



THE TAX INSTITUTE

10 November 2020

Mr Mark Jackson
Commissioner of State Revenue
Queensland Treasury - Office of State Revenue
GPO Box 15931
CITY EAST QLD 4002

By email: mark.jackson@treasury.qld.gov.au

Dear Commissioner,

We refer to the Tax Consultative Committee (**TCC**) meeting held on 24 September 2020.

A topic of discussion at the meeting was the lack of a dedicated website for the Queensland Office of State Revenue (**OSR**). The members of the TCC, representing constituent members from The Tax Institute (**TTI**), the Chartered Accountants Australia and New Zealand, CPA Australia, the Queensland Law Society, and the Bar Association of Queensland, each strongly support the OSR having its own standalone website.

Currently, the OSR has an online website presence, but only in a fragmented way, forming part of both the Queensland Treasury and Business Queensland websites. This is an anomaly in comparison to the other States and Territories of Australia, many of which have separate, highly functional and user-friendly revenue websites. In today's electronic age and further emphasised in the recent times of COVID-19, easy access to information, search platforms and an organised database for online State revenue transactions is imperative to keeping our community informed. TCC members have received feedback from various members of Queensland's tax, accounting and legal professional communities that the current website is constrained and cumbersome. Locating critical information from which to advise their clients is convoluted, time-consuming, frustrating and in some instances, impossible. One reason for this is that there is seemingly no logical way in which the taxes administered by the OSR have been categorised on the website. Another reason is that searches for a particular tax topic often produce extraneous results unrelated to the search. As mentioned above, in today's electronic age, this is far from best practice.

As you stated at the meeting, TCC members, the tax, legal and accounting professional community and the OSR have a symbiotic relationship, the aim of which is to administer the taxes imposed by the State of Queensland in an efficient and constructive way between all proponents. Difficulty in locating pertinent information relating to the OSR's practices and procedures is contrary to this aim. A better website simply accords with the Government's goal of raising revenue for the State in an effective and efficient taxation system. Due to the specific needs of the sector it serves, the OSR needs a dedicated website to achieve overall efficiency and to remove any current constraints

The TCC members would be pleased if you were to raise the above concerns with relevant persons within Government, should you see fit, with a view to the OSR obtaining its own dedicated website. In the event that a favourable decision is made, the TCC members would appreciate the opportunity to consult on the design and functionality of the website.

If you would like to discuss any of the above, please contact Associate Tax Counsel Michelle Ma on (02) 8223 0084.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Peter Godber', with a long horizontal flourish extending to the right.

Peter Godber

President

APPENDIX A

About The Tax Institute

The Tax Institute is the leading forum for the tax community in Australia. We are committed to representing our members, shaping the future of the tax profession and continuous improvement of the tax system for the benefit of all, through the advancement of knowledge, member support and advocacy.

Our membership of almost 12,000 includes tax professionals from commerce and industry, academia, government and public practice throughout Australia. Our tax community reach extends to over 40,000 Australian business leaders, tax professionals, government employees and students through the provision of specialist, practical and accurate knowledge and learning.

We are committed to propelling members onto the global stage, with over 7,000 of our members holding the Chartered Tax Adviser designation which represents the internationally recognised mark of expertise.

The Tax Institute was established in 1943 with the aim of improving the position of tax agents, tax law and administration. More than seven decades later, our values, friendships and members' unselfish desire to learn from each other are central to our success.

Australia's tax system has evolved, and The Tax Institute has become increasingly respected, dynamic and responsive, having contributed to shaping the changes that benefit our members and taxpayers today. We are known for our committed volunteers and the altruistic sharing of knowledge. Members are actively involved, ensuring that the technical products and services on offer meet the varied needs of Australia's tax professionals.