



# ATO Specialised Support

What it is, and how we help you access it

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11/06/2026

Prepared for: Company Directors & Business Owners  
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# If this sounds like you

Dear Director,

If you're a director or business owner with an ATO debt and you're going through something serious -- illness, family breakdown, business collapse, mental health pressure, family violence -- there's an ATO team set up specifically for cases like yours.

Most people, including most accountants, don't know it exists by name. This is what it is, who it's for, and how we help you get the most out of the call.

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## What it is

The ATO's Specialised Support team handles cases where a standard payment plan or compliance script isn't appropriate.

The team is staffed by experienced officers trained in hardship, vulnerability, and crisis. It sits inside the ATO's Vulnerability Capability -- a program rolled out in late 2025 in response to recommendations from the Tax Ombudsman.

## Who it's for

You may be eligible if any of the following apply:

- Serious illness -- yours or a close family member.
- Diagnosed mental health condition or recent treatment.
- Recent bereavement, especially of a partner or child.
- Family or domestic violence, financial coercion, or elder abuse.
- Total business collapse with limited remaining assets.
- Natural disaster, fire, flood, or major theft.
- Recent disability or loss of a primary income earner.

## What they can do

The team has real discretion. They can:

- Pause recovery and compliance action while you get help in place.
- Wipe or reduce the General Interest Charge piling up on your debt.
- Remit penalties for late lodgment or other admin penalties.
- Approve longer or smaller payment plans than the standard online options.
- Apply debt relief, waiver, or non-pursuit where genuine hardship exists.
- Use alternative ID where standard documents have been lost.
- Refer you to financial counselling, the National Tax Clinic, and other external support.

## What they can't do

- Reduce a tax debt that has been correctly assessed -- that's a separate objections pathway.
- Provide financial or legal advice.
- Override the law or guarantee an outcome.

## How we help

Our role is to coordinate. That means:

- Helping you map the personal circumstances that make you eligible.
- Pulling together the evidence -- medical letters, statements, dates, stat decs.
- Briefing you on what to say, how to say it, and what to bring.
- Sitting in on the call with you where it helps.
- Recording the outcome, following up, and escalating if needed.

We do not speak to the ATO on your behalf. The call is yours -- made through the right ATO line, typically Lodge and Pay (13 11 42), or the Emergency Support Infoline (1800 806 218) in an active crisis. We make sure you go in prepared, with the right framing and evidence ready.

## What to expect on the call

The frontline officer will hear your situation and decide whether to refer you to Specialised Support. The team usually doesn't speak to you on the same call -- they review and call back, often within a few days.

Make sure your contact details are current and you can answer unknown numbers.

## An important note on outcomes

Specialised Support has discretion, not obligation. Outcomes vary case by case. We will never promise you a specific result.

In our experience, going into the call prepared and with the right framing dramatically changes what's offered.

## The Nature of Our Role

Resolve provides administrative support, coordination, and acts as your point of contact. We are not licensed to provide financial, legal, or investment advice -- where that's needed for your matter, we coordinate the right specialist practitioners (accountants, solicitors, registered liquidators, trustees) around you.

That way you get the experience and firepower of a full team -- with us holding the whole picture together so nothing falls through the cracks.

*Talk to us before you call the ATO. Walking into the call prepared, with the right framing and the right evidence in your hand, is what changes the outcome -- not the script the ATO hears every day.*

— Resolve Business Solutions -- Over 35 Years Helping Australians Through Financial Distress

## Next Steps

Director, if any of the eligibility points above sound like your situation, talk to us before you ring the ATO. Going in cold and unprepared rarely lands you in front of Specialised Support -- going in framed and evidenced does.

Whenever you're ready, you can:

- Reply to this email
- Call us directly on 0499 499 899
- Email us at [advisor@resolve.net.au](mailto:advisor@resolve.net.au)

We'd rather walk you through the call now than have you wing it.