



Key Outcomes – Practitioner lodgment service working group

Venue: Teams
Date: 3 June 2025
Start: 1.00pm AEST **Finish:** 1.55pm AEST
Chair and facilitator: Sonia Lark
Secretariat: Kaethe Seidel-Wynne
Secretariat contact: 02 9354 3014

Attendees:

Sonia Lark, Felicity-Ann Stokes, Adrian Romano, Kelly Collins, Ziva White, Joshua Corlett

Guest Speakers:

Anupama Duggirala, Craig Willox

Agenda item 1 – Welcome

The chair opened the meeting and welcomed the group.

The annual DSP Tax Time event, formerly known as the Services for Tax Practitioner's event, is anticipated to be held in Canberra on Tuesday 16 and Wednesday 17 September. The decision to move away from the previous name was made to prevent confusion amongst presenters and Tax Practitioners requesting to attend. The DSP newsletter will include highlights and registration details as we get closer to the date.

An EOI for participants to join the MTAS Phase 2 working group will be in next week's DSP newsletter.

Agenda item 2 – Action item updates

There is 1 open [action item](#) - Business Industry Codes (BIC) - discrepancy across ATO sources, which is currently on pause to ensure there are no adverse impacts.



Agenda item 3 – Tax time related documentation

Additional [final forms](#) have been published in the DSP hub. The DPO will continue to update the page as further forms become available, please advise the DPO if there are specific forms requiring follow up.

Updated change advice published in DSP Hub 3 June 2025:

[CA2024-017 Luxury Car Tax – modernising the luxury car tax for fuel-efficient vehicles](#)

Agenda item 4 - Update on general matters and Tax time delivery

Whitelisting is anticipated to take place on 20 June 2025. Phone calls to DSPs who have yet to register for EVTE for TT 2025 services will be completed in the coming days.

DSPs were reminded to lodge requests for production access, and to include detailed information when lodging tickets to ensure issues are investigated thoroughly.

Agenda item 5 – Tax Time Timeline

The group received a presentation of Tax Time Readiness

Key topics included:

- An SBR2 Tax timeline - covering expected peak periods, noting potential impacts, and when the ATO will communicate any issues leading into tax time.
- SBR2 System status page - providing a refresh on system monitoring and where transaction status, transaction performance and last updated details can be found.
- SBR2 PLS Service Dashboard – highlighting the availability of an email subscription service to notify users of a change in system status, along with explanation of where overall system health, SRP response times and delayed status information can be located.
- Contacting the Digital Partnership Office – revisiting communication channels, covering how to contact the DPO when experiencing technical difficulties, including reporting incidents via tickets and using the on-call number for critical incidents outside of business hours.
A reminder that if a technical receipt is received for a lodgment, the channel has received the message and is processing. The technical receipt date is considered the date ATO received the lodgment.

Constant monitoring to identify potential issues is carried out during peak periods. DSPs may be asked to slow down polling during these periods as polling adds additional strain on systems.

Post reviews of Tax Time are carried out to strengthen any identified areas of weakness and implement improvements for the following Tax Time.

Additional conversation regarding when to use SRP and when to use BBRP took place. Confirmation of



using SRP when an immediate response is required and preference for BBRP when the channel is bolstered to support large loads, noting that a single click of a button may result in the lodgment of 100,000 employees.

Agenda item 6 – Delivery update

The group were provided an overview of the latest [Digital Wholesale and Integration Services Product and Program Delivery Roadmap](#) which is now available in the DSP hub.

XBRL to XML transitions are currently under review and will be shared with the group once available.

June Ad hoc EVTE release (5 June 2025):

- INC005442591 (Item #3) for IITR resolved for unintended Employee Share Scheme (ESS) income threshold changes

Agenda item 7 – Platform update

Platforms are running well with no issues to report.

Agenda item 8 – Agent online environment update

The process for restricting agent access to prefill information on compromised taxpayer accounts has been reviewed and ATO are working on a change to enable agents to access prefill information without contacting the ATO to unlock the account.

Taxpayers with a compromised account, who are able to lock in a strong Online Access Strength will no longer have digital access restrictions on their account.

This change will enable agents to have the same prefill experience for compromised taxpayers as they do with non-compromised in both Online services for agents and wholesale software environments.

Initially, agents will be able to access prefill data for financial years 2022–25.

Client-to-agent linking consultation is underway to develop a secure agent authorisation process for individuals and sole traders.

The first stage of consultation with agents, individuals and sole traders is in progress to develop ideas for a high-level design for the agent authorisation process.

DSPs will soon be involved in focused discussion as part of the second stage of consultation.

The following BIGs have been updated and published:

- [CLNTCOMM](#)
- [CTR BIG, FITR BIG and TRTAMI BIG](#)



Agenda item 9 – DSP communications update

Further information on the below topics can be found in issue [20](#) and [21](#) of the DSP newsletters:

- Exempting lump sum payments in arrears (LSPIA) from the Medicare levy
- Include the message ID when you report incidents
- Tax professionals tax time webcast
- Activity Statements 2025 service
- Upcoming changes to restricted access to compromised taxpayer accounts
- Plug-in hybrid electric vehicle (PHEV) home charging rate PCG

Agenda item 10 – DSP feedback

DPO will investigate whether ato.gov will be updated to advise when taxpayers can expect their 2025 notice of assessments, as per the [Important information 2024 content](#). An update will be provided at the next PLS meeting.