

PAYG withholding

What employers and businesses need to know to meet their
PAYG withholding obligations



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ABOUT THIS GUIDE

This guide will help you meet your pay as you go (PAYG) withholding obligations if you:

- are an employer
- operate a business that has other workers, such as contract workers
- make payments to other businesses that do not quote their **Australian business number** (ABN).

This guide does not cover withholding from:

- interest, dividend and royalty payments you make to a non-resident
- payments you make to foreign residents for
 - entertainment or sports activities
 - construction and related activities
 - arranging casino gaming junkets
- interest, dividends or unit trust distributions you pay to an investor (including a non-resident) that did not provide or was deemed to have quoted a tax file number
- departing Australia superannuation payments.

➤ For more information about withholding from these types of payments, refer to:

- *PAYG withholding from interest, dividends and royalties to non-residents* (NAT 12564)
- *Withholding from payments to foreign residents for entertainment or sports activities* (NAT 10399)
- *Withholding from payments to foreign residents for construction and related activities* (NAT 10398)
- *Withholding from payments to foreign residents for casino gaming junket activities* (NAT 11292)
- *Reporting withholding from investment income payments* (NAT 15073)
- 'Departing Australia superannuation payment essentials' on our website. To access this page, visit **www.ato.gov.au** and select Super Funds – Super topics A-Z – A-P – Departing Australia.

TERMS WE USE

When we say:

- **contractor**, we mean those workers who are self-employed and have a contract with you to provide services on their own account
- **employee**, we mean those workers you employ in your business. You generally have to withhold an amount from any payments you make to them
- **labour hire worker**, we mean those workers supplied by a labour hire firm
- **payee**, we mean an individual or business who receives payments
- **payer**, we mean an individual or business who makes payments to a payee.

Some technical terms in this guide may be new to you. These are shown in **bold** when first used, and are explained in the list of definitions on page 27.

PAYG WITHHOLDING

If you have employees or pay employees of another business, you must withhold an amount from payments you make to them. If you operate your business as a company, you must also withhold amounts from payments you make to your company directors for their services. You may also have to withhold from payments you make to other workers such as contractors.

You must also withhold an amount from payments you make to other businesses if they don't quote their ABN to you on an invoice or other document if required.

You report and send all amounts you have withheld to us using the **PAYG withholding** system – this is called 'withholding'.

Under the PAYG withholding system, the individual or business making the payment is called the 'payer' and the individual or business receiving the payment is called the 'payee'.

Under the PAYG withholding system, if you are an employer or you operate a business and you make payments subject to withholding, you must:

- register for PAYG withholding
- work out the status of your workers (if applicable)
- become familiar with the types of payments you need to withhold from
- work out the amount to withhold
- report and pay withheld amounts to us
- provide payment summaries and lodge an annual report after the end of each income year.

➤ For more information, see 'Using the PAYG withholding system' on page 5.

OTHER EMPLOYER OBLIGATIONS

Under super law, you must pay super contributions to the correct super fund by the cut-off dates for all your eligible employees. You may also have to offer a choice of super fund to your eligible employees.

You must pass on your employees' tax file numbers (TFN), provided in their *Tax file number declaration* (NAT 3092), to their super funds.

➤ For more information about your super obligations, refer to *Super – what employers need to know* (NAT 71038).

If you provide a fringe benefit to an employee or their associate, such as their family member, you may be liable for fringe benefits tax (FBT). Basically, a fringe benefit is a benefit provided to an employee (or their associate) because that person is an employee. Benefits include rights, privileges or services. For example, you provide a fringe benefit when you allow an employee to use a work car for private purposes or pay an employee's private health insurance costs.

➤ For more information on fringe benefits tax, refer to *Fringe benefits tax – what you need to know* (NAT 1744).

USING THE PAYG WITHHOLDING SYSTEM

If you have employees or other workers, or you make payments to other businesses that don't quote their ABN to you, you must:

- | | |
|---|-------------|
| 1 Register for PAYG withholding | see page 6 |
| 2 Work out the status of your workers (if applicable) | see page 7 |
| 3 Work out which payments to withhold from | see page 9 |
| 4 Work out the amount to withhold | see page 10 |
| 5 Report and pay withheld amounts | see page 17 |
| 6 Provide payment summaries and lodge an annual report | see page 19 |
| 7 Keep proper records | see page 24 |

01

REGISTERING FOR PAYG WITHHOLDING

You must register for PAYG withholding if you need to withhold an amount from a payment

➤ See 'Which payments to withhold from' on page 9.

If you have an ABN, you can register for PAYG withholding:

- online through the Business Portal at **www.bp.ato.gov.au** (you will need internet access and an Australian Taxation Office (ATO) digital certificate)
- by phoning **13 28 66**
- by completing an *Add a new business account* (NAT 2954) form, which is available from **www.ato.gov.au** (send your completed form to the address shown on the form)
- through your tax adviser.

If you don't already have an ABN, you can register for PAYG withholding at **www.abr.gov.au** at the same time as you apply for an ABN, using the same form.

! ATO digital certificates protect the security and privacy of your information when using our online services.

You will need an ATO digital certificate to:

- access the Business Portal
- make changes to your details electronically through the Australian Business Register website.

To apply for an ATO digital certificate, complete the online registration form on our website at **www.ato.gov.au/onlineservices**

CHANGING YOUR REGISTRATION DETAILS

If at any time you no longer have to be registered for PAYG withholding, you need to cancel your registration.

You can do this:

- on the Business Portal at **www.bp.ato.gov.au**
- on the Australian Business Register at **www.abr.gov.au**
- by phoning **13 28 66** (you will need your ABN or tax file number).

Your withholding obligations are different depending on whether your worker is an employee or a contractor.

EMPLOYEES

Employees are those workers you employ in your business. You generally have to withhold amounts from payments you make to them and send the withheld amount to us.

If you have household employees such as nannies, cleaners or gardeners, you may have to withhold amounts from payments you make to them, even if you pay them under a private arrangement.

➤ For more information about your withholding obligations as an employer:

- visit our website at www.ato.gov.au/employers
- refer to *Step by step guide for household employees* (NAT 3901).

CONTRACTORS

Contractors are those workers who are self-employed and have a contract with you to provide services.

You generally don't withhold amounts from payments you make to contractors. However, if a contractor does not quote their ABN, you must withhold amounts from the payments you make to them – see 'When a business does not quote an ABN' on page 16.

Your workers are not necessarily contractors because they quote an ABN alone. Whether a worker is an employee or a contractor depends on how you engage them and how the work is performed.

Your contractors must meet their own tax obligations because you usually don't have to withhold amounts from payments you make to them. However, if you enter into a **voluntary agreement** with any of your contractors, you must withhold an amount from each payment you make to them, as detailed in the agreement. See 'Payments to contractors under a voluntary agreement' on page 13.

