



Meeting Outcomes v1.01

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File ref: 20190501 _STPTC

Title: Single Touch Payroll (STP) Technical Committee meeting outcomes	
Issue dates: 26 th July 2019 (v1.0 published 29 th May 2019)	
Venue: https://ato.webex.com/	Publications https://softwaredevelopers.ato.gov.au/STPTC
Event date: 1st May 2019	Start: 14:00 (AEDT) Finish: 15:33
Facilitator Gary Anderson	Committee Chair: Michael Connolly

Participants	This was a closed meeting restricted to members of the STPTC (** indicates substitute.)	
	<u>DSP Name (& organisation)</u>	<u>Representing software Segment</u>
	Graham Coutts (ADP)	Human Resource Management; Payroll; Super
	Brett Reed (e-Payday)	Payroll
	Deanne Windsor (Pendragon)	Payroll
	Doreen Bhamji (DATACOM)	Payroll; New Zealand DSPs
	Grant Doherty (Qvalent)	Sending Service Provider, Superannuation
	Alistair Gibson (SuperChoice)	Sending Service Provider; Superannuation
	Sandeep Gopalan (GovReports)	Tax Preparation; Business Accounting
	<u>ATO members</u>	
	Amrik Singh Gary Anderson	Michael Corrigan
	Cameron Everitt Lachlan McKenzie	Mick Ferris (** also for Mick Rowell)
	Des Parker Michael Connolly	Nicola Sellick
		Vitaly Sidorenko
	<u>Guests</u> Nadeem Shariff	
Apology	Angela Lehmann, Andrew Joyce, Ian Colhoun, Marilena Bressan, Martin Kenseley, Martin Mane, Michael Rowell, Nicola Sellick, Paul Dwyer, Patrick J Kelly	

Key outcomes:

- **Recommendation: STPTC consultations** - that the STPTC charter modified to facilitate the committee suspending meetings until further STP technical design recommendations are required.
- **Recommendation: myGovID:** that big business clients be consulted over the specific deployment issues in regard to deploying myGovID to replace AUSkey
- **Concern: Communication of resolution of (technical) issues:** Members expressed concern over visibility of the resolution of issues (e.g. in relation to why certain messages had been stuck)
- **Concern: Continuance of paper form TFN Declarations:** (due to the delay in the deployment of the new TFND)

1. Welcome & proposed changes to STPTC scheduled meetings

Michael Connolly acknowledged the traditional owners and welcomed participants. Members for 2019 were acknowledged and thanked for their commitment past and future.

A proposal was accepted to change [the STPTC charter](#), to

4.2.1 *Meetings, if required at the discretion of the chair, are scheduled where possible on Wednesday afternoons.*

4.2.2 *The Chair may invite STPTC members to form focus groups for a specific task/goal and meet “out-of-session” to complete the task/goal. Documentation of outcomes must be provided to the secretariat for records and distribution.*

Members agreed to

- **be available to be quickly consulted** when technical STP issues need to be progressed
- **progress** matters which arise if possible using the Focus Group approach defined in the DPO’s [DSP Engagement Model](#)
- **re-commence STPTC meetings as and when appropriate** (at the discretion of the chair)
- **continue to inform industry and internal stakeholders** via DPO’s communication channels

PURPOSE: is for the STPTC to :

- Be “agile” in addressing specific matters
- Deal with smaller chunks
- Ensure the right people at the right time

REASONS:(To ensure Right people – Right time – Right place)

Internal discussions identified:

- **Current lack of technical STP content** needing DSP’s recommendations in the immediate short term, due to STP moving out of the “project phase”
- recent meetings demonstrate **duplicate issues that are raised elsewhere** through other groups or DPO support channels

BENEFITS: The change will:

- **Continue to provide a channel** to reach relevant stakeholders for representative decision making on technical issues.
- **Provide relief** for individuals’ time-demands (meetings when relevant)
- **Allow a ramp up and ramp down** in activity to suit business and operational requirements)

Postscript: 20/5/2019: Revised Charter v1.01 published

Forward meeting schedule cancelled

2. Items arising from previous meeting

There were no matters arising from the documentation of the outcomes of the [meeting of STPTC 13 February 2019](#), which were accepted.

