



Position Description TAX HELP VOLUNTEER

July 2013

Camcare is a community-based organisation that operates from two sites at Ashburton and Camberwell.

Camcare delivers counselling and support services principally to individuals and families living in the City of Boroondara. In addition the Integrated Family Services team provides family services support as a partner in the Inner East Integrated Family Services Alliance. We seek to ensure the provision of high quality services, which will bring about significant improvements in the life and experience of the children, young people and families with whom we work.

Camcare receives funding from local, state and federal governments. We also attract funds through the support of private donations, philanthropic trusts and the community sector.

General Information:

Position title:	Tax Help Volunteer
Reports to:	Tax Help Co-ordinator
Working Relationship:	Manager Community Support Services
Organisation:	Camcare Inc.
Rate of Pay:	Voluntary Position
Hours of Work:	4 hours per week

How did Tax Help start?

Tax Help began as a pilot program in Newcastle, NSW in 1988. It has since expanded to cover the whole country.

Why was Tax Help established?

Tax Help was established to help people who have difficulty completing their own tax returns. These people are often unable or unwilling to approach us when they need help, but they feel comfortable seeking assistance from someone in their community. There are others who do not have access to one of our local offices, so Tax Help provides an important alternative. Our enquiries service can help people with queries about specific aspects of their tax affairs, but cannot complete people's tax returns for them. Tax Help can.

What does a Tax Help volunteer do?

Tax Help volunteers help people with fairly straightforward tax matters and tell clients whether they need to lodge a tax return.

Tax Help volunteers help clients with tax returns, as well as claims for refunds of franking credits. They help clients prepare tax returns using *e-tax* and, where possible, lodge electronically.

Tax Help volunteers actively encourage clients to prepare the tax return themselves.

What does a Tax Help centre do?

Tax Help volunteers operate from Tax Help centres located in a range of community venues, such as libraries, community centres and migrant resource centres. A centre supports the volunteer by taking appointments from people seeking Tax Help assistance, coordinating service availability with the volunteer, and providing facilities such as power, telephone and office furniture. Where possible, centres provide computer access to allow tax returns to be lodged electronically. The centre also advertises the service so that members of the community are aware that help is available.

More than 800 Tax Help centres are active in capital cities and country areas across Australia.

Who is Tax Help for?

Tax Help is for people on low incomes who need help with their tax returns. These taxpayers include seniors, people from non-English speaking backgrounds, those with a disability, Aboriginal and Torres Strait Islander people and other people with special needs.

Tax Help volunteers provide guidance to those clients wanting to do their own tax returns and explain the benefits of using *e-tax* to prepare and lodge personal tax returns. They can also provide assurance to those who have completed their return that they have done it correctly.

How can you help?

Become a Tax Help volunteer

You don't need any special experience to be a Tax Help volunteer. If you can spare a few hours each week between 1 July and 31 October, you can help. Tax Help volunteers come from all sectors of the community, with a range of ages and backgrounds - but all are willing to help clients. We will introduce you to *e-tax* and show you how to prepare and lodge tax returns electronically.

Training is undertaken by Tax Help volunteers between March and June each year. Once you are trained, you have access to the Tax Help hotline where ATO staff can assist you with the technical help you may need on behalf of your client.

We will reimburse you for any reasonable out-of-pocket expenses, such as travel and telephone calls.

What does training to become a Tax Help volunteer involve?

New volunteers need to:

- provide documentation so that a pre-engagement check (police record check) can be completed
- complete training
- undertake progressive assessment during the training
- have a working relationship with Camcare's Manager Community Support Services

To undertake the training you need access to a computer which will run the e-tax program.

Access to a CD or DVD drive and a printer would be an advantage but is not essential. Training material is provided in a combination of written and electronic formats.

The training can be undertaken at a time that suits you and does not all need to be done at once.

We suggest the training is completed over a 4 week period for approximately 6 hours per week.

An ATO staff member will oversee and support you through the training as well as providing support once you begin delivering Tax Help to your community.

How do you apply to be part of the Tax Help program?

The number of new Tax Help volunteers and centres recruited each year is dependent on the needs of your community.

Opportunities may exist in your area.

If you are interested in becoming a Tax Help volunteer or would like more information email your name, phone number, state and suburb of residence to

Camcare@camcare.org.au by February 28th 2014.

Signature of the Incumbent:

Date:

Signature of the Manager Community Support Services:

Date: