



## Key messages

UNCLASSIFIED External

<b>Title:</b>	COVID-19 DSP focus group		
<b>Issue date:</b>	21 April 2020		
<b>Venue:</b>	Webex		
<b>Event date:</b>	16 April 2020	<b>Start:</b> 3:00pm	<b>Finish:</b> 4:00pm
<b>Chair:</b>	Martin Mane	<b>Facilitator:</b>	Martin Mane
<b>Contact</b>	Sonia Lark	<b>Contact phone:</b>	02 47257460

<b>Attendees: names/section</b>	<p>ATO:</p> <p>Martin Mane – AC, Digital Partnership Office &amp; e-invoicing Sally Bektas – AC, Marketing &amp; Communications David Baker – Director, Individuals &amp; Intermediaries Natasha Davis – Director, Commonwealth Business Registry Service Daren Glanville – Director, Single Touch Payroll Shane Moore – Director, Superannuation &amp; Employer Obligations Technical Standards &amp; Services Kylie Johnston – Director, Digital Partnership Office Sonia Lark - Digital Partnership Office</p> <p>Industry:</p> <p>Chris Howard – ABSIA Mike Behling - MYOB Helena Bone - MessageXchange Max Ciereszko - FastTrack Chris Denney - SuperChoice Mike Denniss – Class Limited Grant Doherty - Qvalent Simeon Duncan - Intuit Simon Foster - Storecove Kevin Johnson - Reckon Matthew Prouse - Xero</p>
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<b>Apologies: name/section</b>	Andrew Watson – AC, Small Business Experience Kerry O’Loughlin – AC, Individuals & Intermediaries Larissa Evans – AC, Fund Services & Engagement Trent Jakubowski – AC, Individuals & Intermediaries, Engagement and Support Jason Lucchese – AC, Single Touch Payroll Ian Gibson - ABSIA Michael Roberts - TaxLab Michael Wright – Sage
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<b>Next meeting</b>	23 April 2020
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### **Agenda item: 2 – Individuals & Intermediaries community update**

David Baker advised that system changes to support implementation of the JobKeeper measure were going in over the weekend (18 and 19 April):

- they were expecting unprecedented demand on the individual and agent channels and have put in mitigation strategies around throttling to manage the demand
- the full details of the planned throttling are still being worked through
- David will confirm whether it will apply to the business portal as well.

To date there have been over 850K expressions of interest in the JobKeeper measure from business:

- It has been identified which of these business have a myGov account, myGovID or who uses an agent to understand how the request will be submitted
- The ATO is working with Services Australia (prev. DHS), looking at expected volumes and carrying out performance testing.

Industry identified there may be a high volume of new myGovID registrations as agents push business to apply themselves to reduce their administrative burden.

### **Agenda item: 3 – Super industry update**

Shane Moore advised they were gearing up for release of super applications to come in thorough myGov from 20 April:

- Claims will be processed as they come though
- Funds should be available within a few days
- Superfunds have been lodging updates to account balances so taxpayers can see how much they have in their account
- Requests can be from an APRA fund or SMSF – in the case of SMSFs, the determination will be sent to the individual.

## Agenda item: 4 – Communications strategy update

Sally Bektas gave an update on communications coming out of the ATO:

- Further information was released today (16 April) for JobKeeper in relation to sole-traders
- Content and FAQs will continue to be updated
- Please continue to refer to [ato.gov.au](http://ato.gov.au) as your 'source of truth'
- The JobKeeper eligibility checklist is going through the final sign-off process – Sally will make the list available to this group.

## Agenda item: 5 – ABSIA update

ABSIA will distribute notes from the public webinars they have been holding.

Daren Glanville advised that more information around whether STP Phase 2 was still going ahead would be available by the end of the month as they were still waiting on a decision from the minister.

## Agenda item: 6 – Open floor to identify and respond to emerging issues

Issues identified by the group include:

- Preparedness of employers and agents between now and 30 April – they need to get all their payroll up to date for each period.
- There will be a BDE option for employers who cannot use the online options to nominate eligible employees
- Guidance is required on how the amounts received under the stimulus measures (JobKeeper and Cash flow boost) be disclosed on the ITR

## Agenda item: 7 – Other business

Natasha Davis spoke to the group about her TT2020 Client Experience portfolio:

- Wanting to provide clients with the best possible experience for TT2020
- Recognise there will be an increase in early lodgements this tax time

Natasha asked the group to consider whether there was any opportunity to decrease the need for clients and agents to call the ATO in July – what additional support of information could we provide to reduce their need to contact the ATO. E.g. improved pre-emptive messaging, are there specific irritants that could be addressed?

Please send suggestions or thoughts through to [DPO@ato.gov.au](mailto:DPO@ato.gov.au)

The group agreed it would be useful to hold, perhaps via webinar, a session for agents which outlines what has changed since the previous tax time.