

**INDIVIDUALS**

AIRLINE EMPLOYEES

GUIDE

NAT 2331-6.2007

SEGMENT

AUDIENCE

FORMAT

PRODUCT ID



**Australian Government**

**Australian Taxation Office**

# Airline employees

To help airline employees (flight attendants, flight engineers, pilots and ground engineers) complete their tax return

Covers:

- income you need to include
- deductions you can claim



For more information visit  
[www.ato.gov.au](http://www.ato.gov.au)

## OUR COMMITMENT TO YOU

We are committed to providing you with advice and information you can rely on.

We make every effort to ensure that our advice and information is correct. If you follow advice in this publication and it turns out to be incorrect, or it is misleading and you make a mistake as a result, we must still apply the law correctly. If that means you owe us money, we must ask you to pay it. However, we will not charge you a penalty or interest if you acted reasonably and in good faith.

If you make an honest mistake when you try to follow our advice and you owe us money as a result, we will not charge you a penalty. However, we will ask you to pay the money, and we may also charge you interest.

If correcting the mistake means we owe you money, we will pay it to you. We will also pay you any interest you are entitled to.

If you feel this publication does not fully cover your circumstances, please seek help from the Tax Office or a professional adviser.

**The information in this publication is current at May 2007.** We regularly revise our publications to take account of any changes to the law, so make sure that you have the latest information. If you are unsure, you can check for a more recent version on our website at [www.ato.gov.au](http://www.ato.gov.au) or contact us.

## HOW SELF-ASSESSMENT AFFECTS YOU

Self-assessment means the Tax Office uses the information you give on your tax return and any related schedules and forms to work out your refund or tax liability. We do not take any responsibility for checking the accuracy of the details you provide, although our system automatically checks the arithmetic.

Although we do not check the accuracy of your tax return at the time of processing, at a later date we may examine the details more thoroughly by reviewing specific parts, or by conducting an audit of your tax affairs. We also have a number of audit programs that are designed to continually check for missing, inaccurate or incomplete information.

## What are your responsibilities?

It is your responsibility to lodge a tax return that is signed, complete and correct. Even if someone else – including a tax agent – helps you to prepare your tax return and any related schedules, you are still legally responsible for the accuracy of your information.

## What if you lodge an incorrect tax return?

If you become aware that your tax return is incorrect, you must contact us straight away.

## Initiatives to complement self-assessment

There are a number of systems and entitlements that complement self-assessment, including:

- the private ruling system (see below)
- the amendment system (if you find you have left something out of your tax return)
- your entitlement to interest on early payment or over-payment of a tax debt.

## Do you need to ask for a private ruling?

If you are uncertain about how a tax law applies to your personal tax affairs, you can ask for a private ruling. To do this, complete a *Private ruling application form (non-tax professionals)* (NAT 13742), or contact us.

Lodge your tax return by the due date, even if you are waiting for the response to your application. You may need to request an amendment to your tax return once you have received the private ruling.

We publish all private rulings on our website. (Before we publish we edit the text to remove information that would identify you.)

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## INTRODUCTION

*Airline employees* is a simple summary of *Taxation Ruling TR 95/19 – Income tax: airline industry employees – allowances, reimbursements and work-related deductions*. This ruling provides information on tax deductions specifically for flight attendants, flight engineers, pilots and ground engineers who are all employees in the airline industry.

This guide explains the claims you can and cannot make by looking at the common expenses you might incur as an airline employee. It also includes information about some changes to the tax laws that have occurred since the ruling was issued – for example, capital allowances. It will help you to work out what claims you can make.

Use this guide with *TaxPack* to get your deduction claims right. When you sign your tax return, you are declaring that everything you have told us is true and that you have or you can get the written evidence you need to prove your claims. You are responsible for this proof even if you use a registered tax agent.

## Publications and services

To find out how to get a publication referred to in this guide and for information about our other services, see the inside back cover.

## INCOME

*TaxPack* questions **1–11** and *TaxPack supplement* questions **12–22** deal with income. This section of the guide tells you how to include allowances, reimbursements and reportable fringe benefits on your tax return.

