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Webinar Host - Chris Denney (DSPANZ): Welcome everyone to today's webinar, for this session we will be talking about single touch payroll and a few other aspects coming out of the ATO. I'm joined by our guests today Matt Hay and Michael Karavas, but firstly what I'd like to do here is an acknowledgement of country. In the spirit of reconciliation DSPANZ acknowledges the traditional owners of country throughout Australia and recognises the continuing connection to land, waters, and culture. We pay our respect to their elders, past, present, and emerging.

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Webinar Host - Chris Denney (DSPANZ): Secondly, what I'd like to do is say thank you to SuperChoice for sponsoring DSPANZ webinar week, so again thank you for supporting this event.

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Webinar Host - Chris Denney (DSPANZ): In terms of today's discussion though, as I've mentioned we do have some guests from the Australian Taxation Office today. Firstly Matt Hay has joined us, so for those who haven't met Matt he's the Deputy Commissioner within the Strategy and Architecture area of the ATO. So Matt's a very experienced public servant, he's been with the ATO for more than 20 years from what I understand and he's had a long term focus across IT program delivery strategy business improvement. So welcome Matt.

In terms of Michael Karavas, most of us would have come across Michael over the past few years with single touch payroll. Michael is one of the Senior Directors within the Single Touch Payroll Program, has been acting SES on and off for the last few months. Michael again, quite experienced *inaudible* Michael for a long time, dealing with Michael in various policy programs so again, Michael is very well connected within the ATO in terms of delivery administrative policy programs and obviously very connected across the industry. So welcome both, but I'll pass over to you guys, thank you.

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Guest Speaker - Matt Hay (ATO): Thanks Chris, and I might kick off Michael if that's okay.

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Guest Speaker - Matt Hay (ATO): Good morning everyone, when Michael mentioned to me that he was going to be doing a webinar on single touch payroll, I thought it was an opportunity if I could just jump in at the start and I think say thank you to everyone for the work and the roll of DSPs in delivering JobKeeper in the past 18 months. Obviously the last 20 months has been a difficult and challenging time for us all, but certainly I think from an ATO perspective, the work

we did on JobKeeper and other economic stimulus measures was an opportunity for us to put our best foot forward and showcase the capability in our organisation to deliver, in challenging timeframes and challenging times, important things for both the government and the community. And certainly in the context of JobKeeper, the role of yourselves as digital service providers and the opportunity that single touch payroll provided us to implement that initiative was significant. So as I said, I just wanted to jump in at the top of Michael's item and just say thank you, recognise and acknowledge the roll and the efforts of all digital service providers and probably just reflect a little bit on two elements of that success. One, I think it highlighted for me the power of what we call in the ATO, natural system based solutions. So the fact that we had STP in place, we had reporting driven out of payroll software, and the ability to codify in that eligibility for JobKeeper was very powerful in the efficiency and effectiveness of the solution, particularly from an employer or a business' perspective, but certainly also from the ATO's perspective in terms of being able to establish some integrity in some aspects of the solution around linking employees to employers and some of the other criteria there.

So I think that's the first thing for me, but secondly and most importantly, I think the JobKeeper experience highlighted how effective the working relationship the ATO has with DSPs. The amount of work that was done around collaborating on the solution, developing fact sheets, pushing them out to yourselves and the work that you did to update software and enable employers to start coding fortnights of eligibility was truly amazing and as I said, quite integral to the solution that we developed and what fed into our core systems here in the ATO.

So as I said, I didn't want to take up too much time but I just thought it was an appropriate opportunity to recognise both yourselves and the efforts of all your teams and DSPs, but also just to reflect on I think the utility and the economic value of STP for the country, not just in administering JobKeeper but you've probably seen ABS are using it to get much more timely employment related data to government for policy decision making. We're still doing a little bit more around STP phase 2 but I think where we're at with it, we've all been part of a significant economic reform that has already delivered great value to the country and the government and the businesses and I think we'll continue to do that. But I might just stop there and I'll hand back to Michael who I'm sure has got many more substantial things to say about single touch payroll.

