Australian Government
Australian Taxation Office

Key Outcomes –
Practitioner lodgment service working group

Venue: MS Teams

Date: 1 September 2026

Start: 1.00pm AEDT **Finish:** 1.30pm AEDT

Chair and facilitator: Kaethe Seidel-Wynne

Secretariat: Kaethe Seidel-Wynne

Secretariat contact: 02 9354 3014

ATO Attendees:

Sonia Lark, Kaethe Seidel-Wynne, Felicity-Ann Stokes, Adrian Romano, Bhumi Mandalia, Craig Willox

ATO Guest Speaker:

Laura Bagnato

Apologies:

Kelly Collins, Carl Bennett, Julie Seiver

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Agenda item 1 – Welcome

The chair opened the meeting and welcomed the group.

There are now just two weeks until the Annual DSP Tax Time Event. The draft program is available to view on the DSP hub. To register your attendance please raise an EOI ticket in the DSP service desk.

Agenda item 2 – Action item

There were no open action items.

Agenda item 3 – Tax time related documentation

The following change advices have been published to the DSP hub:

- CA2026-004 TFN reporting – Closely held trust beneficiary reporting
- CA2027-005 Winding Down Australia's Cheque System – update for Tax Time 2027 (related to CA2024-009)

The DSP Roadmap has been updated on the DSP hub.

Agenda item 4 – Update on general matters and tax time delivery

DSPs were reminded to review the specifications for Activity Statement 2025, and to lodge a ticket for EVTE whitelisting. This must be done prior to 31 December 2026. DSPs were encouraged to begin planning for product verification testing soon. While this can be completed in December, delaying testing may leave limited time to address any issues.

Agenda item 5 – Modernisation of Tax Administration Systems (MTAS) update

An update was provided on the Modernisation of Tax Administration Systems (MTAS) program. Following a review of delivery timeframes and the evolving policy environment, several MTAS deliverables have been rescheduled.

For Tax Time 2027, the only planned MTAS deliverable is the TFN reporting for closely held trusts measure, effective from 1 July 2026. This will introduce new labels and validations in the Trust tax return to support TFN reporting and ensure the correct identification of closely held trusts. The Change advice is available on the DSP Hub, with further information to be provided at the upcoming Tax Time event.

Several deliverables previously planned for Tax Time 2027 have been deferred to Tax Time 2028. These include the introduction of new labels in the Trust tax return and Statement of distribution, along with new associated software validations. The Statement of distribution will also be redesigned to improve usability and accommodate additional reporting requirements, not only for MTAS, but also for CGT and negative gearing measures. Consequential changes will be made to the Trust income schedule to align with the Statement of distribution.

The previously proposed pre-fill for non-individuals and interactive validations are no longer planned for Tax Time 2027. Delivery timeframes for these initiatives are still being considered, and a further update will be provided when available.

Agenda item 6 – Delivery update

The roadmap is currently being updated, a detailed summary on any changes and upcoming projects will be provided at the Annual DSP Tax Time event.

Agenda item 7 – Agent online environment

BBRP submission issue

On Friday, 28 August 2026, the ATO experienced an issue affecting BBRP submissions, with a significant volume of messages being throttled in the processing queue. Some agent practices raised concerns that submissions, including NITRs and TPARs, had not been received. These concerns are currently believed to be related to the throttling issue. All affected submissions identified by the ATO were processed by Friday night or Saturday morning. Follow-up with the relevant agent practices is continuing to confirm if their concerns were related to the incident and that no separate issues remain. Information about the incident was published on the PLS Status page while it was ongoing.

IOSFA and SBR service capabilities

Some large agent practices have engaged with the ATO regarding the capabilities of the ATO's retail service (OSFA), and third-party software using SBR. These discussions are occurring in the context of the TPB Branch RAN project (TPDIG). We are continuing to provide advice on the services available through OSFA and SBR. Where agents identify inefficiencies in retrieving large volumes of data or encounter OSFA service limitations, they are being advised to discuss SBR solutions with their software providers (for example: the OSFA client list function, which only supports downloads of up to 3,500 clients but SBR does not have this limitation).

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Agenda item 8 – DSP communications

Information about the following topics can be found in issue 33 of the DSP newsletter:

- EOI for the TPDIG
- Changes to award transport payment
- Upgrade of Certificate Authority for machine credentials
- SBR2 EVTE upgrade
- Access to the ABNREG services
- DSP roadmap
- DWIS Product and Program Delivery Roadmap

Information about the following topics can be found in issue 34 of the DSP newsletter:

- DSP news survey: additional time to participate
- Super contributions and the 3 business day rule
- SBR EVTE keystore deactivation
- SBR1 services decommission

For previous editions of the DSP newsletter:
January 2026 – December 2026
DSP newsletter archive

Agenda item 9 – Platform update

A major service degradation occurred on Friday 28 August, impacting some async services for most of the day and extending until approximately 8:00 pm. The backlog of affected transactions has since been processed, and responses should now be available for pulling for impacted submissions. DSPs were advised that any outstanding pre-fill or read-only requests can be safely resubmitted, as these transactions will not be replayed back out of the channel. For any outstanding submissions, or any 'create, insert or update' style submissions please raise a ticket for investigation. Message IDs should be provided where possible to assist us with tracing those.

A further incident occurred on Monday morning, 31 August, beginning as a partial outage before progressing to a full outage for approximately 2 hours. Services were restored by approximately 8:30 am following remediation activities. DSPs were advised that failed transactions from this period can be safely resubmitted, provided a tech receipt was not received, as unacknowledged transactions were not processed.

Agenda item 10 – DSP feedback/issues

There were no issues raised for discussion.

Agenda item 11 – Close

The PLS working group meeting scheduled for Tuesday 15 September has been cancelled due to the Tax Time event.

The next PLS working group meeting will be held on **Tuesday 29 September** at **1.00pm AEST**.