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Research and statistics

Research helps us understand what you think about us. We statistically analyse the data provided to us on tax forms.

About our tax and superannuation statistics

Understand the statistics we provide based on our role in collecting revenue and administering the superannuation system.

About our research

Before you participate in any survey, discussion group or interview, you can check here that it's really our research.

Our research and statistical publications

Access our research publications, as well as taxation, super and tax gap statistics.

QC 26963

About our tax and superannuation statistics

Understand the statistics we provide based on our role in collecting revenue and administering the superannuation

system.

Last updated 21 November 2024

In our role as the government's principal revenue collection agency and an administrator of Australia's superannuation system, we collect a wide range of data from different sources. We compile statistical information from this data and publish it in a range of forms.

Taxation statistics

Our annual publication, *Taxation statistics*, is our key statistical report . It provides a comprehensive statistical summary of information taxpayers report to us. It includes information sourced from:

- the income tax returns of individuals, companies, super funds, partnerships and trusts
- annual returns for fringe benefits tax (FBT) and goods and services tax (GST)
- business activity statements (BAS) and instalment activity statements (IAS)
- schedules for rental properties, capital gains tax (CGT) and international dealings
- superannuation member contribution statements (MCS)
- other information reported to us in relation to excise, the pay as you go (PAYG) system, and charitable institutions.

Taxation statistics also provides industry benchmarks (that can be used to analyse business activity and performance) and data on the time-based cost of compliance.


We welcome your feedback on how we present this information and what we include. Email us at taxstats@ato.gov.au.

Find out about

- [Taxation statistics 2021–22](#)
- [Taxation statistics – previous editions from 2011–12 onwards](#)
- [Taxation statistics](#) [↗](#) back to 1994–95 at data.gov.au

Other taxation and superannuation statistics


Other taxation and superannuation statistics provide regularly include:

- Super statistics
 - Super accounts data
 - Early release
 - Super co-contribution
 - Low Income Superannuation Tax Offset
- SMSF statistics
- Tax gap
- [Excise beer clearance data](#) 

Data requests

Students, researchers, tax professionals and other government agencies also find our data useful.

If you have a request for data not covered by *Taxation statistics*, email your request to taxstats@ato.gov.au.

Where we can, we'll make these datasets available by publishing them on [data.gov.au](#) . In some cases, we may not be able to release the data you request due to confidentiality issues or resource constraints.

See also

- [About data.gov](#) 
- [Taxation statistics: Ad-hoc requested data](#) 

Tax-related statistics from other government agencies

Selected government agencies compile and publish tax-related statistics based on data we provide.

QC 33549

Tax-related statistics from other government agencies


Selected government agencies compile and publish tax-related statistics based on data we provide.

Last updated 21 November 2024

In certain circumstances, other government agencies are authorised to access some of the information the ATO collects, allowing them to compile and publish additional tax-related statistics. Information-sharing is governed via legislative provisions, memorandums of understanding, or administrative procedures.

[Australian Bureau of Statistics](#)

The Australian Bureau of Statistics (ABS) makes use of ATO data in many publications including:

- [Australian industry](#) 
- [Australian national accounts](#) 
- [Counts of Australian businesses](#) 
- [Estimates of personal income for small areas](#) 
- [Data by region](#) 
- [Weekly payroll jobs](#) 
- [Monthly business turnover indicator](#) 
- [Taxation Revenue, Australia](#) 

[Data.gov.au](#)

Provides an easy way to find, access and re-use public datasets from the Australian Government and state and territory governments.

[Key Economic and Social Indicators](#)

This publication is produced by the statistics and mapping section of the parliamentary library. It contains a selection of the latest economic and social statistics. It is issued during the first week of each month

and contains statistics available on or before the day of release. All figures are original data unless otherwise noted.

[Parliamentary Budget Office](#)

The PBO have created and released additional resources to enhance understanding of budget and fiscal policy settings. Here, you'll find data underpinning their research reports and interactive tools exploring different aspects of the budget and fiscal matters.

[Finding government statistics](#) (business.gov.au)

This site provides government information and transactions for people operating a business (or planning to start a business) and their advisers. You can apply for an Australian business number (ABN) electronically, and search for a business's ABN on this site.

[Regional research](#)

Produced by the Bureau of Infrastructure, Transport and Regional Economics' regional research team.

