



## How to access the Compliance Review questionnaire through the Online Services Portal

Use this guide if you have received an email from RevenueWA asking you to complete a Compliance Review questionnaire about your liability to pay payroll tax, land tax, or vehicle licence duty.

Government of **Western Australia**  
Department of **Treasury and Finance**  
**RevenueWA**

Dear Sir / Madam

**Your Reference**  
**Client Name**

We have information to suggest the above entity (ABN ) may be liable for payroll tax in the financial year ending 30 June 2026.

Please complete a questionnaire about wages paid by the entity to assist us with assessing your payroll tax obligation.

**What is Payroll Tax?**  
In Western Australia, payroll tax is assessed when an employer pays taxable wages in WA, and the total taxable wages paid anywhere in Australia exceeds the WA threshold of \$1,000,000 per annum from 1 July 2020.

Payroll tax threshold information is available at [Calculation: Payroll Tax Employer Guide](#).

General information about payroll tax is available at [About payroll tax](#).

**What we need you to do**  
Complete the questionnaire by **13th May 2026**.

Our [Compliance Review Instructions](#) can guide on accessing the online questionnaire, as outlined in the steps below:

1. Create or log into your [RevenueWACONNECT](#) account
2. Register for Online Services Portal within RevenueWACONNECT
3. Select the Online Services Portal tile under 'Your Services'
4. Select **Compliance Review**
5. Enter the **Reference Number** and the **Entity Name** stated at the top of this email
6. Respond to the questionnaire

We support Google Chrome, Microsoft Edge, Mozilla Firefox, and Safari.

**Outcome of the review**  
Depending on the information you provide we will either:

- accept your response to the online review and advise you of the outcome
- contact you to obtain further information or
- if no information has been returned arrange to undertake a full audit.

If the information you provide in the online review is later found to be incorrect, you may be subject to penalties at a higher rate. Please see [Commissioner's Practice TAA 18 'Remission of Penalty Tax - Late or Non-lodgment'](#) for more information.

**How do I know this email is legitimate?**  
To confirm the information in this email, visit [www.wa.gov.au](http://www.wa.gov.au) (the WA State Government website).

1. In the search field on the homepage, type 'how RevenueWA connects with you'
2. Click the first result, which directs you to <http://www.wa.gov.au/service/financial-management/taxation-and-duty/see-how-revenuewa-connects-you>  
The webpage provides an overview about communications from RevenueWA including who to contact if you believe communications are a scam or phishing attempt.

Please disregard this email if you are not the intended recipient. Under the Taxation Administration Act 2003 a person who intentionally or unintentionally provides information that is incorrect, incomplete or misleading may be subject to additional penalties or prosecution.

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If you want to confirm that the email you received from us is legitimate, see the information on our website at [www.wa.gov.au/service/financial-management/taxation-and-duty/see-how-revenuewa-connects-you](http://www.wa.gov.au/service/financial-management/taxation-and-duty/see-how-revenuewa-connects-you)

### Overview of the steps required

1. Create or log into your [RevenueWACONNECT](#) account
2. From RevenueWACONNECT, access or register for the Online Services Portal
3. Complete and submit the Compliance Review questionnaire

## Step 1: Access RevenueWAConnect

### Already registered

If you have already registered for [RevenueWAConnect](#) and applied multi-factor authentication to your account, log in as usual.

### Need to register

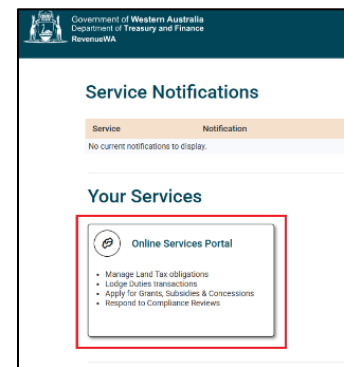
Follow the instructions on the [RevenueWA Online Services system requirements](#) web page to register for RevenueWAConnect and set up multi-factor authentication.

## Step 2: Access the Online Services Portal

### Already registered

If the Online Services Portal is showing under 'Your Services' in RevenueWAConnect, you are already registered.

