

# **IMPORTANT REFERENCE**

## **CONTACT DETAILS**

### **Australian Taxation Office (ATO)**

*Unless otherwise specified, all phone numbers listed here are available from 8.00am to 6.00pm, weekdays, except public holidays.*

#### **\* HOW TO CONTACT BY PHONE:**

When you phone, you will need to establish your identity by providing details of three of the following items that are currently on their records:

- your date of birth
- your telephone number, business, residential, postal or email address (maximum of one)
- your bank account number (including BSB number)
- details from an ATO-generated notice (maximum of two different notices, for example, the sequence number from any notice of assessment issued to you).

To help with your enquiry you may also provide your Tax File Number (TFN). Although it is not legally required, it will make it quicker and easier for them to help you.

If you would like someone else, like a registered tax agent, family member or friend, to phone on your behalf, they must already be recorded with the ATO as authorised to act for you.

#### **Personal Tax Enquiries – 13 28 61**

For all enquiries and services about personal tax, including:

- general income tax
- tax file numbers (TFNs)
- pay as you go (PAYG) including activity statements
- Higher Education Loan Program (HELP)
- Student Financial Supplement Scheme (SFSS)
- account balance
- replacement cheque
- help completing *e-tax*
- lodgment and notices of assessment.

#### **Business Tax Enquiries – 13 28 66**

For all enquiries and services about business tax, including:

- business income tax
- fringe benefits tax (FBT)
- fuel tax credits (FTC)
- goods and services tax (GST)
- pay as you go (PAYG)
- activity statements, including lodgment and payment
- accounts and business registration (including ABN and TFN)
- dividend and royalty withholding tax
- excise enquiries, including
  - cleaner fuels grant scheme

- product stewardship for oil program
- energy grants credits scheme for alternative fuels.

## **Non-profit – 1300 130 248**

For all non-profit organisation enquiries, including:

- endorsement processes for charities and deductible gift recipients
- income tax concessions, including exemption and refunds of franking credits
- goods and services tax (GST) concessions
- fringe benefits tax (FBT) concessions.

## **Superannuation Enquiries – 13 10 20**

For all enquiries and services on superannuation, including:

- super co-contributions
- superannuation contributions surcharge (SCS)
- superannuation guarantee (SG)
- lost super on the lost members fund (LMR)
- self-managed super funds.

### **\* HOW TO CONTACT BY MAIL:**

GPO Box 9990, in the capital city of your state/territory

### **\* HOW TO CONTACT ONLINE:**

<http://www.ato.gov.au>

## **Australian Securities & Investments Commission (ASIC)**

### **\* HOW TO CONTACT BY PHONE:**

Within Australia - Client Contact Centre - **1300 300 630**

From outside Australia - + **61 3 5177 3988**

Fax - **(03) 5177 3999**

### **\* HOW TO CONTACT BY MAIL:**

PO BOX 4000  
Gippsland Mail Centre, Victoria. 3841

### **\* HOW TO CONTACT ONLINE:**

<http://www.asic.gov.au>

## **Australian Business Register (ABR)**

## \* HOW TO CONTACT BY PHONE:

ABN, PAYG and GST for individual and non individual entities	• Business Infoline for general registration enquiries (via the ATO call centre)	<b>13 28 66</b>
	• Service for hearing and speech-impaired people	<b>1300 555 727</b>
	• Interpreter service for non-English speaking people	<b>13 14 50</b>

