

19 September 2022

Director  
Small Business Tax Unit  
Treasury  
Langton Cres  
Parkes ACT 2600

Via email: [SkillsBoost@treasury.gov.au](mailto:SkillsBoost@treasury.gov.au)

**Re: Skills and Training Boost Consultation**

To Whom it May Concern:

The Association of Digital Service Providers Australia New Zealand (DSPANZ) welcomes the opportunity to make this submission on behalf of our members and the business software industry.

Although small businesses are major contributors to the economy, they often lag behind larger businesses in terms of digital adoption and skills. To remain competitive in the global economy and resilient to future economic changes, small businesses need to adopt digital technologies and upskill employees. We see both the Skills and Training Boost and Technology Investment Boost as key initiatives to support small businesses, and DSPANZ broadly supports both measures.

Digital Service Providers (DSPs) play an important role in educating and upskilling the small business employers and employees who use their software; something that is not reflected in the eligible expenditure.

Many DSPs provide inhouse training software to assist employers and their employees with understanding and meeting compliance requirements that are not necessarily related to the purchase of the software. DSPs may also offer training and education for employers and employees to become skilled in using their software. For example, a payroll software provider may offer training and education on how to use their software and as a result, those employers and/or employees will become skilled in managing payroll within that specific software.

DSP training software will often not be delivered by registered training providers and therefore, not considered as eligible expenditure. Software purchases for training and education are also excluded in the Technology Investment Boost. If it is not appropriate to

address DSP training software under the Skills and Training Boost, we recommend recognising this type of software under the Technology Investment Boost.

DSPANZ welcomes the opportunity to provide further feedback on our submission. For more information, please contact Maggie Leese.

**About DSPANZ**

Digital Service Providers Australia New Zealand is the gateway for the government into the dynamic, world class business software sector in Australia and New Zealand. Our 90+ members range from large, well-established companies through to new and nimble innovators who are working at the cutting edge of business software and app development on both sides of the Tasman.

Yours faithfully,

**Simon Foster,**  
**President & Director,**  
**DSPANZ**

**Maggie Leese,**  
**Manager - Communications & Advocacy,**  
**DSPANZ**