## Allowances

Airline employees commonly get the following:

- overtime meal allowances
- travel allowances
- isolated establishment allowances.

If any allowance is shown as a separate amount on your payment summary, include it as income at item **2** on your tax return.

Remember – you cannot automatically claim a deduction just because you received an allowance. Read questions **D1 to D5** in *TaxPack* to work out if you can claim a deduction.

## Reimbursements

If your employer or any other person reimburses you for expenses you have actually incurred, the payment is called a **reimbursement**. Generally, you do not include a reimbursement as part of your income so you cannot claim the expense as a deduction.

However, if you receive a reimbursement for car expenses – worked out by reference to the distance travelled by the car – or an allowance for car expenses, you must show the amount of the reimbursement or allowance as income at item **2** on your tax return.

You may be able to claim car expenses in these circumstances. For guidance on the rules relating to deductions for car expenses, read the next page of this guide.

## Reportable fringe benefits

If your employer provides certain fringe benefits exceeding \$1,000 to you or your relatives, your employer is required to report the total grossed-up amount on your payment summary. You do not include this amount in your total income or loss amount and you do not pay income tax or Medicare levy on it. However, the total will be used in determining certain surcharges, deductions, tax offsets and other government benefits. Read question **9** in *TaxPack* for more information.

## WORK-RELATED DEDUCTIONS

*TaxPack* questions **D1 to D5** deal with work-related deductions.

You can claim deductions for the work-related expenses you incurred while doing your job.

The basic rules for claiming deductions are explained in *TaxPack* – see the information pages at the beginning of the deductions section. Remember:

- If you are claiming a deduction for a work-related expense for which you received an allowance, include the amount of the allowance at item **2** on your tax return.
- If you incur an expense for both work and private purposes, you can claim a deduction only for the work-related portion of your expense.
- If your work-related expense includes an amount of goods and services tax (GST), the GST is part of the total expense and is therefore part of your deduction.

The remainder of this guide covers the common work-related expenses incurred by airline employees and whether they can be claimed as work-related deductions. It will help you to answer the work-related deduction questions in *TaxPack*.

# CAR EXPENSES

## DID YOU HAVE ANY CAR EXPENSES RELATING TO YOUR WORK AS AN EMPLOYEE?

There are four ways to work out your car expenses. Question **D1** in *TaxPack* explains the four methods and tells you what records you need to prove your claim.

### ! NOTE

Include the work-related cost of using taxis, short-term car hire, parking fees and tolls at item **D2** on your tax return (see **Travel expenses** on the next page of this guide).

The cost of travel for self-education is shown at item **D4** on your tax return (see **Self-education expenses** on page 7 of this guide).

Remember, if your employer reimbursed your car expenses calculated by reference to the distance travelled by the car, include the amount you received at item **2** on your tax return – even if you cannot claim a deduction for these expenses.

### Types of travel for which you can claim car expenses

You can claim a deduction for the cost of using your car for work-related travel if:

- you travel directly between two separate workplaces because you have two different employers – for example, you have a second job. You can claim the cost of travelling between two places if you finish at the first place and then travel directly to begin work at the second place, and you do not live at either place.
- you travel for work-related purposes from your normal workplace to an alternative workplace and back to your normal workplace or directly home – for example, if you need to go to a meeting at your employer's head office, or
- you travel between two workplaces or between a workplace and a place of business – for example, between your employer's aircraft maintenance areas and administrative offices.

You cannot claim a deduction for the cost of travelling to another workplace for a social function.

You can claim a deduction for the cost of using your car to travel between home and work if:

- you have to carry bulky tools or equipment and there is no secure area for storing your tools or equipment at work
- your home is a base of employment – you start your work at home and travel to a workplace to continue the work, or
- you travel from your home to an alternative workplace for work activities and then to your normal workplace or directly home – for example, when you have to pick up supplies from a warehouse on your way to the airport.

You cannot claim a deduction for the cost of using your car to travel between your home and work:

- if the travel is a normal trip between your home and your workplace – this is a private expense, even if you do small tasks on your way to or from work such as picking up your employer's mail, or
- just because you are on shift work, on call or there is no public transport available.

