



Australian Government
Australian Taxation Office

The future of the tax profession:

*recent developments, upcoming changes,
services and support*

Presented by Colin Walker, Assistant Commissioner, Australian Taxation Office November 2015

A digital world



Reinventing the ATO blueprint

- > View the *Reinventing the ATO program blueprint* at reinventing.ato.gov.au
- > View the *Every year counts* suite of timelines at reinventing.ato.gov.au/your-future-experience/every-year-counts.



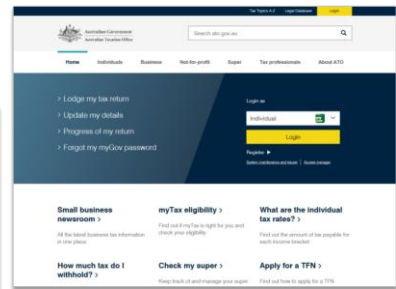
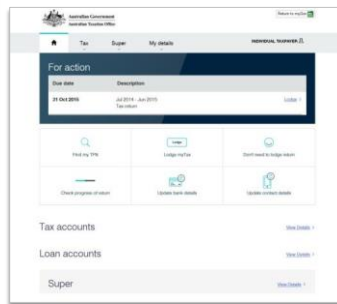
We have put processes in place to ensure that future changes and new developments consider how your profession operates. We will co-design and consult with you and your profession to ensure we accommodate your current practice management procedures and processes.



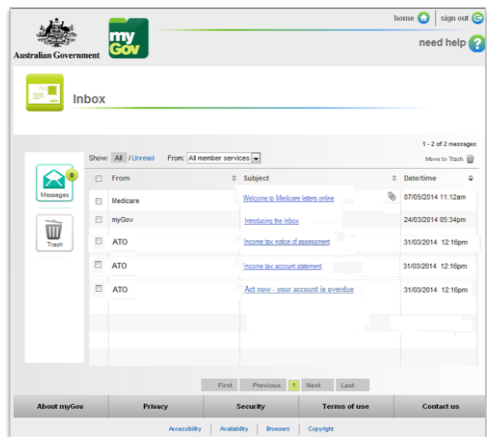
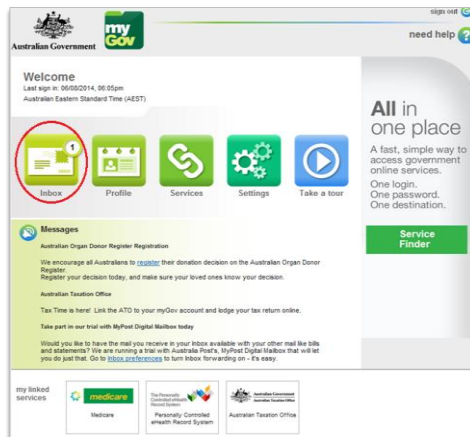
ATO online services and myGov

