

Senate Economics Legislation Committee
ANSWERS TO QUESTIONS ON NOTICE
TREASURY
Australian Taxation Office
(Supplementary Budget Estimates November 2004)

Outcome 2, Output 2.2.1

Topic: Culturally responsive and accessible services

Supplementary question on notice: Supp 13

Senator **Ludwig** asked:

- a) For the each of the i) 1999-00, ii) 2000-01, iii) 2001-02, iv) 2002-03, v) 2003-04 financial years, did the department budget for costs associated with developing culturally responsive and accessible services?
- b) For the 2003-2004 financial year, how much did the department budget for this purpose?

Answer:

- a) The ATO does not budget separately for developing culturally responsive and accessible services (these services form part of the consolidated business as usual service delivery budget).

Examples of culturally responsive and accessible services the ATO provides include: regular advisory seminars for ethnic business, individuals and cultural organisations through our bilingual community relations staff; a marketing and education program including a comprehensive community and commercial radio tax information program in 14 languages; an editorial and advertising program; consultative forums, workshops and industry partnership programs; an 'other languages' site on the ATO website; a product translation service; a tax help program comprised of volunteers recruited from the community to assist non English speaking background and other potentially disadvantaged groups; tax help centres operated by ethnic based community groups; a National Aboriginal and Islander Resource Centre and tax help line; a regional and remote program; as well as promoting access to the Translating and Interpreting Service for all taxpayers seeking assistance.

- b) The ATO does not budget separately for this purpose.