

Citizens Advice Jersey – 15th June 2023

Good afternoon

The Citizens Advice submission would be based on the impact that the Independent Taxation changes will bring to the charity, namely an increase in Islanders seeking support for the understanding, drafting and submission of their income tax documentation.

Whilst it may seem of inconsequence to the Panel, for our charity in its prime, unique position to the island in support Islanders, we have already seen an increase of over 26% for Taxation queries alone this year, and that is before the proposal is implemented, naturally after process. This could be the breaking point for our charity.

Several islanders are supported by their spouses, partners etc. in which the independent legislation would mean they are not 'covered / included' within their tax form and are required to complete their own. Now, our submission is not to disagree with independent taxation, more that the increase in submissions is naturally going to led to an increase of demand from our charity. There is no question or doubt in that outcome. Islanders who are illiterate, dyslexia or dyscalculia, individuals who no longer wish the partner to view or assist etc. we will face that increase.

Our charity can not continue to sustain supporting a government led directive, without additional supportive measures. Considering the fact, that Tax Department themselves communicate with islanders with mailshots in tens of thousands of flyers documenting to contact our charity for support and advice in order for the Tax Department to remain impartial for the regulatory purposes, without communication or consultation to our charity, brings a breakdown in relationship and a sense of overview of ensuring the charity continues to support all islanders with any queries they may have, in balance to government led diversions to a charitable resource.

I would like to extend a welcomed discussion on the topic at your convenience.

Kind regards

Claire Mulcahy
Chief Executive Officer
Citizens Advice Jersey