[Australian Prudential Regulation Authority](#)

Superannuation performance statistics (The ATO provides the self-managed super fund information).

[Charity Data Hub | Australian Charities and Not-for-profits Commission](#)

The ACNC collects data from charities when they register with us, update their details and submit their Annual Information Statements.

QC 24544

About our research

Before you participate in any survey, discussion group or interview, you can check here that it's really our research.

Last updated 21 November 2024

The ATO researches people's attitudes to and opinions about the way it administers the tax and super systems. This is conducted mainly through phone and online surveys, discussion groups and individual interviews. Sometimes we contact you directly, but we usually engage research companies to work on our behalf.

You can confirm an invitation is current and from the ATO, by checking **Current research projects**.

Our research falls into two broad groups: regular (or ongoing) surveys and one-off research projects.

Regular surveys

We regularly conduct surveys to monitor perceptions about the way we administer the tax and super systems and to gauge satisfaction levels with how we operate. We consult with the general community and the business community as well as tax professionals and intermediaries.

One-off research projects

We conduct research projects on specific aspects of the tax system, including:

- our service channels (such as phone and web)
- the services we provide
- our tax and super advice and information.

How we use our research

We use research to, for example:

- monitor whether our services are keeping pace with community expectations
- find out how we can make it easier for people to meet their tax obligations
- understand the attitudes and behaviours associated with compliance with tax and super laws
- seek opinions on the design and content of our educational and information products.

Access our research reports.

Participating in our research



How we select research participants and your rights when you volunteer to participate in our research.

Current research projects

Use this list to view and verify our research projects if you have been asked to partake in ATO research.

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Participating in our research

How we select research participants and your rights when you volunteer to participate in our research.

Last updated 21 November 2024

About our research

We want your views to help shape the tax and super systems.

You might be invited to participate in a survey, discussion group or an individual interview. We select a number of people from a list of potential participants that represent the groups we want to know more about, such as business operators or tax agents. We try to ensure we don't ask you to participate in more than one survey or research project every 3 months.

Participation is voluntary. If you agree to take part in our research, your privacy is protected and you have a number of rights.

Your personal information

If you participate in our research, your personal information remains confidential. We give research companies limited contact details to make it possible for them to conduct the survey. We don't give them tax file numbers (TFNs) and will not ask you for your TFN as part of the research. We are not able to identify individuals and their responses from the results.

Your privacy

Our contracts with the research companies contain legally binding provisions to protect your privacy. They are bound by the same privacy and secrecy obligations that bind tax officers, including the privacy principles in the *Privacy Act 1988*. The information we give them:

- can only be used for the specified ATO research activity and for no other purpose
- cannot be given to anyone else
- must be returned to us or destroyed at the completion of the research.

To find out more about the Australian privacy principles, see [Privacy Principles under the Privacy Act](#) 

Your rights

If you're invited to participate in ATO research, you have the right to:

- ask the researcher to contact you at a time that is convenient to you
- request verification that the research is being conducted on our behalf
- decline to give an answer to a question if you don't want to answer it
- end the interview for any reason, for example if you
 - decide you don't want to answer any more questions
 - are unhappy with some of the questions
 - are unhappy with the interviewer's manner.

What research companies must tell you

Research companies are also required to inform you:

- how you were selected to take part in the research activity
- the purpose of collecting the information
- that they have been contracted by us and are bound by the same privacy and secrecy obligations as tax officers

- that the research activity is voluntary, and you are not obliged to participate.

Scams

Fraudulent people may tell you they are from the ATO to gain information for their own illegal purposes, including identity theft. If you're asked to take part in a survey and are not sure it is really us, check [Current research projects](#).

Contact us

If you have any questions, concerns or feedback about our research activities, you can email CorporateResearch@ato.gov.au.

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Current research projects

Use this list to view and verify our research projects if you have been asked to partake in ATO research.