From outside Australia - + 61 2 6216 1111

## \* HOW TO CONTACT BY MAIL:

Registrar  
Australian Business Register  
PO Box 3373  
PENRITH, NSW. 2740

## \* HOW TO CONTACT ONLINE:

<https://abr.gov.au>

# Centrelink, Family Assistance, Medicare, Child Support (Department of Human Services)

## \* HOW TO CONTACT BY PHONE:

<b>BasicsCard Balance</b>	BasicsCard balance enquiry <b>1800 057 111</b> FreeCALL	24 hours a day, 7 days a week
<b>Centrelink Debt</b>	Repayment of Centrelink debt <b>136 330</b>	MON-FRI 8:00am - 5:00pm
<b>Child Support</b>	Child Support matters, including Child Support Online Services and employer enquiries <b>131 272</b>	MON-FRI 8:30am - 4:45pm
	Automated Child Support information service <b>131 107</b>	24 hours a day, 7 days a week
<b>Carers</b>	Carer payment and Carer allowance <b>132 717</b>	MON-FRI 8:00am - 5:00pm
<b>Complaints and feedback</b>	to give feedback, suggestions or make a complaint <b>1800 132 468</b>	MON-FRI 8:00am - 5:00pm
<b>Families</b>	Assistance for Isolated Children <b>132 318</b>	MON-FRI 8:00am - 4:30pm
	Widow Allowance <b>132 850</b>	MON-FRI 8:00am - 5:00pm
	Family Tax Benefit, Child Care Benefit, Parenting Payment, Double Orphan Pension, Baby Bonus, Maternity Immunisation Allowance <b>136 150</b>	MON-FRI 8:00am - 8:00pm
	Bereavement Assistance, Widow B Pension, Wife Pension	MON-FRI 8:00am - 5:00pm

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	<b>132 300</b>	
<b>Financial Information Service</b>	<b>132 300</b>	MON-FRI 8:00am - 5:00pm
<b>Help in an emergency</b>	Drought assistance <b>132 316</b>	MON-FRI 8:00am - 8:00pm
	Exceptional Circumstances Relief Help <b>132 850</b>	MON-FRI 8:00am - 5:00pm
	Bereavement assistance <b>132 300</b>	MON-FRI 8:00am - 5:00pm
<b>Income Management</b>	Income Management and BasicsCard enquiries Freecall™ <b>1800 132 594</b>	MON-FRI 8:00am - 5:00pm
<b>Indigenous Australians</b>	Centrelink Indigenous call centre Freecall™ <b>1800 136 380</b>	MON-FRI 8:00am - 5:00pm
	Medicare Aboriginal and Torres Strait Islander Access Line <b>1800 556 955 FreeCALL</b>	MON-FRI 8:30am - 5:00pm
<b>Intent to claim</b>	Refer to one of the services by category (in this table)	Refer 1 category (in this table)
<b>International Services</b>	International Services call centre <b>131 673</b>	MON-FRI 8:00am - 5:00pm
<b>Job seekers</b>	Newstart Allowance, Exceptional Circumstances Relief Help, Special Benefit and Employment Services Providers <b>132 850</b>	MON-FRI 8:00am - 5:00pm
	Jobs, Education and Training (JET) <b>136 150</b>	MON-FRI 8:00am - 8:00pm
<b>Languages (Multilingual)</b>	<b>131 202</b> Multilingual Phone Service	MON-FRI 8:00am - 5:00pm
<b>Medicare</b>	<b>132 011 Medicare general enquiries</b>	<b>24 hours a day, 7 days a week</b>
	Pharmaceutical Benefits Scheme general enquiries <b>132 290</b>	24 hours a day, 7 days a week
	Information about taking or sending Pharmaceutical Benefits Scheme medicine overseas <b>1800 500 147</b>	24 hours a day, 7 days a week
	Australian Childhood Immunisation Register enquiries <b>1800 653 809</b>	MON-FRI 8:00am - 7:00pm
	Australian Organ Donor Register <b>1800 777 203</b>	24 hours a day, 7 days a week
	Special Assistance scheme <b>1800 660 026</b>	MON-FRI 7:00am - 5:00pm AWST
	Health Identifiers service <b>1300 361 457</b>	MON-FRI 8:30am - 5:00pm local time
<b>Migrants, refugees &amp; visitors</b>	Assurance of Support <b>132 850</b>	MON-FRI 8:00am - 5:00pm
<b>Older Australians</b>	Age Pension, pensioner concession cards, Bereavement assistance, Widow B Pension, Wife Pension, Commonwealth Seniors Health Card <b>132 300</b>	MON-FRI 8:00am - 5:00pm
<b>People with a disability</b>	Disability Support Pension, Mobility Allowance, Sickness allowance <b>132 717</b>	MON-FRI 8:00am - 5:00pm
<b>Report income</b>	Report income for Centrelink payments	24 hours a day, 7 days a