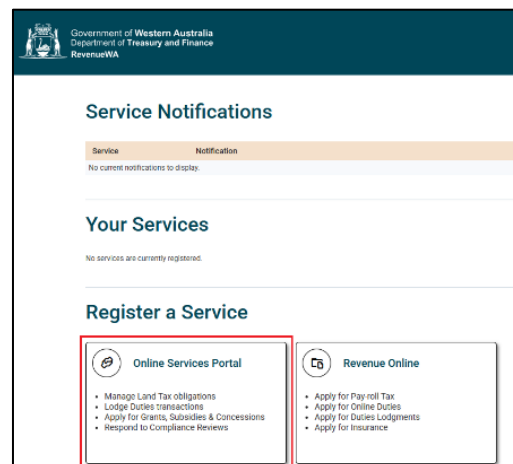
Click the Online Services Portal tile and follow the instructions on the next page to complete the Compliance Review.



### Need to register

If the Online Services Portal is showing under 'Register a Service' in RevenueWAConnect, you need to register.

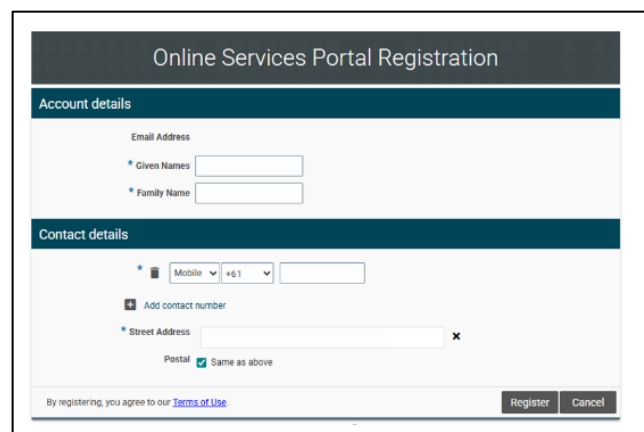
Click the 'Online Services Portal' tile and follow the prompts to complete the registration.



On the registration screen, enter your full name, contact number, address, and click 'Register'.

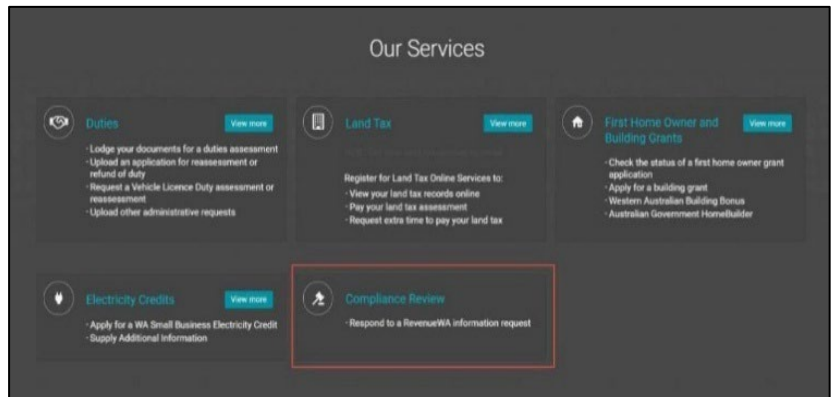
You will be taken back to the RevenueWAConnect landing page and the Online Services Portal should now appear under 'Your Services'.

Click the Online Services Portal tile and follow the instructions on the next page to complete the Compliance Review.

A screenshot of the 'Online Services Portal Registration' form. The form is divided into two sections: 'Account details' and 'Contact details'. Under 'Account details', there are fields for 'Given Names' and 'Family Name'. Under 'Contact details', there are fields for 'Mobile' (with a dropdown for '+61'), 'Add contact number', and 'Street Address'. There is a 'Postal' checkbox with 'Same as above' selected. At the bottom, there is a link to 'Terms of Use' and 'Register' and 'Cancel' buttons.

### Step 3: Complete the Compliance Review

On the Online Services Portal home page, click 'Compliance Review' under 'Our Services'.



When prompted, enter your Reference ID and Client Name exactly as written at the top of the email that you received from RevenueWA.

Retrieve your details

Thank you for responding to a Compliance review by RevenueWA.

To assist us in retrieving your details, please provide the Reference No and Client Name included in the email we sent you.

Reference No

Client Name

*Enter the name exactly as shown in the email*

### If you are acting as a representative

If you are completing the Compliance Review on behalf of the taxpayer, you will need to confirm your authority to act.

- Complete the relevant details.
- If you have already provided a document supporting your authority to act, you don't need to upload another copy of it.
- If you haven't provided a document supporting your authority to act, select the document type, choose the file and select 'Upload'.
- Tick the declaration box then click 'Continue'.

The online questionnaire screen will then be displayed.

Please complete and submit the questionnaire by the due date stated in the email you received from RevenueWA.