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## How to apply

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QC 102933

## What we look for

Find out about what we look for and if you're eligible to apply.

Published 9 September 2024

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## Eligibility

To be eligible to work with us, you must:

- be an Australian citizen at the time you apply
- comply with your tax, super and registry obligations
- not work in the tax and super industry (during your employment)
- satisfy our integrity checks.

We conduct pre-engagement [integrity checks](#) (PEIC) for all candidates engaged as Australian Public Service (APS) employees or contractors.

## Your skills and attributes

We look for the core skills, knowledge and attributes you need to perform the job and provide the highest level of service.

### Core skills

We seek people who have the following core skills:

- change fit – adapt to change, support change initiatives, and help others on their change journey
- client service – empathise, advocate and deliver products and services that best meet client needs
- collaboration – build relationships, collaborate, and value the contribution of others
- communication – communicate effectively, actively listen, and respond with respect
- data literacy – source, analyse and use data and information to inform decisions and drive value
- digital literacy – use digital technology to maximise outcomes
- innovation – generate ideas to improve our work and strive for continuous improvement
- planning and delivery – plan and manage work with integrity to deliver quality outcomes
- problem solving – analyse and understand problems, consider the broader context and develop practical solutions to best address needs.

## **Job specific skills and knowledge**

You'll need job specific skills focused on the 'doing' or 'how to' aspects of work.

You may also need knowledge of job specific:

- frameworks and methodologies
- legislation and standards
- technologies, systems and tools.

You can find out about the required job specific skills and knowledge by:

- reading the job ad and candidate information kit
- getting in touch with the contact officer listed in the candidate information kit.

## **Personal attributes**

You must uphold the APS Values. The [APS Values](#) detail the expectations of public servants.

Our work culture is inclusive, connected and community focused. Find out more about the personal attributes that contribute to our culture.

## Apply today

Visit our ATO careers portal to:

- search and apply for jobs
- join our employment register to be considered for future jobs.

A [job alert profile](#) will alert you to jobs that match your skills as soon as they're advertised.

See our [recruitment process](#) so you know what to expect when you apply for a job.



### Search for job opportunities

Search for current vacancies and sign up for job alerts on our ATO Careers portal.

[Search current vacancies](#)

[Sign up for job alerts](#)

QC 102947

## Applying to work with us

See our recruitment process and how to apply for a job at the ATO.

## On this page

- [Steps to apply for a job at the ATO](#)
- [Our recruitment process](#)
- [Create a merit pool](#)
- [Pre-engagement integrity checks](#)
- [Application and interview tips videos](#)

# Steps to apply for a job at the ATO

Follow these steps to apply for the job that's right for you.

Contact officers can answer questions you may have about the recruitment process. You'll find their details in the candidate kit or job advertisement.

## 1. Start your job application

To start an application:

1. View the [Current vacancies](#) and find the job you want to apply for.
2. Select **Start new application** under the **Action** heading.
3. Take note of the job closing date and time (including the noted time zone) and allow enough time to finish and submit your application.
4. Save your application as you progress to avoid the session timing out.

## Preview your application

To preview an application form before applying:

1. Go to the vacancy you want to preview in [Current vacancies](#).
2. Select **Preview application form** under the **Action** heading.

## Upload your resume

Your resume should be tailored specifically to the advertised role, using the information provided in the candidate information kit – including the role description and the ideal candidate points listed under 'Who we're looking for'.

Your resume should clearly demonstrate how your experience, knowledge, skills and cultural alignment match the ideal candidate points. Generic or previously used resumes may not adequately demonstrate your suitability and could limit your chances of being shortlisted.

Your tailored resume should include:

- job titles, including classification level (where relevant) and specific dates for positions you have held.
- examples of your outcomes and achievements relevant to the role. You should include your most significant and relevant accomplishments and use quantifiable data to emphasise the level of results you achieved.
- relevant professional experience – if you mention any extracurricular activities, interests, volunteer work or community work, show how this relates to the job.
- details of your education or qualifications that relate to the job.

Use your resume to show us why you are the ideal candidate for this position – not just what you have done, but how it aligns with what we are looking for. A tailored resume is essential for your application to be competitive.

