



Australian Government
Inspector-General of Taxation
Taxation Ombudsman

Quarterly Reporting Pack

Quarter 2 FY23

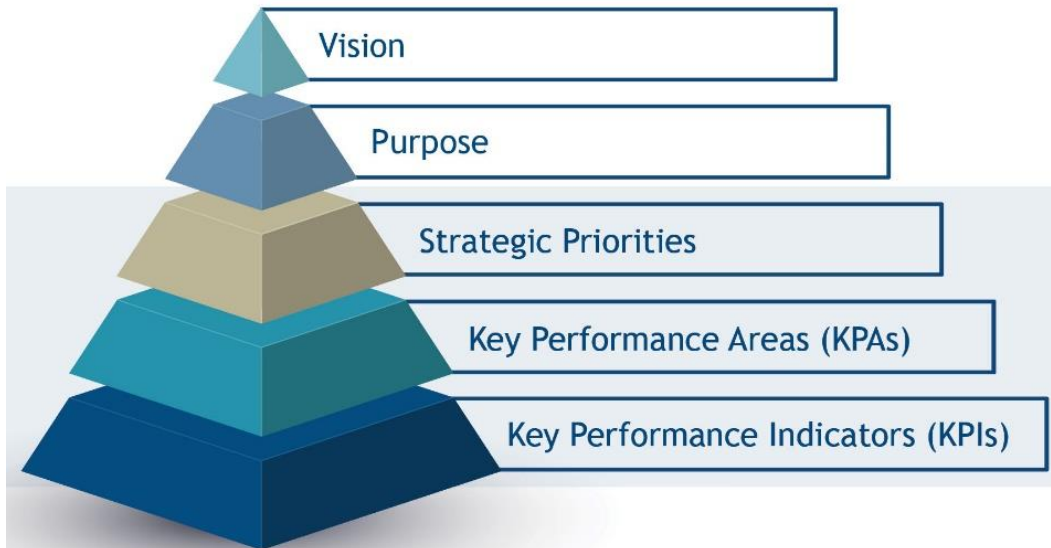
The IGTO Quarterly Reporting Pack provides progressive updates against the latest IGTO Corporate Plan



The IGTO Corporate Plan can be accessed here: [Corporate Plan](#)

Our performance framework

Our performance framework informs Parliament and other stakeholders of our activities, keeps us accountable and helps us focus on improving tax administration for the benefit of the Australian community.



Strategic priorities



COMMUNICATE CLEARLY,
EFFECTIVELY,
INDEPENDENTLY AND
WITH INTEGRITY



APPROACHABLE,
CONTACTABLE AND
RESPONSIVE



IMPROVE SKILLS,
EXPERTISE AND
RESILIENCE



PROVIDE INDEPENDENT
THOUGHT LEADERSHIP
AND EXPERTISE



ENGAGE WITH TAX
ADMINISTRATION
STAKEHOLDERS

Key performance areas

<p>KPA 1</p> <p>Provide an independent, efficient and effective tax disputes investigation service to assist the community and improve the administration of the tax system</p>	<ul style="list-style-type: none"> Actively investigate disputes in a fair, independent and timely manner. Provide understandable reasons for our decisions. Maintain cooperative relationships with the ATO and TPB. Identify and share improvement opportunities, internally and also with the ATO and TPB, to support prompt and effective delivery. Provide targeted training and development to staff in order to maintain a tax specialist disputes team. 	
<p>KPA 2</p> <p>Identify and investigate priority areas for improved tax administration</p>	<ul style="list-style-type: none"> Analyse data and feedback obtained from complaints and dispute investigations together with consultation with stakeholders to identify broader tax administration issues. Allocate resources appropriately to priority areas. 	
<p>KPA 3</p> <p>Provide advice that is independent, timely and relevant to the administration of taxation laws in Australia</p>	<ul style="list-style-type: none"> Be responsive to the community, including the Government, the ATO and the TPB in making effective recommendations for improving tax administration. Allocate resources to conduct review investigations appropriately. 	
<p>KPA 4</p> <p>Co-operate and collaborate with relevant agencies and stakeholders – both domestically and internationally</p>	<ul style="list-style-type: none"> Engage with the Government, ATO and the TPB to communicate effectively and efficiently on areas of concern. Foster relations with other government agencies and Ombudsman to ensure tax administration complaints are referred to our office. Engage with the broader community using a variety of channels. 	
<p>KPA 5</p> <p>Develop and foster a diverse, engaged and resilient team</p>	<ul style="list-style-type: none"> Provide a workplace environment in which our staff are supported, engaged and inspired to provide the best service and outcomes. Develop our specialist capabilities through targeted training and development opportunities. Ensure our office is made up of diverse people with varied qualifications, skills and experience. 	