WORKING OUT IF YOUR WORKER IS AN EMPLOYEE OR A CONTRACTOR

Online decision tool

To help you work out whether your workers are employees or contractors, use our online decision tool.

➤ To access the decision tool, visit our website at www.ato.gov.au then select: Businesses – Find a rate or calculator – List all rates & calculators – Tools – Employee/ Contractor decision tool.

There is also a specialised online decision tool you can use if your workers are in the building and construction industry.

These tools ask simple questions about your relationship with your workers and their working arrangements.

If you don't have internet access and cannot use the tool, use the following information to help you work out the status of your workers.

Factors to consider	Your worker is likely to be an employee if	Your worker is likely to be a contractor if
Control over work	You, as the employer, have an implied right within industrial law to direct and control the work of the worker. The worker works in your business and you are free to manage your business as you see fit.	You, as the payer, have a right to specify how the contracted services are to be performed. However, such control must be specified in the terms of the contract, otherwise the worker is free to exercise their discretion.
Independence	A worker performs work for you in accordance with an employment contract.	The worker performs services as specified in a contract with you and provides additional services only by agreement.
Payment	The payments you make to the worker are based on any of the following: <ul style="list-style-type: none"> ■ the period of time worked ■ piece rates ■ commission. 	The payments you make to the worker depend on the performance of the contracted services.
Commercial risks	The worker generally bears no legal risks in respect of the work they do. Since the worker works in your business, you are legally responsible for any work performed by the worker.	The worker bears the legal risk in respect of the work. They have the potential to make a profit or loss, and must remedy any defective work at their own expense.
Ability to delegate	The worker performs the work personally and generally cannot subcontract the work to someone else.	Unless otherwise specified in the contract, the worker can subcontract or delegate the work.
Tools and equipment	You, except when specifically agreed otherwise, usually provide tools and equipment.	The worker generally provides their own tools and equipment.

If you have labour hire workers

If you obtain workers from a labour hire firm, you pay the labour hire firm, not the workers. Therefore, you do not withhold amounts from payments you make to the labour hire firm, unless it fails to quote its ABN.

However, if you are a labour hire firm and you supply workers to clients under a labour hire arrangement, you must withhold amounts from payments you make to these workers.

For more information on the amounts to withhold from payments to individual workers under a labour hire arrangement, see 'Payments to labour hire workers' on page 15.

The most common payments you need to withhold amounts from are payments you make to:

- your employees
- your directors
- businesses that do not quote their ABN to you.

Depending on your circumstances, you may also have to withhold amounts from payments you make to:

- contractors who have a voluntary agreement with you
- individuals under labour hire arrangements
- your employees on termination of their employment.

If you operate your business as a company or trust with a corporate trustee, it is likely you are either an employee or director of that business. If the company or corporate trustee pays you a wage or directors fees, it has the same responsibility to withhold amounts from these payments and send the withheld amounts to us.

If you operate your business as a sole trader or a partnership and you draw amounts from the business, this is not a wage and you do not have to withhold from these drawings. You make some provision for your income tax liability through the PAYG instalments system. However, if you have other employees, you must withhold amounts from payments you make to them under the PAYG withholding system.

➤ For more information on PAYG instalments, refer to *Introduction to pay as you go income tax instalments* (NAT 4637).

ALLOWANCES

Allowances are separate payments you make to employees, company directors or labour hire contractors for:

- working conditions (for example, danger, dirt, height, shift or travelling time)
- qualifications or special duties (for example, trade, first aid certificate or safety officer)
- expenses they can't claim as a tax deduction (for example, normal travel between home and work)
- work-related expenses they may be able to claim as a tax deduction (for example, tools, compulsory uniform, and dry cleaning).

➤ For more information about withholding amounts from allowances paid to:

- employees or company directors, refer to *PAYG bulletin no. 1 – taxing of allowances for the 2000/01 and future income years* (NAT 3252)
- labour hire contractors, refer to *PAYG withholding bulletin no. 4 – taxing of allowances and reimbursements paid to workers under a labour hire arrangement for the 2000/01 and future income years* (NAT 5151).

Once you have worked out which payments you must withhold from, you must then work out the amount to withhold.

⊖ If you don't withhold from payments or you don't withhold the correct amount, you may incur a penalty. If you find you have made a mistake, phone **13 28 66**.

PAYMENTS TO EMPLOYEES

➤ To work out the amount to withhold from payments you make to employees, use the:

- PAYG withholding tax tables available from our website at www.ato.gov.au
- information employees give you in a *Tax file number declaration* (NAT 3092) and, if applicable, a *Withholding declaration* (NAT 3093).

Tax file number declarations

Each of your employees should complete a *Tax file number declaration*. You must:

- complete the payer section of the declaration
- send the original to us within 14 days
- keep a copy for your records.

An employee's *Tax file number declaration* gives you certain information that helps you work out the amount you withhold from payments you make to that employee. For example, whether they:

- are claiming the tax-free threshold
- are an Australian resident for tax purposes
- have a Higher Education Loan Programme (HELP) debt or a Financial Supplement debt.

⚠ Higher Education Contribution Scheme (HECS) was replaced by HELP on 1 January 2005. From 1 June 2006, accumulated HECS debts are called accumulated HELP debts.

If an employee does not quote their tax file number (TFN), claim an exemption from quoting their TFN on the declaration or provide a declaration at all, you must:

- complete the payee section with all the information you know about them
- send the declaration to us
- withhold 46.5% (45% for non-residents) from all payments you make to that employee.

However, if the employee is under 18 years of age, you do not have to withhold amounts from payments you make to them if those payments are not more than:

- \$112 – if you pay them weekly
- \$225 – if you pay them fortnightly
- \$489 – if you pay them monthly.

Where your employee has indicated on their declaration that they have applied to us for a tax file number, you don't have to withhold at 46.5% for the first 28 days – you withhold at the standard rate according to the PAYG withholding tax tables.

⚠ Whenever an employee gives you a new declaration, it overrides any earlier declaration.

Providing TFNs to super funds

When your employee completes a *Tax file number declaration*, you must pass their TFN onto their super fund or retirement savings account if you make contributions for them. You must do this within 14 days of receiving the declaration and TFN.

If you don't have to make super contributions for an employee, you only need to pass their TFN on to their super fund or retirement savings account when you start making contributions.

If you use a third party to manage your payroll or a clearing house to distribute super contributions to your employees' funds, make sure your contracts allow them to pass TFNs to funds or retirement savings accounts on your behalf, and that they do so. If they don't pass on the TFNs, you are liable for the penalties, not the payroll service provider or clearing house.

Withholding declarations

Your employees must give you a completed Withholding declaration if they want to:

- claim their entitlement to tax offsets by having a reduced amount withheld from payments made to them
- increase the amount you withhold
- advise you of changes to their
 - tax-free threshold
 - residency status
 - accumulated HELP debt or accumulated Financial Supplement debt.

