and ideas. We also do some internal advocacy work, which are ideas generated from within the ATO. Changes that we think would be beneficial to the tax system. One of the most interesting projects that I worked on was the Australian Longitudinal Individuals File Project. It's basically a project the ATO is running where the unidentified tax data is placed in a fully secure research environment where external researchers can access that data to conduct policy modelling, to really get some insights into how the tax and super system is operating. And I got to do a lot of the data and privacy advice on that; the legal advice to make sure everything was in compliance with the tax laws, the Privacy Act, APP guidelines, all that sort of stuff. And it was really interesting for me because I've never worked in privacy. It was a lot of learning on the run, but that was part of what made it really exciting and really worthwhile to do.

## Dean – ATO Grad Program

**Dean:** I left the grad program early 2017, and I moved into revenue analysis, conducted legal advice there for about a year, then

transferred into law and policy design. I spent a couple of months there and then I got a secondment over to the Department of Prime Minister and Cabinet, which was working on the Data Availability and Transparency Act. When I came back to the ATO full time I remained in Law and Policy Design and over the course of 2019 I was successful enough to be promoted up to manager level. What you really get out of, long term, out of the program is the networking, and the relationships you build. So I'm still in touch with a few of my colleagues from the grad program. I got my job from one of my fellow grads who recommended me over there. So, you know, you really do build some good relationships on the program and they can not only give you a career leg up, but they're just great personal friendships, that you can carry forward with you.

## **Dean – Working at the ATO**

**Dean:** What surprised me about the ATO was the really good culture. The public perception of the ATO is obviously, we're in the news, we're catching tax cheats and evaders, it's all very grim and serious, but working in the ATO, it's a really good relaxing environment. There are a lot of friendly, really nice people who happen to take the time to mentor you, and it was a really pleasant surprise to find that support in your workplace. There's a real sense of purpose to working at the ATO. I found this, especially since the pandemic happened. In the early days, in Law Design and Policy, In the early days, we were doing quite a lot of support work on the JobKeeper initiative. It was really striking to be there in the middle of this huge event that was shaking the whole community, and there was so much uncertainty. And it was really good to feel like I was doing something for people, that my work was actually going towards something that was going to benefit thousands and thousands of Australians. So that was incredibly rewarding.

## **Maddison – Video 1**

**Maddison:** Thanks for picking me. Now select the option you'd like to hear more about: what it's like working in the tax technical area, what it's like going through the ATO grad program, why the ATO is such a great place to work. Or select the back button to return to the main menu.

## **Maddison – Grad Program**



**Maddison:** I chose the ATO grad program because of the work-life balance that it offers. So here I'm able to have flexibility in my times that I work. And the graduate program is great for building all those social social connections as well. A few of the other grads decided to get together a basketball team where we now, once a week, play a game of basketball after work hours. They're really lovely people, every single one of the graduates. And I was really impressed that everyone's been so supportive and really nice. That sense of belonging that I got through this. I think the graduate program at the ATO was looking for a very diverse group of people with a range of different backgrounds. Anything from law, IT, data analytics. They've really got everything for anyone here. I think the ATO is a great spot to start in your APS career as it provides that client interaction, which other departments don't offer. In 10 years I see myself as an accredited APS employee with a wealth of career opportunities, and I would have liked to experience lots of different Government departments such as Treasury. I'd say, for people considering applying, just do it, it's a really great opportunity.

## **Maddison – Tax Technical**

**Maddison:** In my day-to-day I'm currently in the Review Dispute and Resolution as a case officer. I process objections for individuals. So we're doing a lot of looking at their emails, we're researching law, and writing the technical decision for taxpayers. I think my work in particular benefits the community in ensuring that there's a level playing field and that there's not people who gain advantages from disobeying taxation laws. I love being able to work with the other graduates. At the moment, a few of us are in the same business line, so we get to interact and understand what others are doing in the same area and seeing how that is different from us, but also the same in writing technical decisions. I think my current position does give me a sense of purpose in that I'm able to provide the extra benefits for individuals who missed out prior in submitting their income tax returns, if they've made a mistake, so I'm able to help them achieve that.

## **Maddison – Working at the ATO**

**Maddison:** I think a lot of people think that the ATO strictly deals with tax, but there's so much more to offer. You can work in marketing and communications, there's IT and security. It's a very diverse place to work. I was unaware at how large the ATO was before I joined. And then I realised that there are multiple offices all around the nation, and

it is one of the largest Government departments. The lifestyle at the ATO is really good. We can choose our hours, which is very different from the private sector. Some of the grads that come in at 7am so they can spend time in the afternoons doing sport, extracurricular activities. Other people come in at 10am. It's all about that flexibility, and it really helps maintain a work life balance. The ATO definitely helps support my career goals, and there's so much mobility in the Australian Public Service. Having studied economics and philosophy, I would love to be able to contribute to policy development. The ATO provides the opportunity to do secondments with Treasury, with the ability to come back to the ATO and apply the experiences and what you've learned from the different Government departments and I think that would be really hard to do without the graduate program. If anyone is considering joining the ATO, I would say, just do it.

