Australian Government
Australian Taxation Office

Tax practitioner assistance form

Use this form to request assistance in resolving administrative matters relating to your client or practice.

⚠ This form will only be actioned if lodged through Online Services for Agents, and must be submitted as a PDF.

⚠ All fields with an asterisk (*) are mandatory

Section A: **Contact details** (contact person for this request)

1 Name*

Title: Mr ☐   Mrs ☐   Miss ☐   Ms ☐   Other ☐ _____

Family name

First given name

Other given names

2 Practice name*

3 Preferred phone number and email address*

Phone number

Email address

4 Registered agent number (RAN) or Australian Business Number (ABN)*

RAN

ABN

Section B: **Client details** (individual or entity the transaction relates to)

5 Name*

Title: Mr ☐   Mrs ☐   Miss ☐   Ms ☐   Other ☐ _____

Family name

First given name

Other given names

6 Business name of client*

7 Tax file number (TFN) or Australian business number (ABN)*

TFN

ABN

Section C: **Matter requiring Tax practitioner assistance**

➖ If you do not complete question 8 of this form it will not be processed and your application for assistance will be rejected.

8   **Describe the matter, facts and/or questions that you are seeking for resolution***

Provide client identifiers

9   **Describe the interactions you have had with the ATO about this matter including research on [ato.gov.au](ato.gov.au), phone contact, correspondence and steps you have taken to resolve this matter***

Provide dates (even if approximate) and any ATO reference numbers/ATO Receipt IDs.

⚠️ **All fields on this form are mandatory. Your application will be rejected if parts are incomplete.**

Acknowledgment of acceptance

☐ I agree   Date _____

⚠️ Please provide full and true disclosure of all relevant information. This will help speed up the resolution process.

⚠️ The ATO service standard is 28 days for written advice if all necessary information is provided.

⚠️ Submit this form to the ATO by following the step-by-step instructions found at ato.gov.au/TPA