Withholding declarations tell you what adjustments to make to the standard rate of withholding as shown in the tax tables.

You don't need to send withholding declarations to us – keep the completed declarations with your employee records.

➤ You can obtain copies of tax file number declarations, withholding declarations and PAYG withholding tax tables:

- from most newsagents
- by phoning **1300 720 092**.

The PAYG withholding tax tables are also available from our website at **www.ato.gov.au**

PAYG withholding tax tables

We publish PAYG withholding tax tables for:

- payments you make weekly (NAT 1005), fortnightly (NAT 1006), monthly (NAT 1007) and quarterly (NAT 3479)
- particular types of payments; for example, employment termination payments, return to work payments, unused leave payments and back payments.

There is a full list of the tax tables on page 25. Use the table that matches your circumstances.

➤ You can also use our online tax withheld calculator to work out how much to withhold from payments you make to your employees and other workers. To use the calculator, visit our website at **www.ato.gov.au** and select: What do you want to do – Find a rate or calculator – Calculate tax to withhold from pay.

Employees claiming tax offsets

If one of your employees indicates on their *Tax file number declaration* or *Withholding declaration* that they wish to receive their end-of-year entitlement to a tax offset by having less withheld from their regular payments throughout the year, use the 'Ready reckoner' for tax offsets' on the tax tables to find out how much less to withhold.

Employees with HELP or Financial Supplement debts

If an employee has indicated that they have a HELP or Financial Supplement debt, use the HELP or Student Financial Supplement Scheme tax tables to work out how much extra to withhold for these debts. Add this to the amount withheld shown in the relevant column of the tables.

➤ For more information about using formulas for calculating the correct amount to withhold from payments you make, refer to:

- *PAYG withholding – Statement of formulas for calculating amounts to be withheld* (NAT 1004)
- *PAYG withholding – Statement of formulas for calculating Higher Education Loan Programme (HELP) component* (NAT 2335)
- *PAYG withholding – Statement of formulas for calculating Student Financial Supplement Scheme (SFSS) component* (NAT 3305).

Variations

The rates of withholding provided in the tax tables are designed to approximate the amount of tax your employees are liable to pay at the end of the financial year. However, because each of your employee's circumstances are different, some of them may find the amount withheld using the tax tables is either less or more than the total amount of tax they are liable to pay at the end of the financial year.

Your employees can apply to vary their rate of withholding upwards or downwards.

- If your employee has a HELP or Financial Supplement debt and wants to vary their withholding amounts, refer to:
- *Repaying your HELP debt* (NAT 3913)
 - *Repaying your Financial Supplement loan* (NAT 2789) for examples of some circumstances that may apply to them.

These publications are available on our website at **www.ato.gov.au**

Upwards variation

An employee may ask you to increase the amount you withhold from payments you make to them; for example, to cover tax they will be liable to pay on investment income. If you agree to this, both you and your employee must complete the relevant sections of the *Withholding declaration – upwards variation* (NAT 5367). There are two sections to the form – an agreement and a declaration.

Once completed, you keep the declaration and return the agreement to your employee for their records.

⚠ You cannot vary the amount you withhold to less than the amount that applies using the tax tables.

Downwards variation

Your employee must obtain approval from us to reduce the amount you would normally withhold from payments you make. This usually happens only in special circumstances where your employee can show the amount of tax they are liable to pay on their total income in the year does not justify the standard withholding rate.

If your employee wants to vary their withholding amount downwards, they must complete a *PAYG income tax withholding variation (ITWV) application* (NAT 2036) and send it to us either online through www.ato.gov.au or by mail. If we approve a downwards variation, we will send an approval letter to the employee and a variation notice to you, outlining the new rate or reduced amount to be withheld. Both the notice and the letter will clearly specify the expiry date of the notice.

Example: Downwards variation

Peter is an employee who also owns a negatively geared rental property. As Peter can claim deductions against his rental property, the amount his employer withholds from his wages results in Peter receiving a large income tax refund at the end of the income year.

Instead of receiving the large refund at the end of the income year, Peter can apply to the Tax Office to reduce the amount his employer must withhold from his wages. If Peter's application is approved, the amount withheld throughout the year will be less than the amount his employer would ordinarily have to withhold using the tax tables.

➤ To obtain an application form for a downwards variation, visit our website at www.ato.gov.au or request a copy by:

- phoning **1300 360 221**
- emailing ITWvariation@ato.gov.au

Employing foreign residents

If your employee answered 'no' to the question 'Are you an Australian resident for taxation purposes?' on their *Tax file number declaration*, you must use foreign resident tax rates. To work out the amount to withhold from payments you make to foreign resident employees, refer to the foreign resident section within the applicable tax table.

Some foreign residents are exempt from paying tax in Australia. If you are satisfied that your employee's income is exempt from tax in Australia, you don't have to withhold amounts from their payments. The employee can apply for a private ruling from us on whether their income is exempt.

Paying employees that work overseas

If you make payments to Australian employees who are working overseas, you have the same tax obligations as if they were working in Australia. However, some Australian employees working overseas may be exempt from paying tax in Australia.

If you are satisfied that an employee's income is exempt from tax in Australia, you don't have to withhold amounts from payments you make to them. The employee can apply for a private ruling from us on whether their income is exempt.

If your employee has a HELP/SFSS debt and they receive income that is exempt from tax in Australia, their exempt income may still be taken into account to work out the tax on their other assessable income.

From 1 July 2005, you must include exempt foreign employment income when calculating your employee's repayment income to work out their HELP compulsory repayment.

- For more information about withholding from amounts you pay to non-residents or employees working overseas:
- visit our website at www.ato.gov.au
 - phone **13 28 66**.

Personal services income

Personal services income is income that is mainly a reward for an individual's personal efforts or skills.

If you operate a company, partnership or trust that does not meet the tests of a **personal services business**, some income your workers generate may be personal services income. This income is attributed to the individuals who earned it but does not include GST and permitted deductions. The attributable part of that income also does not include amounts paid to the individual as salary or wages if paid within 14 days of the end of the PAYG payment period.

You may have an additional PAYG withholding obligation for the amount attributable to the individuals.

- For more information, refer to:
- *Alienation of personal services income: What is personal services income?* – fact sheet (NAT 3631)
 - *Alienation of personal services income: Additional pay as you go withholding obligations* – fact sheet (NAT 3517).

PAYMENTS TO CONTRACTORS UNDER A VOLUNTARY AGREEMENT

If you enter into a voluntary agreement with a contract worker, you must withhold amounts from payments you make to them, as detailed in the agreement. This helps the worker pay their income tax.

You cannot enter into a voluntary agreement if a worker's payment is covered by another specific PAYG withholding category; for example, if the worker is being paid as an employee or under a labour hire arrangement.

A voluntary agreement can cover a specific task or apply to successive arrangements between you and the worker. Either you or the worker can end a voluntary agreement at any time by notifying the other in writing.