Last updated 24 December 2025

Super guarantee web content testing [ATO-4294]

Fieldwork dates	January 2026
Purpose	To understand the user experience for current super guarantee web content on ato.gov.au
Research	Online one-on-one interviews

channel	
Researchers	Internal ATO
Sender's email address	bookings@farronresearch.com.au

Client views on AI in tax services survey [ATO-4328]

Fieldwork dates	8 December 2025 to 30 January 2026
Purpose	To understand community attitudes towards AI in tax-related services.
Research channel	Online survey
Researchers	Internal ATO (survey sent from research tool, Qualtrics)
Sender's email address	Australian Taxation Office (online survey sent from feedback@survey.ato.gov.au)

Serious Financial Crime [ATO-3206]

Fieldwork dates	Ongoing
Purpose	To understand public attitudes and beliefs in relation to serious financial crime in Australia.
Research	Online survey

channel	
Researchers	Internal ATO
Sender's email address	Dynata

Public Advice and Guidance (PAG) survey [ATO-2948]

Fieldwork dates	Ongoing
Purpose	To understand client experience and satisfaction of external stakeholders engaged in PAG consultation with the ATO.
Research channel	PDF survey
Researchers	Internal ATO
Sender's email address	PublicGuidance@ato.gov.au

International GST survey [ATO-3146]

Fieldwork dates	Ongoing
Purpose	To understand how non-resident businesses become aware of their Australian GST obligations and improve our outreach strategy.

Research channel	Online survey
Researchers	Internal ATO (survey sent via direct email)
Sender's email address	internationalGST@ato.gov.au

Top 500 private groups tax performance program survey [ATO-1998]

Fieldwork dates	Ongoing
Purpose	To understand user experience and feedback with the Top 500 Private Groups Tax Performance program.
Research channel	Online survey
Researchers	Internal ATO (survey sent from research tool, Qualtrics)
Sender's email address	Australian Taxation Office (online survey sent from feedback@survey.ato.gov.au)

Next 5,000 Experience survey [ATO-1673]

Fieldwork dates	Ongoing
Purpose	To understand client experience and satisfaction with the Next 5,000 tax performance program.

Research channel	Online survey
Researchers	Internal ATO (survey sent from research tool, Qualtrics)
Sender's email address	Australian Taxation Office (online survey sent from feedback@survey.ato.gov.au)

Public Groups and International client feedback surveys [ATO-3143]

Fieldwork dates	Ongoing
Purpose	To understand client experience and satisfaction of Public Groups who have engaged with the ATO.
Research channel	Online survey
Researchers	Internal ATO (survey sent from research tool, Qualtrics)
Sender's email address	Australian Taxation Office (online survey sent from feedback@survey.ato.gov.au)

Tax Practitioners Board survey [ATO-1997]

Fieldwork dates	Biannual
Purpose	To understand how the Tax Practitioners Board can work better with tax practitioners and consumers.

Research channel	Online survey
Researcher	Internal ATO (online questionnaire sent from research tool, Qualtrics)
Sender's email address	Australian Taxation Office (online survey sent from feedback@survey.ato.gov.au)

Consultation process feedback [ATO-3142]

Fieldwork dates	Ongoing
Purpose	To understand the consultation experience.
Research channel	Online survey
Researcher	ATO (online questionnaire sent from feedback@survey.ato.gov.au)
Sender's email address	Australian Taxation Office (online survey sent from feedback@survey.ato.gov.au)

Digital service provider experience survey [ATO-3140]

Fieldwork dates	Annual
Purpose	To understand how the ATO can better work with digital service providers.

Research channel	Online survey
Researcher	Internal ATO (online questionnaire sent from research tool, Qualtrics)
Sender's email address	Australian Taxation Office (online survey sent from feedback@survey.ato.gov.au)

Early intervention strategy survey [ATO-3139]

Fieldwork dates	December 2018 to June 2026
Purpose	To understand the tax agent experience after participating in an interview with ATO Early Intervention staff
Research channel	Online survey
Researcher	Internal ATO (online questionnaire sent from research tool, Qualtrics)
Sender's email address	Australian Taxation Office (online survey sent from feedback@survey.ato.gov.au)

Tax practitioner open forum survey [ATO-3135]

Fieldwork dates	Ongoing
Purpose	To evaluate our program of open forums for tax practitioners to understand client

	perceptions in terms of relevance, content and timing.
Research channel	Online survey
Researcher	Internal ATO (survey sent from research tool, Qualtrics)
Sender's email address	Australian Taxation Office (online survey sent from feedback@survey.ato.gov.au)

Community perceptions survey [ATO-1995]

Fieldwork dates	Ongoing
Purpose	To measure and track community perceptions about the ATO.
Research channel	Online survey
Researcher	Internal ATO (survey sent from research tool, Qualtrics)
Senders email address	Dynata

Client experience survey [ATO-1996]

Fieldwork dates	Ongoing
Purpose	To measure and track client experiences about the ATO.