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Guest Speaker - Matt Hay (ATO): Over to you Michael.

Guest Speaker - Michael Karavas (ATO): Thank you Matt and good morning everybody. I would just like to echo the words from Matt and I know from my personal experience over JobKeeper and working with the payroll industry, just the speed and agility of the industry to react and work with us to deliver that program, I was quite amazed at the speediness and the ability and the willingness of people to jump onto meetings on a Sunday morning etc and help with fact sheets and webinars within a few weeks and I know we were getting codes within a month of

the announcement, so again I'd just like to echo my personal thanks to everybody as well for their assistance.

Okay, but back to where we are for today, which is around STP. So always just like to recap a little bit on the journey so far. As of the end of last financial year STP has been in production for quite a while, we have over 300 solutions in the market, hopefully most of those people are here today. Nearly 800 thousand employers have used STP, over 12 million people/individuals get their tax returns filled with STP data, and we get around 17 million finalised records. So obviously more records than people because people have more than one job.

But to put that into some context for this year's tax time, the number of payment summaries we've received is less than 500 thousand, so you can see in that space STP is now predominantly how employers are reporting their information to the ATO. We've had a couple of tax times where it has been predominantly STP data from more than 90% of individuals and from our perspective obviously tax time is a pretty big time of the year for the ATO and for a lot of individuals and really from that tax time perspective we're looking at STP now as business as usual and I think from the businesses reactions to finalising either very close to the 30th of June or 1st of July or in some cases beforehand, it really helps that tax time experience for their employees.

Now onto phase 2 which is probably of some more interest to people, just where we are now. We have got some employers reporting through STP, just over 800, and we've just gone over the 10 thousand employee rate. But when you compare that to the numbers above there is still obviously a fair way to go.

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Guest Speaker - Michael Karavas (ATO): So I just also wanted to reflect a little bit on what's worked well and what hasn't with our relationship with DSPs before I go into some detail about phase 2.

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Guest Speaker - Michael Karavas (ATO): This next slide sort of shows where we came from as a digital ecosystem if you'd like to call it that or how we've had a relationship with DSPs. Effectively it was really around ELS and then PLS, but now we are in a much more integrated and broader environment. You can see this picture tries to demonstrate how many different partners or groups of people are interacting with the ATO and there's a lot more complexity, it's not only they interact with each other but quite often an entity is more than one of those things just in there. So you can be a payroll service provider and an employer, etc. So you know it's a much more complex system than what we're used to 5 or 10 years ago. So I think reflecting that complexity, we moved to a new model of engagement. Again I'll reflect on my own experiences.

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Guest Speaker - Michael Karavas (ATO): And some of the experiences of some of you in dealing with the ATO, is that we've been able to develop a consultation model which we think stands us in good step, so this goes through the concept of we have strategic working groups that guide at a high level of our approach, then we get down on specific programs around an operational level, and then getting right down to that tactical level of how we actually solve the problem together, of supporting yourselves, supporting e-delivery of products, to allow your customers to interact with us, the ATO. Then of course then there's the broader informative process. So in an STP context we've had, in addition to the DARG etcetera, we've got an advisory group which has got DSP representatives on there, we've had DSP focused working groups, we've had numerous micro working groups dealing on specific problems that we needed to solve together, and then of course we have our broader information, hundreds of pages of documentation for STP phase 2 published, a number of webinars, specific webinars, broader webinars, and obviously your ability to interact with the ATO directly through the online services for DSPs.

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Guest Speaker - Michael Karavas (ATO): And so again, this is just another view which sort of shows that growth. So you can sort of see those two middle years, think of the STP years, you can see that service providers jumped from 140 to well over 400. But the number of APIs didn't grow very many at all. So as you probably know, there's only a couple of services in place for STP but a great proportion of those DSPs are STP reporters but they *inaudible* start to move out into the future especially with MBR coming online we're going to have predicted up to a thousand DSPs interacting with us, volumes are going through the roof and it's a very different environment from where a lot of started, which was tax returns and BAS's coming through from tax agents through ELS and then PLS so just trying to reflect, we have all been growing quite exponentially and quickly over the last few years of this relationship and I think going back to Matt's words, because of that relationship we were all able to work together really quickly to address a real big problem that the country really faced at the beginning of last year.