To make a voluntary agreement with a worker, you can use the form *A Voluntary Agreement for PAYG Withholding* (NAT 2772), which is available on our website at www.ato.gov.au


You don't have to use this form, but any voluntary agreement you make must be in writing and include all the information specified on the form. There is a copy of the form on the next page showing what information you need to include.


The amount you must withhold under a voluntary agreement is either of the following:

- the worker's PAYG instalment rate notified by us
- a flat rate of 20%, as shown in the following table.

If the worker's instalment rate is	Use
more than 20%	the worker's instalment rate
less than 20%	20% rate (unless you both agree to use the instalment rate)
not known when agreement is made	20% rate

To work out how much to withhold, multiply the worker's invoiced amount by the withholding rate specified in the voluntary agreement.

 Both you and the worker must keep a copy of the voluntary agreement while it is in force and for five years after the last payment is made under the agreement. You don't have to send a copy to us.

 For more information about completing a voluntary agreement, refer to *PAYG withholding – voluntary agreements* fact sheet (NAT 3063).

PAYMENTS TO LABOUR HIRE WORKERS

If you are a labour hire firm providing individual workers (as employees or contractors) under a labour hire arrangement, your workers are taxed at the same rate as employees. You work out how much to withhold using the weekly, fortnightly, monthly or quarterly tax tables, together with information provided on your workers' tax file number and withholding declarations.

Where you provide labour hire workers who are operating as a company, partnership or trust, you do not have to withhold amounts from payments you make to them, unless they don't provide you with their ABN.

➤ For more information, refer to *PAYG withholding and labour hire firms* (NAT 3473).

EMPLOYMENT TERMINATION PAYMENTS

An employment termination payment (ETP) is a lump sum payment you make under either of the following circumstances:

- to an employee when their employment is terminated
- to another person or to an employee's estate because the employee's employment has been terminated due to death.

An ETP includes lump sum payments paid upon resignation, retirement or death.

You must generally make a lump sum payment within 12 months of your employee's employment termination for the payment to qualify as an ETP. You must tax payments you make outside 12 months as ordinary income at marginal tax rates. A payment from a superannuation fund is not an ETP.

The types of ETPs subject to withholding include:

- payments in lieu of notice
- payments for unused sick leave
- 'golden handshake' payments, whether paid under contract, industrial award obligation or the employer's desire to recognise past service
- compensation for loss of job
- compensation for wrongful dismissal, as long as it is paid within 12 months of the actual termination of employment
- the amount of any redundancy payments you make that exceed the tax-free limit
- payments because of the employee's permanent disability, other than a compensation payment for personal injury
- the amount of any payments you make under an early retirement scheme that exceed the tax-free limit
- lump sum payments you pay on the death of an employee.

➤ For more information about the tax free limit, refer to *PAYG withholding – Tax table for employment termination payments* (NAT 70980).

Before making an ETP, you must work out:

- any tax-free components
- any taxable components
- whether an earlier ETP has been paid for the same termination.

If you have to withhold an amount from an ETP, or you are making the payment to a deceased employee's estate, you must complete a *PAYG payment summary – employment termination payment* (NAT 70868) within 14 days of making the payment. This shows the taxable and tax-free components of the ETP.

➤ For more information about ETPs refer to:

- *Employment termination payments – when an employee leaves* (NAT 71043)
- *Employment termination payments – transitional arrangements* (NAT 70644)
- *PAYG withholding – Tax table for employment termination payments* (NAT 70980).

You can use our online employment termination payment calculator for help with your calculations. To access the calculator visit our website at www.ato.gov.au and select: Businesses – Find a rate or calculator – List all rates and calculators – Employment termination payments.

BACK PAYMENTS

If you have to make a back payment to a worker; for example, lump sum payments in arrears or bonus payments, refer to the following tax tables:

- *PAYG withholding – Tax table for back payments, including lump sum payments in arrears* (NAT 3348)
- *PAYG withholding – Tax table for bonuses and similar payments* (NAT 7905).

There is also a publication titled *How to withhold from back payments* (NAT 10434), which explains how to work out the amount you must withhold from back payments of salary or wages, and other amounts such as allowances, compensation, sickness or accident payments.

WHEN A BUSINESS DOES NOT QUOTE AN ABN

If a business supplies you with goods or services, that business should quote their ABN. If they don't, generally you must withhold 46.5% of the payment you make to them and send the withheld amount to us.

You do not have to withhold from payments if any of the following apply:

- the total payment you make to the supplier is \$75 or less, excluding goods and services tax (GST)
- the supplier is an individual under 18 years of age and your payments to that person are \$120 or less each week
- the goods or services are supplied through an agent who has quoted their ABN on an invoice or some other document relating to the supply
- the goods or services supplied are wholly input taxed under GST
- the entire payment you make is exempt income for the supplier
- the supplier is not entitled to an ABN as they are not carrying on an enterprise in Australia.

Also, you should not withhold from the payment you make if the supplier states in writing that the supply is either of the following:

- made in the course or furtherance of an activity done as a private recreational pursuit or hobby
- wholly of a private or domestic nature.

If you are aware that any one of the above conditions applies, you do not have to withhold, even where they have not quoted an ABN. However, you must have sufficient records to show the reason for not withholding.

If you are unsure, ask the supplier to give you a written statement that states the supply of goods or services is excluded for one of these reasons. The supplier may use the *Statement by a supplier (reason for not quoting an ABN to an enterprise)* (NAT 3346), or create their own statement containing the same information. You must keep their statement for five years.

If you have reason to believe the statement is false or misleading, you must withhold 46.5% of the total payment.

If a supplier has applied for an ABN, you can offer to hold payment until the supplier has obtained and quoted their ABN. This is a matter for you and your supplier to work out. However, you must not make full payment to the supplier on the understanding that an ABN will be quoted later. If you do, you may be subject to penalties for the amount you did not withhold.

- To check an ABN on the Australian Business Register:
 - phone the automated checking service on **13 72 26**
 - visit **www.abr.gov.au**

If you withhold 46.5% of the payment, you must complete a **payment summary** and give it to the supplier at the same time you pay them the net amount or as soon as practicable thereafter (see page 19).

- For more information, refer to *Statement by a supplier (reason for not quoting an ABN to an enterprise)* (NAT 3346). This includes a guide for businesses called *Should your suppliers quote their ABN?*

- ⚠ Put your ABN on your business stationery, especially on your invoices, as other businesses will need this information so they don't have to withhold from payments for goods and services you supply to them.

If you are registered for GST, other businesses will also need your ABN on your tax invoices to claim GST credits for GST they pay in the price of goods and services you supply to them. Remember, invoices you provide are not tax invoices for GST purposes unless they include your ABN.

HOW TO REPORT AMOUNTS YOU WITHHOLD

You report and pay amounts you withhold to us by completing an activity statement. We will send you an activity statement and you report your PAYG withholding obligations at the applicable W label – see the example below.