### Transporting luggage

You cannot claim a deduction for the cost of transporting your luggage to and from the airport as this is a private expense.

### Motor vehicle provided by your employer or any other person

You cannot claim a deduction for car expenses if your employer or any other person provides a car for you and you do not pay for any of the running costs.

You cannot claim a deduction for any expenses you incur for the direct operation of a car that your employer provides and that you or your relatives use privately at any time, even if the expenses are work-related. Such expenses form part of the valuation of the car for fringe benefits tax purposes.

# TRAVEL EXPENSES

## DID YOU HAVE ANY TRAVEL EXPENSES RELATING TO YOUR WORK AS AN EMPLOYEE?

You can claim the work-related cost of using vehicles other than cars as well as parking fees and tolls at item **D2**.

You also claim work-related costs associated with taxis or short-term car hire at this item.

You cannot claim costs met by your employer or costs that are reimbursed – see **Reimbursements** on page 3.

### NOTE

Include the cost of travel for self-education at item **D4** on your tax return (see **Self-education expenses** on page 7 of this guide).

Read question **D2** in *TaxPack* for rules relating to travel expenses and what evidence you need to be able to claim these expenses. However, it is important to note:

- If you travel in the course of your work and take a relative with you, you can claim a deduction only for your own expenses.
- If you are claiming travel expenses and you receive a travel allowance from your employer, you must show the allowance at item **2** on your tax return. For more information, see *Taxation Determination TD 2006/43 – Income tax: what are the reasonable travel and meal allowance expense amounts for 2006–2007?* A new determination is issued each income year. This determination should be read together with *Taxation Ruling TR 2004/6 – Income tax: substantiation exception for reasonable travel and overtime meal allowance expenses*.
- You cannot claim the cost of meals incurred during a normal working day that does not involve an overnight stay, even if you receive a travel allowance.

Members of international flight crews do not need to keep a travel diary for overseas travel if the total of expenses claimed does not exceed the allowance received.

# CLOTHING EXPENSES

## **DID YOU HAVE ANY UNIFORM, OCCUPATION-SPECIFIC CLOTHING, PROTECTIVE CLOTHING, LAUNDRY OR DRY-CLEANING EXPENSES THAT RELATE TO YOUR WORK AS AN EMPLOYEE?**

Claim work-related clothing expenses at item **D3** on your tax return.

You cannot claim a deduction for the cost of purchasing or cleaning a plain uniform or conventional clothing worn at work, even if your employer tells you to wear them, as it is a private expense. This includes expenditure by flight attendants, flight engineers, pilots and ground engineers on:

- clothing worn for medical reasons (for example, support stockings)
- conventional clothing that is damaged at work, and
- everyday footwear (for example, dress or casual shoes).

If you received an allowance from your employer for clothing, uniforms, laundry or dry-cleaning, show the amount at item **2** on your tax return. You cannot automatically claim a deduction just because you received a clothing, uniform, laundry or dry-cleaning allowance from your employer.

You cannot claim costs met by your employer or costs that are reimbursed – see **Reimbursements** on page 3.

You can claim a deduction for the cost of buying, hiring, repairing and cleaning certain work-related uniforms, occupation-specific clothing or protective clothing.

### **Compulsory uniforms**

A compulsory uniform is a set of clothing that, worn together, identifies you as an employee of an organisation having a strictly enforced policy that makes it compulsory for you to wear the uniform while at work.

You may be able to claim a deduction for shoes, socks and stockings if they are an essential part of a distinctive compulsory uniform, the characteristics of which – colour, style, type – are specified in your employer's uniform policy. Wearing of the uniform must be consistently enforced. If your employer requires you to wear a distinctive uniform but does not consistently enforce the wearing of the uniform, the design of the uniform must be registered before you can claim a deduction (see **Non-compulsory uniforms or corporate wardrobe** in the next column).

### **Single items of compulsory clothing**

You may be able to claim for a single item of distinctive clothing, such as a jumper or tie, if it is compulsory for you to wear it at work. Generally, clothing is distinctive if it has the employer's logo permanently attached and the clothing is not available to the general public.