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Guest Speaker - Michael Karavas (ATO): So what's going on on the horizon for the ATO and STP.

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Guest Speaker - Michael Karavas (ATO): First I'll just touch on STP phase 2 which I'm sure is on the top the mind of most payroll developers at the moment.

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Guest Speaker - Michael Karavas (ATO): So very quickly at a very high level, obviously I'm not going to go into detail around how it works etc, there's a number of recorded webinars and documentation around, but just sort of at a very high level, what we're doing with single touch payroll is we've expanded the amount of information that is collected and that's really been driven to enable the government in using STP data to deliver services through Services Australia to individuals as well as changing the front end with the new pay event 2020, we've built an ability to exchange that information in real time with other government agencies. A really core piece of that is around privacy, so we only share information with Services Australia for Services Australia customers, we have what we call a mutual client register, so we don't pass through everybody's records it's really based around a need to know and a real focus around security and privacy on this information. And we've made some other changes around the structure, I think you'll all be aware of, going from a structure that was very much based around the old payment summary fields to more of a reusable structure so that if there are future government changes they can be implemented much more easily and hopefully without having to rebuild a data field because we've got a lot of repeating data fields in there. So we're trying to future proof it to make it much easier in the future if we do have to make changes, and obviously cheaper and less testing on your side.

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Guest Speaker - Michael Karavas (ATO): So you may have come across this, we went through this at our webinar for employers but effectively this was the approach that the ATO was taking over the next twelve months to assist employer's transition from phase 1 reporting to phase 2 reporting. The date still remains 1 January 2022 but there's a few different ways we're managing the transition of employers. So obviously employers are ready and have their solution because we've already put it out there are number of people already reporting, we encourage them to start reporting on the 1st of January but as long as they can start before the 1st of March there's no need for them to come into us and apply for additional time.

We do know that a number of DSPs products won't be ready on the 1st of January but we also know that some will be ready but will need some more time to transition their clients across, so we do have a process in place for DSP deferrals and obviously that covers your customers and if they're covered by that then they don't need to come into the ATO to apply for a deferral. If for whatever reason an employer needs additional time in excess of the DSP deferral or the 1st of March, either themselves or their agents will be able to come into ATO online services and apply for additional time.

And really just to reinforce that this is really about managing a change and not a compliance regime is that we're making a statement that if people make a mistake in that transition to

phase 2, there won't be any penalties applied. It's really about helping people transition in an orderly manner across to phase 2 reporting.

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Guest Speaker - Michael Karavas (ATO): So a little bit of an update around numbers, we've got as of the 26th of September, so these are probably a little bit out of date but just to give you a bit of an idea. We've had 186 products registered for EVTE, 83 of those are registered for ECT, and we have 20 products already white listed. So a couple of key messages are obviously if you haven't registered and you're looking to be ready for 1st January, I'd suggest you do so quickly because there is a bit of time required to go through the process of EVTE and ECT. Alternatively if you don't think you're going to hit the timeframe and you do think that you'll need some additional time or your customers need some additional time and you haven't yet, I'd encourage you strongly to put in your deferral request. We've been clear previously and I'll just reinforce that if you can't get your deferral in by the end of this month, we can't guarantee that we'll be able to action it before the end of the financial year and before the 01/01 next year. So I strongly encourage you if you haven't applied and you don't that you're going to be ready or your customer won't be able to be ready and need some more time, to come and speak to us about a deferral.

