



**THEODORE WARD & CO**  
accountants, taxation and business advisers

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### Information we are required to disclose to you

As a Tax Agent & BAS Agent our work for you is performed in accordance with the Tax Agents Services Act 2009. Under this Act, the Tax Agent Services (Code of Professional Conduct Determination 2024) requires that we make the following disclosures to you.

1. Matters that could significantly influence your decision to engage us (or continue to engage us) for Tax Agent Services from 1 July 2022 onwards includes the following:
  - None Applicable
2. The Tax Practitioner's Board maintains a register of Tax Agent and BAS Agents. You can access and search this register here: <https://www.tpb.gov.au/public/register>
3. If you have a complaint about our Tax Agent or BAS Agent Services you will need to contact the reception at [contact@theodoreward.com.au](mailto:contact@theodoreward.com.au) at first instance with details by email. If the outcome from reply to this correspondence was unable to resolve your complaint within 7 days please contact Stephen Henderson – Director by email. Your complaint will be investigated by Rong – Senior Manager. We will provide you with acknowledgement of receipt of your complaint and our understanding of the circumstances. This email will advise you that we will attempt to resolve your complaint within 14 days and will outline the dispute resolution process. If you are unhappy with the outcome that we propose to you, you can then make a complaint to the Tax Practitioner Board (TPB). Using the link listed above. The TPB will send you an email to acknowledge receipt of your complaint and review and risk assess your complaint. If you are unhappy with how the TPB has dealt with your complaint, then the link includes details about your review rights and who can further assist you.