To upload your resume, select the **Browse** button on your application form and select the document you want to upload.

To make any changes to your resume after you upload it, you'll need to upload a new version. Uploading the new version will replace the previous one. You can't upload a revised resume once you've submitted your application.

Some mobile devices won't let you search their file system for documents like your resume. In this case, use a desktop or laptop computer instead.

There is a 5MB size limit for resume uploads.

### **Enter your written response (if required)**

You may need to submit a written response that:

- outlines your skills, knowledge, experience and attributes. This should match the role description and 'who we're looking for' information in our job ad and candidate information kit.
- considers the work we do, the core skills we seek and any job specific skills and knowledge capabilities.

If you are asked to provide a written response, use the [STAR model](#) to structure your response.

Watch our [video](#) on how to prepare your written response.

## 2. Submit your job application

Make sure you're happy with the information you've entered before submitting your application. You can save and return to it later if the job hasn't closed and you haven't submitted it. Your application can't be edited once submitted.

To submit your application:

1. Select **Submit application** at the top of the **Preview and submit** page and confirm you're ready to submit it.
2. If you can't see the **Submit application** button at the top of the page, check you've answered all the mandatory questions and selected **Save and continue** for each page of your application form.

You'll get an email confirming the application is submitted. If successful, the application status will change to 'submitted' on **My profile**.

We'll only communicate directly with you regarding your application and not with external parties, including recruitment providers.

### Late applications

We'll only accept late application requests in exceptional circumstances. If you can't submit your application by the closing date, get in touch with the contact officer listed in the candidate information kit or job advertisement. You'll still need to submit your application through ATO careers.

### After you apply

You can view or withdraw your submitted application after you've applied.

## View your submitted application

To access applications you've previously submitted:

1. Log in to [ATO careers](#) .
2. Go to **My profile** and select **My applications**.
3. Select the application you want to view.

## Withdraw your application

If you change your mind about applying for a role after you've submitted an application, you can withdraw it at any time.

To withdraw your application:

1. Log in to [ATO careers](#) .
2. Go to **My profile** and select **My applications**.
3. Find and select the application you wish to withdraw.
4. Select **Application summary**.
5. Select the **Withdraw application** button at the top of the application summary page.
6. Confirm your withdrawal on the next page and provide the reason why you are withdrawing.

Once you've withdrawn your application, you'll see the confirmation on screen, in your history and by email.

If you start an application but don't want to submit it, you don't need to withdraw it. We only consider complete applications.

You **can't** withdraw your application and then resubmit or start another application for the same position. If you didn't mean to withdraw your application, email [ATOCareers@ato.gov.au](mailto:ATOCareers@ato.gov.au).

## Our recruitment process

### How we recruit

**Media:** How we recruit

<https://tv.ato.gov.au/ato-tv/media?v=bi9or7odih7jny> (Duration: 2:47)

You may be asked to complete a range of assessments depending on the job advertised. Generally, you'll be asked to complete 3 or more of the following activities as part of a merit-based selection process:

- resume
- written response
- interview (virtual, in person, video recording, phone)
- work sample test
- online testing
- assessment centre
- referee reports.

Our most common recruitment process includes a resume assessment, virtual interview and referee report.

All candidates are assessed on the same work-related qualities and capabilities so the selection panel can make a fair comparison. The selection panel considers all the information provided in the application and other assessments to make an informed assessment.

## Adjustments

We provide reasonable adjustments to allow you to participate equitably at every stage of our recruitment process.

Adjustments you can request include, but are not limited to:

- recruitment materials in accessible and alternative formats
- clear written and visual information about the interview process
- provision of interpreters, readers, attendants or other work-related assistance
- interview via phone or video
- questions in advance of the interview to help you prepare
- additional time allowed for an interview

- opportunity to have a support person attend.

You can request an adjustment on the job application form or discuss with the contact officer.

## Referee check

You should nominate a referee (preferably your current manager or supervisor) who can comment on your work-related skills and abilities, work performance and capacity to perform in the advertised role. Before nominating your referee please confirm their availability to complete a referee report should they be conducted.