KPA 1

Provide an independent, efficient and effective tax dispute investigation service for taxpayers

KPA 1 – Q1 + Q2 at a glance



886 complaints received (up 43%)



Increase is likely due to the ATO's resumption of debt collection and ATO compliance activity returning to pre-pandemic levels



192 dispute investigations commenced and **205** finalised



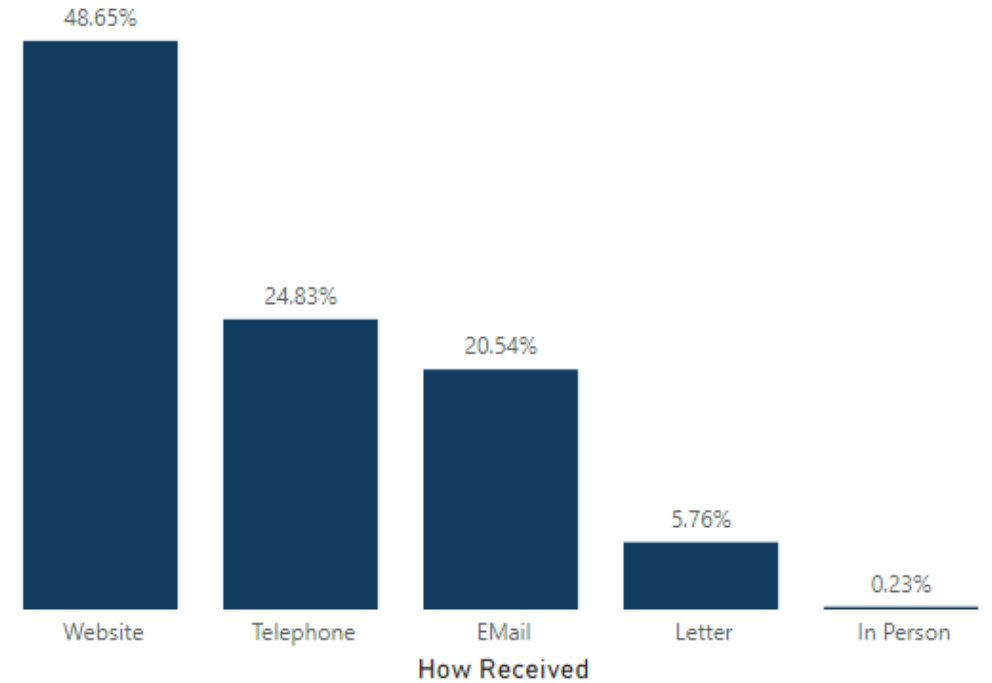
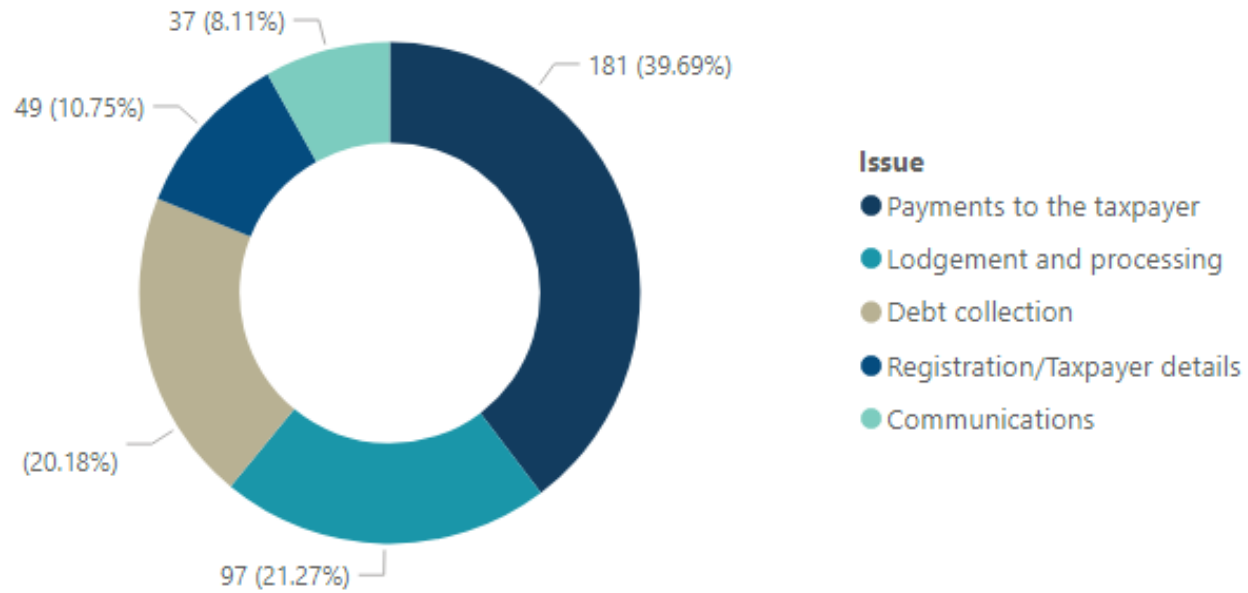
86% satisfaction with professionalism, **73%** satisfaction with service, **47%** satisfaction with outcome



