



## UNSW Tax Clinic Disclaimer

Students on a placement with UNSW Tax Clinic are not authorised to give advice, or to provide a tax agent service. The only person at UNSW Tax Clinic who is authorised to give advice (as part of a tax agent service) is the Clinic Supervisor, who is a registered tax agent. Clinic Supervisors are not authorised to, and will not, provide legal advice.

## To book an appointment

Call **02 9385 8041** or

Email **[taxclinic@unsw.edu.au](mailto:taxclinic@unsw.edu.au)**

Visit **[business.unsw.edu.au/taxclinic](https://business.unsw.edu.au/taxclinic)**  
to book online

CRICOS Provider Code 00098G



UNSW Tax Clinic

# Service Commitment

---

## How we can help

UNSW Tax Clinic provides free, independent and confidential tax advice and support.

Our tax advice and representation services are often in high demand, so we give priority to people who need our help the most.

### Am I eligible?

- Are you experiencing issues with the ATO in relation to prior year returns?
- Would you otherwise not have access to tax advice and support?

### Making an appointment

- When you contact us you will be given the next available appointment.
- We can arrange a telephone interpreter if you need one. Please let us know at the time of making your appointment if you need an interpreter.
- We have outreach locations across Sydney and also offer phone appointments depending on your circumstances and location.

### At your appointment

- Please remember to bring all relevant documents with you to your appointment.
- You will first talk to a tax student who will ask you for personal details and about your tax problem.
- The student will then go and talk to a registered tax agent about your tax problems.
- The student and the tax agent will come and speak to you and the tax agent will give you advice.
- Whilst we do our best to avoid it, your appointment may be delayed, depending on how many volunteer tax agents and tax students are present.

### Your rights

- You have a right to guidance that is easy to understand and clear advice.
- All the information you give us will be confidential.
- We do not give ongoing help in all cases.
- You will not be treated unfairly because of your gender, race, sexuality, disability, age, marital status or religion.

### What we expect from you

- To respect other people's worth and dignity.
- To not treat workers, students and other clients unfairly because of their gender, race, religion, marital status, disability, age or sexuality.
- To respect the privacy of other clients and staff.
- To tell staff if you are not happy with the services you are receiving or the way in which they are being provided.

### Looking to provide feedback?

You can provide feedback, either verbally or in writing to:

- The tax agent you saw at the time.
- The supervising staff member.
- By email at [taxclinic@unsw.edu.au](mailto:taxclinic@unsw.edu.au).
- Please provide feedback as soon as possible as delays make it more difficult to deal with any complaints.