Research channel	Online survey
Researchers	Internal ATO (survey sent from research tool, Qualtrics)
Sender's email address	Australian Taxation Office (online survey sent from feedback@survey.ato.gov.au)

More information

For information about current research projects, email CorporateResearch@ato.gov.au.

We consult with the community, industry groups and the tax, accounting and legal professions, on matters of concern and interest to them. Find out [what we are consulting about](#).

QC 33547

Participant information for the ATO client experience survey

What you need to know about the ATO Client experience survey.

Last updated 4 December 2023

Overview

If you have been asked to participate in our client experience survey, you will need to understand the survey's privacy and data protection policies.

The survey is voluntary, and you don't have to participate:

- You can withdraw from this survey at any time.

- Your decision to participate won't affect your current or future relationship with us.

However, your response can help us improve your client experience.

If you have any questions relating to the survey, you can email CorporateResearch@ato.gov.au. We'll try to respond in a timely manner.

If you're concerned with the legitimacy of this survey, see our [current research projects](#) to check that it's genuine.

About the survey

The survey will help us understand the experience and opinions of people who interact with the ATO.

The information from the survey will be used to understand general perceptions of the ATO and identify areas for improvement.

Who conducts the survey

The survey is conducted by ATO staff.

The survey is administered on the Qualtrics survey platform. You will receive communication for this survey from feedback@survey.ato.gov.au.

Survey selection and participation

If you were identified to participate

You were identified because you recently had an interaction with us. According to our internal records, this interaction occurred in the preceding month via phone, email, online or in-person.

If you have any questions about being invited to this survey, please contact us at CorporateResearch@ato.gov.au

Participating in the survey

Participation in this survey will take approximately 5 minutes to complete. You can leave the survey and come back to it at any time within the data collection period.

How the survey data will be used

Your responses can help us improve the client experience we provide. We can use this data to identify potential areas for improvement in our services and products.

Your participation rights

The survey questions are general and broad. However, if you feel uncomfortable at any point during the survey, you have the right to end the survey by closing the web page.

If you need assistance, have any questions or concerns about this survey, email CorporateResearch@ato.gov.au

Your mental health and wellbeing are important, and we understand that your ability to manage your tax and super obligations can be affected. For immediate mental health and wellbeing support, phone:

- Beyond Blue on **1300 224 636**
- Lifeline on **13 11 14**.

Your privacy and security

Restricted access to your data

Your data is available to all ATO staff in de-identified and aggregated reports, where responses are only available if 30 or more people participated in the survey.

Your individual response will not be made available to anyone outside of the team managing this research project.

Access to your individual response is restricted to a range of end-user access-level profiles and only staff with a need-to-know are granted access on a secure system.

Your information stays confidential

We collect information about you in a fair, lawful and non-intrusive manner. This means that we won't use any form of deception or threat when we collect information, either from you or from anyone else.

We also respect your privacy and keep your information confidential, as required under the Privacy Act and the *Australian Government*

Agencies Privacy Code 2017. For more information, see how we respect **your privacy** and keep your information confidential.

Your data will be de-identified and kept confidential. This means that your personal information, such as name and email address, will be removed to protect your anonymity.

Also, your data will only be presented in de-identified and aggregated reports. Information for specific groups is not reported if the size of the group is under 30. This is to ensure participants are not identifiable from their responses.

Several questions in the survey give the opportunity for open responses. When answering these questions, avoid providing personal information about yourself or other people. These comments are reported as written and analysed in the results of the survey.

Your information is secure

Your information will be stored securely within our network, in accordance with the ATO's security policies and practices.

Access to data is restricted to a range of end-user access-level profiles and only staff with a need-to-know are granted access on a secure system.

Contact us

If you have any questions or concerns, email
CorporateResearch@ato.gov.au

QC 72891

Our commitment to you

We are committed to providing you with accurate, consistent and clear information to help you understand your rights and entitlements and meet your obligations.

If you follow our information and it turns out to be incorrect, or it is misleading and you make a mistake as a result, we will take that into account when determining what action, if any, we should take.

Some of the information on this website applies to a specific financial year. This is clearly marked. Make sure you have the information for the right year before making decisions based on that information.

If you feel that our information does not fully cover your circumstances, or you are unsure how it applies to you, contact us or seek professional advice.

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