69% of complaints lodged via dedicated complaints webform or email

Top 5 issues finalised in FY23 Q1 + Q2

How people contacted us FY23 Q1 + Q2



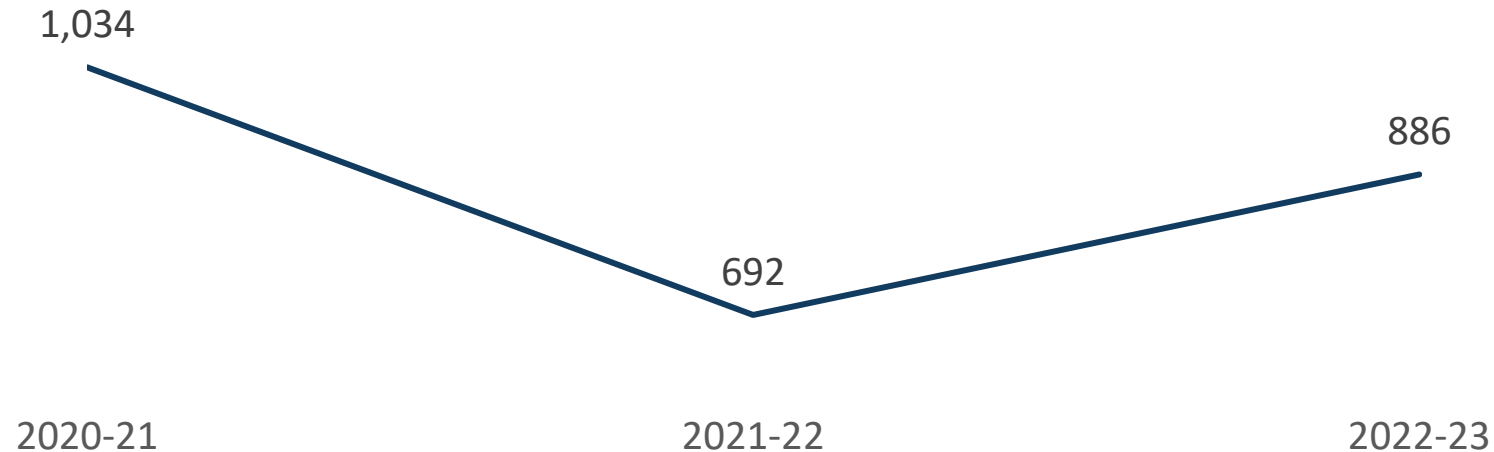
Dispute case study – Veteran Gold Card holders

The complainant held a Department of Veterans' Affairs (**DVA**) Gold Card which entitled him to **Medicare Levy Exemption**. However, each year (over the last 4 years) he had to contact a specialist team within the ATO to request that the ATO apply the exemption. This was because the ATO systems were recording the Gold card status for a single year only.

