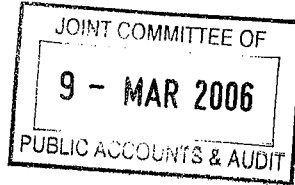


8th March 2006

Submission No:34.....

Mr Russell Chafer
Secretary
Joint Committee of Public Accounts and Audit
Parliament House
CANBERRA ACT 2600



Dear Sir

INQUIRY INTO TAXATION ADMINISTRATION

I wish to make a submission to the Committee.

Having been involved in a dispute with the ATO where they conceded every point before a hearing, I wish to make some suggestions for giving taxpayers real rights under the so-called "Taxpayers' Charter".

It felt deeply hurtful not to be believed causing a great deal of stress over a very long period and I would like to make a submission by 15th March 2006 illustrating the problems of tax administration from my case{, *including-*

1. *no one on the ground to talk to {even in the National Capital !}*
2. *assessing action taken on the basis of a casual social conversation remarks;*
3. *assessing action taken on a hypothetical situation posed by one ATO colleague to another in an email without reference to the facts of my case;*
4. *amended assessment issued, though clearly out of time;*
5. *threat of debt collection enforcement a few days before the Tribunal hearing before which the ATO conceded I was completely right;*

6. *lack of proper swift compensation for costs incurred by me, apart from the pain and distress of not being believed;*

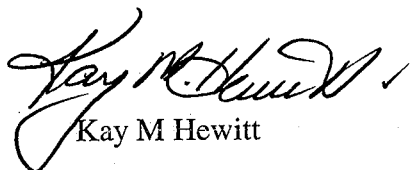
For several years, I had lived with stress and pain of the potential enforcement of false assessments.

Somehow, I managed not to crumble under the pressure that had been placed on me by the ATO.

There should be provisions for independent ordering by the ATT of compensation for stress, pain and suffering where wrong actions are taken. Why should public "servants" be able to make people's lives miserable and the system never have to be accountable?

Either the so called "Taxpayers' Charter" should have teeth or it should be abolished and replaced by a one sentence ATO manifesto " We will do what we like to you – and don't think Parliament cares"

Yours sincerely


Kay M Hewitt