



## EXECUTIVE MINUTE

on

JOINT COMMITTEE OF PUBLIC ACCOUNTS AND AUDIT

REPORT NO. 426

BIANNUAL PUBLIC HEARING WITH THE COMMISSIONER OF TAXATION

### Response to administrative recommendations

#### Recommendation No. 1

The Committee recommends that the Australian Taxation Office increase the visibility of the traffic light reporting system, on its achievements against benchmarks, to a more prominent position on its website with clear signposting for visitors to the website.

**ATO response: Agreed and completed. Information on the ATO's service standards, including the traffic light reporting system, is now accessible from all pages on ato.gov.au by selecting 'Our service standards' from the 'About us' menu.**

#### Recommendation No. 5

The Committee recommends that all the future Australian Taxation Office submissions are provided at least one month before the scheduled public hearing into tax administration.

**ATO response: Agreed. The ATO will provide its submission to the Committee one month ahead of the next hearing, as is the current practice.**

#### Recommendation No. 6

The Committee recommends that the Australian Taxation Office submission include information on the following areas:

- findings of the review of service standards;
- gaps identified between international best practice service standards and current Australian Taxation Office performance;
- learnings from complaints and their nexus with clear communication;
- initiatives for simplification of communications and the use of plain language – including 'before and 'after' examples
- trends in compromised Tax File Numbers and identity fraud, including work with crime detection agencies;
- new strategies for resolving complex compromised Tax File Numbers;
- simplification of lodgement processes for medium, small and micro businesses;
- efforts to promote the update of the 'no strings attached' small business advisory service;
- evaluation, including taxpayer feedback, of the use of benchmarks;
- work done on estimating the tax gap and its possible impacts;
- interaction with Treasury and other key agencies on policy development consultation;
- a summary of legal cases that may have significant tax administration implications
- progress on any changes to the Australian Taxation Office governance structure;
- progress of the Australian Taxation Office Online 2015 project;

- implementation of recommendations by the external scrutiny bodies, and recommendations not agreed to and why; and
- processes for speedy release of superannuation funds in a crisis

**ATO response: Agreed. The ATO will include the requested information in its next submission to the Committee.**

Michael D'Ascenzo  
Commissioner of Taxation