



Government
of South Australia

TRS20D2615

Hon Stephen Mullighan MP
Member for Lee
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Dear Mr Mullighan

APPLICATION UNDER THE *FREEDOM OF INFORMATION ACT 1991*

I refer to your application made under the *Freedom of Information Act 1991* (the Act), dated 5 August 2020.

Your application seeks access to:

"All minutes, briefings and correspondence titled 'Land Tax Reform – RevenueSA Online System Outage' as described on the Objective document management system, between 9 April and 5 August 2020."

The legislative prescribed timeframe to determine this application has expired and is now deemed to have refused you access to all documents relevant to your application. I refer to my letter dated 18 August 2020 where I sought additional time to make my determination.

The purpose of this letter is to advise you of my determination. An extensive search was conducted within this office. A total of 2 documents were identified as answering the terms of your application.

I release two documents in full.

Please note, in compliance with Premier and Cabinet Circular PC045 - *Disclosure Logs for Non-Personal Information Released through Freedom of Information* (PC045), the Department of Treasury and Finance is now required to publish a log of all non-personal information released under the Act.


In accordance with this Circular, any non-personal information determined for release as part of this application, may be published on the DTF website. A copy of PC045 can be found at the following address: <https://dpc.sa.gov.au/resources-and-publications/premier-and-cabinet-circulars>. Please visit the website for further information.

As I am determining this application as Principal Officer, section 29(6) of the Act does not provide for an internal review. If you are dissatisfied with my determination you are entitled to exercise your rights of external review with the Ombudsman.

Alternatively, you can apply to the South Australian Civil and Administrative Tribunal. If you wish to seek a review, section 39(3) of the Act states you must do so within 30 calendar days of receiving the determination.

If you require any further information, please contact Vicky Cathro on 8226 9769.

Yours sincerely



Hon Rob Lucas MLC
Principal Officer

31 October 2020

Att.

Schedule of Documents

TRS20D2615 - Land Tax Reform - RevenueSA Online System Outage

Doc. No.	Date	Description of Document	# of pages	Determination Recommendation	Exemption Clause	Reason
1	5/06/2020	Letter to Treasurer from Commissioner of State Taxation	3	Released in full		
2		Attachment 1 to Document 1	2	Released in full		

RELEASE

MINUTE

10/06/2020
720/034
TW20D1872



Government
of South Australia
Department of Treasury
and Finance

MINUTES forming ENCLOSURE

File REV20/0034

Doc No RV20D00054

To The Treasurer

LAND TAX REFORM - REVENUESA ONLINE SYSTEM OUTAGE

Timing: ROUTINE — For information only

Recommendations/Issues: It is recommended that you:

- Note the upcoming extended outage to the external facing payroll tax and provision of property certificates functionality within RevenueSA Online from 5pm 30 June 2020 until 8am Monday, 6 July 2020.
- Note the outage is required due to a combination of unique circumstances peculiar to this year in addition to the normal property Start of Year (SOY) processing, which is to be run concurrently with deployment of system changes to implement the land tax reform initiative and payroll tax COVID 19 initiatives.
- Note the SOY processing involves updating the RIO system with SAILIS data and running taxation calculations, to enable the accurate generation of certificates of outstanding tax liability for property owned, as at 30 June 2020.
- Note the communication plan to provide early notification of the outage and strategies to deliver customer service during the outage will begin in the week beginning 8 June 2020.

Noted

Hon Rob Lucas MLC
Treasurer

12/6 /2020

Key Points:

- System changes in RIO and RevenueSA Online collectively will require an extended outage to the payroll tax lodgement system and the availability of Property Tax Certificates, which are used to provide details of Land Tax and ESL liabilities.