3 - New technical issues relating to STP

Members raised the following matters:

a) Communications of resolution of issues.

D. Windsor stated there is little visibility of root cause and what ATO is doing about the particular issue.

B. Reed added that communications could be improved, to stop other errors.

G. Coutts observed that some issues being put into the DSP portal appear not to be being resolved (e.g. GEN2001 & AUTH07)

Amrik Singh undertook to pass on the concerns to the communications and project teams.

b) Deployment of changes to TFND data structure.

ATO advised that the changes had been delayed until deployment of Tax Time Changes to avoid confusion over two versions.

DSPs noted that the delays would cause many clients to continue to submit via paper form.

c) STP “B.I.G.” does not reflect changes for STP reporting for expatriates / Shadow Payroll.

D. Bhamji quoted PWC as reporting (legislated) changes in April 2019 regarding STP reporting for expatriates, noting that expatriates may or may not need to be reported.

D. Windsor noted that the issue was related to “Shadow payrolls”.

It was noted that the reporting requirements for “expats” was not noted in the specifications of the BIG.

Gary Anderson undertook to take this concern to the attention of the STP project team.

Postscript 13.6.2019: There has been no law change. Inbound assignees on a shadow payroll receive payments subject to withholding and generally, these obligations are met by the Australian host entity. So they have always been caught for STP. In certain, limited, circumstances, the ATO will grant those inbound assignees with a PAYGW variation to nil, those specific instances are excluded from STP reporting. The only thing that has changed is that, last year, ATO granted a class exemption to inbound assignees on a shadow payroll. However it is not being rolled into the 2019-20 Financial Year as ATO has consulted and established concessional reporting for those types of payees. Related guidance/content will be on the ATO website by the end of June 2019. This does not alter the Business Implementation Guide. This is an administrative policy approach and does not impact the build/rules in the PAYEVNT service.

d) myGovID transition.

D. Windsor raised concern that the needs of big business appear not to be addressed in regard to the retirement of AUSkey.

It was noted that:

- for these types of customers, the big business itself – not the DSP – would be the one who needs to do the work for the transition.
- The security framework doesn't work for big business users doing “direct connections”

Vitaly Sidorenko would bring to attention of the Digital Identity Working Group.(DIDWG)

Gary Anderson would bring to the attention of the STP project.

Postscript: 02/05/2019 – information passed to DIDWG & STP project.

3 - New technical issues relating to STP

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e) Errors (GEN2001 & AUTH007).

G. Coutts reported an increase in GEN2001 errors recently for his customers, requiring re-sending, especially when using WPN.

M. Ferris noted that there had been slow periods recently, and would table to concern with the ATO support staff monitoring errors.

As a specific DSP issue, Graham would raise with account manager that it is occurring.

f) ATO performance at End-Of-Financial-Year.

A. Gibson noted that the ATO systems “often struggle on Tuesdays” and asked how confident was ATO as the EOFY is on a Tuesday.

M. Ferris advised that:

- ATO test servers are being re-allocated to production (internal test, not EVTE)
- Other performance upgrades are scheduled

g) STP phase 2 information.

