

We need your help to design the future agent experience for the MBR Program

There are a few questions posed throughout this pack and we'd appreciate your thoughts on them. Please provide a response to these questions to the MBR mailbox: MBREngagement@ato.gov.au by COB Tuesday 9th March 2021 or earlier if possible.

Agent Intermediaries

Design Working Group

Modernising Business Registers Program

March 2021





Agenda

DWG Agenda

1. Why are we here: Research plan

3mins

2. Current Agent Intermediaries experience

10mins

3. What should the future agent intermediary experience be? Introduce key questions for post session feedback

5mins

3. Wrap-up & Next steps

2mins



Intermediaries co-design plan

Intermediaries co-design plan

Who do we propose we engage with?

Role	Proposed participant volume	Requirements / prerequisites
DSP Supporting Staff	5	Staff who support agents who use DSP products
DSP Users	3	Agent Users of the DSP

What do we plan to do?

One on one Interviews

1:1 interviews with the intent of understanding current needs to inform future requirements. These sessions will be held for 1 hour, virtually and the interview will be facilitated by a researcher. Silent observers are welcome however, all session will be recorded where possible.

When will co-design commence?

Participant recruitment

This will need to commence this week and be ready for research to start on the week of 22nd March



Current Intermediary Experience

Intro to Intermediary research

In late 2020 the MBR Program set out to understand the needs and requirements of current ASIC Registered Agents.

After an initial landscape review the team found that most ASIC Registered Agents navigate more than one type of agent role in their day-to-day business.

As a result, further work was planned in 2021 to understand if there are opportunities to streamline experiences across the registry agent roles in the future.

Meet Darsha Dyon – Intermediary



Hi I'm Darsha

Darsha Dyon

Darsha is an accountant who owns and runs her own accounting practice Dyon Accountants Pty Ltd.

Darsha provides a range of agent services to businesses including financial and taxation reporting obligations to government.

Darsha accounting practice uses a combination of systems and practice management software applications to streamline most of their workflows making their processes more efficient.

" My role is to help them understand and help them be compliant. "

" We help provide services for our clients to make sure the records with ASIC is accurate. "

" We have kept our ASIC fees lower because we have integrated our systems and have made it more efficient. "

Meet Darsha and her many Intermediary hats

Registered Agent (ASIC)	Authorised Lodger (ASIC)	Authorised Contact (ABR)	Tax Agent (ATO)	BAS Agent (ATO)	Local Agent (ASIC)
Companies Only	Business Names Only	ABN Only	Tax & Super Only	Tax & Super Only	Foreign Companies Only
Agent #: 6 Digits			Agent #: 6 Digits	Agent #: 6 Digits	
ASIC Registered Agent Portal	ASIC Connect	ABR	Online Services for Agents	Online Services for Agents	None
DSP - Software			DSP - Software	DSP - Software	
Individual Or Entity	Individual Only	Individual Or Entity	Individual or Entity	Individual or Entity	Individual or Entity
Tasks: <ul style="list-style-type: none"> Company registration and setup Company lodgements Company maintenance and de-registration 	Tasks: <ul style="list-style-type: none"> Business name applications Business name renewals and payments Business name maintenance 	Tasks: <ul style="list-style-type: none"> ABN applications ABN maintenance (limited) 	Tasks: <ul style="list-style-type: none"> Tax registrations and setup Tax and super lodgements and maintenance 	Tasks: <ul style="list-style-type: none"> Business activity statements ABN applications Tax registrations and setup Tax and Super lodgements 	Tasks: <ul style="list-style-type: none"> Foreign company maintenance and de-registration Change to director details and appointments Change of local agent or details

Darsha has different governance models for her different hats

Darsha wears multiple hats as she holds multiple roles. Each role she is associated with is underpinned by different governance models.

This exists this way because each register created an intermediary role that could act on behalf of the entity information inside of it.



Model A:
Governed by legislation and agency appointed

- Governed by legislation
- Registration via a governing body e.g. Tax Practitioner Board
- Strict rules around qualifications, knowledge and experience in industry
- Proof of identity checked and application / registration is vetted
- Formal unique number is issued and assigned upon approval to the individual or organisation, and the name / number is publicly searchable / viewable via TPB website.

