



Avoid these pitfalls when updating NFP details

Many NFPs don't even know they've made an error when updating their details. Here's how to avoid some common traps.

Published 7 July 2025

Having your NFP's details up to date makes managing your tax and super affairs easier. Having accurate, up-to-date information:

- helps us contact your organisation with information about important changes in the sector
- ensures you can access Online services for business for tasks like your NFP self-review return
- makes managing your tax and super obligations easier.



You should update:


- ABN details on the Australian Business Register (ABR)
- Financial institution details with the Australian Taxation Office (ATO)
- Authorisation details in Relationship Authorisation Manager (RAM).

There are a few pitfalls we see NFPs fall into when notifying us of changes – here's how you can avoid them.

Pitfall 1: Thinking there's only one way to update an NFP's details

There are three ways to notify us of changes.

1. **Online:** you can update some details online on the [Australian Business Register](#) , in [Online services for business](#) , or a

registered tax or BAS agent can update your details. You can update authorisations on [Relationship Authorisation Manager](#)  (RAM).

2. **Phone:** authorised contacts can phone us to update most details (except public officer information). When you call be ready to confirm your identity so we can check you're authorised to act for your NFP. We'll ask for your NFP's name and tax file number or Australian business number. We'll also ask for 3 items to prove your own identity, so we can check that we're actually talking to you, and not someone pretending to be you.
3. **Paper:** you can use the **Change of registration details (NAT 2943) paper form**. Fill it out on your computer or device before you print the form, or by hand using a black or dark blue pen and clear BLOCK LETTERS. This is the slowest method to notify us of changes.

Pitfall 2: No longer in touch with your associate contacts

Normally, an NFP's existing associate (principal authority) in RAM adds new associates or removes associates who have stepped away from their old roles.

If the previous principal authority is unavailable, someone newly appointed to an official role can use the **Change of registration details (NAT 2943) paper form** to notify us you should be the principal authority. You must provide evidence of your approved appointment to a formal position in the NFP. These include meeting minutes that show your appointment, or a notification from the board or committee stating your approved role, such as a letter.

It can take 4 to 8 weeks for us to process this request. Once your details are updated, make sure you keep them current – it's much faster to update your authorisations online.

Pitfall 3: Incorrectly filling out the Change of registration details form

When filling out the form, it's especially important to complete:

- Section A – your NFP's information

- Section D – postal and email address
- Section F – new associate details
- Section H – signature of the new associate at the declaration, plus attach evidence of their appointment.

Attach your evidence to the **back** of the form to avoid delays. You'll be notified by email once your updates are processed.

If you're unsure about how to update your details and or what you need to update, more information and useful tools are available at ato.gov.au/NFPnotifyofchanges

Pitfall 4: Thinking it can wait

You must update the ABR within 28 days of any of the following changes:

- entity name or registered business name, Australian company number (ACN) or Australian Registered Body Number (ARBN)
- associates or official position holders, public officer, name of trustees
- authorised contact person
- financial institution account details
- postal, email or business address
- main organisation activity.

Tip: before and after your **annual general meeting (AGM)** is a great time to check and update your records, including adding new authorisations and removing anyone who has stepped down.

More information

[Subscribing](#) [↗](#) to our monthly Not-for-profit newsletter is a great way to stay up to date with your reporting obligations.

For updates throughout the month, Assistant Commissioner Jennifer Moltisanti regularly shares blog posts and updates on her [LinkedIn](#) [↗](#) profile. And you can check out our online platform [ATO Community](#) [↗](#) to find answers to your tax and super questions.

QC 105154

Our commitment to you

We are committed to providing you with accurate, consistent and clear information to help you understand your rights and entitlements and meet your obligations.

If you follow our information and it turns out to be incorrect, or it is misleading and you make a mistake as a result, we will take that into account when determining what action, if any, we should take.

Some of the information on this website applies to a specific financial year. This is clearly marked. Make sure you have the information for the right year before making decisions based on that information.

If you feel that our information does not fully cover your circumstances, or you are unsure how it applies to you, contact us or seek professional advice.

Copyright notice

© Australian Taxation Office for the Commonwealth of Australia

You are free to copy, adapt, modify, transmit and distribute this material as you wish (but not in any way that suggests the ATO or the Commonwealth endorses you or any of your services or products).