

The R&D Tax Incentive: Service Commitment

Expect from us... *You can expect that our guidance and decisions are well informed, fact-based and transparent.*



User focused

A customer experience designed to meet your needs



Consistent

Transparent and consistent translation and application of the law



Capable

Service from a high performing, diverse, professional and skilled workforce



Responsive

Well informed, timely and responsive service



Informed

Clear and comprehensive guidance to help you understand the program requirements

Our commitment is to be... *Encouraging and supporting additional R&D, and to work with you in a clear and transparent way to ensure the integrity of the program.*



Accessible

Make the program easily accessible for you to conduct additional investment in R&D



Supportive

Guidance, tools and education to assist your accurate self-assessment



Helpful

Engage with and educate you on program requirements through our team of experienced staff



Communicative

Effectively guide and communicate with you in a timely, responsive and transparent manner



Transparent

Provide well informed, fact based guidance and transparent decisions



Receptive

Provide you with opportunities and channels for ongoing engagement and feedback