G. Doherty raised concern there had not yet been any published information regarding STP “phase 2”

M. Connolly advised that the only public information has been in the Federal Budget Paper, April 2019. <https://www.budget.gov.au/>

4 - Awareness of activities in other STP Groups impacting technical decisions

Members sought to identify if there is impact on STP technical matters (from the perspective of whole-of-industry”) arising from recent events including a selection that was provided (as follows):

STP project <https://softwaredevelopers.ato.gov.au/STP>

25.02.2019 [STP tailored solutions for the micro employer market](#)

STP Updates <https://softwaredevelopers.ato.gov.au/STPupdate>

STP Updates for [Feb 2019 \(PDF\)](#) and for [March 2019 \(PDF\)](#)

STPAG: <https://softwaredevelopers.ato.gov.au/STPAdvisoryGroup>

STP for Practitioner Lodgment Services(PLS) <https://softwaredevelopers.ato.gov.au/PLSservicesSTP>

DIGITAL IDENTITY: <https://softwaredevelopers.ato.gov.au/DigitalIdentityWG>

15.02.2019 **Dig-ID Working group meeting** https://softwaredevelopers.ato.gov.au/DigitalIdentityWG_20190213

OPERATIONAL FRAMEWORK https://softwaredevelopers.ato.gov.au/operational_framework

SBR 11.04.2019 **Declaration text for self-preparers** included in Taxpayer Declaration Guide v4.0.

Ref: <https://www.sbr.gov.au/digital-service-providers/developer-tools/australian-taxation-office-ato/ato-common-artefacts-and-reference-documents>

DPO news <https://softwaredevelopers.ato.gov.au/Whats-new>

27.02.2019 [Sending Service Providers \(SSPs\) and STP requirements](#)

28.02.2019 [STP PAYEVNT 0003 2018 package validations](#)

18.03.2019 [Software Subscription ID errors](#)

19.03.2019 [PAYEVNTEMP](#) – validation rule issue

26.03.2019 **STP Activity Statement Working Group** commencing 03 May 2019 in ATO Sydney Office

27.03.2019 [PAYEVNTEMP](#) & PAYEVNT.0003 2018

– validation rule issue to be fixed in production, with EVTE deploying on 18 April

03.04.2019 [2019-20 Federal Budget measures and start dates](#)

18.04.2019 **Machine to Machine authentication solution**

- Members did not raise any technical concerns from the above
- Members noted that it was “worthwhile” for the STPTC Secretariat continuing to provide a summary list as above in the short term every other month.

5 - STPTC standing item – Schedule and Roadmap

Ref: https://softwaredevelopers.ato.gov.au/eCommerce_Schedules_and_Scope

STP plan on a page

Mick Ferris advised that:

- The last version [Version 18.11](#), published Nov 2018, is still valid
- STP Phase 2 is not locked in. It is still in design.

STP technical change roadmap

M. Connolly noted one forward matter is currently under consultation:

The STP Activity Statements Working Group would commence on 3rd May.

In the context of the Activity Statements Working Group, a question was raised by D. Windsor as: *When are the “W” labels for large BAS withholders being turned off?*

ATO members could not verify if this was planned. M. Connolly would investigate and contact D. Windsor direct to advise out-of-session of the STPTC

6 - STPTC standing item – Common production or EVTE incidents for STPTC consideration

(This was introduced as a new standing item for STPTC meetings in Nov 2018 for participants to consider if there is a common technical problem (root cause) arising from listed, unresolved STP incidents and to make recommendations on solutions or workarounds where necessary)

IMPORTANT: The purpose is **not** to walkthrough open issues of individual DSPs (which should be progressed or reviewed via the [On-Line-Services-for-DSPs](#) or via DPO or [account manager](#))

Participants' pre-reading: https://softwaredevelopers.ato.gov.au/known_incidents_and_lists

Members noted the following:

D. Windsor identified that the number of “Stuck messages” has increased again due to validations, “ATO-errors”, retrieval errors.

