



**Australian Government**  
**Inspector-General of Taxation**  
**Taxation Ombudsman**

**Opening Statement to Senate Estimates Committee - 22 October 2019**

Thank you to the Committee for the opportunity to make this opening statement.

The Inspector-General of Taxation and Taxation Ombudsman is an important Commonwealth Government Agency in the administration of the tax system.

We provide independent investigation, review and assurance services to the community that the tax laws are administered fairly, equitably and transparently and as such need to engage with the community to understand their expectations. It is also important that the community understands that we exist and how we can assist.

We provide both assurance (whether to taxpayers and tax practitioners individually or the community collectively) and assistance to lawmakers and administrators through recommendations for improvement.

A quality public complaint handling service for taxpayers and tax practitioners is fundamental to public confidence in the tax system. The IGTO team is committed to deliver quality public services. We are dedicated to assisting taxpayers – especially small business and individuals, tax practitioners and the broader community and to improve the administration of the taxation system.

Our strategic priorities are to

- Communicate Clearly and Effectively
- Be approachable, contactable and responsive
- Improve the skills expertise and resilience of our people and organisation
- Develop Independent thought leadership and expertise
- Engage with stakeholders in the tax administration system

Both complaints data and stakeholder feedback provide important direction for us in setting our priorities for systemic investigation.

We also aim to share more regularly and transparently our performance results and insights on the tax administration system. We understand our statutory purposes and hope to make a positive contribution. We value the opportunity to engage with the Senate Committee.