

## Senate Standing Committee on Economics

### ANSWERS TO QUESTIONS ON NOTICE

#### Treasury Portfolio

#### Budget Estimates

31 May – 2 June 2011

**Question No:** BET 91

**Topic:** ATO – compensation to taxpayer

**Hansard Page:** Written

#### Senator Bushby asked:

1. On how many occasions during 2010 did ATO find it necessary to compensate a taxpayer because ATO had caused a wrong to a taxpayer?
2. How many apologies have been issued?
3. How do these statistics compare to previous years?

#### Answer:

1. During the 2010 calendar year, the ATO received a total of 436 claims for monetary compensation. 185 (or 42 %) of the 436 claims for compensation received during the 2010 calendar year, were paid in part or in full.

The breakdown for the claims for compensation received and paid in the 2008, 2009 and 2010 calendar years is as follows:

	<b>2008</b>	<b>2009</b>	<b>2010</b>
<b>Claims received</b>	418	460	436
<b>Claims paid</b>	272	235	185

2. The ATO often offers apologies to individuals who make complaints and compensation claims. This is a universally established best practice in complaint management and dispute resolution. Importantly, apologies and expressions of regret are not by themselves admissions of liability.
3. The ATO does not collect statistics of the numbers of apologies that it makes.