If you have not withheld any amount for a reporting period, you don't have to report amounts at labels W2 to W5. However, you must still report any other obligations you have, sign and date your activity statement, and return it to us by the due date printed in the top right-hand corner.

EXAMPLE:

You paid \$10,680 in wages during September and withheld \$2,971 from the wage payments. During September, you also withheld \$164 from a supplier who didn't quote an ABN on their invoice.

On your September activity statement, you report:

- \$10,680 (gross amount you paid) at **W1**
- \$2,971 (amount you withheld) at **W2**
- \$164 (amount you withheld because the supplier didn't quote their ABN) at **W4**.

You add the amounts shown at **W2** and **W4** (but not the amount shown at **W1**) and write the total at **W5**. You then transfer the total at **W5** to label 4 in the summary box on the back of your activity statement.

You will only need to report an amount at **W3** if you withheld amounts from payments such as interest, dividends or royalty payments you made to a non-resident.

➤ For more information, refer to *PAYG withholding – how to complete your activity statement* (NAT 7394).

WHEN TO PAY AMOUNTS YOU WITHHOLD TO US

The due date for paying amounts you withhold to us depends on whether you are a small, medium or large withholder.

Small withholders

You are a **small withholder** if you are an individual or business that withholds \$25,000 or less a year. You must pay the amount you withhold to us quarterly. We will send you an activity statement each quarter that shows when your withholding payment is due.

⚠ If you are a small withholder, you can choose to pay the amounts you withhold to us monthly if you wish. To arrange this, phone us on **13 28 66**. You can still pay other tax amounts, such as GST and fringe benefits tax, quarterly if you wish.

Medium withholders

You are a **medium withholder** if you are an individual or business that withholds \$25,001 to \$1 million a year. You must generally pay any amount you withhold to us monthly. We will send you an activity statement each month that shows when your withholding payment is due.

Large withholders

You are a **large withholder** if you have withheld amounts totalling more than \$1 million in a previous income year or are part of a company group that has withheld more than \$1 million in a previous income year. If you are a large withholder, you must pay the amounts you withhold to us electronically.

➤ For more information about reporting and paying amounts you withhold as a large withholder, refer to *PAYG withholding for large withholders* (NAT 3301).

HOW TO PAY THE AMOUNTS YOU WITHHOLD TO US

You can pay the amounts you withhold to us using any of the following methods.

BPAY®

You can make a payment directly from your cheque or savings account to us using your financial institution's telephone or internet banking service.

Details you need

Bill code: 75556

Reference: Your EFT code

Your payment must reach us on or before its due date. Check your financial institution's processing deadlines to avoid making a late payment.

Direct credit

You can transfer your payment to us online from your cheque or savings account.

Details you need

Bank: Reserve Bank of Australia
 BSB: 093 003
 Account number: 316 385
 Account name: ATO direct credit account
 Reference: Your EFT code

Your payment must reach us on or before its due date. Check your financial institution's processing deadlines to avoid making a late payment.

Direct debit

You can have your payment automatically deducted from your cheque or savings account.

Details you need

For a verbal direct debit payment arrangement after the due date, phone us on **13 11 42**.

For all other direct debit requests, complete the *Direct debit request* (NAT 2284) form and return it to us.

- To obtain a direct debit form:
- visit our website at www.ato.gov.au/howtopay
 - phone **1800 802 308** between 8.00am and 6.00pm, Monday to Friday
 - email us at eft-information@ato.gov.au

Allow at least seven (7) working days for your direct debit to be activated to ensure your payment reaches us on or before its due date.

Mail

You can mail your cheque or money order to us.

Cheques and money orders should be for amounts in Australian dollars and made payable to 'Deputy Commissioner of Taxation'. Cheques should be crossed 'Not Negotiable' and must not be post dated.

You should also include your payment slip or a note that states your:

- full name
- address and telephone number
- account identifier, such as your Tax file number, Australian business number (ABN) or client identification number
- payment type, such as BAS payment, income tax or HELP.

Mail your payment and payment slip or note to:

WA, SA, NT, TAS or VIC residents

Australian Taxation Office
 Locked Bag 1936
 ALBURY NSW 1936

NSW, ACT or QLD residents

Australian Taxation Office
 Locked Bag 1793
 PENRITH NSW 1793

⚠ Do not use pins, staples, paper clips or adhesive tape. Do not send cash.

Also, remember to allow sufficient time for your payment to reach us on or before its due date.

- For more information about:
- **direct credit, BPAY, post office payments or mail payments**, phone us on **1800 815 886** between 8.00am and 6.00pm, Monday to Friday, Australian Eastern Standard Time, or email payment@ato.gov.au
 - **direct debits or to obtain a direct debit form**, phone us on **1800 802 308** between 8.00am and 6.00pm, Monday to Friday, or email eft-information@ato.gov.au

PROVIDING PAYMENT SUMMARIES TO YOUR WORKERS

Payment summaries show the total payments you made and the amount you withheld for each worker during the financial year ending 30 June.

Generally, you must give the following:

- each of your workers a payment summary by 14 July each year
- an ETP payment summary to any employee to whom you have made an employment termination payment within 14 days of making the payment.

You give a copy of the payment summary to each worker and keep a copy for your records. If you report your PAYG withholding information electronically, you can give your workers their payment summaries printed on plain paper; however, the payment summaries must be in a format acceptable to us.

➤ For more information about self-printing payment summaries, refer to *How to lodge your PAYG withholding annual report electronically* (NAT 3367) available from our website at www.ato.gov.au or by phoning **13 28 66**.

If you report your PAYG withholding information using paper forms rather than electronically, you send the original to us as part of your annual reporting – see page 22. We will send you payment summaries and a personalised payment summary statement around May each year.

If you need extra payment summaries you can order them by phoning our automated ordering service on **13 72 26** at any time. You will need your ABN or withholding payer number to order. If we send you more payment summaries than you need, you can keep them for future use.

➤ There are various other payment summaries for other types of payments you may make to your workers. We also publish guidelines to help you complete the different payment summaries. See 'PAYG withholding forms and publications' on pages 25 and 26.

For more information about other types of payment summaries, visit our website at www.ato.gov.au or phone **13 28 66**.

Part-year payment summaries

Workers may request a part-year payment summary. The worker's request must be made in writing, no later than 21 days before the end of the financial year.

You must provide the worker with copies of the payment summary within 14 days of their request, unless the worker is an individual with a reportable fringe benefits tax amount. In this case, a part-year summary may not be issued.

Part-year payment summaries provide details of withholding payments made from either of the following:

- 1 July of that financial year to the date of issue of the payment summary
- the date of issue of any previous part-year payment summary to the date of issue of the current one.

The end of financial year payment summary you provide to a worker who has previously been issued with a part-year payment summary will only include details relevant to the period from the date of issue of the last part-year payment summary, to 30 June.