### **Non-compulsory uniforms or corporate wardrobe**

If your employer requires or encourages you to wear a distinctive uniform or corporate wardrobe but does not consistently enforce the wearing of it, you can claim a deduction for the cost of the clothing only if the design of the clothing is registered. If you wear a non-compulsory uniform or corporate wardrobe, you cannot claim for stockings, socks or shoes as these items cannot be registered as part of a non-compulsory uniform. Your employer can tell you if your uniform or corporate wardrobe is registered.

### **Protective clothing**

You can claim a deduction for the cost of buying, hiring, replacing or maintaining protective clothing. Protective clothing is clothing that you wear to protect yourself from the risk of illness or injury posed by your income-earning activities or the environment in which you are required to carry them out – for example, fire resistant clothing, steel-capped boots, safety coloured vests or sun protection clothing. You can also claim a deduction for the cost of clothing that you use at work to protect your ordinary clothes from soiling or damage – for example, overalls. For more information, see *Taxation Ruling TR 2003/16 – Income tax: deductibility of protective items*.

### **Laundry and dry-cleaning**

You can claim a deduction for the cost of laundering and dry-cleaning work clothes that are eligible according to the relevant category described on this page – compulsory uniforms, single items of compulsory clothing, non-compulsory uniforms or corporate wardrobe, and protective clothing. This includes a uniform provided by your employer that you wear at work.

You can claim laundry expenses for washing, drying and ironing such work clothes, including laundromat expenses. If your claim for laundry expenses is \$150 or less, you do not need written evidence – you may use a reasonable basis to work out your claim.

If you claim a deduction for laundry expenses that is more than \$150 and your total claim for work-related expenses – other than car, meal allowance, award transport allowance and travel allowance expenses – exceeds \$300 – you need written evidence for the total claim. You can claim the cost of dry-cleaning work clothes if you have kept written evidence to substantiate your claim. You do not need written evidence if your total claim for work-related expenses is \$300 or less.

# SELF-EDUCATION EXPENSES

## DID YOU HAVE ANY SELF-EDUCATION EXPENSES RELATING TO YOUR WORK AS AN EMPLOYEE?

Claim self-education expenses at item **D4** on your tax return.

### NOTE

The costs you incur in attending seminars, conferences, education workshops or training courses that are sufficiently connected to your work activities are claimed at item **D5** – see **Other expenses** on the next page.

Self-education expenses are expenses related to a prescribed course of education that is undertaken to gain a formal qualification and is provided by a school, college, university or other place of education. The course must be undertaken to gain a formal qualification for use in carrying on a profession, business or trade or in the course of employment. You can claim a deduction for the cost of self-education if there is a direct connection between your self-education and your work activities at the time the expense was incurred.

Self-education expenses are not deductible if your study is designed to get you:

- a job
- a new job, or
- income from a new income-earning activity.

Self-education expenses can include textbooks, stationery, student union fees, course fees, certain travel expenses and the decline in value of equipment (see **Capital allowances** on the next page) to the extent they are used for self-education purposes.

You cannot claim costs met by your employer or costs that are reimbursed – see **Reimbursements** on page 3.

In certain circumstances you may have to reduce your deduction for self-education expenses by \$250. However, you may have other types of expenses – some of which are not deductible – that can be offset against the \$250 before you have to reduce the amount you can claim.

Read question **D4** in *TaxPack* for more information on self-education expenses.

# OTHER EXPENSES

## DID YOU HAVE ANY OTHER EXPENSES RELATING TO YOUR WORK AS AN EMPLOYEE?

Here is a list of other expenses commonly incurred by airline employees. Read question **D5** in *TaxPack* for more information about the deductibility of these expenses. You cannot claim costs met by your employer or costs that are reimbursed – see **Reimbursements** on page 3.

### Answering machines, mobile phones, pagers and other telecommunications equipment

For information about claiming deductions for the decline in value of answering machines, mobile phones, pagers and other telecommunications equipment used for work, see **Capital allowances** below.

