









# MORE INFORMATION

## INTERNET

- For general tax information and to download publications and rulings, visit [www.ato.gov.au](http://www.ato.gov.au)

## INFOLINES

- **Phone lodgment** **13 28 65**  
Lodge your application for refund of franking credits by phone 24 hours a day, seven days a week.
- **Progress of refunds** **13 28 65**  
Check the progress of your refund of franking credits. This is an automated self-help service available 24 hours a day, seven days a week. You will need to key in your tax file number (TFN) using your phone keypad.  
If you sent your application by ordinary post, wait seven weeks before phoning to check on the progress of your application.  
If you lodged your application by phone, wait three weeks before phoning.
- **Personal tax** **13 28 61**  
Individual income tax and general personal tax enquiries, including:
  - refund of franking credits
  - TFN
  - whether you need to lodge a tax return
  - request for extra copies of the application for refund of franking credits
  - whether you are an Australian resident for tax purposes
- **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**

## 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.

## PUBLICATIONS

To get any Tax Office publication (including taxation rulings, practice statements and forms):

- visit our website at [www.ato.gov.au/publications](http://www.ato.gov.au/publications)
- phone our Publications Distribution Service on **1300 720 092**
- visit one of our shopfronts.

## TAX HELP

Tax Help is a free and confidential service for people on low incomes. People who use Tax Help include seniors, people from non-English speaking backgrounds, people with a disability, Aboriginal people, Torres Strait Islander people, and students.

We train and support this network of community volunteers to help you.

If you need assistance with completing your application, there are Tax Help centres throughout Australia. If you want to visit one of the trained volunteers, you need to make an appointment first. When you visit, you will need to bring:

- this publication, *Refund of franking credits instructions and application for individuals 2008*, and
- all your dividend and distribution statements.

For more information or to find your nearest Tax Help centre, phone us on **13 28 61**.

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## FEEDBACK

Reader feedback helps us to improve the information we provide. If you have any feedback about this publication, write to:

The Editor  
Publishing Coordination  
Marketing and Education  
Micro Enterprises and Individuals  
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.

**If you do not speak English well and need help from the Tax Office, phone the Translating and Interpreting Service (TIS) on 13 14 50. TIS staff can assist with interpreting in over 120 languages.**

إذا كنت لا تجيد التكلم باللغة الإنكليزية وتحتاج لمساعدة من مكتب الضرائب ، اتصل بخدمة الترجمة الخطية والشفهية على الرقم 131450. يتوفر لدى هذه الخدمة مترجمون في أكثر من مائة وعشرين لغة.

**ARABIC**

如你不懂英語但需稅務局協助，請致電 131450 翻譯及傳譯服務處（TIS），翻譯及傳譯服務處的職員可提供超過 120 種語言的傳譯服務。

**CHINESE**

Ako imate poteškoća s engleskim, a potrebna vam je pomoć od Poreznog ureda, nazovite Službu prevoditelja i tumača (Translating and Interpreting Service - TIS) na 13 14 50. Osoblje TIS-a može pružiti pomoć u tumačenju na više od 120 jezika.

**CROATIAN**

در صورتیکه به لسان انگلیسی خوب صحبت کرده نمی توانید و ضرورت به کمک اداره مالیات (Tax Office) دارید، به خدمات ترجمانی تحریری و شفاهی (TIS) به نمبر 131450 تېلفون کنید. موظفین TIS می توانند در ترجمانی شفاهی به بیشتر از 120 لسان کمک کنند.

**DARI**

اگر به انگلیسی خوب صحبت نمی کنید و نیاز به کمک اداره مالیات (Tax Office) دارید، به خدمات ترجمه کتبی و شفاهی (TIS) به شماره 131450 تلفن کنید. کارکنان TIS می توانند در ترجمه شفاهی به بیش از 120 زبان باری دهند.

**FARSI**

Αν δεν μιλάτε καλά Αγγλικά και χρειάζεστε βοήθεια από την Εφορία, τηλεφωνήστε στην Υπηρεσία Μετάφρασης και Διερμηνείας (TIS) στο 13 14 50. Το προσωπικό της TIS μπορεί να βοηθήσει με διερμηνεία σε πάνω από 120 γλώσσες.

**GREEK**

Se non parlate bene l'inglese e vi serve aiuto dall'Ufficio delle imposte, telefonate al Servizio traduzioni e interpreti (TIS) al numero 13 14 50. Il personale del TIS può offrirvi un servizio interpreti in oltre 120 lingue.

**ITALIAN**

英語でお困りの方で、国税庁のサポートが必要な場合には、翻訳通訳サービス (TIS) 13 14 50 にお電話ください。TIS では、各種言語との通訳(120ヶ国語以上)を提供しています。

**JAPANESE**

영어에 어려움이 있는 분이 국세청으로부터 도움이 필요한 경우, 번역 및 통역 서비스 (TIS) 13 14 50 번으로 전화하십시오. TIS 직원은 120 여개 언어의 통역을 도와 드립니다.

**KOREAN**

Ako ne zboruvate dobro angliski i vi treba pomoš od Danočnata uprava, telefonirajte vo Službata za pismeno i usmeno prevедување (Translating and Interpreting Service - TIS) na 13 14 50. Personалот od TIS može da pomogne со usmeno prevедување na над 120 јазици.

**MACEDONIAN**

Если вы не говорите хорошо по-английски и нуждаетесь в помощи Налогового управления, звоните в Переводческую службу TIS по тел. 13 14 50. Сотрудники TIS могут помочь с устным переводом более чем на 120 языках.

**RUSSIAN**

Ako ne говорите добро енглески а потребна вам је помоћ Пореске управе, позовите Службу за превођење и тумачење (TIS) на 13 14 50. Особље TIS-а пружа преводилачке услуге на више од 120 језика.

**SERBIAN**

Si no habla bien el inglés y necesita ayuda de la Oficina de Impuestos, llame al Servicio de Traducción e Interpretación (Translating and Interpreting Service - TIS) al 13 14 50. El personal de TIS puede ayudar con la interpretación en más de 120 idiomas.

**SPANISH**

หากท่านพูดภาษาอังกฤษได้ไม่คล่อง และต้องการความช่วยเหลือจากสำนักงานสรรพากร กรุณาติดต่อ หน่วยบริการแปลและล่าม (Translating and Interpreting Service - TIS) ได้ที่โทรศัพท์ 13 14 50 เจ้าหน้าที่จาก TIS สามารถให้ความช่วยเหลือด้านงานล่ามได้มากกว่า 120 ภาษา

**THAI**

İyi İngilizce konuşamıyorsanız ve Vergi Dairesi'nden yardima ihtiyacınız varsa, Yazılı ve Sözlü Çeviri Servisi'ni (TIS) 13 14 50 numaralı telefondan arayın. TIS görevlileri 120'den fazla dilde sözlü tercüme yardımında bulunabilirler.

**TURKISH**

Nếu không nói thạo tiếng Anh và cần Sở Thuế giúp đỡ, xin quý vị gọi điện cho Dịch Vụ Thông Phiên Dịch (TIS) theo số 13 14 50. Nhân viên của TIS có thể làm thông dịch cho trên 120 ngôn ngữ.

**VIETNAMESE**