As part of the dispute investigation, the IGTO arranged for the ATO to **amend their procedures** to ensure that where a taxpayer (for whom the ATO does not hold DVA status information) provides substantiation of their DVA Gold Card status, the ATO will exclude them from Medicare Levy Exemption compliance activities for the relevant period – ie for the period of issue for the Gold Card.

The ATO also undertook to work with Services Australia to **automate their Medicare entitlement data exchange process**, to improve the overall quality and timeliness of data received by the ATO.

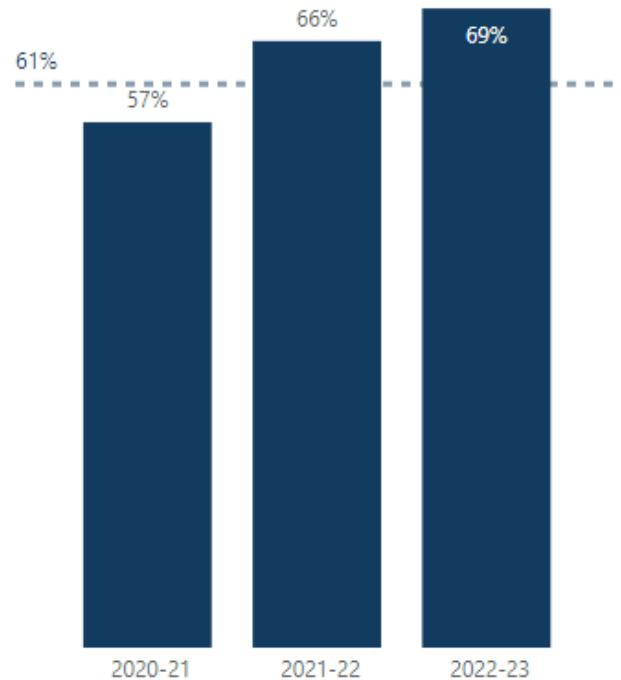
Total Complaints – Q1 + Q2



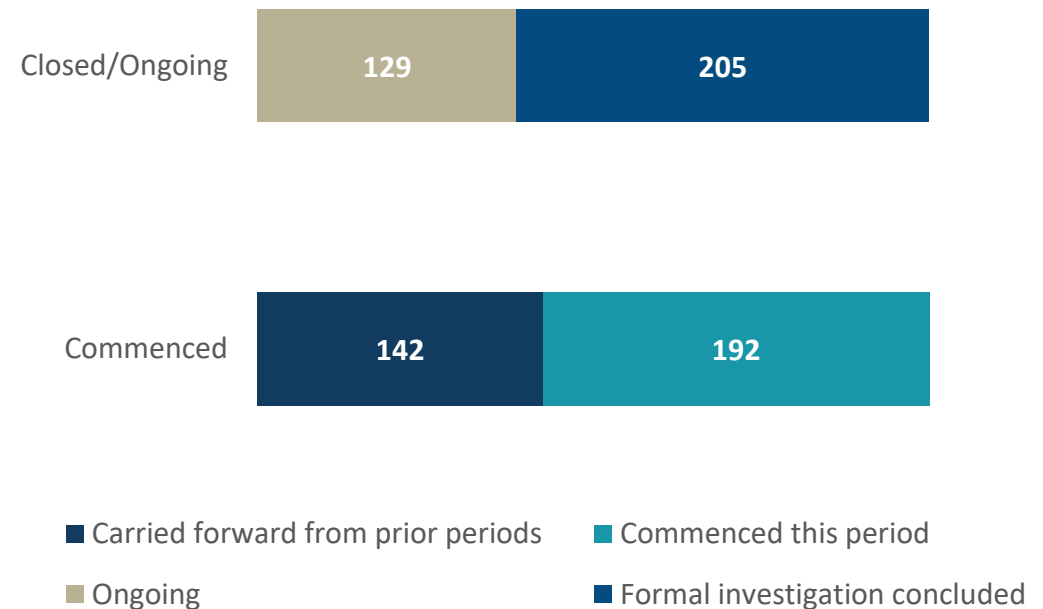
- Complaints received in FY23 are more than FY22, but still lower than earlier years.
- Reductions relate to non-complex complaints received (especially complaints where the ATO has no record of the complaint). These complaints are transferred back to the ATO for an initial investigation.

