

FORM QRO TA4

Application for payment arrangement

Version 3—March 2025



Taxation Administration Act 2001 section 34

Complete this form to apply for an extension of time to pay an amount under a tax law.

Instalments are to be made by direct debit. Before you start, read our direct debit request service agreement to make sure you understand and agree to the terms that will apply to the direct debit arrangement.

Client details

Client number

(This can be found on Queensland Revenue Office correspondence.)

Last name

First and middle names

Company/Trustee

Company name or trustee
and trust name

ACN or ABN

Address details

Unit/Flat/Building no.

House no.

Address

Suburb

State

Postcode

Country

Email

Mobile number

Work/home number

Instalment arrangement

Total debt

Instalment period

☐ 90 days

Other period (please specify)

Instalment frequency

☐ Weekly☐ Fortnightly☐ Monthly

Instalment amount

 \$

First instalment due date

Bank details

Financial institution

Branch name

Account name

Full names of all parties to
the account

BSB number

Account number

Authorisation

You authorise:

- Queensland Treasury (user ID no. 15840) to arrange for funds to be debited from your account in accordance with our direct debit request service agreement through the bulk electronic clearing system
- Queensland Treasury to verify the details of your account with your financial institution
- your financial institution to release information allowing Queensland Treasury to verify your account details.

This authorisation is to remain in force in accordance with the direct debit request service agreement.

Verification

The Commissioner of State Revenue consents to receiving this notification form electronically, including the use of electronic signatures. By selecting the declaration checkbox and signing the notification form, manually or electronically, you agree that you have understood the declaration and that all information in the form is true and correct.

By accepting this arrangement, I (or each of us) declare:

- The information supplied in this form and any supporting documents are true and correct, and I acknowledge that by completing this form I authorise Queensland Revenue Office to contact me using the details I have supplied.
- Payment of the liability noted above would cause me / the company / the trust significant financial hardship.
- I am not bankrupt / the company is not insolvent / the trust is not insolvent and entry into this arrangement will not cause bankruptcy or insolvency.
- I understand that failure to meet one or more of the instalments may cause interest (or further interest) to be incurred.
- I understand that the Commissioner may at any time, by written notice, terminate the payment arrangement, including (but not limited to) where the Commissioner considers false or misleading documents or information has been provided.
- I understand that it is an offence to give the Commissioner information or documents that are false or misleading, and that doing so may result in prosecution under sections 122 and 123 of the *Taxation Administration Act 2001*.
- I understand that a failure to meet the terms of any granted payment arrangement may result in recovery action, including court action.
- I acknowledge that Queensland Revenue Office collects information for the purposes of administering state revenue. Collection of this information is authorised by the Taxation Administration Act. Any personal information that I provide will not be disclosed without my consent, except in the circumstances outlined in the Act or as otherwise authorised by law.

☐ I (or each of us) declare that I have read and understood the above information and that the information provided is true and correct.

Authorised person's signature

Name

Date

Authorised person's signature

Name

Date

Queensland Revenue Office is collecting the personal information in this form for the purposes of administering state revenue. This is authorised by the *Taxation Administration Act 2001*. Your personal information will not be disclosed without your consent, except in circumstances outlined in the Act or as otherwise authorised by law. An agency engaged by Queensland Revenue Office may handle your information.

Queensland Revenue Office

GPO Box 139

Brisbane Qld 4001

Email: qrodebt@treasury.qld.gov.au

Ph: 1300 300 734

Visit qro.qld.gov.au for information relating to state taxes.

Direct debit request service agreement for the transfer of funds by Queensland Treasury

1. **Check your account allows direct debits.** Direct debiting through the Bulk Electronic Clearing System (BECS) is not available on all accounts. You should check a recent statement for your account (and, if in doubt, check directly with your financial institution) to ensure that your account has this facility.
2. **Authorisation.** You authorise and request Queensland Treasury (APCA User ID No. 15840) to arrange for funds to be debited from your account in accordance with this 'Direct debit request service agreement' through BECS.
3. **Direct debit arrangement.** Queensland Treasury will debit your account for the amounts that you are required to pay to the Commissioner of State Revenue for taxes and all grants, royalties, subsidies, fines and levies administered or collected by Queensland Revenue Office (QRO) on the due date for payment of the amounts, under the terms of that arrangement.

The debit amount may include any amount of tax, unpaid tax interest or penalty tax assessed or imposed under the revenue laws.

4. **Direct debit on non-business days.** If the day that your account would normally be debited falls on a non-business day (i.e. weekend or national public holiday), your account will be debited the next business day.

To enquire when the debit will be processed, contact your financial institution.

You must ensure you have sufficient clear funds available in your account in these circumstances.

5. **Sufficient cleared funds available in relevant account.** It is your responsibility to have sufficient clear funds available in your account by the due date, to permit payment of debit items according to your direct debit request.

If your financial institution does not pay a debit requested in accordance with the direct debit request, you should make alternative arrangements to ensure QRO is paid that amount immediately to prevent your instalment plan defaulting.

If you fail to do this:

- (a) you will be in breach of the terms of your payment arrangement with the Commissioner
- (b) additional unpaid tax interest and penalty tax may be imposed under the *Taxation Administration Act 2001*, and action may be taken to recover outstanding amounts
- (c) you will be responsible for any charges your, or our, financial institution may levy for rejection of the debit against your account.

6. **Variation to direct debit arrangement by department.** Queensland Treasury can vary the terms of this direct debit arrangement by giving you at least 14 days notice of the proposed variation.

QRO may send notices for your direct debit arrangement either electronically or by ordinary post to the address you have provided.

If sent electronically, communications are taken to be received when they enter the first information system outside of QRO; if sent by mail, they are taken to be received on the day they would be received in the ordinary course of post.

7. **Variations to direct debit arrangement by customer.**

Variation of arrangements

Requests to decrease an amount or frequency of a direct debit can be made in writing to QRO, or by calling 1300 300 734.

If sufficient time allows, the alteration will take effect from the next scheduled direct debit date.

Cancellation of direct debit arrangement

If you wish to cancel a direct debit request, you must contact QRO (at least 14 days prior in writing) or your

financial institution.

Cancelling or altering a single debit

If you wish to cancel or alter a single one-off debit (e.g. you have insufficient funds), contact QRO to arrange the alteration.

If sufficient time allows, the alteration will be made.

Change of account

If you wish to replace a direct debit request because there has been a change to your account, you need to give QRO a new direct debit request at least 14 days before the date on which you wish the new instruction to take effect.

The existing direct debit request will terminate 14 days after receipt of your new direct debit request.

8. **Dispute resolution.** If you dispute any debit to your account pursuant to the direct debit request, you should first contact QRO on 1300 300 734 and state that you have a query regarding a direct debit request.

If you prefer to lodge your query in writing, provide the details of your dispute and your existing direct debit request.

Direct debits claims may also be directed to your financial institution.

9. **Privacy.** The information you provide will only be used by Queensland Treasury for the purpose intended. We will take reasonable precautions to maintain the confidentiality of your records and account details.

Our financial institution may require this information in connection with a claim made on it relating to an alleged incorrect or wrongful debit.

10. **Liability.** If it is proved that an incidence of fraud has been perpetrated against you by an employee of Queensland Treasury, we will refund the amount obtained by the fraudulent act.

However, Queensland Treasury will not be liable to you for any other loss or damage as a result of this direct debit arrangement, including incidental, direct or consequential damages or lost profits.