

Submission on Australian Government Business Registers
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On general points:

- I have an issue with individuals being required to have an email address to register for an ABN or any other method of dealing with government. As ABR doesn't use email as a communications method, this seems to be an unnecessary requirement.
- Other agencies, e.g. ASIC, want to deal by email but sms would be a better option than an unmonitored email account set up only for that purpose;
- Please don't consider merging the registers of ASIC and ABR. ABR is functional, ASIC isn't. All businesses need the ABR but not all need ASIC.

Access to government online

MyGov

Recent improvements in my.gov access to Human Services, ABR and ATO are welcome as are the improvements in the system, with minor exceptions, detailed below. Could this portal not be used to access ASIC, IP Australia, SBSCH, PPSR, My Health Record and any other area of government interaction requiring a login, once a connection has been established and cross-matching can occur? As long as an individual is authorised to deal on behalf of an organisation, all things should be manageable from my.gov. A single portal, with one username, password and secure system should be adequate for access to all government registers.

Auskey

Just dump it. It may have great security but it corrupts constantly (other than usb installs) and takes too long to re-install, is too dependent on a specific computer or usb memory stick and requires individual installs for each entity. Anything that relies on flash or java is useless.

Username

No username should be based solely on an email address, though it can be an alternative. A proper username, as per my.gov is a better option.

Issues with systems

MyGov

Managing ABN connections should occur through the ATO connection or a separate ABR linking rather than through Settings in my.gov.

The my.gov link to ATO should give options for which entity I wish to access. Presently, I have to open a separate window and access bp.ato.gov.au to access mygov beta to select the entity I want to lodge for.

From certain links within my.gov a 'back to home' link often takes me back to the login screen rather than the Home page. As this is likely due to time-out is the time-out setting suitable?

ABR

This system is very functional. One suggestion would be to add the advanced search option under the search box on the ABN Lookup page to immediately narrow the field of search.

ASIC

I recently helped clients change an email address in their ASIC record. The old address was no longer accessible. They have a family partnership and two business names. The email address had to be changed in 11 places with a separate completion/declaration for each iteration. What should take a few minutes, takes 45.

Most ASIC systems are difficult. Online forms cover certain areas but not others. Some can be fully completed online while others have to be printed, completed and mailed. The systems for all aspects of company registration need rationalising, they are cumbersome, hard to understand and complex. For all that, they achieve little that a single, editable, company record couldn't.

IP Australia

The electronic lodgement and account systems aren't bad but still require address updates in multiple areas even if the lodger and owner are the same entity.

Issues with Process

As above for ASIC. Too complex and unwieldy and to what end?

My Health Record should be mandatory for all activities that involve Medicare or PBS subsidy. Any activity that is subsidised by the Commonwealth should be captured on this record as the data will help guide health policy and give the health industry a chance at dealing through a single identifier and record. Privacy concerns and optional

recording should not prevail when services are funded. In addition, adverse medication reactions should also be mandatorily recorded on the Health Record. Again, this would provide meaningful data that is currently absent in Australia.