

## Tax Time update – 11 February 2019

**Table 1: Tax returns received – Year to date (overall), current year 2019**

LODGMENT – Type and channel	Overall - year to date returns received as at 11 February 2019	Current year returns received as at 11 February 2019	Comparison – Current year returns received as at 11 February 2018
<b>Individual</b>			
Electronic	12,194,118	10,881,519	10,597,284
Paper	240,960	178,908	205,690
<b>Non-Individual</b>			
Electronic	1,445,965	1,081,996	1,059,169
Paper	109,306	84,990	84,469
<b>Self Preparer</b>			
myTax	4,084,486	3,749,215	3,475,634
<b>Tax Practitioner</b>			
Practitioner Lodgment Service (PLS)	9,174,943	8,121,630	3,147,848
Electronic Lodgment Service (ELS)	285,496		4,949,882

SUMMARY	Overall - year to date returns received as at 11 February 2019	Current year returns received as at 11 February 2019	Comparison – Current year returns received as at 11 February 2018
<b>Electronic returns received</b>			
Individual	12,194,118	10,881,519	10,597,284
Non-Individual	1,445,965	1,081,996	1,059,169
<b>Total Electronic</b>	<b>13,640,083</b>	<b>11,963,515</b>	<b>11,656,453</b>
<b>Paper returns received</b>			
Individual	240,960	178,908	205,690
Non-Individual	109,306	84,990	84,469
<b>Total Paper</b>	<b>350,266</b>	<b>263,898</b>	<b>290,159</b>

**Tax refunds - All Returns as at 11 February 2019**

Refunds issued	9,846,087
Refunds issued (\$m)	\$32,203m

Average refund (\$) \$3,271

**Tax refunds - 2017-18 Individual Income Tax Returns as at 11 February 2019**

Refunds issued	8,726,511
Refunds issued (\$m)	\$21,835m
Average refund (\$)	\$2,502

**Telephony service standard performance as at close of business 11 February 2019**

From 1 July 2018 we have received approximately 4,087,985 inbound calls to general queues and 866,788 to tax practitioner queues and achieved service commitments of:

- General taxpayer calls - 86% of calls answered within 5 minutes
- Tax practitioner calls - 91% of calls answered within 2 minutes.