> myGov is the whole of government authentication solution at **my.gov.au**

> ATO online services are accessed via **ato.gov.au** or through **my.gov.au**

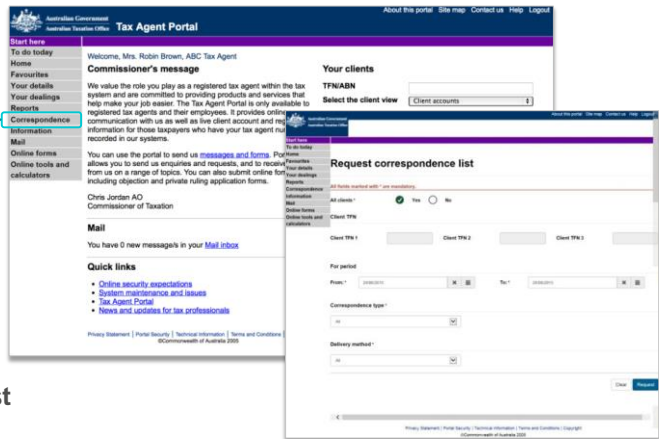


myGov inbox and the client experience



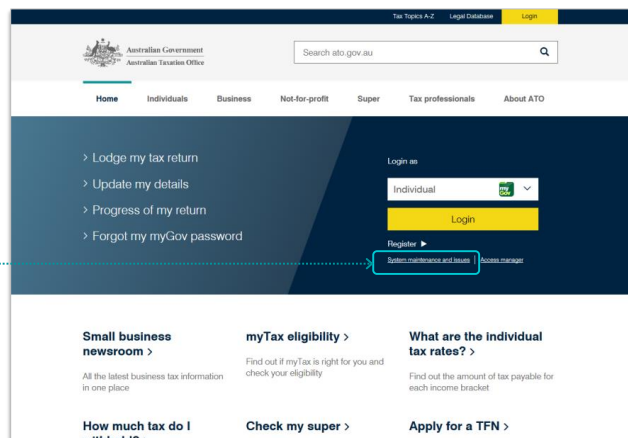
Client correspondence list

- > Access your individual clients' correspondence through the *Client correspondence list* in the **Tax Agent Portal**. See 'Correspondence' in the left hand menu.
- > The list includes paper, SMS, email and myGov correspondence.
- > More information at ato.gov.au/clientcorrespondencelist

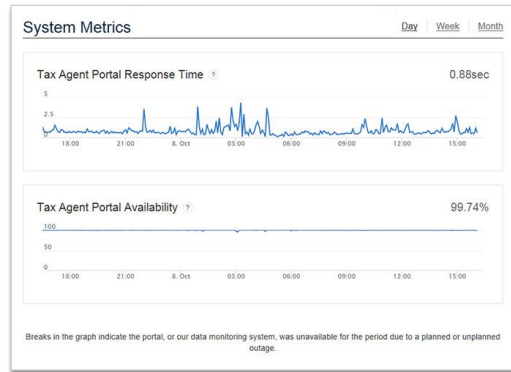
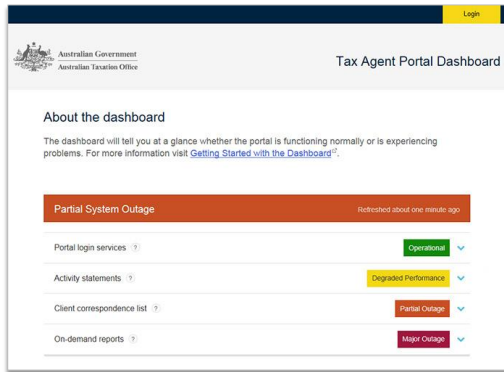


Portal maintenance and issues

- > Regularly check the *System and maintenance issues* page, accessed via the **ato.gov.au** homepage
- > It provides details on:
 - system unavailability as a result of maintenance
 - known system issues.
- > Report system issues by calling **13 72 86** Fast Key Code **3 3**



Tax agent portal dashboard



- > Access dashboard via *Tax agent portal* homepage or visit **tap.status.ato.gov.au**
- > Send your feedback via 'Feedback' section on dashboard or email **portalissues@ato.gov.au**

UNCLASSIFIED | TAX PROFESSIONALS

9

What to expect in 2015-16 Portal services

TODAY

TRANSITIONAL PERIOD

FUTURE STATE



UNCLASSIFIED | TAX PROFESSIONALS

10

What to expect in 2015-16

Practice management software

TODAY

TRANSITIONAL PERIOD

FUTURE STATE



What to expect in 2015-16

Cloud software authorisation and authentication

- > We are working to streamline the way you authenticate with our systems when using Standard Business Reporting (SBR)-enabled online software (i.e. software hosted in the cloud)
- > Eliminates the need to obtain, upload or use an AUSkey if using SBR-enabled, cloud-based software.



What do the foundations offer beyond 2016?

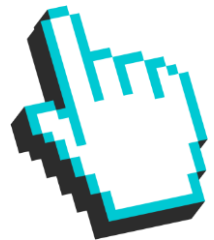
- > Program of work for 2016–17 and 2017–2020
- > Single Touch Payroll
- > SuperStream



What do the foundations offer beyond 2016

Single Touch Payroll (STP)

- > To help reduce red tape for businesses and employers we're developing Single Touch Payroll (STP)
- > Initial consultations have finished. A proposal is with Government for consideration:
 - a proposed pilot with small business in 2017
 - opportunity for early adopters to get on board from July 2017
 - businesses with 20 or more employees to transition from July 2018.
- > Discussions with software developers are continuing to explore design options for reporting payroll information
- > If you have questions email **SingleTouchPayroll@ato.gov.au**.



