

Email Submission to the Review of Payroll Tax Administration

Submitted by: BMG Accountants

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Dear OSR Review

Some current issues:

Firstly, attached is a screen shot of the OSR Website stating we as practitioners or our clients can only contact OSR to complain about incorrectly levied penalties on a Saturday....Why don't you employ staff who know what they are doing or alternatively have a moratorium on penalties until you can properly administer them.

The screenshot shows the NSW Revenue website homepage. At the top left is the NSW Government logo and the word 'Revenue'. To the right are links for 'Skip to content', 'About us', 'Contact us', 'Help', 'Language', and 'Login'. Below these are accessibility icons (A, A, printer) and a search bar with the placeholder text 'Enter keywords...'. A navigation menu contains 'Taxes & duties', 'Fines and fees', 'Grants', 'Unclaimed money', 'Royalties', and 'Info & services'. A pink notice box titled 'Customer contact centre' states: 'Due to higher than usual demand this week, our Contact Centre will be operating for fines enquiries only this Saturday, 2 June from 9.30am to 4.00pm. For fines enquiries phone: 1300 138 118. For overdue fines phone: 1300 655 805. For any other enquiries please call during normal business hours (Monday to Friday)'. Below the notice is a 'Listen' button. Three service categories are listed: 'Make a payment' (Duties, EDR, Land tax, Payroll tax, Fines and fees, Levies, Passenger service levy, Other revenue types), 'Online services' (Payroll tax registration, Land tax, Duties, EDR Registration, Small Business Grant), and 'Existing payroll tax clients' (Monthly calculator, Payments, Update details and Cancel registration).

Secondly, why is it that when we have a client that should be lodging monthly your team members argue that they are annual lodgers? Who will pay these fines when the OSR wakes up??

Thirdly, why do the monthly payers need a new Bpay number issued each month!! Don't they just have one account??

Fourthly, the arguments around contractors will go on for ever without clear and concise definition and clarity.

Fifthly, grouping is a subjective argument and totally at the discretion of an OSR officer with limited practically business experience.