

Tax Time update - 1 December 2019

Table 1: Tax returns received – Year to date (overall) and current year

LODGMET – Type and channel	Overall - year to date returns received as at 1 December 2019	Current year returns received as at 1 December 2019	Comparison - Current year returns received as at 1 December 2018
Individual			
Electronic	12,034,284	10,695,556	9,941,077
Paper	173,024	123,464	154,972
Non-Individual			
Electronic	1,090,285	748,740	710,520
Paper	78,088	60,702	62,300
Self-Preparer			
myTax	4,731,928	4,307,188	3,665,703
Tax Practitioner			
Practitioner Lodgment Service (PLS)	8,149,013	7,048,050	6,896,103
SUMMARY	Overall - year to date returns received as at 1 December 2019	Current year returns received as at 1 December 2019	Comparison - current year returns received as at 1 December 2018
Electronic returns received			
Individual	12,034,284	10,695,556	9,941,077
Non-Individual	1,090,285	748,740	710,520
Total Electronic	13,124,569	11,444,296	10,651,597
Paper returns received			
Individual	173,024	123,464	154,972
Non-Individual	78,088	60,702	62,300
Total Paper	251,112	184,166	217,272

Tax refunds – All returns as at 1 December 2019

Refunds issued	9,810,867
Refunds issued (\$m)	\$32,379m
Average refund (\$)	\$3,300

Tax refunds - 2018-19 Individual Income Tax Returns as at 1 December 2019

Refunds issued	8,820,576
Refunds issued (\$m)	\$24,836m
Average refund (\$)	\$2,816

Telephony service standard performance as at close of business 29 November 2019

From 1 July 2019 we have received approximately 3,706,863 inbound calls to general queues and 681,990 to tax practitioner queues and achieved service commitments of:

- General taxpayer calls - 79% of calls answered within 5 minutes
- Tax practitioner calls - 90% of calls answered within 2 minutes.