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Check the progress of your tax return

Check the progress of your return using self-help services. Most returns lodged online process within 10 business days.

How to track the progress of your tax return

The quickest and easiest way to check the progress of your tax return is by using our self-help services.

Status of your tax return

Check what the status of your tax return means and reasons it may be delayed.

Missing tax return refunds

Options available if you can't find a tax refund you're expecting through electronic funds transfer (EFT).

QC 32085

How to track the progress of your tax return

The quickest and easiest way to check the progress of your tax return is by using our self-help services.

Last updated 10 November 2026

Media: Track the progress of your tax return online https://tv.ato.gov.au/media/bi9or7odo7ji6u (**Duration:** 49 sec)

Processing timeframes

Most online returns are processed within 10 business days, however if we need to manually process it, it may take up to 30 calendar days.

Paper returns may take up to 90 business days to process. It can take up to 7 weeks for paper returns to show in our systems.

If your tax return requires manual checks, it may take longer to process.

If you have forgotten to include something in your tax return or made a mistake, you need to amend your tax return.

Check online using ATO online services

If you link the ATO to your myGov account, you can check the progress of your tax return or amendments using ATO online services.

To check the progress of your tax return:

1. Sign in to myGov.
2. Select **ATO** from your linked services.
3. From the home page select **Manage tax returns**.
4. Select the income year you are checking.

The status shows how your tax return is progressing.

If you don't have a myGov account, it's easy to create a myGov account and link it to us.

Check the progress in the ATO app

To check the progress of your 2025–26 tax return in the ATO app:

- log in to the ATO app
- select **Your tax return for 2025–26**.

The status will be displayed on the screen within the ATO app. Use the help function for more information by selecting '**?**' from the top right-hand side of the screen in the app.

Download the ATO app on your phone or tablet, if you haven't already. It is free to download and use.

Check by phone

Use our self-help phone service at any time:

- Phone **13 28 65** and have your tax file number ready.
- Choose option **1** and then option **1**.

Check with your registered tax agent

If you lodge through a registered tax agent, you can check your tax return progress using the ATO app, ATO online services, or ask your tax agent to check it for you.

QC 103812

Status of your tax return

Check what the status of your tax return means and reasons it may be delayed.

Last updated 3 November 2026

Status in ATO online services

When you check the progress of your tax return using our online services, you might see one of these statuses (not all tax returns will display all of these).

Status and outcome definitions in ATO Online

Status – Outcome	Description
In progress – Processing	You may see this status at 2 stages of processing: • We've received your tax return and started processing it. • We've nearly finalised your tax return and a notice of assessment will issue soon (you will see an estimated assessment issue date by selecting the down arrow).
In progress – Balancing account	We're balancing the result of your tax return with your accounts with us and other Australian Government agencies. This may involve transferring funds if you have outstanding amounts. We'll contact you if we need more information.
In progress – Information pending	We're collecting information to help us finish processing your tax return. We will contact you if we need more information.
In progress – Under review	We're manually reviewing your tax return to make sure everything is right before we finalise it. We will contact you if we need more information.
Issued – Dollar amount/ Nil	We've completed processing your tax return and your notice of assessment has issued. You can see your refund or amount owing (tax debt). For amounts owing, select the **Notice of assessment** link to view the due date for payment.

If you provide valid Australian bank account details to us when you lodge, we will pay your refund directly into the bank account you nominate.

Cancelled transaction on your income tax account

A cancelled transaction on your income tax account does not necessarily mean your tax return has stopped processing, your return may be 'on hold'. We may be reviewing your tax return to ensure you have included all the information that has been reported to us. This may result in your lodgment showing as cancelled for 24 to 48 hours.

Do **not** attempt to lodge your tax return again during this period. Allow up to 10 business days for your electronically lodged return to be finalised.

Why your tax return may be delayed

Although most tax returns lodged online will be processed in 10 business days, some tax returns may take longer to process. Examples are if:

- you attempt to lodge your tax return again after previously lodging
- you have made an amendment before we finish processing your original tax return or any previous amendments
- you lodge tax returns for several years at once
- you are under an insolvency administration – for example bankruptcy or debt arrangement (check to make sure your insolvency practitioner advises us of your situation before you lodge your tax return)
- the Australian financial institution account details you included in your tax return are not current
- we need to check information in your tax return – we may need to contact your employer, financial institutions, private health insurers or you, to confirm or crosscheck information in your tax return
- we need to check information with other Australian Government agencies, for example, Services Australia, including Centrelink or Child Support – we're required to pay part or all of your tax refund to other agencies if there are outstanding amounts (you will be notified if this is the case)
- you have a tax debt or previously unresolved tax debt with us

- you have a tax debt that was previously put on hold (also known as a re-raised or non-pursued debt).

We may contact you or your tax agent if your tax return is delayed and we need more information or there are ongoing delays. Manual processing for online lodgments generally takes up to 30 calendar days and we can't speed this up even, if you phone us. However, if you are experiencing financial difficulties or serious hardship you may be eligible for priority processing of your tax return.

QC 103813

Missing tax return refunds

Options available if you can't find a tax refund you're expecting through electronic funds transfer (EFT).

Last updated 27 April 2026

Types of missing refunds

There are different types of missing refunds, these include:

- a refund was paid to an account that has officially been closed with the bank
- a refund has been paid to a known bank account, this could be
  - an old bank account you have as your current nominated account that is still active but unused
  - the bank account of a related party which you have currently nominated (for example a spouse or business)
  - the trust account of your registered tax agent which you or they have currently nominated
- the refund has been paid to an incorrect bank account or a bank account belonging to an unrelated third party. This could be because of an error with the details we hold. For example, you

provide an incorrect BSB or account number when you lodge your tax return.

If you're expecting a refund via electronic funds transfer (EFT), check the bank account your refund was sent to by signing in to ATO online services through myGov.

Ensure your bank account details are up to date so we can send you your refund quickly and securely.

Locating your refund

Depending on the bank account details you've supplied to us, there are ways to locate your refund if you're expecting one for:

- closed bank accounts
- known bank accounts
- incorrect bank accounts.

Closed bank accounts

If your refund was paid to a closed bank account, your refund will be returned to us by the Reserve Bank of Australia. This can take up to 10 days.

You should update your bank details so we can re-issue the refund to your current account. If you don't, we may contact you to request you update them, so we can pay your refund quickly and securely.

If there are no updated bank account details, we'll re-issue your refund by cheque. From January 2025 we have started holding some cheque refunds for up to 90 days while we ask for bank details. We encourage you to provide bank details to avoid delays.

Known bank accounts

In most circumstances where the refund is paid to a known bank account, we can't retrieve the funds for you.

Since we have paid the refund into the bank account as nominated by you, recovery of this money is a civil matter between you and the account holder. You need to approach the owner of the account to obtain the funds.

Incorrect bank accounts

If your refund was paid to an incorrect bank account, or to an unrelated third-party bank account, contact us and we'll attempt to recover the refund on your behalf.

Attempting to identify, contact and retrieve funds from third parties can take over 28 days.

Contact us if you believe that your account has been misused.

QC 59715

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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