Workers and other payees no longer have to include copies of all payment summaries issued to them with their tax return.

PROVIDING PAYMENT SUMMARIES WHERE NO ABN HAS BEEN QUOTED

Where another business doesn't quote an ABN to you, you must give them a payment summary showing details of the payment.

You can use our form *PAYG payment summary – withholding where ABN not quoted* (NAT 3283) or prepare your own, as long as you include all the necessary details. You need to provide this payment summary at the same time you make the payment or as soon as practicable thereafter.

There is a copy of the payment summary on page 20 showing all the information you must provide. To order this form, phone **13 72 26** or you can prepare your own.

CHOOSING WHICH PAYMENT SUMMARY TO USE

Remember, you may have to complete various types of payment summaries, depending on the types of payments you have made throughout the financial year. The following table shows the different types of payment summaries, who they are for and when to provide them.

Type of payment summary	Who this payment summary is for	When to give this payment summary
<i>PAYG payment summary – individual non-business</i> (NAT 0046)	Employees, company directors and office holders to whom you pay salary and wages, pension payments, compensation, allowances or other payments.	By 14 July
<i>PAYG payment summary – voluntary agreement</i> (NAT 3223)	Workers, other than employees, who have a voluntary agreement with you to withhold amounts from payments you make to them.	By 14 July
<i>PAYG payment summary – labour hire and other specified payments</i> (NAT 3282)	<ul style="list-style-type: none"> ■ Workers you employed under a labour hire arrangement. ■ Certain other workers, such as performing artists, to whom you paid specified payments. 	By 14 July
<i>PAYG payment summary – employment termination payment</i> (NAT 70868)	Employees to whom you have made an employment termination payment.	Within 14 days of making the payment.
<i>PAYG payment summary – personal services attributed income</i> (NAT 3446)	Individuals from whose personal services income you have to withhold amounts from.	By 14 July
<i>PAYG payment summary – withholding where ABN not quoted</i> (NAT 3283)	Businesses that don't quote their ABN to you.	At the same time you pay them the net amount or as soon as practicable thereafter.
<i>PAYG payment summary – superannuation lump sum</i> (NAT 70947)	<p>Employees to whom you have paid a super lump sum payment.</p> <p>You can only pay a super lump sum if you are a retirement savings account (RSA) provider or you operate:</p> <ul style="list-style-type: none"> ■ a super fund ■ an approved deposit fund ■ a life insurance company and you pay an annuity purchased with any of the following <ul style="list-style-type: none"> – an eligible termination payment rolled over prior to 1 July 2007 – a roll-over super benefit paid after June 2007 – a directed termination payment. 	Within 14 days of making the payment.
<i>PAYG payment summary – superannuation income stream</i> (NAT 70987)	<p>Payees to whom you pay super income streams such as pensions or annuities.</p> <p>You can only pay a super income stream if you operate one of the following:</p> <ul style="list-style-type: none"> ■ a super fund ■ an approved deposit fund ■ a life insurance company and you pay an annuity purchased with a rolled over employment termination payment. 	By 14 July

! You can provide some of these payment summaries electronically, as long as you send your annual PAYG withholding annual report to us electronically – see below.

ANNUAL REPORTING

At the end of each financial year, you must lodge your PAYG withholding annual reports with us. These reports must include the following details:

- all payments you have made to employees, workers or businesses during the financial year
- the amounts you withheld.

The following table shows what and when to report.

What to report	When to report
Information about payments you have made as wages, salaries or other work-related payments.	By 14 August each year
Information about payments you have made and amounts withheld from other business that did not quote their ABN to you.	By 31 October each year

The two methods of reporting annual PAYG information to us are:

- electronically
- in paper form.

REPORTING ELECTRONICALLY

Reporting electronically is quicker and easier because you:

- can send your annual PAYG information to us via the internet using our electronic commerce interface (ECI), or via magnetic media; for example, CD-ROMs, DVDs or disks
- can provide your employees, workers or businesses with an electronic payment summary
- can give your employees, workers or businesses their payment summaries printed on plain paper
- don't have to complete a *PAYG payment summary statement* or send copies of paper payment summaries to us.

You can report your PAYG withholding information electronically, as long as you use payroll software that meets our specifications. You can purchase commercial payroll software that meets our specifications or you can develop your own in-house software.

➤ For more information, refer to *How to lodge your PAYG withholding annual report electronically* (NAT 3367). If you want to provide your employees or workers and other businesses with an electronic payment summary:

- refer to *Providing electronic payment summaries* (NAT 9210)
- phone **13 28 66**.

! PRE-FILLING – MAKING IT EASIER FOR YOUR WORKERS TO PREPARE TAX RETURNS

You can make it easier for your workers to lodge their tax returns. Simply lodge your PAYG payment summary annual report early and electronically. As soon as we have processed your annual report, we will make the payment summary information available in the following forms:

- pre-filled into the correct labels in e-tax – the free service offered by us that allows individuals to complete and lodge their income tax returns
- reports for tax agents to help them complete their clients' tax returns.

For more information about pre-filling visit our website www.ato.gov.au

Using e-Record

e-Record is a free, electronic record keeping product you can use to help meet your tax reporting obligations. If you currently use *e-Record* to prepare your payment summaries, you can use *e-Record* version 6.1 to print your payment summaries and prepare your PAYG withholding annual report so you can lodge it electronically.

➤ For the latest information about *e-Record* and how to download it:

- visit our website at www.ato.gov.au/businesses and search for 'erecord'
- phone **1300 139 051** to order a CD.

REPORTING USING PAPER FORMS

If you report using paper forms, send your completed *PAYG payment summary statement* to us for the financial year ending 30 June, together with the originals of all completed payment summaries.

Both the *PAYG payment summary statement* and the payment summaries must be reported on Tax Office stationery. Remember to keep a copy of the statement and payment summaries for your records.

Your *PAYG payment summary statement* must include the totals of all payments made and amounts withheld for all your workers, including:

- employees
- contractors under a voluntary agreement
- labour hire workers under a labour hire arrangement.

Remember to include amounts for any employment termination payments and personal services income you have attributed. You must send this report to us by 14 August each year.

If you have withheld from businesses that did not quote their ABN to you, complete a *PAYG withholding where ABN not quoted – annual report* (NAT 3448).

You must send this report to us by 31 October each year. You don't have to send us copies of payment summaries you give to suppliers, but you must keep copies for your records.

➤ To order both the *PAYG payment summary statement* (NAT 3447) and the *PAYG withholding where ABN not quoted – annual report* (NAT 3448):

- visit our website at **www.ato.gov.au**
- phone our automated ordering service on **13 72 26**.
You will need your ABN or withholding payer number to use this service.

Under tax law, you must keep all records that explain your PAYG withholding transactions. Records must be in English or in a form that can be converted into English.

If your records are not in a written form (for example, in an electronic form on a computer system), they must be in a form that is readily accessible and easily converted into English.