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Guest Speaker - Michael Karavas (ATO): So I just want to talk a little bit about extended conformance testing because this is something that was new that has been produced for the pay event 2020 or single touch phase 2 reporting. So as you'll probably all be aware that traditionally our approach was that you'll come in and test your product in EVTE, that would effectively make sure that you could send a technical conformant message and then we would move to PVT and start to do some additional checks and balances in production effectively. So through industry speaking to us about looking to have some more effective testing process before we go into production, we introduced this concept of extended conformance testing and effectively once you come out of EVTE you go into ECT. It is tailored to your service offering, so there's a full range, I think it's about in total, if you provide the full range of services across all income types, for employers there's about 60 tests. The average I think I was told, is around 35 test scenarios that people are asked to do. So the concept there is that obviously depending on as I said what your service offering is is what you're asked to test against. So if you're purely focused on just salary wage earners or working holiday makers, tests will be aligned to that. If you support foreign employment income and voluntary reporting there will be additional tests, so it's really tailored against that. But you need to factor in about 6 weeks to get through that process if you're doing the full sweep and again if you're looking to be ready and go live on the 1st of January and you haven't registered, I would strongly recommend that you do so straight away so that we can start those conversations because there's a little bit of setup work to get ready. We do still have some posts up production support and that's really just to make sure we

can pick up on anything once users get involved. But what we have found is ECT process for those who have been involved has been quite successful in identifying some issues in their reporting.

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Guest Speaker - Michael Karavas (ATO): So some of the common issues that we've seen in ECT, so one of the big drivers was around reducing production issues and improving data integrity but especially with the real time use of data on a fortnightly basis by Services Australia in the future. Some of the common things we've seen is some mapping issues around some amounts that should of been disaggregated from gross are still being reported in gross, some people are using local time rather than Zulu time as the run date timestamp, some people are still not using the correct timestamp when sending through the historical mispay events and regenerating them, and there's a fact sheet around how you should do that and I think there should be a recorded webinar on that. People have picked up in that process some changes so that they can ensure that it's easier for customers to configure post whitelisting. We have seen some people not taking advantage of file minimisation strategies to save money on the size of the file because there is additional information but there are processes and some opportunities to reduce the amount of information that comes through by using allowance codes etc. We built some of the tests around some of the irritants or issues we saw with 2018. But a key thing here is that it's not designed to break your software, so you don't have to build it specifically for the testing we try to work with you with your product, but it's really about having this additional process to really move issue identification from production back into testing. And I think we all understand the benefits in a system development regime on that. And a couple of things that we've heard, sometimes some people are a little bit taken aback at the number of tests we ask them to do, but we've also had quite a bit of feedback that when people come out of the processes at the other end, they've seen a lot of value around the opportunity to identify issues whilst we're testing rather than in production. And I think we've even had one person who when they actually finished said can they stay in and do some more testing. Again, this is the first time the ATO has run this type of process so it's not as automated on our end as we would like but really we're making sure that the product is fit for purpose and when used in the future hopefully it can be sped up a little bit but I think it is achieving what we've set out to here from both sides around better quality products and better quality data flowing in and identifying them up front rather than in production.

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Guest Speaker - Michael Karavas (ATO): So I also wanted to talk about some of the changes that we're introducing around activity statements interactions, so not really payroll focused but reusing STP data.

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Single Touch Payroll Webinar Transcript

Guest Speaker - Michael Karavas (ATO): Apologies that this is quite a busy slide but it just gives a high level flow map of how we are proposing to use STP data going forward for the activity statement experience. Obviously that's where people report their total withholding for a month or a quarter and make their payment from *inaudible* withholding as a single net payment with GST etc. So effectively what we're doing here is, obviously activity statements will continue to generate as they always have, in the future from July next year there's an update to the activity statement services and they will be able to have prefilled STP data provided back through the wholesale service. So if a customer is lodging their BAS through the DSP process and through the wholesale services, they'll have access to prefilled information of STP. They have the ability to be able to change that of course and it also tells them the date of the last pay event that was included in that month or quarterly activity statement. Now if they don't lodge, which is on the right hand side of the screen, we effectively after 14 days will issue a reminder notice and this will say we've got information about you through STP, how much you've withheld for the period, please review your records and lodge your activity statement. If they still don't after 14 days we'll then go into this process of what we call processing known amounts. What that does do is effectively depending on the type of activity statement it is, there's two processes, so if all the amounts of the activity statement are known by the ATO so pay as you go withholding through STP, pay as you go installment amount or a GST installment amount, we'll actually if we haven't received the activity statement by that 40 days, we'll actually process it and finalise that activity statement and bring those amounts to account. If we don't know all the amounts and that will generally be because there's also a GST amount on the activity statement where the employer reports actuals, doesn't use installments, we will effectively process that PAYGW liability onto the account but the activity statement still remains unlodged because the business still has to lodge with their GST information. So these processes are coming from July next year. We have piloted the prefill of activity statements over the last 12 months just to make sure that people's reactions and actions and calls etc were as expected, that went quite successfully but we always were on the position that we would roll out that in our online services to everybody before we made it also available through wholesale services.

