Alex Polglaze

One of the biggest problems that I face in dealing with the ATO is when they upgrade their systems before they are tested and then the end user finds that they don't work.

Two examples are;

1) In July 2017, the "Simplified BAS" was introduced. Not only was it not any simpler, as there was only one field that no longer needed to be completed, it didn't work on the ECI platform as supplied by the ATO for BAS agents to use. I would point out at this point, that the ECI is much faster to use to lodge BAS's than the Portal, which doesn't work a lot of the time anyway. It took more than 4 weeks to fix the problem and it still hasn't been fixed for quarterly BAS's.

2) on 28th May this year, they updated the browser extension, which didn't work at all on older systems. In our case, we had to get a new computer and reload their software at the busiest time of the year for us, the end of the financial year.

Therefore, there needs to be a moratorium on updates and upgrades from say 1st April onwards, so that we can "confidently" go into the end of the financial year period knowing that the system will work.

If a business delivered untested software as regularly as the ATO does, they would not last very long at all.

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