Australian Government
Australian Taxation Office

Key Outcomes –
Practitioner lodgment service working group

Venue: MS Teams

Date: 29 July 2025

Start: 1.00pm AEST   **Finish:** 1.28pm AEST

Chair and facilitator: Julie Seiver

Secretariat: Kaethe Seidel-Wynne

Secretariat contact: 02 9354 3014

Attendees:

Sonia Lark, Julie Seiver, Felicity-Ann Stokes, Adrian Romano, Kelly Collins, Carl Bennett, Bhumi Mandalia

Agenda item 1 – Welcome

The chair opened the meeting and introduced the new Chair, Julie Seiver, who will be facilitating the PLS working group meetings moving forward.

The system issues impacting connection to SBR1, SBR2 PROD, EVTE, and Online services for DSPs this morning have been resolved and all systems are now performing as normal. We will continue to monitor and provide updates on the Unplanned system issues page, as needed.

The group were reminded of the draft specifications for the SBR services requiring update due to Pillar 2 changes, are available for review in the DSP hub:

- Transaction list
- Client account
- Client account summary

In addition, the draft specs for 2 of the 3 new API portal services for the Pillar 2 combined domestic return are available in the API portal.

EXTERNAL

Agenda item 2 – Action item updates

There is one open action item regarding Business Industry Codes (BIC) that remains on pause. If members have feedback on the BICs, please raise a ticket in the DSP service desk or email the DPO. The action item will be reviewed once this tax time is over and if no feedback is received, it will be closed.

Further to the action item update, concerns were raised in the last PLS meeting on 15 July regarding the lateness of the 2025 BIC publishing on data.gov.au. The DPO have raised these concerns with business, highlighting the potential impact this can have for DSPs and business have taken this onboard.

Information and a copy of the table highlighting the changes made, corrections relating to ANZSIC Class 7540 and ANZSIC group 373, were published alongside the meeting outcomes from 15 July.

Agenda item 3 – Tax time related documentation

There have been no new or updated tax time related documentation published in the DSP Hub.

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

There are 2 recently reported issues under investigation and are yet to be determined if they will turn into bugs. All other issues have been resolved and updated on the Tax time 2025 Additional Information FAQ page in the DSP Hub.

An updated PIITR 2025 BIG has been published to the FAQs page in the DSP hub and will soon be published on sbr.gov.au, once clarification on whether the dashes in section 6.3 are em dashes or en dashes is received.

Agenda item 5 – Delivery update

August EVTE:

- TRT 2024 (Bug fix) - Update to location instance identifier in TRT conformance suite payload. Updated code package for missing crossform validations in IDS, LS and CGTS schedules.

- PayEvent 2020 (Bug fix) - Updated code for validation rule VR.ATO.PAYEVNTEMP.000389 to prevent negative total income being received.

FVSU Publication:
- MST artefacts to be published on SBR website as a part of August EVTE. No code deployment.

Deductions Schedule (DDCTNS):
- Conversion work is underway for deductions schedule, aiming for October period to having early artefacts available externally and December period for EVTE availability.

EXTERNAL

The [August 2025/26 DWIS Product and Program Delivery Roadmap](#) was published in the DSP Hub on 30 July. A walk through will be provided in next meeting on 12 August.

Agenda item 6 – Platform update

The SBR issues responsible for causing some degradation that impacted Online Services for Agents (OSFA) for agents and DSPs on the morning of 29 July are now resolved.

Agenda item 7 – Agent online environment update

Apart from the major incident that occurred this morning, there are no significant issues to report.

A number of larger agents have reached out regarding missing electronic funds transfer reports (EFTRS), which has impacted their ability to process client refunds. Upon contacting the ATO, they've been informed that only up to 10 transactions can be provided. This limitation does not support agents managing hundreds of transactions. Cases being bought to our attention are being prioritised and the reports are being sent to agents via OSFA practice mail. The root cause of the issue will be investigated to implement a resolution. Common issues identified include:

- The agent has not updated their subscription to reflect new FIA details.
- In attempting to fix the issue, the agent lodges multiple subscriptions, which ends up cancelling the active one.
- A new subscription is lodged without including the new FIA details, resulting in cancellation of the existing subscription.
- It appears some agents may be using multiple software products, leading to reports being downloaded to the wrong software (not identified recently).

We're planning to review and update our help materials and may consider sharing the changes through the tax professionals newsletter.

Agenda item 8 – DSP communications update

Information about the following topics can be found in issues [28](#) and [29](#) of the DSP newsletter:
- Keep your listing current on the product register
- Reminder: Annual digital service provider tax time event
- Reminder: updated ISO/IEC 27001:2022 standard
- Incidents or questions? Raise the right ticket
- Check you're subscribed for important updates
- Changes to SuperStream contributions standard and Fund Validation Services
- Reminder: system monitoring dashboards
- Transition to TLS 1.3

EXTERNAL

Agenda item 9 – DSP feedback

No other DSP feedback.

EXTERNAL