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Guest Speaker - Michael Karavas (ATO): We've got a bit of timing about the changes that will be coming and when they will be coming. So above the line is the experience. So effectively from activity statements that start from 1st July, they will start to get prefilled. And alternatively there will also be a wholesale service that will also be updated and available where you'll be able to drag down that pre-filled information. So we're about to go out early next year with the updated BIG around the activity statement process so once you implement that process, when you pull down an activity statement through the wholesale service it will provide the W1 and W2 figures from STP data and that last date and you can obviously choose to use that within your service offering to the customer. There will also be another service which allows you just to bring down the list of STP parent for that period, in our online services for business we have a

screen which shows all parent lodgements, date of submission, whether it's an update or a submit and if it's a submit, the W1 and W2.

So on our online service you could navigate from the pre-filled activity statement to see the STP reports that it's made up of, so we're also going to make that available through a wholesale service. One of the uses we understand that that could be used for is a lot of people's processes are they will download the activity statement, the agent will complete it, they'll then send it to the business for them to confirm, they'll send it back to the agent, the agent will submit it. So there can quite often be a time lag between when the activity statement is pulled down, and obviously that will include the pre-filled information from STP at that time that it gets pulled down, but there may be circumstances where the employer has separately lodged STP dates, you know late STP reports for that period and so there's more of a lightweight process that you can drag down, just an STP view rather than having to do the whole activity statement pre-fill again.

The other change will be in that pre-fill service, if we have processed the activity statement or have brought the STP amounts to account, there's a slightly different experience obviously because it then becomes more like a revision for PAYGW, so the amounts that are provided by the pre-fill will be the amounts that are on the account, not the amounts through STP. So it reflects what either the employer had changed if they lodged the activity statement themselves or what the ATO has raised if we have processed it and there will be an indicator to notify the amount from an ATO raised process, not from an employer process.

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Guest Speaker - Michael Karavas (ATO): So there's just a couple of other services that we're also looking at providing. One is a pay event adjustment service. So with STP reporting, as you would know there's a parent and a child, parent has the employer details and amounts and then children are their employees. When we introduced STP phase 1, we only allowed the update, which is the ability to correct reports at the level, you couldn't adjust the parent amounts that was to be done through the BAS, going to this pre-fill experience it was identified that there was a need to allow those parent levels to be adjusted as well and this especially supports payroll service providers who run payroll on behalf of entities to not do their BAS, so this allows them where they know they've made adjustments or know they're making adjustments post the end of the period to be able to send those through so they can be reflected in the pre-fill rather than having an out of system process to say you've got to get pre-fill amounts but this is the amount you need to include. So there's a range of services being delivered I think around the June mark to support this process, obviously BIGs etc will be published and there'll be working groups and a whole range of information come out early in the new year to support this.

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Guest Speaker - Michael Karavas (ATO): So I think we're jumping on now to some Q&A. So thank you everybody.

Webinar Host - Chris Denney (DSPANZ): Thank you Michael and thanks for your words Matt right in the very beginning about working with the industry.

