



Australian Government
Australian Taxation Office

Get free help to do your tax return

If you need help lodging your tax return, the Australian Taxation Office's (ATO's) free Tax Help service is available.

What's Tax Help?

The service is for people who need help to prepare and lodge their tax returns. Tax help is provided by volunteers trained by the ATO.

The service is available from July to October in all Australian capital cities and many regional areas. In some locations Tax Help is available in languages other than English.

You can meet with a Tax Help volunteer in-person. If that's not possible, a volunteer can provide Tax Help online or over the phone.

Who can use Tax Help?

You can use the Tax Help service if your income is around \$60,000 or less for the financial year and you didn't:

- work as a contractor, for example a contract cleaner or taxi driver
- run a business, including as a sole trader
- have partnership or trust matters
- sell shares or an investment property
- own a rental property
- have capital gains tax (CGT)
- receive royalties
- receive distributions from a trust, other than a managed fund
- receive foreign income, other than a foreign pension or annuity.

How can I use Tax Help?

Phone the ATO on **13 28 61** to make an appointment at your nearest Tax Help centre.

If you're not eligible to use Tax Help, you'll need to lodge your tax return another way. You can lodge it online using myTax, or you can use a registered tax agent.

What to bring to your Tax Help appointment?

You will need your:

- myGov user ID and password – if you don't remember your details, or don't have an account, Tax Help volunteers can help
- mobile phone to receive your myGov access code
- bank account details (BSB and account number)
- tax file number (TFN)
- notice of assessment from any of the last five years
- income statements from all your employers
- receipts for work-related expenses, donations or gifts
- details of any child support payments you've made
- details of your spouse's (married or de-facto) taxable income or a reasonable estimate if you had a spouse at any time during the financial year.

Where to get help

For more information, visit the ATO website at ato.gov.au/TaxHelp.

Resources

- [Income, deductions, offsets and records](#)
- [Deductions you can claim](#)
- [Your tax return](#)
- [Finding and using a tax practitioner](#)
- [Records you need to keep](#)

Disclaimer: This information is a general summary only and was current at 28 July 2020.

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