



Key Outcomes

OFFICIAL External

Title:	Digital ID for DSPs focus group		
Issue date:	8 October 2020		
Venue:	WEBEX		
Event date:	2 October 2020	Start: 12:30pm	Finish: 1:30pm

Chair:	Kylie Johnston	Facilitator:	Kylie Johnston
Contact	Julie Sen	Contact phone:	02 889 49304

Attendees: names/section	<p>ATO:</p> <p>Kylie Johnston - Director, Digital Partnership Office Ben Spargo - Director, Intermediaries Risk & Strategy Peter Karouzos – Application, Architecture and Design Nicole Preissl - Digital Partnership Office Danielle Miller – Digital Partnership Office Diana Porter – Digital Partnership Office Paul Walters - Digital Partnership Office</p> <p>Industry:</p> <p>Chris Howard – ABSIA President Ian Gibson - ABSIA Mike Behling - MYOB Helena Bone - MessageXchange Tim Covark – CashFlow Manager Grant Doherty - Qvalent Simeon Duncan - Intuit Simon Foster - Storecove Matthew Prouse - Xero Michael Wright - Sage Maggie Lease - ABSIA</p>
Apologies: name/section	Bridgetta Mitton - Digital Partnership Office

Next meeting TBC – following consultation with Agent representative groups

Agenda item: 1 – Introduction and recap

- Kylie Johnston

- Introduction of ATO staff members on the line and their roles.
- Recap on previous discussions and objectives for today's meeting.
- [Link to presentation slides](#)

Agenda item: 2 – Update on Agent consultation

- Ben Spargo

- ATO has held an initial consultation session with a small group of representatives from the Tax Professional Stewardship Group (TPSG)
- Consultation undertaken includes representatives of the Tax Practitioner Board (TPB) and it was agreed ATO and TPB will need to be aligned to support the process and ensure consistent complimentary guidance
- Agents agreed a higher standard of customer verification was needed
- It was noted Agents would have customer verification requirements as part of the conditions of use for Online Services for Agents
- Concerns were raised about:
 - Possible costs to adhere to customer verification guidelines e.g. use of Document Verification Services
 - Some agents may store identity documents which may be a target for fraud activity
- There may be multiple solutions required to meet the needs of differing Agent Operating models

Agenda item: 3 – Customer verification options, DSP clients and supporting Agents in software

- Kylie Johnston

- There is agreement across the group to include entity validation when DSPs register new clients in their software, however the details need to be clearly defined and cater for different operating models.
- Further detailed discussions of DSP entity validation will be progressed as part of the Operational Framework review working groups.
- DPO agreed supporting customer verification of other clients e.g. Superannuation providers should be considered. Initially the focus will be Tax Agents due to the current Agent environment and consultation underway, noting existing regulations on Super associations (AML/CTF) and improved SuperMatch terms of use.
- Individuals & Intermediaries (I&I) and DPO will progress the next round of agent consultation before arranging another working group with DSPs.
- It was noted, it would be beneficial to close the loop in the add client/agent relationship process by including a notification or removal to a previous agent.