Just probably more picking on you Michael as you've been walking your way through that presentation, it's created just a few questions for me, one of the interesting bits out of the, going back to STP phase 2 and obviously they've changed especially the ECT process, so that's obviously new to a lot of DSPs who haven't yet got there, I know you highlighted that there are about 20 odd DSPs who have got through that process and there was a few issues that you raised from one of your latest slides just about some of the learnings and I'd just be interested in what you think for DSPs who are yet to start ECT, what do you think is the most significant learning as part of that process? Is it the organisation about there are so many more test scenarios that we're going through so therefore we need to be more organised, is it the timeframe that this is taking that we actually need to set aside and be aware that it is, and I think I saw in your deck that it's anywhere between 6 - 8 weeks to get through this end to end, is that full time in terms of effort required? Is it a suppurated effort?

Guest Speaker - Michael Karavas (ATO): Yeah so again the time that it takes someone to go through is, there's a whole range of factors that builds into that timeframe, I think the quickest was maybe 3 weeks that somebody got through. So it will obviously depend on how complex your service offering is because that then drives how many different scenarios we ask you to test. Also it will be driven a little bit by how close the product is to the specifications the guidance, so if you're passing through straight away on first pass, obviously it's quicker, but I think the real thing is to engage early because it is a new process and it is tailored to different DSPs depending on how their products work and their complexity as well. So really, you know, I suggest, my point to everybody is is that if you aren't engaged yet to engage as quickly as possible because that could be soon as you jump on and, you know, put your ticket in to do a ECT, you will receive a pack. And you know, and the ball will start rolling there you get an idea of what you need to be ready for.

Webinar Host - Chris Denney (DSPANZ): This is a question, along that path you touched on foreign minimisation strategies that were available. So I'm seeing some information provided that the file size is about 50% larger than STP inaudible for an equivalent to number of employees. Has the ATO published information about what the strategies are that are available to DSPs about minimising?

Guest Speaker - Michael Karavas (ATO): I believe we have, there's definitely I know we definitely ran a webinar on there. And I'm obviously, through this process on ECT, we try to assist as well. But you know, the key things are, you know, we tried to take out some, some fields around employer details that we didn't, you know, specifically need like their address etc.

to minimise, recognising that you know there's with this aggregation of data, there's more numbers been coming through. We also, you know, give guidance around if you're reporting allowances to use just the code which is a letter and, and a number, rather than, you know, writing out the whole 75 digits of, you know, this is Michael's allowance for turning up to work on Sunday, and believe me we have seen things like that come through. So, you know, there's those options and also around reporting, I think, always get this wrong so apologies inaudible, but you know nulls, rather than zeros, there's nothing in the field. So you know there's probably the three key ones that you could think about to minimise, you know, the size impact.

Webinar Host - Chris Denney (DSPANZ): My question for you just while you're thinking with your technical part of your brain. Where do lump sum, W payments appear on the Payment Summary for 21/22? And as a secondary part to that, will there be updated specs for PSAR in spring coming?

Guest Speaker - Michael Karavas (ATO): Okay, so lump sum W is a very unique lump sum payment, which is made very infrequent. So effectively, it's a return to work payment, where someone is paid an incentive to return to work from industrial action, which you know is not that prevalent these days, or like if you got an incentive to come back to go on guardian leave or something like that. So it's not a prevalent payment, what we went through with phase two, and I really did a deep dive into the data; the original guidance for lump sum W on a Payment Summary was just to report it as, as gross income. Because we were going through this process of trying to you know look at, you know, a pattern of desegregation of data, we had this strange circumstance where under payment summaries you had this amount, which was a lump sum, and had a specific tax calculation, not being identified as an upsell and just reported as gross. And that was the rationale of why we moved that out of gross and into the lump sum section of STP phase two.

So if you're still doing payment summaries, you do what you always do, and report it as gross. I'm hoping that no one on here is still doing payment summaries because this is an STP presentation.