We will contact your referee as part of our assessment of your suitability for the role, during the recruitment process. This will usually be after the last assessment task (for example, your interview) and before creating a merit pool.

## Create a merit pool

If you are successful, you'll be placed in a merit pool with other suitable candidates. This means when a business area receives approval to fill a job, they may offer you the advertised job or a similar job in a similar location. Being placed in a merit pool does not guarantee you'll be offered a job. Merit pools are valid for up to 18 months from the advertised vacancy date.

We consider the following office locations to be similar:

- Brisbane, Upper Mount Gravatt
- Sydney, Parramatta, Penrith
- Melbourne, Box Hill, Dandenong, Moonee Ponds.

It's a common practice in the Australian Public Service (APS) to [Create, use and share merit lists](#)  across agencies for similar vacancies. This means if you're in our merit pool, you may be contacted about a job opportunity in another agency.

Once we finalise the merit pool, we will tell you the outcome of your application.

## Pre-engagement integrity checks

If you're selected from the merit pool for a job, we'll contact you. You'll need to complete and satisfy our [pre-engagement integrity checks](#).

Once the approvals and checks are complete, we'll send you an email with details on how to access your letter of offer.

## Application and interview tips videos

Watch our videos on how to prepare to help with your application or interview.

### Application writing tips

**Media:** Application writing tips

<https://tv.ato.gov.au/ato-tv/media?v=bi9or7odih7oqn>  (Duration: 4:06)

### Preparation tips for candidate interviews

**Media:** Preparation tips for short-listed candidates

<https://tv.ato.gov.au/ato-tv/media?v=bi9or7odih7ic5>  (Duration: 2:18)

QC 102944

## Integrity checks

Find out about our integrity checks and what you need to do.

**Last updated** 27 August 2025

### On this page

[Integrity checks](#)

[Integrity check principles](#)

[Internal integrity checks](#)

[Pre-engagement integrity checks](#)

[Documents you'll need](#)

[Timeframe](#)

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## Integrity checks

We conduct the following integrity checks during recruitment and onboarding:

- [internal integrity checks](#) – to identify adverse conduct or performance records associated with candidates that are current or former ATO employees or contingent workers
- [pre-engagement integrity checks](#) (PEIC) – to check suitability for employment with the ATO for all external candidates that will be working for or on behalf of the ATO
- [additional checks](#) – to verify employment history and other checks for all external candidates that will be working for or on behalf of the ATO at the APS 6 level and above.

## Integrity check principles

The ATO undertakes integrity checks for all engagements, promotions and transfers or secondments within and into the ATO, including from other APS agencies.

We consider integrity risks to ensure we are maintaining standards of conduct, public confidence and trust in our people, information, systems and processes. This extends to reasonably and relevantly considering historical conduct matters.

We may contact your current, and in some cases previous, employers to verify your employment history, including your behaviour, conduct and performance history.

If you are a current or former ATO employee, we will refer to internal records held in our HR systems.

We will generally consider the following work history:

- the last 2 years where it relates to a record of performance or behavioural counselling
- the last 5 years where it related to a breach or sanction of the APS Code of Conduct (or similar if in another sector) or formal direction
- the last 7 years where it relates to termination of employment for conduct or integrity matters.

The term 'generally' is used intentionally because it's recognised there are some situations where records are considered relevant outside the standard time periods. For example:

- representational or overseas roles
- high risk positions
- where the nature of the prior matter would prove incompatible with the proposed duties
- where the nature of the prior matter would put the ATO's reputation at risk
- where the nature of the prior matters relates to child sexual abuse.

We will consider the nature and seriousness of the conduct, the degree of risk it poses, how long ago it occurred, and ongoing standards of behaviour. There may be situations where the nature or pattern of misconduct may preclude you from occupying roles in specific business areas. The final recruitment decision rests with the recruitment delegate.

APS employees will be afforded the opportunity to provide clarification on any concerns raised about their current or previous APS employment.

It is not the intention that historical misconduct affects your career indefinitely, without regard to its relevance and the position while reflecting a balance between our interests, your interests and the public interest.

## Internal integrity checks

We conduct internal integrity checks to identify any adverse conduct or performance records associated with candidates that are current or former ATO employees or contingent workers.