For Official Use Only – I2 – A2



- Based on the current project schedule it is expected that this outage will be required from 5:00 pm Tuesday, 30 June 2020 to 8:00 am Monday, 6 July 2020. A total of five days.
- At the beginning of each financial year for the property tax lines (Land Tax and ESL), parcel and ownership data is prepared for calculation of liability. This is known as the Start of Year (SOY) process and involves a number of system processes such as updating valuations and ownership data and running tax calculations to prepare the parcel/ownership data for property tax billing and collection. This process is usually run over a weekend.
- During the SOY period, the system (RIO) is unavailable for use resulting in property certificates not being available for purchase and businesses not being able to lodge payroll tax return
- The implementation of the land tax reform in RIO requires a significant deployment of changes to both the live production system and the SOY process, as a result of new more complex taxation calculations and a large volume of aggregation data collected in RevenueSA Online being imported to RIO.
- The implementation of the payroll tax COVID ex gratia relief measures for the 2020/21 payroll tax annual reconciliation requires a significant deployment of changes to both RevenueSA Online and RIO. These changes will be promoted to the RIO production system at the same time as the land tax changes.
- Other applications in RevenueSA Online do not interface to the RIO system and are not impacted by this outage including the Stamp Duty, Small Business Grant and the Land Tax Portal.
- RevenueSA will ensure the system outages are clearly and effectively communicated well in advance of the outage times. Attachment 1 outlines the proposed communication plan.
- Due to the implementation of the payroll tax COVID19 ex gratia measures the 2020/21 payroll tax annual reconciliation will be opened after the scheduled system outage. A revised due date for lodgement has been formally extended to 28 July 2020, to ensure consistency with other jurisdictions as part of the Board of Treasurers harmonisation directive. The impact to external users is expected to be minimal.
- RevenueSA will encourage practitioners requiring property certificates during the outage period to make the request in advance. Clients that need to get their certificates updated during the outage (generally on or the day before settlement) will be able to contact RevenueSA via a dedicated phone number and email address. This will alleviate the concerns relating to the high volume of calls currently being experienced by the RevenueSA call centre.

- Clients requiring new certificates during the outage will also be able to contact RevenueSA and request a manual certificate.



Julie Holmes
COMMISSIONER OF STATE TAXATION

16/2020

Attachment 1 – Communication Plan

Contact Officer:	Tom Colmer
Telephone:	0226 6530
Email address:	tom.colmer@sa.gov.au

Supported / Not Supported



David Reynolds

CHIEF EXECUTIVE

Department of Treasury and Finance

Date...9.1.6.20...

Attachment 1 – Communication Plan

Communication Channels:

- RevenueSA Website
- RevenueSA Subscribers
- Additional message in QMaster Phone System
- Message to Property Certificate and Stamp Duty Users (email and via RSAOL)
- Notification to State Taxes Liaison Group (STLG)
- Notification via Australian Institute of Conveyancers (SA)
- Broadcast through Office of Registrar General (ORG)
- Broadcast to PEXA Subscribers
- Social Media

Communication Schedule:

Message Reference	Date (based on current schedule)	Message Description	Target Audience
MESG01	9 June 2020	Advanced notification of outage.	<ul style="list-style-type: none"> • Website • Subscribers • Users • STLG • AICSA • ORG • PEXA • Social Media
MESG02	1 week prior to outage, 22 June 2020	Reminder message, including important information (how to get certificates during the outage etc)	<ul style="list-style-type: none"> • Website • Subscribers • Users • QMaster • STLG • AICSA • ORG • PEXA • Social Media
MESG03	1 day prior to outage, 29 June 2020	Reminder message, including important information (how to get certificates during the outage etc)	<ul style="list-style-type: none"> • Website • Subscribers • Users • QMaster • Social Media

MESG04	5 pm day of outage, 30 June 2020	Confirmation of outage.	<ul style="list-style-type: none"> • Website • Users • QMaster • Social Media
MESG05	Implementation complete - system is available	Confirmation of system availability.	<ul style="list-style-type: none"> • Website • Subscribers • Users • STLG • AICSA • ORG • PEXA • Social Media