

**Senate Standing Committee on Economics**

**ANSWERS TO QUESTIONS ON NOTICE**

**TREASURY**

**Australian Taxation Office**

(Budget Estimates 29 May 2007)

**Question**                    **BET 92**  
**Topic:**                    **Debt legals team-Hobart**  
**Hansard Page:**        **E41-2**

Senator Carol Brown asked:

- (1)    **Senator CAROL BROWN—What was the cost of running the debt legal team down in Hobart?**  
*Ms Crawford—I do not have that with me. All I have is that there were four staff based in Hobart.*
- (2)    **Senator CAROL BROWN—Do we have any idea of how much revenue they recovered for the Australian government?**  
*Ms Crawford—I do not have that.*
- (3)    **Senator CAROL BROWN—Have all the current clients of the debt legal team been notified of the changes and that they will now have to call Melbourne to discuss their cases?**  
*Ms Crawford—Again, I do not have that specific information. If there are cases that are on foot they will continue to be managed.*  
**Senator CAROL BROWN—We do not know whether any of those clients have been told?**  
*Ms Crawford—I do not have that information, but I can get that.*
- (4)    **Senator CAROL BROWN—Where are those positions?**  
*Ms Crawford—Again, from the information that I have, all four staff have been assigned work in other parts of the tax office. Their new roles suit their qualifications and skills, as well as the organisational needs, but I do not have the specific positions that they are in.*
- (5)    **Senator CAROL BROWN—Will any calls to Melbourne be at a local call rate?**  
*Ms Crawford—I will look into that. I am not sure of the answer, but I will certainly look at that.*  
**Senator CAROL BROWN—I would appreciate it if you could come back with that information.**  
*Ms Crawford—Yes.*

Answer

- (1)    The annual running cost of the Debt legal team in Hobart was estimated to be \$260,000.
- (2)    The Debt legal team in Hobart recovered approximately \$5.3 million this financial year. The team's workload comprised both Tasmanian cases (around 55%) and Victorian cases (about 45%).

**Senate Standing Committee on Economics**

**ANSWERS TO QUESTIONS ON NOTICE**

**TREASURY**

**Australian Taxation Office**

(Budget Estimates 29 May 2007)

- (3) All letters and legal documents to taxpayers and their representatives advise of the new management arrangements in relation to their case and include updated contact details. Taxpayers using previous contact numbers receive a voice message advising of the updated contact details.
- (4) Staff have moved to a variety of superannuation-related roles in the Hobart office.
- (5) A 1300 phone number (1300 135 795) has been established to enable taxpayers to contact their new case managers in Melbourne for the cost of a local call. Letters and legal documents to taxpayers include this number. The voice message to taxpayers who phone their previous contact number also informs them of the 1300 number.