Webinar Host - Chris Denney (DSPANZ): I'll take that as a good start to that answer and the person who asked that if there's still some aspects that you need to follow up, take that one up directly with Michael and just further on talking about some of the guidance notes, just a question that's come through talking about minimisation guidance with Child Services and requiring that records are to be sent each time And given that there are many solutions that don't send all the records all the time, how will this impact the strategy for controlling file size?

Guest Speaker - Michael Karavas (ATO): Look, I might have to take that one on notice, Chris around the detail reporting requirements for CSA. But you know, the general process is that, you know, that you should only be reporting, when you pay someone, you can report all your employees regardless of whether you're paying or not. We know some DSPs do just send

through every employee they've ever paid every pay event. But, you know, maybe if you can get that person to come through to us. It's more of a specific question.

Webinar Host - Chris Denney (DSPANZ): Two really quick ones for you. Is there an opportunity to get involved in the working group for the activity statement big development?

Guest Speaker - Michael Karavas (ATO): Just put your hand up and go, you know, through DSP online if you want to be in that process.

Webinar Host - Chris Denney (DSPANZ): And the second one, I won't put you on the spot because it's probably more a question for Matt Hay who's had to drop off. Obviously, there's been a range of legislation that DSPs have worked through over the last three to four years now. So the question is really about financial support for the development of STP phase 2. I suspect from the ATO's perspective that's something that's a government position, ATO can open some doors to help industry talk to government about our experience and that is something that DSPANZ is actually looking at how do we actually better articulate the costs involved in development *inaudible* engage with, obviously that can be in terms of ministers and senior treasurer people who are developing the programs, but also directly as an industry back into government to actually understand whilst JobKeeper has been a really good success for all of us it's created I think a false expectation about the cost and how quickly we move to do certain things *inaudible*.

Guest Speaker - Michael Karavas (ATO): I appreciate, I'm sure you'll appreciate that, you know, on one level that's a question for industry to speak government about. But I think that, you know, when we're involved in being asked for advice from government around implementation of new programs that have a technology bit. We obviously also bring to the table our experience of the lead times that are required. And sometimes you know, they might be tight, but you know it's not something that we are aware of, and we do try to, obviously, make sure that the lead times for both ourselves and for industry around technology are built into government time frames.

Webinar Host - Chris Denney (DSPANZ): And just to touch on again so DSPANZ does have this as an issue. It obviously impacts all our members to different degrees, in saying that, there is an opportunity for us leading up into the next election cycle to start talking about experience over the past few years and JobKeeper obviously is a great thing in terms of what has come of it.

Guest Speaker - Michael Karavas (ATO): All I'm saying is that's probably a role for DSPANZ in their job as an advocate for the industry. It's not something that the ATO can really drive because that becomes a policy issue for government it kind of reinforces that we are as the agency who generally has to deal with you and help you and implement, you know, hand in glove with yourselves, we do, when asked for advice, and we're not always asked for advice, but when we are asked for advice around time frames, we do take into effect that the way that

the system is now interconnected, it's not just an ATO delivery timeframe that we have to be aware of, it's a DSP timeframe as well. I think if you go back, I had a slide that talks about how many different services and different DSPs are now involved. Again, if you go back to an ELS world where you had tax returns being updated once a year and activity statements hadn't changed for so many years, it was a very small contained ecosystem so to speak. Whereas now, we've got 400 - 500 DSPs interacting with the ATO, that's across superannuation, payroll, and tax and now that's just going to get even bigger with a whole range of new services around MBR.

Webinar Host - Chris Denney (DSPANZ): On that last point, we might wrap up. We are at time so thank you to Michael for the last 45 minutes or so, talking about STP and what's coming with activity statements, pass on our thanks to Matt Hay as well, Michael.

For those that have raised questions that we didn't get to, we will be packaging those questions up and passing those through and looking to publish those back as part of the response to this program but thank you everyone for booking in to this session. Remember there are some additional sessions coming through over the coming days and it's just escaped me what the one is this afternoon, but on that point enjoy the rest of this afternoon, keep engaged with DSPANZ. Look forward to seeing you again. Thank you.

Guest Speaker - Michael Karavas (ATO): Thank you.