What do the foundations offer beyond 2016

SuperStream

- > SuperStream is a government reform aimed at improving the efficiency of the superannuation system
- > More information:
 - SuperStream employer step-by-step checklist:
ato.gov.au/superstreamchecklist
 - Small Business Superannuation Clearing House:
ato.gov.au/sbsch



What you can do now to prepare

- > A great opportunity to begin operating online.
- > Consider investing in software with Standard Business Reporting.
- > Identify what changes are needed to adequately plan for the future.



Protecting information

- > Scammers can impersonate ATO employees to obtain personal information for financial gain.
- > Phone scams are the number one type of scam in Australia.
- > Verify the legitimacy of a communication or report a phone or SMS scam, by calling **13 28 61**, 8.00am–6.00pm EST, Monday to Friday
- > Report a scam email by forwarding the entire email to **ReportEmailFraud@ato.gov.au**
- > More information: **ato.gov.au/onlinesecurity**



Services and support for tax practitioners

> Online, news and alert services:



ato.gov.au



Tax and BAS Agent Portals



Tax professionals newsroom
ato.gov.au/tpnews



Tax professionals community
lets-talk.ato.gov.au/tpcommunity



Tax professionals webinars and webcasts



Tax professionals SMS and email alerts

- > More information: **ato.gov.au/tpservicesandsupport**

> Administrative and tax technical support:



Registered agent phone line 13 72 86



Complex issue resolution service



Lodgment program help



Tax technical resources

> Consultations:



Committees and working groups



Targeted consultation sessions

Lodgment program updates

Performance improvements

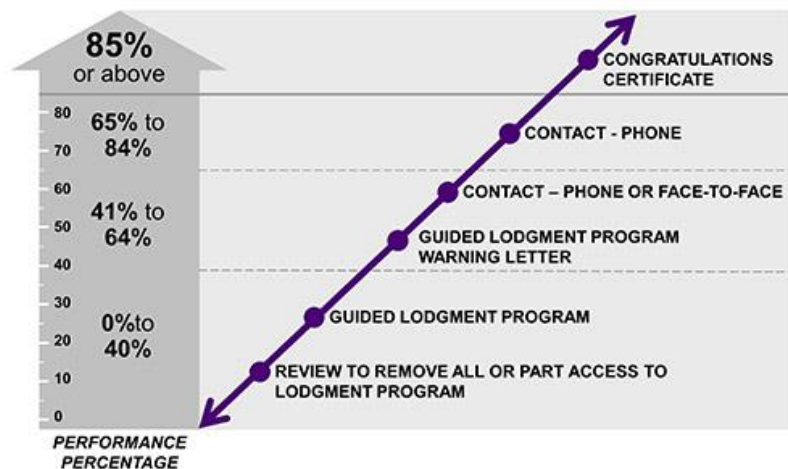
- > Income tax returns lodged on-time increased 79.9% (2010-11) to 86% (2013-14)
- > 78.6% of agents achieved lodging 75% or more returns on-time
- > 43% fewer income tax returns lodged by paper compared to 3 years ago
- > 99.3% income tax returns lodged by agents electronically
- > FBT returns lodged by paper decreased 72% over 3 years.



Lodgment program updates

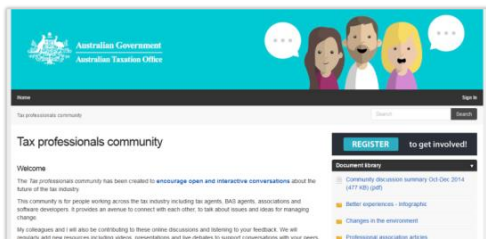
Refinements to the framework

- > Managing clients with overdue returns
- > Performance summary reviewed
- > Lodgment program framework treatment matrix
- > FBT due date concession



Share your thoughts and stay up to date

- > Visit the **Tax Professional Community** to discuss your thoughts on the changes to the future tax profession at **lets-talk.ato.gov.au/tpcommunity**



- > Attend and participate in one of our upcoming **Tax Professionals live webcasts**.
- > Keep an eye out for details in the **Tax professionals newsletter**. Subscribe to the newsletter at **ato.gov.au/tpnews**



November 2014 webcast panel discussion 'Changes in the tax profession'