STORING PAPER RECORDS ELECTRONICALLY

Regardless of whether you use a manual or an electronic record keeping system, you may want to store and keep paper records electronically.

We accept the imaging of business paper records onto an electronic storage medium, as long as the electronic copies:

- are a true and clear reproduction of the original paper records
- can be retrieved and read by tax officers at all times.


You don't have to keep original paper records once they have been imaged onto an electronic storage medium.

 You must keep your business records for at least five years.

PAYG WITHHOLDING RECORDS YOU MUST KEEP

The PAYG withholding records you must keep include:

- wages records, including payment records
- voluntary agreements
- employment declarations (for employees working for you before 1 July 2000), tax file number declarations and withholding declarations
- copies of payment summaries and payment summary statements, or electronic annual reports if applicable
- employment termination payment records
- records of personal services income you have attributed
- statements by a supplier where no ABN was quoted
- records of amounts you withheld where no ABN was quoted
- annual reports of PAYG withholding where no ABN was quoted.

 For more information about record keeping, refer to *Record keeping for small business* (NAT 3029).

PAYG WITHHOLDING FORMS AND PUBLICATIONS

To order our forms or publications, visit our website at www.ato.gov.au, or phone **1300 720 092** – see page 29.

DECLARATIONS

- *Tax file number declaration* (NAT 3092)
- *Withholding declaration* (NAT 3093)
- *Withholding declaration – short version for senior Australians* (NAT 5072)
- *Withholding declaration – upwards variation* (NAT 5367)
- *Medicare levy variation declaration* (NAT 0929)

VOLUNTARY AGREEMENTS

- *A voluntary agreement for PAYG withholding* (NAT 2772)

PAYG WITHHOLDING TAX TABLES

- *Weekly tax table* (NAT 1005)
- *Fortnightly tax table* (NAT 1006)
- *Monthly tax table* (NAT 1007)
- *Quarterly tax table* (NAT 3479)
- *Weekly tax table with no and half Medicare levy* (NAT 1008)
- *Medicare levy adjustment – weekly tax table* (NAT 1010)
- *Medicare levy adjustment – fortnightly tax table* (NAT 1011)
- *Medicare levy adjustment – monthly tax table* (NAT 1012)
- *Special tax table for individuals seasonally employed in the horticultural industry* (NAT 1013)
- *Special tax table for individuals employed in the shearing industry* (NAT 1014)
- *Special tax table for actors, variety artists and other entertainers* (NAT 1023)
- *Special daily rates tax table* (NAT 1024)
- *HELP – weekly tax table* (NAT 2173)
- *HELP – fortnightly tax table* (NAT 2185)
- *HELP – monthly tax table* (NAT 2186)
- *Statement of formulas for calculating HELP component* (NAT 2335)

- *SFSS – weekly tax table* (NAT 3306)
- *SFSS – fortnightly tax table* (NAT 3307)
- *SFSS – monthly tax table* (NAT 3308)
- *Statement of formulas for calculating SFSS component* (NAT 3305)
- *Coefficients for calculating withholding amounts incorporating SFSS component and HELP component* (NAT 3539)
- *Tax table for return to work payments* (NAT 3347)
- *Tax table for back payments including lump sum payments in arrears* (NAT 3348)
- *Tax table for annuities* (NAT 3350)
- *Tax table for unused leave payments on termination of employment* (NAT 3351)
- *Tax table for payments made under voluntary agreements* (NAT 3352)
- *Special tax table for aged pensioners and low income aged persons (senior Australians)* (NAT 4466)
- *Special tax tables for payments to individuals performing work or services in the JPDA – Timor Sea* (NAT 7288)
- *Bonuses and similar payments tax table* (NAT 7905)
- *Commission payments tax table* (NAT 10146)
- *Tax table for employment termination payments* (NAT 70980)
- *Tax table for superannuation lump sums* (NAT 70981)
- *Tax table for superannuation income streams* (NAT 70982)

! Foreign resident tax tables are no longer produced. Information on withholding for foreign residents is contained in the normal weekly, fortnightly and monthly tax tables.

PAYG PAYMENT SUMMARIES

- *Individual non-business* (NAT 0046)
- *Labour hire and other specified payments* (NAT 3282)
- *Voluntary agreement* (NAT 3223)
- *Employment termination payment* (NAT 70868)
- *Personal services attributed income* (NAT 3446)
- *Withholding where ABN not quoted* (NAT 3283)
- *Superannuation income stream* (NAT 70987)
- *Superannuation lump sum* (NAT 70947)

GUIDELINES FOR COMPLETING PAYG PAYMENT SUMMARIES

- *Individual non-business* (NAT 3388)
- *Labour hire and other specified payments* (NAT 3390)
- *Voluntary agreement* (NAT 3391)
- *Employment termination payment* (NAT 70996)
- *Personal services attributed income* (NAT 3489)
- *Withholding where ABN not quoted* (NAT 3389)
- *Superannuation income stream* (NAT 70986)
- *Superannuation lump sum* (NAT 70946)

ANNUAL REPORTS – PAPER

- *PAYG payment summary statement* (NAT 3447)
- *PAYG withholding where ABN not quoted – annual report* (NAT 3448)
- *PAYG withholding from interest, dividend and royalty payments paid to non-residents – annual report* (NAT 7187)
- *PAYG withholding annual report – payments to foreign residents* (NAT 12413)

BULLETINS, GUIDES AND FACT SHEETS

- *PAYG bulletin no. 1 – taxing of allowances for the 2000/01 and future income years* (NAT 3252) (employees, company directors and office holders)
- *PAYG withholding and labour hire firms* (NAT 3473)
- *PAYG withholding bulletin no. 4 – taxing of allowances and reimbursements paid to workers under a labour hire arrangement for the 2000/01 and future income years* (NAT 5151)
- *How to lodge your PAYG withholding annual report electronically* (NAT 3367)
- *PAYG withholding guide no. 2 – How to determine if workers are employees or independent contractors* (NAT 2780)
- *Providing electronic payment summaries* (NAT 9210)
- *How to withhold from back payments* (NAT 10434)
- *PAYG withholding voluntary agreements* (NAT 3063)
- *Alienation of personal services income – Additional pay as you go withholding obligations – fact sheet* (NAT 3517)
- *Step by step guide for household employees* (NAT 3901)
- *Statement by a supplier (reason for not quoting an ABN to an enterprise)* (NAT 3346). This includes *Should your suppliers quote their ABN a guide for business*.
- *No ABN withholding – questions and answers* (NAT 5931)
- *PAYG withholding – how to complete your activity statement* (NAT 7394)
- *PAYG withholding for large withholders* (NAT 3301)

DEFINITIONS

Activity statement (Business activity statement)

You use an activity statement to report your PAYG withheld amounts, along with other business tax entitlements and obligations, including GST, PAYG instalments and fringe benefits tax.

