



## Key messages

UNCLASSIFIED External

<b>Title:</b>	COVID-19 DSP focus group		
<b>Issue date:</b>	13 May 2020		
<b>Venue:</b>	Webex		
<b>Event date:</b>	7 May 2020	<b>Start:</b> 3:00pm	<b>Finish:</b> 4:00pm
<b>Chair:</b>	Martin Mane	<b>Facilitator:</b>	Martin Mane
<b>Contact</b>	Scott Payne	<b>Contact phone:</b>	07 3347 6888
<b>Next meeting</b>	14 May 2020		

### Agenda item: 2 – Super Industry

Shane Moore advised that with the recent fraudulent activity regarding the Early Release of Super measure, it could be confirmed that the ATO systems have not been compromised in any manner.

To date over 950,000 early release applications have been approved. Engagement with industry partners is continuing and ATO systems are handling the load well

### Agenda item: 3 – Individuals & Intermediaries

David Baker advised JobKeeper payments commenced going out to impacted employers today.

He confirmed the systems are robust and coping well, with this week receiving the largest volume of traffic outside of Tax Time, with over 90,000 calls yesterday.

Some stress was detected amongst agents due to access issues which has since been resolved. The key message provided to agents is that a help and assist approach is being taken and they won't be penalised for genuine mistakes.

Martin asked if there was a percentage breakdown for Portals vs Online services for Agents vs Online services for Individuals. Group members noted that the breakdown (agents vs clients) will assist the industry in developing support materials for their clients.

**Action items for David:**

1. Provide a break-down of data from w/e 8 May
2. How is JobKeeper to be displayed on Tax returns

#### **Agenda item: 4 – Communications**

Michael advised that new videos and podcasts are now available on [ato.gov.au](http://ato.gov.au)

Contact centres providing emergency support are responding to calls until 10pm (no new calls are accepted after 8pm). The lines are open for calls on the weekends between 10am-4pm.

DSP communications this week focused on the steps for JobKeeper (identify and maintain) and included links to content.

#### **Agenda item: 5 – ABSIA**

Chris Howard advised general questions are being raised, discussed and answered in the ABSIA forums and there is no areas of concern. All questions sent through to the ATO for clarification have been responded to.

#### **Agenda item: 6 – General update**

Martin Mane advised JobKeeper code accuracy has increased to 99.7%.

There have been queries coming through regarding accuracy of pre-fill data. It was confirmed there may be multiple reasons why details are not populating which includes the DOB is outside of the eligible range, they are a quarterly reporter or they have been reporting via STP and haven't included their JobKeeper codes.

#### **Agenda item: Open floor**

Matthew Prouse (Xero) reiterated the importance of the banks requirements to have a copy of the PDF as evidence to show the business is in receipt of JobKeeper. It was noted a business cannot go back and retrieve the PDF after submission and banks will not lend without the PDF. This was impacting businesses claiming rent relief in Victoria.

Martin advised a release is expected over the weekend to strengthen wording around printing and saving a copy, and to clear up confusion around the eligibility test.