Tax Agents

BAS Agents



Model B:
Governed by terms and conditions and agency appointed

- Not governed by legislation
- Informally governed by agency who may require the acceptance of various terms and conditions and contracts are legally binding
- May not need to have qualifications, knowledge and experience in industry
- Proof of identity may not be checked and application / details may not be vetted
- Informal unique number is issued and assigned upon approval with the number not publicly searchable

ASIC Registered Agents



Model C:
Governed by private agreements and entity appointed

- Not governed by legislation
- Informally governed by agency and or authorising individual / organisation through private agreements
- May not need to have qualifications, knowledge and experience in industry
- Proof of identity may not be checked for individuals and organisations may not be vetted when given authorisation
- No unique number issued

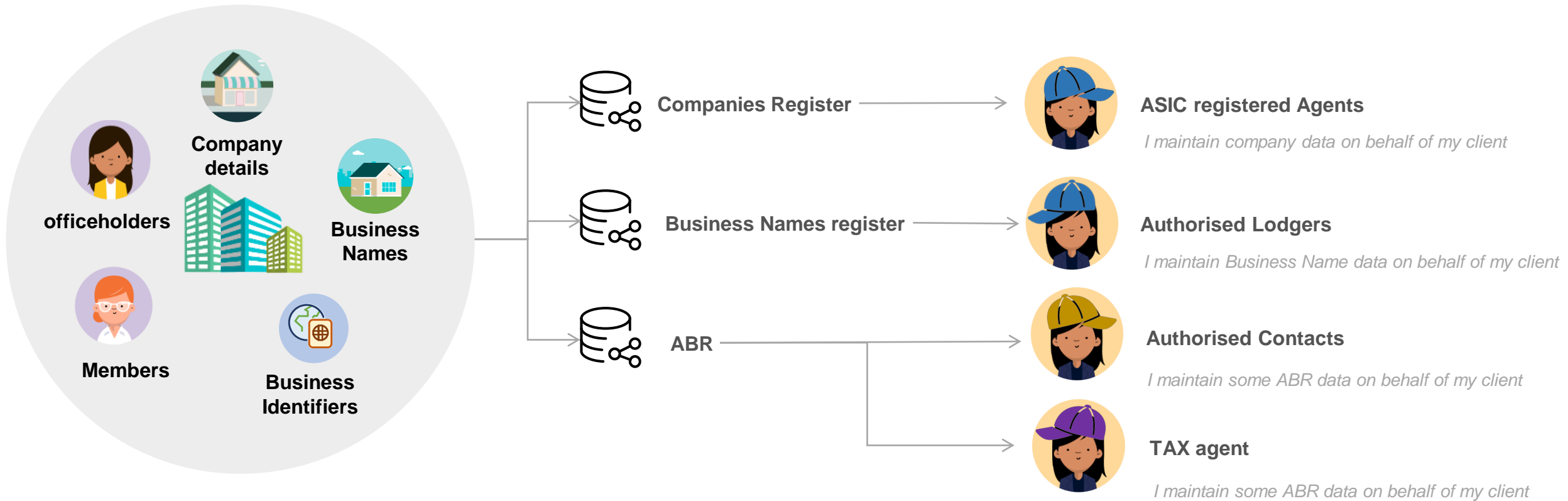
ASIC Authorised Lodgers

Authorised Contacts

Local Agents*

*Under *Corporation Act 2001* these roles do exist with formal governance as an exception

Because we're moving to a single register under the MBR program Darsha's current experiences for engaging with the Registry are going to change...



Reduce the cognitive and system burden intermediaries currently experience...

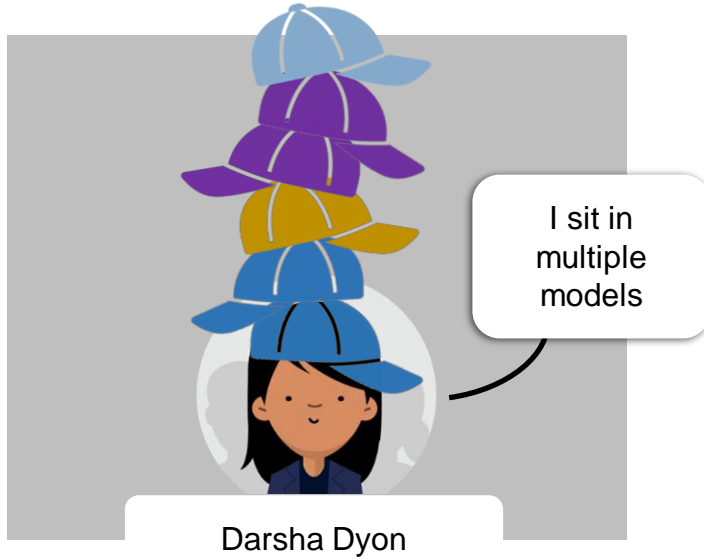
we have an opportunity to streamline Darsha's experience across these intermediary types

Consolidating registry specific roles...