We do this to ensure your suitability for the position you have applied for, and to ensure we are maintaining standards of conduct, public confidence and trust.

If you apply for a job with us, internal integrity checks will be undertaken during the recruitment process (generally prior to interview) and again during onboarding.

## Pre-engagement integrity checks

We do pre-engagement integrity checks for all candidates engaged as Australian Public Service (APS) employees or contingent workers to ensure your suitability for employment with the ATO.

If you're engaged as a non-ongoing, casual employee or contingent worker, you'll need to renew your PEIC every 3 years.

Contingent workers include external contractors and consultants, labour-hire staff, or those hired through external agencies.

We can't engage you, or we may terminate your contract or services, if you fail to:

- participate in this process
- supply personal information
- satisfy our PEIC.

Our video explains why we do checks before we engage you, and what is involved.

You'll need to supply us with some personal information so we can complete these checks.

### Pre-engagement integrity check process

**Media:** The ATO Pre-engagement integrity check process

<https://tv.ato.gov.au/ato-tv/media?v=bi9or7oduhrpi6>  (Duration: 05:42)

## Identity and citizenship check

We'll check your:

- proof of identity, including any name changes or aliases used

- Australian citizenship (for APS employees)
- Australian work rights and residency status of non-citizen contingent workers
- National police records.

You'll need to consent to undergo a national police records check, and give us details of:

- your drivers licence, firearms licence and passport (if you hold any of these)
- any criminal charges, convictions or pecuniary penalties
- your full continual address history of the past 5 years, including time you have lived overseas.

If you've lived overseas for a total of 12 months or longer in the past 5 years, we'll ask you to give us:

- a national police check from the overseas countries you resided in, and
- evidence of your overseas addresses.

If you've spent most of the past 5 years outside Australia, you may not be eligible for employment with us.

## Compliance and conflicts

We need to know:

- you're compliant with your tax, superannuation and registry obligations – when you work with us, we expect you to model the behaviour expected of the community
- if you have any conflicts of interest  – for example, if you're a registered tax or BAS agent, tax financial adviser or SMSF auditor (we'll advise whether you need to cancel these types of registrations)
- if you have any other financial or personal interests that may conflict with (or be seen to conflict with) your work with us.
- if you are undertaking work outside the ATO.

If you're being engaged as an APS employee, we'll also need to know:

- you're fit to undertake the essential duties and tasks of the position you are employed for, either with or without workplace adjustment
- details of any workplace adjustments you need, to allow you to be able to perform your job effectively and safely
- if you have received a redundancy payment from an APS agency or the Australian Parliamentary Service within the last 12 months.

## Additional checks

If you're applying for an APS 6 role or above, or a position that is identified as higher risk, we'll do additional checks including:

- verification of your employment history within the last 5 years, including your behaviour, conduct and performance and the reasons for your separation
- a search of the bankruptcy register
- a search of the Tax Practitioner Board register
- a review of your digital footprint, which involves an internet search to review your publicly accessible social media and online presence.

Some roles require a [security clearance](#) in addition to the PEIC. This is managed by the Australian Government Security Vetting Agency (AGSVA). We'll let you know if we need you to undertake a security clearance.

## Documents you'll need

Gather the following documents so they're ready to go if you're offered a position. We'll contact you with details of how to lodge them online.

### Proof of your identity and citizenship

You'll need to give us 4 identity documents – one from each of the following 4 groups:

- [Group 1 – commencement of identity document](#)
- [Group 2 – photo ID document issued by government](#)
- [Group 3 – evidence in the community document](#)
- [Group 4 – proof of current address document](#)

## **Group 1: commencement of identity document**

You must give us a copy of **one** of the following:

- your full Australian birth certificate issued by the state or territory [Registry of Births, Deaths and Marriages](#) (no birth certificate extracts or a commemorative birth certificates)
- your Australian citizenship certificate (including both the front **and** back of the certificate)
- a [certificate of evidence of Australian citizenship](#) from the Department of Home Affairs (DHA)

## **Group 2: photo ID document issued by government**

You must give us a current copy of **one** of the following:

- your Australian passport
- a licence or permit issued under a law of the Australian Government, a state or a territory – for example, an Australian drivers licence (and the back of the licence if it includes address details)
- your Proof of Age card
- Australia Post Keypass identity card
- your [Department of Home Affairs \(DHA\) Immicard](#).