Australian business number (ABN)

Your Australian business number (ABN) is your identifier for certain dealings with us and other government departments and agencies.

Employment termination payment (previously called 'eligible termination payment')

An employment termination payment is a lump sum payment made to a person as a consequence of the termination of their employment.

Higher Education Loan Programme (HELP)

From 1 January 2005, HELP replaced the Higher Education Contribution Scheme (HECS). If a payee already has an accumulated HECS debt, the debt became an accumulated HELP debt on 1 June 2006.

Large withholder

Large withholders have total annual withholding of more than \$1 million. They generally have to pay withheld amounts electronically twice weekly.

Medium withholder

Medium withholders have total annual withholding of \$25,001 to \$1 million. They generally have to pay withheld amounts monthly. If you are a medium withholder, we will send you an activity statement each month that shows when your withholding payment is due.

PAYG withholding (PAYGW)

PAYG withholding is the system whereby payers withhold amounts from payments to payees and send the withheld amounts to us.

Payment summary

A payment summary shows the total payments made and the amount withheld for each worker during the financial year ending 30 June, or the amount withheld from a business that did not quote its ABN.

Personal services business

An individual or personal services entity receiving personal services income is considered to be a personal services business if certain conditions are met.

Personal services entity

A personal services entity is a company, partnership or trusts whose income includes the personal services income of one or more individuals.

Personal services income

Personal services income is income that is mainly a reward for personal efforts or skills.

Small withholder

Small withholders have total annual withholding of \$25,000 or less. They have to pay withheld amounts quarterly. If you are a small withholder, we will send you an activity statement each quarter that shows when your withholding payment is due.

Student Financial Supplement Scheme (SFSS)

The SFSS is a voluntary loan scheme to help tertiary students cover their expenses while studying. Five years after the loan is taken out, we take responsibility for collecting the balance of the outstanding loan, which becomes an accumulated Financial Supplement debt. The scheme closed on 31 December 2003 and no new loans are being issued. There are no changes to the collection of existing Financial Supplement debt.

Voluntary agreement

A voluntary agreement is an agreement between a business and a contractor for the business to withhold amounts it makes from payments to the worker and send these amounts to us. The worker doesn't have to pay PAYG instalments for that income. The worker must have an ABN.

MORE INFORMATION

ONLINE SERVICES

To access helpful online products and services, visit:

- www.ato.gov.au for easy access to tax information for small business
- www.ato.gov.au/onlineservices to find out about our range of online services, including the Business Portal
- www.business.gov.au for easy access to a range of business information, services and transactions with government. There are links to our applications to register for an ABN and GST, or to apply for a tax file number.

PHONE

You can obtain more information by phoning us on:

- **13 28 66 (general business or FBT enquiries)** for information about most small business tax matters, including PAYG withholding, GST, ABN, PAYG instalments, business deductions, lodging and paying activity statements, activity statement accounts, wine equalisation tax, luxury car tax, fringe benefits tax, fuel tax credits and matters for non-profit organisations
- **13 10 20 (super enquiries)** for information about superannuation guarantee, choice of super fund and the Super Co-contribution
- **13 28 61 (personal tax enquiries)** for information about individual income tax and general personal tax enquiries
- **1300 720 092** to order copies of our publications.

If you do not speak English well and want to talk to a tax officer, phone the Translating and Interpreting Service on **13 14 50** for help with your call.

If you have a hearing or speech impairment and have access to appropriate TTY or modem equipment, phone **13 36 77**. If you do not have access to TTY or modem equipment, phone the Speech to Speech Relay Service on **1300 555 727**.

FREE TAX SUPPORT

Our free tax support services provide access to experienced tax officers who can answer your questions and help you stay on top of your tax obligations.

We run small business seminars and workshops on a range of topics, including GST, PAYG withholding, activity statements and record keeping. To register for a seminar visit www.ato.gov.au/seminars or for more information, including available workshops, phone **1300 661 104**, Monday to Friday, 8.00am–6.00pm.

If you are a new or existing business and would like one of our tax officers to meet with you, you can organise an on-site visit by using our online booking form at www.ato.gov.au/businesses and go to 'get help' or by phoning **13 28 66**, 8.00am–6.00pm Monday to Friday. Visits are confidential and conducted at your place of business or preferred location.

OTHER USEFUL PRODUCTS

Business Portal

A secure website you can use to:

- lodge activity statements online
- revise previous activity statements
- check your tax accounts
- view and update most of your business registration details, and
- send us secure messages.

You may be eligible for a two-week deferral if you use the Business Portal to lodge and pay your activity statement online, subject to terms and conditions.

To access the Business Portal, you will need:

- an ABN
- internet access
- minimum computer requirements
- a digital certificate to identify yourself.

➤ To register for a digital certificate and to access the Business Portal, visit www.ato.gov.au/onlineservices

e-Record

Our electronic record keeping software is designed to help you keep good business records. It is available in both PC and Macintosh versions and is suitable for your business if you:

- operate on a cash basis of accounting
- currently keep paper records
- have one bank account.

➤ To obtain a copy of **e-Record**:

- download it from our website at www.ato.gov.au/erecord
- order a CD-ROM by phoning **13 72 26**.

Your small business tax calendar

Your small business tax calendar is an easy-to-use, free computer tool that will help you plan and manage your tax obligations and give you timely reminders. It automatically builds a 12-month schedule tailored to your business lodgment and payment needs.

➤ For more information or to download the calendar visit www.ato.gov.au/businesses

Record-keeping evaluation tool

This evaluation tool helps you understand what records you need to keep and evaluate whether your record-keeping practices are adequate. It provides:

- a list of records tailored specifically for your business
- a report on how well your business is keeping its records
- suggested improvements where appropriate.

You can use it for an existing business or if you are thinking about starting a business. You can download a copy from our website.

E-tax

Use *e-tax* to complete your tax return for individuals electronically.

➤ Download a copy of *e-tax* from our website at www.ato.gov.au/etax

Product register

This register is a reliable source of information about commercially available tax-related software. The software listed on the register meets our requirements and will help you meet your tax obligations.

➤ To access the register, visit our website at softwaredevelopers.ato.gov.au

Electronic calculators

We have a range of electronic calculators, including the:

- tax withheld calculator
- fringe benefits tax (FBT) car calculator
- super guarantee contributions calculator
- home office expenses calculator
- fuel tax credits calculator.

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Obtain our publications online

To access our publications online (including forms) quickly and easily, search using its name or NAT number.

➤ To order copies of our publications online, visit www.ato.gov.au/onlineordering

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Automated ordering service

Phone our automated publication ordering service any time on:

- **13 72 26** if you have an ABN
- **13 28 65** if you don't yet have an ABN.

You must know the name of the publication you want to order to use this service.

Operator assisted ordering service

Phone our operator-assisted publications ordering service on **1300 720 092** between 8.00am and 6.00pm weekdays. This service is not available on weekends or public holidays.

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