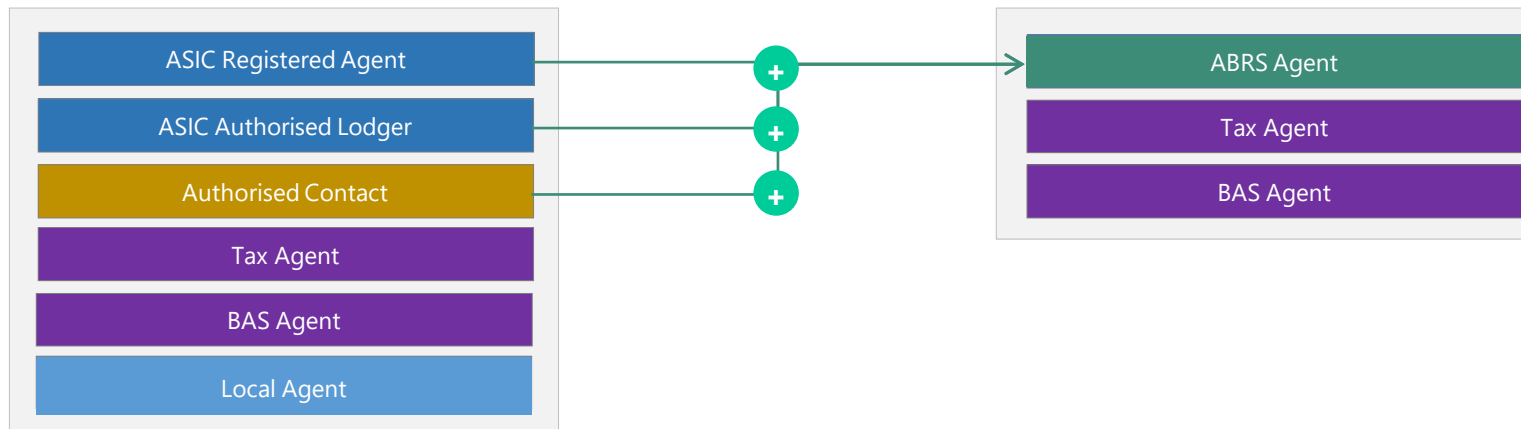
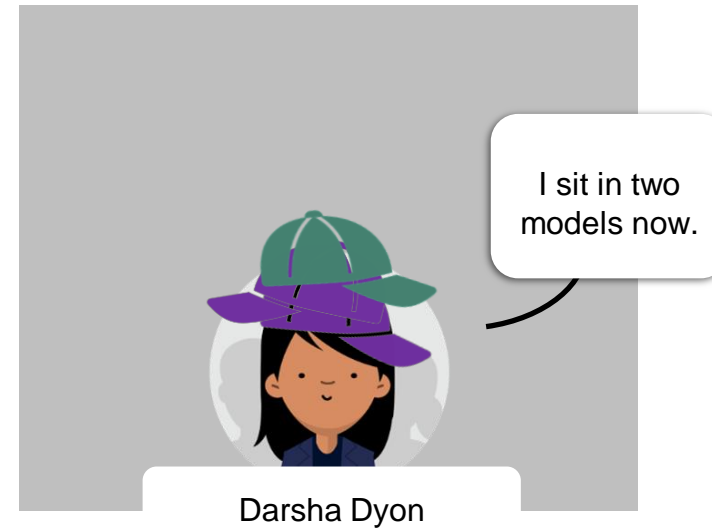
What if Darsha could just wear one hat to do all her registry transactions for her clients?

Darsha would have a streamlined model for engaging with ABRS

Current



Future



a streamlined model means...

***We have an opportunity to review
the models that underpin the
actions of intermediaries in the
future ABRS***

What would be the impact to DSP's if agents are able to manage company, business names and ABN data all under the one role?



Key Questions requiring a response

We'd appreciate your thoughts on the following questions.

*Please provide a response to these questions to the MBR
mailbox: MBREngagement@ato.gov.au
by COB Tuesday 9th March or earlier if possible.*

What do you think the role of terms and conditions should be for ABRS Agents when using a DSP?

***Do DSP's receive feedback
about agent conduct?***

What registry functions do agents want to be able to perform but are currently restricted from doing?

How do agents want to be able to handle financial transactions to the register via their DSP?

Where do agents currently go to seek support? What are they most often looking to resolve?

Next Steps
