

State Revenue Office

Taxpayer Charter

Re-issue date: May 2016

The State Revenue Office is responsible for administering Tasmania's taxation laws.

This is an important responsibility as the revenue we collect helps pay for the services delivered by government to the benefit of the people who live, work and invest in the State.

This summary of the Taxpayer Charter provides information about:

- how we go about our work;
- what you should expect from us; and
- our expectations of you.

More information

Click [here](#) for a full version of the Taxpayer Charter.

Web: www.sro.tas.gov.au

Email: taxhelp@treasury.tas.gov.au

Phone: (03) 6166 4400
weekdays, 9:00am to 5:00pm

1800 001388
weekdays, 9:00am to 5:00pm

Post: The Commissioner of State Revenue
GPO Box 1374
Hobart Tas 7001

Visit: Level 3
80 Elizabeth Street, Hobart
weekdays, 9:00am to 5:00pm

Your rights as the taxpayer

... what you can expect of us

You have the right to:

- privacy;
- respect;
- a fair and impartial objection process;
- complain or comment;
- responsible behaviour and high standards from us; and
- access to relevant information.

Your responsibilities as the taxpayer

... what we expect of you, the taxpayer

As a taxpayer, it is your responsibility to:

- understand your taxation obligations and comply with them;
- be honest and cooperative;
- keep accurate records; and
- talk to us when you have difficulties.