You'll also need to give us a selfie (a photo taken of yourself) with your photo ID document.

## **Group 3: evidence in the community**

You must give us a current copy of **one** of the following:

- your Medicare card
- an identification card issued by the Australian Government, state or territory as evidence of entitlement to a financial benefit (for example, a Services Australia Health Care Card)
- a security guard or crowd control licence
- a tertiary identification card
- a private health care card
- a credit card or bank card

- a bank account statement.

## Group 4: proof of current address document

You must give us a copy of **one** of the following, showing your current residential address:

- your signed property lease or rental agreement
- an account or notice from
  - a utility (such as electricity, phone or gas)
  - superannuation or insurance
  - your motor vehicle registration or land rates notice
- [electoral roll registration](#) – you can
  - go online to check or update your address details on your state electoral role online
  - use the confirmation email or screen message as evidence.

## Additional proof of citizenship

If you were born in Australia on or after 20 August 1986, you must give us a copy of **one** of the following (if not already supplied):

- your Australian passport issued in your name on or after 1 January 2000 that was valid for at least 2 years
- an Australian citizenship certificate in your name
- evidence of one of your parent's Australian citizenship at the time of your birth – you can give us **one** of the following
  - a parent's Australian birth certificate
  - a parent's certificate of Australian citizenship issued before your birth.

If you can't give us any of these, you must apply to the Department of Home Affairs (DHA) for a [certificate of evidence of Australian citizenship](#).

## Change of name documentation

You need to give us official name change documentation for each and every name change.

Provide **one** of the following documents to substantiate your change of name:

- Australian marriage certificate issued by the state or territory [Registry of Births, Deaths and Marriages](#) with the identification or registration number clearly visible
  - we can't accept marriage certificates from your marriage ceremony as they don't include identification or registration numbers
  - if you don't have a certificate issued by the relevant state or territory [Registry of Births, Deaths and Marriages](#), apply for one from the relevant registry
- overseas marriage certificate issued by official authority
- decree nisi or decree absolute (that is, formal evidence of divorce)
- deed poll
- re-issued birth certificate with name change documented
- an official name change document issued by the state or territory [Registry of Births, Deaths and Marriages](#).

If you use another name that is different to the name on your official documents, you need to complete a statutory declaration stating why your name is different. For example, if you have not changed your name legally by marriage, divorce or deed poll.

## Timeframe

It can take up to 20 working days after we receive all your complete and correct documentation to process your PEIC. If there are issues with any of the checks or the documentation you provide, we'll contact you. This may mean the process could take longer.

## Ongoing integrity

We may also do further integrity checks during your engagement.

To demonstrate required standards of integrity and ethical behaviour, you must:

- comply with your personal tax, superannuation and registry obligations – modelling the behaviour we expect of the community
- uphold your declaration of secrecy
- follow the [APS code of conduct](#), including actively managing conflicts of interest.

QC 102945

## ATO careers technical support

Need help using ATO careers? See if your question is answered here

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## Registering an account

Registering an account on ATO careers allows you to apply for a job with the ATO. You can also register to receive job alert emails for jobs

that match your job alert profile.

You can register an account on [ATO careers](#) by selecting **Register an account** from the left-hand menu and following the instructions.

You'll be asked to provide your details and set a password. Make sure you enter your email address correctly, as it will be the way we contact you.

Once registered, we'll send you an email with your username, which you can save for future use.

Don't share your ATO careers account with anyone else.

If you apply for a position with us, you'll receive communication about your application by email or SMS. This will be sent to the email address and mobile number you provided.

## Registering for Multi-Factor Authentication (MFA)

Multi-Factor Authentication (MFA) is enabled on the ATO careers portal. When you log into your ATO careers account, you'll be prompted to select an authentication method to generate a code. Our [MFA instructions](#) provide step-by-step guidance on how to set this up.

