



Key messages

UNCLASSIFIED External

Title:	COVID-19 DSP focus group		
Issue date:	2 June 2020		
Venue:	Webex		
Event date:	28 May 2020	Start: 3:00pm	Finish: 4:00pm
Chair:	Martin Mane	Facilitator:	Martin Mane
Contact	Scott Payne	Contact phone:	07 3347 6888
Next meeting	21 May 2020		

Opening and welcome

Martin welcomed everyone and mentioned the latest news in the media about JobKeeper numbers and the Super match issue asking if anyone had questions regarding these issues, no questions were asked.

Agenda item: 2 – Super Industry

Shane advised that the number of Early release of Super claims is dropping off but they are preparing for Phase 2 of 2020/21 applications from 1 July. Looking to include checks and warnings for phase 2 based on leanings from phase 1

Agenda item: 3 – Individuals & Intermediaries community

David advised that things are settling down between periods and that JobKeeper 2 is being deployed this weekend. Asking DSPs if they could direct their clients to the messaging around outages on

- PLS dashboard - <https://pls.status.ato.gov.au/>

- SBR system status - <https://www.sbr.gov.au/current-sbr-system-status>

David advised that Matthew Addison has asked a question in another forum around why changes can't be made online.

Answer – It was identified as a potential fraud risk and to mitigate this the client needs to contact the ATO to identify themselves and that the ATO staff can make the required changes.

Agenda item: 4 – Communications

Michael advised that a video on the monthly declaration is being finalised and should be available soon and the new Software Developers web site is now available. The new platform will make it easier for us to do things and we continue to work with internal and external stakeholders on the layout and structure of the site and encourage feedback from DSPs.

Messages for Early release of Super shifting to the 30 June deadline for TT2019/20 applications noting that temporary residents can only claim in this current financial year.

Cash flow boost messaging:

- clients to update their details such as bank accounts
- Eligibility process

Question – when and where do you need you use MyGov ID to login into SWD website?

Answer – MyGov ID is not required to log into SWD website, controlled information section may ask you to register and request access to the documentation under that category.

Agenda item: 5 – Single Touch Payroll

Daren reminded participants that the deadline for JobKeeper enrolments for the initial two periods (20/3-12/4 and 13/4-26/4) ends 31 May 2020

- 130,000 reminders were sent out to employers that have enrolled but not yet claimed JobKeeper payments
 - 100,000 SMS
 - 30,000 emails where no mobile was linked on the account
- Question – If a mistake is made and needs to be repaid to the ATO how is this done?
Answer – The employer needs to call the ATO and get a Payment reference number and then once they have that can make the payment back. Currently this is the only option available.
- STP onboarding numbers have settled back into normal numbers – averaging around 600 new employers reporting each day.

Action item: UAC are asking for proof that a parent is receiving JobKeeper – Daren is waiting on a response after putting request in writing. Simon Foster will provide an example of what is being sent from UAC

Update Summary:

- The University Admissions Centre (UAC) provides Educational Access Schemes (EAS) to help students whose education has been negatively affected during Years 11 and/or 12, receive an offer to university.
- From August 2020, applicants will be able to claim financial hardship if a parent or guardian has received JobKeeper or Job Seeker payments for at least three months.

Response

- UAC have confirmed that from August 2020, two new disadvantages have been included in response to COVID-19. Part of the application process requires parents or guardians to provide proof of 3 months of JobKeeper payments by way of a letter from the parents' employer.
- The rigor and equity of EAS requires externally reliable documentation from responsible third-party sources to help determine eligibility.
- The final document packages for EAS categories of disadvantage and those parents receiving JobKeeper payments (F01K and F01S) have yet to be finalised and released. The information on the UAC website was published from the time of the announcement. This issue of self-employed/sole trader has been identified and will be included in the release of the document's packages closer to the August launch date.

Agenda item: 6 – Small business community

Andrew advised they have been receiving a lot of JobKeeper questions especially from agents and small businesses without any employees.

No labels changing on individual Tax returns from the new measures.

Instant asset write off is causing a few questions for those that have ordered items from overseas and may not have them installed and being used by the deadline of 30 June. Legislation on this is clear on this and the message is getting out to ensure awareness of deadline to install and use.

Message to agents and small business community is advising that JobKeeper monthly declaration form will be unavailable at 6pm on Sunday 31 May so need to complete this before that timeframe.

Agenda item: 6 – ABSIA

Maggie advised ABSIA survey still open and they are receiving good detailed feedback.

Agenda item: 7 – Group discussion

Kylie mentioned that the DPO have released a survey that closes on Friday, thanked those who have completed already and encourage those that may not have done it yet to please do so.

Martin mentioned we will go ahead with next week's focus group as potentially the last one given the SWG is only a few weeks away.