



We've released our Vulnerability Framework

Our new Vulnerability Framework has been released.

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We have released our **Vulnerability Framework**, a principle-based guide to improve how we support people experiencing vulnerability when engaging with the tax system.

Tax professionals and BAS agents play a vital role in recognising when clients may be experiencing vulnerability and helping them access the right support. Our Vulnerability Framework (the Framework) outlines how we will design and deliver services and support with empathy, transparency, and compassion.

While implementation will take time, we're committed to working with our partners to make sustainable change for the tax system.

The Framework was shaped by feedback from individuals, tax professionals, partners, and advocates. Thank you to everyone who contributed and shared their insights.

Key points for tax professionals:

- **Anyone can experience vulnerability any time:** our Framework recognises this and outlines our role in supporting those in need.
- **Support is available:** our new webpage includes the Framework, an Easy Read summary, examples, and information about current support options.
- **Implementation is ongoing:** feedback from consultation will help shape future actions. We'll continue working with the community to inform them of activities and improvements.

While we may not be able to remove obligations and or change tax outcomes, we will listen, communicate clearly, and connect people with appropriate support.

Learn more about the [ATO Vulnerability Framework](#) and find out what help is available on our website.

QC 105637

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