



## Key Outcomes

OFFICIAL External

<b>Title:</b>	PLS working group – Key outcomes		
<b>Issue date:</b>	3 February 2022		
<b>Venue:</b>	WEBEX		
<b>Event date:</b>	1 February 2022	<b>Start:</b> 1:00pm	<b>Finish:</b> 2:00pm

<b>Chair:</b>	Bernadette Basha	<b>Facilitator:</b>	Bernadette Basha
<b>Contact</b>	Sonya Summers	<b>Contact phone:</b>	02 47257383

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

## Agenda item: 1 – Welcome

Bernadette welcomed the members and introduced Janette Zafiropoulos to the group.

Dylon Moyle spoke about the current issues impacting Online Services for DSPs, advising they are part of broader network problems being experienced across the ATO. He apologised for the frustration and inconvenience to users and advised an incident has been raised. DSPs are welcome to raise urgent issues via email to [DPO@ato.gov.au](mailto:DPO@ato.gov.au) where OS4DSPs is proving un-usable.

## 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

An updated change advice ([CA2022-008](#)) for the Working Holiday Maker changes has been published.

In the original document, there were plans to make the new Home Country sub label mandatory in the SBR service where \$1 or more was entered at the WHM Home Country sub-label. The mandatory nature of this label and the \$1 income limit have now been removed.

## Agenda item: 4 – Update on general matters and Tax time delivery

The prior ELSTAGformat service was deactivated on the morning of 1 February. Thank you to the DSPs who have switched over to the new service. The new service will continue to be monitored and reviewed. The service registry has been updated to include details of the new service.

The issue related to stuck items for the old ELS service is still under investigation.

## Agenda item: 5 – Delivery update

The updated [Program Roadmap](#) and [Product Roadmap](#) (Release on a page) were published last week, and reflect the removal of Activity statement service and updated Lodgment list service.

The product roadmap will also highlight multiple tax time drops for services across February and March - where possible, the MST will be made available earlier in February followed by the code/EVTE release in March for earlier visibility of the message design changes.

## Agenda item: 6 – Platform update

Platforms are stable with no current issues outside of the ATO wide network issues.

### Agenda item: 7 – Agent online environment update

Issues with on-demand reporting have been identified and investigation is continuing.

Work has commenced around improving services as a follow on from the discussion at the Tax Time event in September 2021. We are looking at how to improve timeliness of performance reporting of data going through to the dashboards. As we are improving the service provision we would appreciate any ideas or suggestions that DSPs would be willing to send through. Alternatively, we can arrange one on one conversations if that is preferred.

DSPs who are interested in sending through suggestions or would like to arrange a one on one conversation please lodge a ticket in [OS4DSPs](#) and refer to 'Real-time monitoring'.

### Agenda item: 8 – DSP communications update

The DSP newsletter is due for release on Wednesday afternoon.

### Agenda item: 9 – DSP feedback

The issue where 2021 returns do not support claiming a loss carry back is still under investigation.

DSPs raised a concern that due dates for Substituted Accounting Period (SAP) returns are not showing in the on-demand reports.

Action Item: DPO will follow up an issue where SAP income tax due dates are missing from IT on-demand reports. It is yet to be confirmed whether this issue is impacting both SBR and OSfA.

The issue with duplicate DINs remains under investigation.