## Updating your email address

To update your email address:

1. Log in to [ATO careers](#) and select **My profile**.
2. Select **My details**.
3. Update your email address.
4. Select **Save**.

We'll use this email address as our primary contact method with you.

## Not receiving job alerts

If you've set up job alerts but aren't receiving any:

1. Log in to [ATO careers](#) and select **Job alerts**.

2. Set your frequency to **daily** so you're notified of new vacancies as they're advertised.

To check if your profile matches any current vacancies, select **View jobs matching my alert profile** at the top of the page.

System-generated emails are issued from ATOCareers@nga.net and include application receipt emails and job alerts. Add this email to your contact list to avoid emails going to your SPAM folder.

If you're an ATO employee and you're not receiving job alerts for internal vacancies, contact [ATOCareers@ato.gov.au](mailto:ATOCareers@ato.gov.au).

## Trouble logging in

You'll need to log in to [ATO careers](#) with the email address you registered with.

If you've forgotten your password, select the **Reset** password link on the login page. Enter the email address you registered with, and we'll email you a link to reset your password. We'll only reissue your password once in a 24-hour period.

## Trouble submitting an application

Log in to [ATO careers](#) before starting an application, and to access applications you've started or submitted.

Once you've started an application it will appear under **My Profile**.

If you've completed your application but can't see the **Submit Application** button at the top of the page, make sure you've answered all the mandatory questions and selected **Save and Continue** for each page of the application form.

## Privacy and security

The ATO is committed to ensuring information assets are kept securely, and managed and disposed of in accordance with relevant legislation and ATO policy.

You can find out more about privacy by reading our [Privacy notice](#).

## ATO careers application support

If you're having trouble applying or submitting your job application on our ATO careers portal, email [ATOCareers@ato.gov.au](mailto:ATOCareers@ato.gov.au) or phone us on **13 15 50** for assistance. The ATO careers mailbox is not monitored after hours.

Our careers helpline can't help with general tax matters. If you have a general tax matter, see our [contact us](#) page.

## External and internal portals

ATO careers has 2 job portals:

- [External portal](#) – shows all ongoing, non-ongoing and casual vacancies available to candidates both within and outside the organisation. The external portal can be used by non-ATO staff.
- [Internal portal](#) – shows all vacancies available on the external portal, plus opportunities only available to ATO staff (for example, expression of interest processes). If you're an ATO staff member, it's recommended you use the internal portal.

## Help applying

Our information on applying to work with us can help you apply and understand our recruitment process.

If you need more help with your job application, get in touch with the contact officer listed on the candidate information kit.

QC 102946

## Recruitment privacy notice

How we collect, store, and use personal information you provide us during a recruitment or onboarding process.

## On this page

- [Why we collect personal information](#)
- [How we collect and store your personal information](#)
- [If we don't collect this information](#)
- [How we use your personal information](#)
- [Who your personal information may be disclosed to](#)
- [For more information](#)

## Why we collect personal information

We collect your personal information in connection with your employment, or potential employment, with the ATO, or in connection with the services you provide as a contractor or labour hire worker.

We are authorised by the *Public Service Act 1999* to collect personal information as part of our recruitment process. This includes requesting details provided on any forms required for selection, placement, onboarding, and induction of successful candidates. Additionally, we may collect other relevant personal information, such as referee details, human resources-related information, and any other necessary data to support and manage the recruitment and employment process.

We use your personal information to perform management, employment, and personnel functions to meet our obligations under the *Public Service Act 1999*, *Fair Work Act 2009*, *Work Health and Safety Act 2011*, *Public Governance, Performance and Accountability Act 2013*, and other legislation relevant to our role as an employer or recipient of services provided by contractors and labour hire workers.

By submitting this information, you consent to our collection, use and disclosure of your personal information as described below.

## How we collect and store your personal information

We collect personal information from you directly when you complete these forms. We may also collect information about you:

- when you register for the ATO Careers portal
- from any assessment you undertake during the selection process (if applicable)
- from your referees (if applicable)
- from our human resource systems that contain information about your previous employment with us (if applicable).

Information you enter in our forms will be deleted from the ATO Careers portal on completion of processing activities, or once the minimum records retention period has expired.

