



Key Outcomes

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Title:	PLS working group – Key outcomes		
Issue date:	9 December 2021		
Venue:	WEBEX		
Event date:	7 December 2021	Start: 1:00pm	Finish: 2:00pm

Chair:	Bernadette Basha	Facilitator:	Bernadette Basha
Contact	Sonya Summers	Contact phone:	02 47257383

Attendees: names/section	<p>ATO – Sonia Lark, Bernadette Basha, Danny Figueiredo, Sangitha Sivayogaraj, Anupama Duggirala, Lloyd Williams, Michael Ferris.</p> <p>Industry – Darin Carter, Saiful Larry (Access Group), Jack Wee (Catsoft), Misha Ali, Trajan Goldsworthy (eTax), Sandeep Gopalan (GovReports), Mike Behling, Scott Reid, Eli Gomez, Michael Tong, Andreas Robertson (MYOB), Kevin Johnson, Steven Ivanopoulos (Reckon), Chardutta More (Sparken), Shifa Akbar, Ankit Rawat, Nikunj Simariya (Thomson Reuters), Mark Walmsley (Walmsley Family Trust), Sue Zhao (Wolters Kluwer), Andrew Sprankling, Kelvin Newton (Xero).</p>
Apologies: name/section	<p>David Baker, Michael Wright (Access Group), Lex Edmonds (MicroTax), Andrew Smith, Christine Savva (MYOB), Andrew Noble (Noble Accounting), Nathan Kerr, Albert Lillie (One-Click), (Reckon), Karl Farrand (TaxLab), James Barillaro, Alex Jacklin, Shane Paxton, Linda Kerhoulas (Thomson Reuters), Danna Zheng, Krunal Patel, Raihani Rahmat, Farah Shaikh, Patrick Bogle (Wolters Kluwer).</p>

Agenda item: 1 – Welcome

Sonia Lark welcomed the group and thanked everyone for their participation and valuable insights throughout 2021. Sonia introduced Bernadette Basha as the new chair for the group moving forward into 2022.

Bernadette reminded the group that this was the last PLS meeting for the year, and the first one back in 2022 would be on 18 January.

Agenda item: 2 – Action item updates

There are currently no open action items. The special character updates will continue to be tracked through Sangitha's roadmap.

Agenda item: 3 – Tax time related documentation

The first round of draft forms are now available in [Online Services for DSPs](#).

Agenda item: 4 – Working holiday makers

Lloyd Williams returned to advise the group of the latest information around administering the changes to the treatment of Working Holiday Makers (WHM) who should be treated as residents for tax purposes.

WHMs from countries who have an enforceable Non-Discrimination Article (NDA) in their double tax agreement (DTA) with Australia and can establish their residency credentials are entitled to be taxed at resident rates. All other WHMs will still be taxed at the WHM rate of 15%.

WHM employers will be asked to continue to withhold at 15% for all WHMs to make it easier for employers and resident NDA WHMs will lodge a tax return to seek a refund of over-withheld amounts.

A country code will be added at label A4 where taxpayers will identify which country they are from – this will require system and form changes. A change advice will be issued shortly detailing the required changes.

Other countries outside of the current eight with an NDA DTA may need to be added to this list as future DTAs are reviewed/signed.

There was some discussion around the current back-end rules and managing prior year lodgments.

DSPs are keen to utilise the existing country code list.

Agenda item: 5 – DSG beta testing

The Digital Services Gateway (DSG) is the new API gateway – it went live on 14 November 2021.

You can explore the API Portal at: <https://apiportal.ato.gov.au/>

Two services are currently available in the API portal:

- Healthcheck API, and
- SMSF Alias API

All DSPs are able to view the API details, however they cannot consume the SMSF alias API as it is currently in beta testing. Those DSPs who are part of the test group have login details and will be able to access the sandbox environment. A couple of DSPs are starting testing, and it is hoped this can be opened up to more DSPs by the end of December.

A number of candidates will start to come on board in early 2022 including:

- Your Future Your Super,
- SSID validation API, and
- a number of MBR-related APIs.

Expectations of the beta-testing process:

- a shakedown of the internal and external environments to see if there are any issues
- sessions will be held with DSPs prior to go-live to explain the current situation and potential changes.

Agenda item: 6 – Update on general matters and Tax time delivery

DSPs are reminded that the new ELS prior years' service is available for testing in EVTE in preparation for the changes occurring in January 2022. There was a slight delay in delivering the new service into production, but it should be available by 10 December. DSPs are again reminded that the date for decommissioning the current service will not be extended beyond 31 January 2022.

Agenda item: 7 – Delivery update

The Q4 release occurred over the weekend of 4/5 December. The new ELStagformat service was released and will be available from 10 December. The Data Visibility service also moved into production.

A new version of the Release on a page document will be shared at the next PLS working group meeting on 18 January 2022 and should provide a view of February, March, and April releases. Legislative changes are planned to be rolled out in March and cyclical changes in April.

Agenda item: 8 – Platform update

Platforms are stable with no current issues.

Summary of recent issues:

- 23 November - intermittent issues with EVTE,
- 25 November - slight PROD issue,
- 28 November – minor EVTE outage, and
- 29 November – issue with SBR2 PROD.

There were all as a result of internal SIG changes.

EFTRS has been experiencing an issue since Friday 3 December which is still currently under investigation.

Some DSPs reported experiencing connectivity issues with the ATO machine credential – this is most likely related to broader intermittent issues related to internal SIG changes. DWIS will investigate and communicate through the DPO relationship managers.

Agenda item: 9 – Agent online environment update

No update was available this session.

Agenda item: 10 – DSP communications update

The final DSP newsletter for the year will issue on 14/12/2021 and will include the End-of-year message from Assistant Commissioner, Mark Stockwell. The first newsletter for 2022 will be Tuesday 18 January.

The Intermediary Communications team are investigating new channels for communicating to DSPs in 2022, including video messages, the ATO podcast and LinkedIn DPO account.

Agenda item: 11 – DSP feedback

The group queried on-going performance issues being experienced with Online Services for DSPs and the lack of communication there-of. Scott Rumford advised that remediation had been occurring over the past couple of weeks and performance has been restored. The DSP feedback has been taken on board, and we will endeavour to improve communication when issues arise.