

From: **Helen Petaia** [REDACTED]
Date: Mon, Sep 9, 2019 at 8:48 AM
Subject: Submission into your IGT Review
To: Fitt, Mark (SEN) [REDACTED]

Mark

per my email on Friday unfortunately I had substandard internet (while travelling) so just sending again .

Rather than writing a full blown submission in regards to my experiences with the IGT I have opted to send you some documents that demonstrate the professional diligence of the IGT and the impact they were able to have in assisting me.

The documents are as follows:

1. IGT Final view chronology
2. IGT Position paper
3. Email from Mr Andrew Mills Second Commissioner
4. Apology from the ATO (second one I had received)

The above documents were the culmination of lengthy investigations the IGT conducted for my matters.

The most striking observation for me is that when the IGT is able to chronologically map out facts to the ATO and engage in robust discussions, the ATO appears willing to listen and take appropriate action.

I understand that the IGT is a very small team and to replicate the work they did on my matters for a higher volume of taxpayers would take considerable resourcing. The quality needs to be maintained and the service expanded to as many taxpayers. I would strongly urge an increase in funding to expand the services the IGT offers, including educating Small business owners of these services to help fast track difficult disputes that arise, as opposed to engaging lawyers in the first instance.

The work the IGT was able to conduct on investigations on my matter(s) would save thousands if not hundreds of thousands in legal and professional expenses for small business and I believe, circumvent many unnecessary legal actions.

Small business collapse under the weight of delays caused by ATO disputes and in my experience (with no disrespect to the Small Biz Ombudsman who performs other necessary functions) the technical knowledge of ATO process that the IGT possesses helps to streamline investigations and provides laser sharp focus to relevant facts.

I have hundreds of pages of documents and communications of the IGT work which I

would be willing to provide if requested.

I would also make special mention of Mr David Pengilley who's absolute knowledge, expertise and conduct assisted to bring my matters to logical conclusions, that even Mr Andrew Mills second commissioner conceded to. [REDACTED], as my case manager was always efficient, polite and superb in her attention to detail.

If required I can provide further evidence and and would be willing to appear as a witness to the senate hearing.

Yours Sincerely

Helen Petaia

Helen Petaia

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