Information collected may be extracted and stored on internal ATO systems in accordance with Australian Government records management regulations, guidelines and authorities issued by the National Archives of Australia. We protect the security and confidentiality of the personal information we store by restricting access to staff on a need-to-know basis or applying a higher security classification requirement to handle the information.

When no longer required, records are destroyed in a secure manner, in accordance with the Archives Act 1983.

## If we don't collect this information

If we don't collect your personal information, it may affect our ability to consider your application in our recruitment selection, placement, or onboarding processes. It may mean that:

- you'll be unable to apply for vacancies with us
- we'll be unable to contact you to advise of your progress or any update regarding the selection, placement, or onboarding process
- you might be at a disadvantage against other applicants who have supplied this personal information at any other stages of the selection, placement, or onboarding process.

# How we use your personal information

We'll use your personal information to:

- conduct recruitment activities, including considering your application for the selection, placement or onboarding process, induction of successful candidates, and in some cases to create a merit pool to fill similar vacancies
- manage and administer labour hire arrangements and other arrangements involving the provision of services by contractors
- undertake human resources functions, including those relating to diversity and inclusion, workforce planning, data and analytics, conduct and performance management, and payroll
- prevent, detect, investigate, or deal with misconduct and fraud or other unlawful activity relating to the Commonwealth.

We also use personal information to help us improve our workforce planning and our administration of recruitment services.

Your personal information will be retained on our online recruitment system in accordance with the relevant legislation and ATO policy to enable you to view your current and recent applications, which may assist you to apply for vacancies with us in the future.

## Who your personal information may be disclosed to

We may disclose your personal information to:

- members of the selection panel responsible for assessing your application
- the delegate (departmental manager who has overall authority to approve selection decisions)
- ATO staff involved in the administration of recruitment services, workforce planning and other human resources functions
- ATO staff and managers involved in facilitating onboarding and induction processes
- staff of an external service provider if they have been contracted to assist with the selection, placement or onboarding process and induction of successful candidates

- ATO staff managing labour hire arrangements and other arrangements involving the provision of services by contractors
- other Commonwealth agencies who elect to use our merit pools unless you select 'opt out' on the application form when applying for a gazetted recruitment process
- the Australian Criminal Intelligence Commission to obtain criminal history checks (if required)
- the Australian Government Security Vetting Agency to obtain and maintain security clearances (if required)
- other APS agencies to facilitate the movement of staff between agencies (if required)
- labour hire firms and organisations that supply contractors, to manage and administer labour hire arrangements and other arrangements involving the provision of services by contractors
- any other person with a lawful entitlement to view your application, which may include supporting documentation.

If you're offered a promotion from a recruitment process notified in the APS Employment Gazette (the gazette), your name will appear in the promotion notice along with some of your personal information. In some circumstances, your name may be withheld where a decision is made to exclude it because of your work-related or personal circumstances.

We are unlikely to disclose your personal information to overseas recipients, unless required by law.

## For more information

Our [privacy policy](#) contains important information about your privacy, including how:

- you can access and seek correction of personal information we hold about you
- to make a complaint if you think we have breached the Australian Privacy Principles
- we will deal with any privacy complaints.

If you have a privacy concern or need more information, you can phone our Privacy Hotline on **1300 661 542** or write to us to the following address.

**AUSTRALIAN TAXATION OFFICE**

**GPO BOX 9990**

**[insert the name and postcode of your capital city]**

For example:

**AUSTRALIAN TAXATION OFFICE**

**GPO BOX 9990**

**SYDNEY NSW 2001**

If you suspect your privacy has been compromised, you can report it - see [Data breach guidance for individuals](#).

QC 60113

## **Guidelines for candidate use of AI in recruitment processes**

Find out when and how you can use artificial intelligence tools when applying for jobs at the ATO.

**Published** 6 October 2025

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## **Purpose**

These guidelines explain how you can use artificial intelligence (AI) tools when applying for jobs at the ATO. They also outline when and how AI should not be used.

The guidelines aim to help you use AI in a way that supports your application, while maintaining your integrity as a candidate.

## **Scope**

These guidelines are for anyone applying for a job at the ATO, including current and prospective staff. It covers all parts of the recruitment process – from writing your application, to doing interviews and completing assessments.

