



Australian Government

Australian Taxation Office

Free tax support

Talk to us and get the right tax support to get on with running your business



After talking to us, Australian small business owners find it easier to manage their tax and get on with running their business.

Our business support service gives you access to our experienced tax officers who can answer your questions and help you get on top of your tax issues. Talk to us if:

- you want help understanding what you need to do
- you're having difficulty meeting your payment obligations.

Most businesses contact us to get help with finding the easiest and fastest way to:

- manage records and paperwork
- lodge correct activity statements on time
- manage employer obligations (PAYG withholding, superannuation guarantee and fringe benefits tax)
- get connected to the Business Portal to lodge activity statements online and view statements and transaction history.

Get the support that's right for you

In addition to phone support, we offer on-site visits, and local seminars and workshops.

Our business support is free, practical and aimed at keeping your business on track.

If we don't know the answer... we know someone who does.

So if you're running a business or doing the books for a business, talk to us – we can make it easier.

Free on-site visits

An on-site visit involves an experienced tax officer meeting with you.

Usually, this takes place at your business or office wherever you do your paper work. We can answer your questions and work with you to find an easier and faster way to manage your tax affairs for lodgment to help you save time and money.

A visit can take ten minutes or a full day – it all depends on you and your needs.

If you want to sit down with someone at your place, then a visit is right for you.

Any information you share with us during an on-site visit is completely confidential. Our focus is to help you manage your tax, not look for evidence to conduct an audit.

Translators are also available for non-English speaking business owners.

 You can see how a visit works by viewing a short online video at **www.ato.gov.au/assistancevisit**

On-site visits are available in all capital cities and most regional areas from Monday to Friday, 8.00am–6.00pm.

 To arrange a visit:

- use our online booking form at **www.ato.gov.au/assistancevisit**
- phone **13 28 66** during our business hours.

Free local seminars and workshops

We run a range of seminars and workshops on tax basics, recording keeping and employer essentials.

Our experienced presenters understand the issues you face in running a small business.

If you want an overview or reminder of what you need to know and do, then one of our seminars or workshops is right for you. They are also useful if you're thinking of starting a business or just want to see what's involved in running a business.

Some businesses find that attending a seminar or workshop can help them work out whether they might need an on-site visit.

This service is available in all capital cities and some regional areas from Monday to Friday.



To register for a seminar visit
www.ato.gov.au/seminars

For more information, including available workshops, phone **1300 661 104**, Monday to Friday, 8.00am–6.00pm.

Free support over the phone

We can answer your questions or provide help over the phone. If our experienced tax officers can't give you an answer straight away, they'll know where to direct your query.

You can call us on **13 28 66** from Monday to Friday, 8.00am–6.00pm.

Here's what business operators are saying about our business support service.

'We were very impressed that this service was available. We want to get it right with the Tax Office and the assistance offered allowed us to do that, as well as build a level of trust with the Tax Office and the information you provided. We can't praise this service enough.'

'Very happy with this service after initially being reluctant to contact the 'taxman'.'

'Wish I had attended this seminar before I started a small business.'

More information

There are a range of services to help businesses manage their tax affairs online at **www.ato.gov.au/onlineservices**

You can also visit our website at **www.ato.gov.au/businesses** for easy access to a range of publications, tools and support for small businesses.

You can also obtain copies of our publications by:

- phoning our publications distribution service on **1300 720 092**, or
- visiting one of our shopfronts – these are available in all capital cities and some regional areas and operate Monday to Friday, 8.30am to 4.45pm.

OUR COMMITMENT TO YOU

We are committed to providing you with guidance you can rely on. If you feel that this publication does not fully cover your circumstances, or you are unsure how it applies to you, you can seek further assistance from us.

We regularly revise our publications to take account of any changes to the law, so make sure that you have the latest information. If you are unsure, you can check for a more recent version on our website at **www.ato.gov.au** or contact us.

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