Lodgement method, Investigations commenced/closed

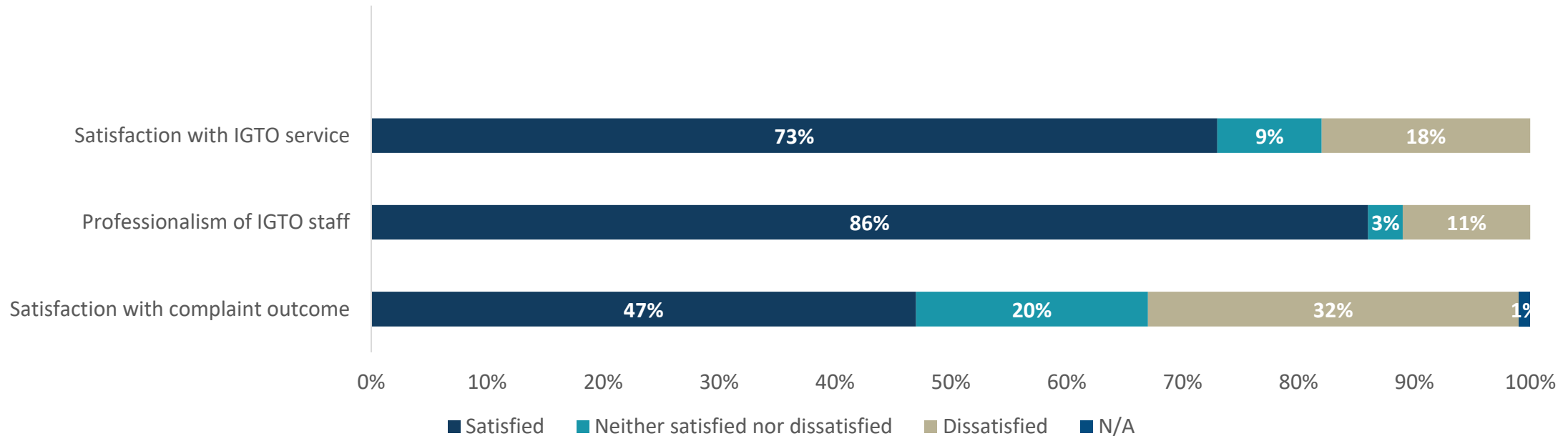
69% of complaints lodged via the complaints webform or email Q1 + Q2



Investigations commenced and closed Q1 + Q2



Complaint Survey Results – Q1 + Q2



Survey respondents were satisfied with our professionalism and service, even where they did not receive their preferred outcome. It is not always appropriate or within the IGTO's control to obtain a complainant's preferred outcome.

Other KPAs and KPIs

KPI 3.2 – Agreed Business Improvements accepted and implemented Q1 + Q2

ABI's are improvements to the broader administration of the tax system that arise from a dispute investigation

ABI's accepted and implemented

● Accepted ● Implemented



KPA 4 – Co-operate and collaborate with relevant agencies and stakeholders



- Conferences attended in Q2 FY23 include:
 - Australian Government Solicitor Freedom of Information update
 - Aus/NZ Ombudsman forums
 - ICAANZ small business tax disputes
 - CPA centre of excellence
- Potential Audience Reach shows the maximum possible audience of IGTO media coverage in a period

KPA 5 – Develop and foster a diverse, engaged and resilient team

L&D Hours

439

Total hours of L&D
CPD for all
employees
Q1 + Q2

15.4

Average hours of
L&D CPD per
employee
Q1 + Q2

Diversity

39%

Female

61%

Born overseas

61%

English as a second
language

www.igt.gov.au

enquiries@igt.gov.au

(02) 8239 2100

 Facebook  LinkedIn  Twitter