M. Ferris noted that:

- We now have a lot of messages received but responses (to client) not picked up, so “stuck messages” in that sense means, “response not sent”
- Messages getting “stuck” is a symptom of the built-in protection mechanism. E.g. in periods of down-time or slow, the system “jams” the message rather than lose it.
- ATO is noticing “ATO errors” reducing due to :
 - i. Processes to fix moving from 3 day to 5 day window
 - ii. Resolving a lot within 12-24 hours
 - iii. A team being set up to resolve messages > 30 days
- Goal: by mid-June to reduce stuck messages to 100s rather than 1000s
- Root causes which have been identified are having fixes implemented

7 - Action items

ACTION A0178: ATO to report on investigations into the feasibility of ATO providing an API that will check that a customer has correctly set up ATO authorisations for the service(s) they intend to use.

Update: 15/4/2019 – An API to check status (but not to update) is recognised as useful. If offered, it would only be intended for 1st time use, or client set-up – not for use before each transmission.

It has been submitted for approval/prioritisation, but is not yet on the program of work.

Members agreed to CLOSE ACTION

ACTION A0181: ATO to advise when it might be likely that a report on PAYEVNT message throughput performance could be made available regularly to the software industry.

Update 1/5/2019: The ATO cannot be sure when circumstances will permit this as the takeup of the service is continuing and has not stabilised. Additionally we still implementing improvements to technology and the migration from Prod1 to Prod2.

That means that it is premature to release generally any reports which might give a skewed impression.

Although we do not have any specific date, we note the desire for such reports and will reconsider when systems stabilise.

Members agreed to CLOSE ACTION

ACTION A0183: ATO to arrange for update for the STP Technical Committee members and stakeholders on the deployment schedule for the Digital Identity Machine-to-Machine service.

Update: 15/2/2019 - Deployment details are identified in the [outcomes of the 13th Feb meeting](#) of the Digital Identity Working Group and the discussion pack, as deploying to EVTE in April 2019. Production release is yet to be confirmed.

Update 18/04/2019 – An information landing page has been set up at <https://softwaredevelopers.ato.gov.au/M2M>

Members agreed to CLOSE ACTION

b) Previous action items as watching briefs:

A0170: ATO to get estimate of time frame to address changes to TFNDEC in regard to alternate text for employers' declarations (i.e. in addition to the current declaration which is specific to tax-agents).

Previous update 5/12/2018: New declaration will be updated into the new version of the Taxpayer Declaration Guide, likely during the 1st quarter of 2019

Update 11/4/2019 – Self-preparer information added to guide and published on 11th April 2019. See: <https://www.sbr.gov.au/digital-service-providers/developer-tools/australian-taxation-office-ato/ato-common-artefacts-and-reference-documents>

D. Windsor noted that: The document does now cover self reporting, but does not yet give specific guidance for a “non-tax-agent” entering and submitting data on behalf of another (e.g. an employer’s entering TFNDEC data on behalf of an employee).

G. Anderson noted that the document only provides suggested text, but would pass on the information on the need to the document owner and the STP project team.

ACTION closed.

8. Close

On behalf of ATO, Michael Connolly thanked DSPs for their time and contribution in shaping the technical design of STP.

Further meetings will be scheduled as required, according to members' decisions in item 1 above.

- **Publications** from STPTC meetings will be available from the STPTC main-page.
<https://softwaredevelopers.ato.gov.au/STPTC>
- **Meetings:** ATO publicises the STPTC meetings to subscribers of [news services](http://softwaredevelopers.ato.gov.au/news-services)
DPO's [Upcoming Engagements](#) page has dates of STPTC and other meetings
- **STPTC Focus Groups:** Current and closed focus groups are listed on the STPTC main page
<https://softwaredevelopers.ato.gov.au/STPTC>
- **STP production incidents listings** are updated fortnightly and published at
https://softwaredevelopers.ato.gov.au/known_incidents_and_lists
- **All DSPs** are encouraged to monitor these links:
<https://softwaredevelopers.ato.gov.au/Whats-new>
<https://softwaredevelopers.ato.gov.au/Functional-issues>

The ATO appreciates the expertise and generosity of time of Digital Service Providers in partnering with us in the development of digital solutions for Tax and Superannuation systems