### Calculators and electronic organisers

For information about claiming deductions for the decline in value of calculators and electronic organisers used for work, see **Capital allowances** below.

### Capital allowances

You can claim a deduction – called a capital allowance – for the decline in value of equipment used for work. If the equipment is also used for private purposes, you cannot claim a deduction for that part of the decline in value.

You cannot claim a deduction if the equipment is supplied by your employer or any other person.

Generally, the amount of your deduction depends on the effective life of the equipment.

### Equipment costing \$300 or less

If you purchased equipment costing \$300 or less and you use it mainly for work, you can claim an immediate deduction for the work-related portion of the cost.

You cannot claim an immediate deduction if:

- the equipment is part of a set that you buy in the same income year and the total cost of the set is more than \$300 (the set rule), or
- the equipment is one of a number of identical or substantially identical items you buy in an income year and the total cost of the items is more than \$300 (the multiples rule).

### Low-value pool

There is also an option to pool equipment costing less than \$1,000 and equipment written down to less than \$1,000 under the diminishing value method. A deduction for the decline in value of equipment in such a low-value pool is worked out by a single calculation using set rates.

For more information on claiming a deduction for a low-value pool, read question **D6** in *TaxPack* and make your claim at item **D6** on your tax return.

Equipment for which you may be able to claim capital allowance includes:

- answering machines, telephones, facsimile machines, mobile phones, pagers and other telecommunications equipment
- calculators and electronic organisers
- luggage and luggage trolleys, if you are a flight attendant, pilot or flight engineer and use them for work
- tools and equipment.

For more information about claiming deductions for the decline in value of equipment, read the *Guide to depreciating assets* (NAT 1996).

### Cash or bar shortages

You can claim a deduction for the cost of making up cash or bar shortages.

### Child care

You cannot claim a deduction for child care expenses. These are private expenses, even if you need to pay for child care to go to work.

### Fines

You cannot claim a deduction for fines imposed under a law of the Commonwealth, a state, a territory, a foreign country or by a court – for example, a fine you received if you were caught speeding when driving between jobs.

### First aid courses

You can claim a deduction for the cost of first aid training courses if you, as a designated first aid person, are required to undertake first aid training to assist in emergency work situations.

### Glasses and contact lenses

You cannot claim a deduction for the cost of buying prescription glasses or contact lenses as it is a private expense relating to a personal medical condition.

Pilots and flight engineers can claim a deduction for the cost of anti-glare glasses used to combat the harsh working conditions inside a cockpit. Other airline employees, who are required to work outdoors and are exposed to risk of eye damage from exposure to sunlight, may claim the cost of protective sunglasses – see **Sunglasses, sunhats and sunscreens** on page 10.

## Grooming including hairdressing, cosmetics, hair and skin care products

You cannot claim a deduction for hairspray, hairdressing, make-up and other personal use products as they are private expenses. Generally, skin moisturisers and hair conditioners are private expenses and are not deductible unless they are used to combat the dehydration effects of pressurisation and lack of humidity in an aircraft cabin, and where it is of critical importance to your employer that you maintain a well-groomed and well-presented image. For more information, see **Moisturisers and hair conditioners** in the next column.

## Insurance of tools and equipment

You can claim a deduction for the cost of insuring your tools and equipment to the extent that you use them for work.

## Interest costs

You can claim the cost of interest on money borrowed to purchase work-related equipment. If the equipment was also used for private purposes, you cannot claim a deduction for that part of the interest.

## Licences

You can claim a deduction for the cost of renewing your work-related business licences but not your drivers licence. You cannot claim a deduction for the cost of getting your initial licence.

## Luggage

Flight attendants, pilots and flight engineers can claim a deduction for the decline in value of their luggage used for work (see **Capital allowances** on the previous page). Ground engineers cannot claim a deduction for luggage.

## Luggage trolleys

Flight attendants, pilots and flight engineers can claim a deduction for the decline in value of luggage trolleys that are used for work (see **Capital allowances** on the previous page).

## Meals

You cannot claim a deduction for the cost of meals eaten during a normal working day as it is a private expense, even if you receive an allowance to cover the meal expense. For information about claiming deductions for the cost of meals eaten during overtime, see **Overtime meals** in the next column.