## Lovevish – Video 1

**Lovevish:** Thanks for choosing me. What do you want to know more about? I could tell you what it's like working in IT. What it's like going through the grad program. Why the ATO is such a great place to work. Or you can hit the back button to go to the main menu.

## Lovevish – Typical workday

My typical workday at the ATO is actually within the enterprise tele-hub. Now, the team responsibility is to make sure that all data throughout the ATO is ingested into the data hub and data warehouse. We then prep the data, and send it off to either data scientists, data analysts, further business lines that then give back to the community and help taxpayers lodge better taxes. What I love most about my job is, in fact, the people. They're all willing to help you, and you can always contact others seniors to gain further insight their teams and branch off into new sections. So the ATO has helped me that way in finding my footing and actually find my interests.

## Lovevish – Grad Program

**Lovevish:** Walking in here I first thought maybe it will be very formal and very strict. However, it has a very casual feel, and also the level of care here is incredible. Whichever team I landed in, they had this perfect training scheme that actually trained me up to be able to use the technologies, and script in various languages. And so I found myself technical in a couple of months. The most valuable thing I got

from the grad program as an IT graduate is to be able to convert technical knowledge to business needs. To me, that was a massive learning and has helped me greatly to connect to stakeholders. The ATO is a big organisation and that enables great opportunities. Whether you have an interest in data mining, security or cloud, you have the flexibility to move around at any time. If you're considering applying for the grad program, honestly, just go for it.

## **Lovevish – Working at the ATO**

**Lovevish:** So the people within ATO are very open and welcoming. For example, my manager provides me with better training, allows me to look over his workings, and steps me through from my own working, to be able to learn best, equip myself with the technical knowledge I need and pursue my interest in the IT world. The organisation definitely embraces diversity. It doesn't matter where you're from, all they care about is how can you be the better version of yourself. And that is what I've found in ATO, they are always interested in how much potential can you give to the department.

## **Isabella – Video 1**

**Isabella:** Thanks for picking me. There's a few things I'd like to tell you about. So select the option that interests you most. What it's like working in fraud prevention, what it's like going through the University Placement Program, and why the ATO is such a great place to work. Or you can hit the button in the corner to take you back to the main menu.

## **Isabella – Working in Fraud Prevention**

**Isabella:** I'm an Administration Officer within Fraud Prevention and Internal Investigations. Every day looks different. Some days I'll be sitting by someone within my team and assisting them with their case. Other days I'll have been assigned something myself, and I'm able to then conduct my own intelligence work. My job has enabled me to actually have more interest in my studies, as I have real-world experiences to how people do behave within a corporate organisation. As a psych student, it's really difficult to find real-world work experience and so being able to have a job that not only complements my studies, but is also slightly different is really exciting for me. I definitely feel a sense of purpose with the work that I'm doing. I feel as though, that I can make really significant contributions, not only to my team, but also the ATO as a whole.

## Isabella – University Placement Program

**Isabella:** I think my favourite part of coming through the UPEP program is honestly getting to know other UPEPs. Getting to know other people who are as motivated as me, who are interested in meaningful and diverse work, whilst maintaining university studies. The university placement program actually takes into consideration the study that you're doing and tries to find the most suitable job for you within the ATO. I was able to sit down with my managers and determine the hours that I work, when I work, how long I work. And so it's entirely flexible and suitable to that person's studies, which is something that I don't think exists in any other casual employment out there. You can have casual, flexible employment that is relevant to your studies, and can help facilitate you to get a permanent career in your future, so I would definitely, definitely recommend going for it.

## Isabella – Working at the ATO

**Isabella:** The lifestyle working at the ATO for me has been flexible, it's been engaging and it's been really supportive. I think what surprised me the most about joining the ATO as an organisation is just how close-knit and connected the community is, and the amazing culture that we have here at the ATO. I've been given a lot of confidence, networking skills that I'm constantly learning and has now opened many doors for me. I think with any large organisation you don't really know what you're getting yourself into. But I've been really pleasantly surprised with how supportive and connected I've felt throughout this whole process. I would highly recommend the ATO as a place to work. It's been an incredible experience for me. I did not think that me with a psychology background would find such relevant and meaningful work here but it's been an incredible experience and I would highly recommend it.

## Conclusion

**Maddison:** To apply for the grad program, select 'Apply'. If you'd like to learn more about our staff experiences with the grad program, click on the person or the area that interests you. Thanks for watching.

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