As the AI environment continues to evolve rapidly, we may review and adjust these guidelines as needed to ensure they remain relevant, fair and effective.

## **How we use AI in recruitment**

To support transparency, we want to share how we use AI in recruitment. We use AI to help us work more efficiently, but we do not use AI to make selection decisions about candidates. This includes using AI in developing job advertisements and candidate information kits, but not to review or screen applications or resumes. All decisions to shortlist or progress candidates in a recruitment process are made by a human selection panel.

## **What we expect from you**

While we understand that artificial intelligence (AI) can support and help you during a recruitment process, we also expect all our candidates to participate with integrity and honesty.

The ATO is trusted by the community. Our people act with integrity, make ethical decisions and embody [our culture](#) and the [APS Values](#). To keep that trust, we need to make sure our recruitment processes

are fair and merit-based. That means we expect you to represent yourself genuinely and truthfully.

When applying for a role with us, you are expected to:

- Be honest
  - only include information that genuinely reflects your own skills, experiences and achievements. Use your own knowledge when answering questions in your written applications, skills assessments or interviews.
- Be transparent
  - if you use AI tools, let us know. When asked, you need to tell us how you have used AI tools to support or enhance your responses during the recruitment process. This helps us understand your approach and ensures fairness in the process.
- Be yourself
  - we want to know who you are. Show us your own ideas, your skills and your understanding of the role. AI can help you prepare, but during interview or other skills assessments, you need to speak about your own experiences and demonstrate your skills without support from AI.
- Be fair
  - using AI in the wrong way could give some people an unfair advantage. This conflicts with the Australian Public Service (APS) [merit-based recruitment principles](#).

By setting these expectations we aim to foster a fair, meritorious, and transparent recruitment environment that recognises the unique contributions of each candidate.

## Risks of using AI in recruitment

Using AI to support you in recruitment can be helpful, but it also comes with risks. These include:

- Misrepresentation
  - content generated by AI might not match your real skills and experience. This could damage your credibility and may result in your disqualification from the recruitment process.

- Skills gaps
  - AI might hide areas where your skills don't match the job you're applying for. These gaps will be revealed during practical assessments or on-the-job performance.
- Over-reliance on AI
  - if you depend too much on AI, you might struggle to explain your thoughts clearly in interviews or answer questions on the spot.
- Loss of personal voice
  - using AI can make your application sound too polished or generic. This may not convey your unique personality, passion, or suitability for the role.
- Inaccurate information
  - AI can sometimes produce incorrect information. It can generate misleading or untrue statements that sound convincing.
- Data privacy concerns
  - sharing personal information with AI tools can pose privacy risks. Some tools may not protect your personal data very well. This could lead to potential data breaches or misuse of your personal information.

ATO staff are reminded to ensure that any information you enter into publicly available AI tools is suitable for release into the public domain. ATO staff must also adhere to all relevant ATO and APS policies throughout the recruitment process – including the Use of publicly available generative AI technology policy.

## How to use AI the right way

If you choose to use AI, here's how to do it responsibly:

- Use AI as a supplement, not a substitute
  - AI can support you in helping to organise your ideas or improve your writing. It should not replace your own unique contribution and voice. Always critically assess the AI's suggestions. Do not just copy and paste what AI tells you to write.
- Use AI to prepare, not perform

- it's okay to use AI to help you prepare for an interview or other assessment task. However, we expect that you will not use AI to assist you during the interview or assessment itself. For those activities, you must rely on your own skills.
- Ensure personal, classified or sensitive information is not revealed
  - When using AI, assume that any prompts or supporting information you enter could become public.
- Be accurate, open and genuine
  - make sure everything you share is true and based on your own experience. Ensure that all the information you present throughout the recruitment process is truthful and directly reflects your personal skills, experiences, knowledge and ideas
  - giving any false statements during the recruitment process may disqualify you from employment or lead to disciplinary action under the [APS Code of Conduct](#) if you're already employed in the APS.

We want to get to know the real you. We value authenticity and want to understand who you are, your experiences, and what you will bring to the role and to the ATO.

QC 105381

## 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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