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Australian Government

Australian Taxation Office

SECOND COMMISSIONER OF TAXATION

Ms Sharon Grierson
Chair
Joint Committee of Public Accounts and Audit
PO Box 6021
Parliament House
CANBERRA ACT 2600

Dear Ms Grierson

I am writing to provide some additional material to clarify comments made in evidence before the Joint Committee of Public Accounts and Audit on 30 April 2008. At the hearing I made the following statement (Hansard PA29):

"It is also just worth noting that we are now up to date on super guarantee complaints that we are receiving. As you know, we were working through those. The interesting thing, though, is that we are still under pressure in terms of timeliness because we are receiving more."

The ATO was funded in the 2006-07 Budget to address backlogs of superannuation guarantee complaints on hand at the time. These cases have now been actioned and are the ones I was referring to in my evidence.

This year we are on track to exceed our planned case coverage and revenue targets.

However, there has been an increase this year in the number of cases we need to action. This is due to increased awareness by employees of their entitlements and a change in our processes where we now proactively pursue information that can assist in resolving an incomplete complaint made by an employee.

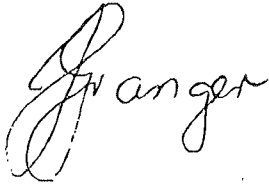
In addition, complications with our IT systems since February 2008 have resulted in the ATO being temporarily unable to action around 4,500 complaints received since then. The extent of these issues has only recently become apparent.

The same issues have also prevented the ATO from generating letters to inform employees of the progress being made in actioning complaints received before the IT systems problems arose. Work to resolve these complaints has nevertheless been continuing.

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The system issues have now been resolved and the ATO is putting arrangements in place to ensure the delayed cases are resolved expeditiously.

I hope that this information is of assistance to the Committee.

A handwritten signature in cursive script, appearing to read "J Granger".

Jennie Granger
Second Commissioner of Taxation

27 May 2008