



Key messages

UNCLASSIFIED External

Title:	COVID-19 DSP focus group		
Issue date:	7 April 2020		
Venue:	Webex		
Event date:	2 April 2020	Start: 3:00pm	Finish: 4:00pm
Chair:	Martin Mane	Facilitator:	Martin Mane
Contact	Sonia Lark	Contact phone:	02 47257460

Attendees: names/section	<p>ATO: Martin Mane – AC, Digital Partnership Office & e-invoicing Sally Bektas – AC, marketing & Communications Andrew Watson – AC, Small Business Experience Kerry O’Loughlin – AC, Individuals & Intermediaries Daren Glanville – Director, Single Touch Payroll Kylie Johnston – Director, Digital Partnership Office Felix Manero, Director, Individuals & Intermediaries, Engagement and Support Shane Moore – Director, Superannuation & Employer Obligations, Technical Standards & Services Sonia Lark - Digital Partnership Office</p> <p>Industry: Chris Howard – ABSIA Mike Behling - MYOB Helena Bone - MessageXchange Max Ciereszko - FastTrack Tim Covark – Cashflow Manager Chris Denney - SuperChoice Mike Denniss – Class Limited Grant Doherty - Qvalent Simeon Duncan - Intuit Simon Foster - Storecove Ian Gibson - ABSIA Kevin Johnson - Reckon</p>
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	Matthew Prouse - Xero Michael Roberts - TaxLab Michael Wright – Sage
Apologies: name/section	Jason Lucchese – AC, Single Touch Payroll Trent Jakubowski – AC, Individuals & Intermediaries, Engagement and Support Larissa Evans – AC, Fund Services & Engagement

Next meeting	9 April 2020
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Agenda item: 2– Intent of the group and expectations of members

Martin Mane welcomed the group and thanked them for their willingness to work together during these unprecedented times.

He outlined the purpose of the group:

- Two-way support between the ATO and industry
- A mechanism for influencing identified issues and challenges
- Collective sharing of data

The Terms of Reference for the group will be circulated to members.

The intention initially is for the group to meet weekly – a placeholder will issue after this meeting.

There is a possibility New Zealand internal revenue department may also participate in meetings.

Agenda item: 3– ATO’s response to COVID-19

Martin advised we have held two all-DSP webinars in the past week, and it is likely that these will run weekly.

The three most significant measures we are working on are:

- JobKeeper – although we don’t have legislation yet, the focus is on policy advice, and the law and solution design.
- Cashflow boost for employers
- Early release of super

The latter two are legislated, and the focus is on implementation of a solution.

We have had strong interest in the JobKeeper measure from the community with over 530K expressions of interest as at 2pm today.

The other big change we have seen is that all AUSKey certificates have expired and consequently there has been a large increase in the number of people who have set up a myGovID and linked to their business in RAM. Based on interest in the JobKeeper payment, we expect this to significantly increase over the next four weeks.

From an ATO workforce perspective, we are reprioritising and shifting work to support and deliver these measures to the community.

The main intent of the JobKeeper expression of interest (EOI) process as a connectivity point to keep people informed as updated information becomes available.

ATO is working to ensure adequate system availability and response time when the registration process begins to support the expected influx of traffic.

There is work being done to look at a solution in Online Services for Agents for agents to process registrations and claims for businesses who don't have myGovID capability.

Agenda item: 4– Small business community update

The 'Boosting cashflow for business' stimulus measure relies on activity statement lodgement as a trigger to receive the boost payment(s). We want to reinforce the message for business to lodge their activity statements without worrying about any resultant liability as ATO is willing to work with them in addressing debt.

Agenda item: 5– Agent community update

The Tax Professional Steering Group (TPSG) is also currently meeting weekly to ensure they are across concerns in the agents space.

Agenda item: 6– Super industry update

Most super-related updates are provided via CRT alerts to the Super industry.

You can [subscribe](#) to [CRT Alerts](#) for all Superannuation-related matters.

There was an update on 27/03 describing how the super-related stimulus measures will operate, as well as FAQs on 01/04.

There is work being done on information on impacts for SMSFs. Questions relating to SMSFs can be sent through to FSEGovernance@ato.gov.au.

Agenda item: 7– Communication strategy

With so much pressure on intermediaries, Marketing and Communications are keen to work with DSPs to determine the best channel or mechanism to connect with the right audience at the right time. They want to get the balance right as there is a lot of information to share in a short timeframe.

There was agreement from the group that there was value in working together to come up with standard use-cases and scenarios to be used in messaging across industry as this would aid in ensuring consistent technical solutions. Xero has also been running COVID-19 webinars, and are keen to ensure they are routing interested parties back to a common source of truth.

An FAQ document is being produced and will continue to be updated as more questions are addressed.

The group will continue to send scenarios and questions through to the DPO.

Agenda item: 9– Open discussion

There has been a query raised in relation to the instant asset write-off at the PLS working group – this will be dealt with via that forum.

ATO will work through how to deal with genuine mistakes as opposed to fraudulent claims.