## Medical examinations for licence renewal

You can claim a deduction for medical examination costs associated with the renewal of your work-related business licences.

## Moisturisers and hair conditioners

You can claim a deduction for the cost of rehydrating moisturisers and rehydrating hair conditioners used to combat the abnormal drying of skin and hair when working in the pressurised environment of an aircraft, where it is of critical importance to your employer that you maintain a well-groomed and well-presented image.

Only the work-related portion of the amount spent on such items for work purposes is deductible.

Airline check-in counter employees who are also required to be well-groomed cannot claim a deduction for moisturisers and hair conditioners as their working conditions are not considered to be harsh or abnormal.

## Newspapers

You cannot claim a deduction for the cost of newspapers as it is a private expense.

## Overtime meals

You may be able to claim a deduction for overtime meal expenses you incurred if you received an overtime meal allowance from your employer which was paid under an industrial law, award or agreement. To claim a deduction, you will need written evidence if your claim per meal is more than the rate stated in *TaxPack* for overtime meals. You can only claim for overtime meal expenses incurred on those occasions when you worked overtime and you received an overtime meal allowance for that overtime. Amounts received as overtime meal allowance must be included at item **2** on your tax return.

If you have received an award overtime meal allowance not shown on a payment summary, you may choose not to include the allowance as income at item **2** on your tax return and not claim a deduction, as long as the allowance does not exceed the Commissioner's reasonable allowance amounts and you have fully expended it.

An amount for overtime meals that has been folded in as part of your normal salary or wage income is not considered to be an overtime meal allowance.

For more information, see *Taxation Determination TD 2006/43 – Income tax: what are the reasonable travel and meal allowance expense amounts for 2006–2007?* This determination should be read together with *Taxation Ruling TR 2004/6 – Income tax: substantiation exception for reasonable travel and overtime meal allowance expenses*.

## Removal and relocation

You cannot claim a deduction for the cost involved in taking up a transfer in an existing employment or taking up new employment with a different employer.

## Salary guarantee and loss of licence insurance

You can claim a deduction for the premium paid for salary guarantee and loss of licence insurance if a benefit paid under a policy is assessable income.

## Seminars, conferences and training courses

You can claim a deduction for the cost of attending seminars, conferences and training courses that are sufficiently connected to your work activities.

## Stationery

You can claim a deduction for the cost of street directories, logbooks, diaries, business cards, pens and other stationery to the extent that you use them for work.

## Sunglasses, sunhats and sunscreens

You can claim a deduction for the costs of sunglasses, sunhats and sunscreen lotions if the nature of your work requires you to work in the sun for all or part of the day and you use these items to protect yourself from the sun while at work – for example, if you work on the tarmac at an airfield servicing, refuelling or loading aircraft.

## Technical or professional publications

You can claim a deduction for the cost of journals, periodicals and magazines that have a content sufficiently connected to your employment as an airline employee.

## Telephone calls, telephone rental and connection costs

You can claim a deduction for the cost of work-related telephone calls.

You can claim a deduction for your telephone rental if you can show that you are on call or are regularly required to telephone your employer while you are away from the workplace. If you also use your telephone for private purposes, you must apportion the cost of telephone rental between work-related and private use.

You cannot claim a deduction for the cost of connecting a telephone, mobile phone, pager or any other telecommunications equipment as it is a capital expense.

You cannot claim a deduction for the cost of an unlisted telephone number (silent number) as it is a private expense.

## Timepieces and watches

You cannot claim a deduction for the cost of buying or maintaining timepieces as this is a private expense.

## Tools and equipment

For information about claiming deductions for the decline in value of tools and equipment used for work, see **Capital allowances** on page 8.

## Repairs

You can claim a deduction for the cost of repairing tools and equipment used for work. If the tools or equipment were also used for private purposes, you cannot claim a deduction for that part of the repair costs.

## Union and professional association fees

You can claim a deduction for these fees. If the amount you paid is shown on your payment summary, you can use it to prove your claim. You can claim a deduction for a levy paid in certain circumstances – for example, to protect the interests of members and their jobs.

