

20 November 2020

Our ref: WD: RLC

Mr Mark Jackson
Commissioner of State Revenue
Queensland Treasury
Level 21, 1 William Street
BRISBANE QLD 4000

By email: [REDACTED]

Dear Commissioner

Office of State Revenue – call for a dedicated website to assist taxation professionals

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

As the peak professional body for the State's legal practitioners, the Queensland Law Society (QLS) appreciates the opportunity to participate in the TCC meetings. It is a valuable forum for raising issues of concern to the profession and the wider community of taxation professionals.

One of the topics 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.

I understand that each of the TCC members have or will be corresponding with you in similar terms regarding the need for a dedicated OSR website.

We note that 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 (State(s)) of Australia, many of which have a separate, highly functional and user-friendly website for State "taxes, duties, levies and royalties" e.g. New South Wales.

In today's electronic age and as was emphasised during recent times of COVID-19, easy access to information, search platforms and an organised database for online State revenue transactions is an imperative to successfully 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 needed to advise clients is convoluted, time-

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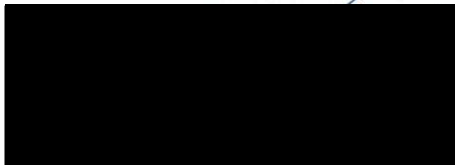
consuming, frustrating and in some instances, impossible. One reason for this is that there is seemingly no logical way in which the taxes administered by the OSR have been categorised on the website. Another reason is that searches for a particular tax topic often produce extraneous results totally 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 antithetical to this aim. A better website simply accords with the Government's goal of raising revenue for the State through 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.

We thank you for your consideration of this request and should you require any further elaboration on any of the above points, or require any further information or assistance from QLS, please do not hesitate to contact our Legal Policy team via policy@qls.com.au or by phone on (07) 3842 5930.

Yours faithfully



Luke Murphy
President