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	<b>133 276 (13 EARN)</b>	week
<b>Rural &amp; remote Australians</b>	Drought assistance <b>132 316</b>	MON-FRI 8:00am - 8:00pm
<b>Students &amp; trainees</b>	ABSTUDY Freecall™ <b>1800 132 317</b>	MON-FRI 8:00am - 5:00pm
	Assistance for Isolated Children <b>132 318</b>	MON-FRI 8:00am - 4:30pm
	Australian apprenticeships <b>133 633</b>	MON-FRI 8:00am - 5:00pm
	Youth Allowance, Austudy, Pensioner Education Supplement, Low Income Health Care Card <b>132 490</b>	MON-FRI 8:00am - 5:00pm
<b>Online phone help technical assistance</b>	Medicare – for general enquiries and where your enquiry will be logged <b>132 011</b>	24 hours a day, 7 days a week
	Centrelink – the online services support hotline <b>132 307</b>	MON-FRI 7:00am - 7:00pm
	Child Support – for general enquiries including online services <b>131 272</b>	MON-FRI 8:30am - 4:45pm

**\* HOW TO CONTACT BY MAIL:**

<b>Centrelink</b>	Centrelink Reply Paid 7800 CANBERRA BC ACT 2610	Centrelink general enquiries: <a href="#">Message Centrelink</a>
<b>Medicare</b>	Medicare GPO Box 9822 <i>In your capital city</i>	Medicare general enquiries: <a href="mailto:medicare@humanservices.gov.au">medicare@humanservices.gov.au</a>
		Pharmaceutical Benefits Scheme: <a href="mailto:pbs@humanservices.gov.au">pbs@humanservices.gov.au</a>
		Australian Childhood Immunisation Register: <a href="mailto:acir@humanservices.gov.au">acir@humanservices.gov.au</a>
		Australian Organ Donor Register: <a href="mailto:aodr@humanservices.gov.au">aodr@humanservices.gov.au</a>
		Health Identifiers service: <a href="mailto:healthcareidentifiers@humanservices.gov.au">healthcareidentifiers@humanservices.gov.au</a>
<b>Child Support</b>	Child Support GPO Box 9815 MELBOURNE, VIC. 3001	Child Support general enquires: <a href="#">Message Child Support</a>
<b>International Services</b>	International Services PO Box 7809 CANBERRA BC, ACT 2610	International services general enquiries: <a href="#">Message Centrelink</a>
<b>(Centrelink only)</b>		

**\* HOW TO CONTACT ONLINE:**

<http://www.humanservices.gov.au>

**AUSTRALIAN GOVT. PRINCIPAL BUSINESS RESOURCE**

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offers you simple and convenient access to all the government information, forms and services you need in one location. It's a whole-of-government service providing essential information on planning, starting and growing your business.

**\* HOW TO CONTACT BY PHONE:**

Call the Small Business Support Line on **1800 777 275**. Normal service hours are Monday to Friday, 8am to 8pm (Australian Eastern Standard Time). The Support Line is closed on Australian National Public Holidays.

**\* HOW TO CONTACT ONLINE:**

<http://www.business.gov.au>

## State Revenue Office (SRO)

**\* HOW TO CONTACT BY PHONE:**

	<b>Tel:</b>	<b>Fax:</b>
<b>All General and Tax Enquiries</b>	<b>13 21 61</b>	
Payroll Tax - (including PTX-Express, online Payroll Tax queries)	13 21 61	03 9628 6700
Land Tax - (including LTX-Express, online Land Tax queries)	13 21 61	03 9628 6856
Duties	13 21 61	
Congestion Levy	13 21 61	
First Home Owner Grant	13 21 61	03 9628 6851
Unclaimed Money	13 21 61	
Growth Areas Infrastructure Contribution (GAIC)	13 21 61	
Website Issues - Land Tax Express	13 21 61	
Website Issues - Payroll Tax Express	13 21 61	
Land Rich Branch	(03) 9628 0123	
Anonymous Information and Voluntary Disclosures	(03) 9628 6807	
Technical Website Issues	(03) 9628 0168	
International Callers	+61 3 9628 0000	

**\* HOW TO CONTACT BY MAIL/EMAIL:**

State Revenue Office  
GPO Box 1641  
MELBOURNE VIC 3001

[sro@sro.vic.gov.au](mailto:sro@sro.vic.gov.au)

**\* HOW TO CONTACT ONLINE:**

<http://www.sro.vic.gov.au>

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