You cannot claim a deduction for:

- joining fees, or
- levies or other amounts you paid to assist families of employees suffering financial difficulties as a result of employees being on strike or having been laid off.

### REMEMBER:

- Make sure you write down all your income on your tax return – include any benefits you received from the government, any income from a second job and any interest you received from a bank, building society or credit union.
- Sign your tax return. It is your responsibility to make sure your tax return is correct even if you use a registered tax agent.
- Keep all the records you need to prove your deduction claims. *TaxPack* tells you which records you need.
- Ask for more help if you need it – ask your registered tax agent or phone us.

# MORE INFORMATION

## INTERNET

- For general tax information and up-to-date and comprehensive information about deductions, visit [www.ato.gov.au](http://www.ato.gov.au)

## PUBLICATIONS

Publications referred to in this guide are:

- *Guide to depreciating assets* (NAT 1996)
- *Taxation Determination TD 2006/43 – Income tax: what are the reasonable travel and meal allowance expense amounts for 2006–2007?*
- *Taxation Ruling TR 95/19 – Income tax: airline industry employees – allowances, reimbursements and work-related deductions*
- *Taxation Ruling TR 2003/16 – Income tax: deductibility of protective items*
- *Taxation Ruling TR 2004/6 – Income tax: substantiation exception for reasonable travel and overtime meal allowance expenses*
- *TaxPack* (NAT 0976)
- *TaxPack supplement* (NAT 2677)
- *Taxpayers' charter – what you need to know* (NAT 2548).

To get any publication referred to in this guide:

- visit our website at [www.ato.gov.au/publications](http://www.ato.gov.au/publications) for publications, taxation rulings, practice statements and forms
- phone our Publications Distribution Service on **1300 720 092**, or
- visit one of our shopfronts.

## INFOLINES

We can offer a more personalised service if you provide your tax file number (TFN).

- **Personal tax** **13 28 61**  
Individual income tax and general personal tax enquiries, including capital gains tax
- **Business** **13 28 66**  
General business tax enquiries including capital gains tax, GST rulings, Australian business number (ABN), pay as you go (PAYG) instalments, business deductions, activity statements (including lodgment and payment), accounts and business registration (including ABN and TFN), dividend and royalty withholding tax

- **Superannuation** **13 10 20**
- **Fax** **13 28 60**

Get information faxed to you about individual taxes and the repayment of debts under the Higher Education Loan Programme (HELP) and the Student Financial Supplement Scheme (SFSS). Note that debts under the former Higher Education Contribution Scheme (HECS) have now been added to any debt under HELP to become one accumulated HELP debt. Phone **13 28 60** and follow the instructions to order information to be faxed to you.

## OTHER SERVICES

- **Translating and Interpreting Service** **13 14 50**

If you do not speak English well and want to talk to a tax officer, phone the Translating and Interpreting Service for help with your call.

- **Hearing or speech impairment**

If you are deaf or have a hearing or speech impairment, you can phone the Tax Office through the **National Relay Service**:

- If you are a TTY or modem user, phone **13 36 77** and ask for the number you want. For 1800 free call numbers, phone **1800 555 677** and ask for the number you want.
- If you are a voice-only (speak and listen) user, phone **1300 555 727** and ask for the number you want. For 1800 free call numbers, phone **1800 555 727** and ask for the number you want.

## LODGE ONLINE USING E-TAX

To prepare and lodge your tax return online, use e-tax – go to [www.ato.gov.au](http://www.ato.gov.au)

- e-tax is a user-friendly step-by-step process.
- Help is available online or over the phone.
- It is safe and secure, with built-in checks and calculators to help you get it right.
- Most refunds are issued within 14 days.

For more information, visit our website at [www.ato.gov.au](http://www.ato.gov.au)

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## FEEDBACK

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Australian Taxation Office  
PO Box 900  
CIVIC SQUARE ACT 2608

As this is a publications area only, any tax matters will be passed on to a technical area; alternatively, you can phone our Personal Infoline on **13 28 61** for help.

Airline employees