



# TERMS OF REFERENCE

## A-NZ Service Provider Forum

### 1. Context

The A-NZ Service Provider Forum has been established by the Australian and New Zealand Peppol Authorities (PAs) as per clause 8.1.3 in the Peppol Service Provider Agreement.

### 2. Terms of reference

#### 2.1 Purpose

The Forum will facilitate regular, open discussion and information sharing with Peppol Service Providers (Access Point Providers and Service Metadata Publisher Providers) domiciled in Australia and New Zealand and those that support the A-NZ environment.

#### 2.2 Scope

The Service Provider Forum will enable collaboration at an operational level for the:

- a) Effective monitoring of the health of local operations.
- b) Timely raising and resolving of issues in a collaborative manner, including the resolution of disputes between Peppol Service Providers.
- c) Open discussion of topics related to the future development of the Peppol eDelivery Network and potential improvements to A-NZ local requirements.
- d) Distribution of key messages and information to Peppol Service Providers.

### 3. Membership

#### 3.1 Appropriate representation

The Forum will comprise:

- a) Access Point Providers (APs) accredited with the Australian and/or New Zealand Peppol Authorities
- b) Service Metadata Publisher Providers (SMPs) accredited with the Australian and/or New Zealand Peppol Authorities, and
- c) Peppol members that support the A-NZ environment (this may include APs and SMPs who



are accredited with other jurisdictions).

Non-accredited AP and SMP Providers who have started the accreditation process are generally invited to observe meetings.

### **3.2 Expectations of members and observers**

All members are expected to:

- a) Demonstrate a high level of personal and professional integrity.
- b) Work together in a collegiate manner, sharing information and contributing to discussions in good faith.
- c) Respect the sensitivity of information shared and not take unfair advantage of access to confidential information.
- d) Notify the Chair as soon as practical of any matter which may affect the good operation of the Peppol eDelivery Network.
- e) Contribute any other relevant experience or expertise to provide advice that aids the good operation of the Peppol eDelivery Network.

Members and their organisations commit to:

- a) Act with due diligence.
- b) Abide by roles and responsibilities of the forum.
- c) Treat all members of the group as equals and with respect.
- d) Act professionally, interact and communicate with courtesy and diplomacy and use appropriate language during meetings.

## **4. Operations**

### **4.2 Roles**

**Chair:** Meeting will be co-chaired by the ATO and NZMBIE. The co-chairs will:

- a) Chair the forum.
- b) Approve the agenda and any associated meeting papers.
- c) Endeavour to keep Members informed of any issues impacting the Peppol eDelivery Network in Australia and/or New Zealand.
- d) Facilitate discussions and investigations to resolve issues impacting the Peppol eDelivery Network in Australia and/or New Zealand.

**Secretariat:** The Australian or New Zealand PA will supply secretariat support, and is



responsible for:

- a) Preparing and circulating meeting agendas, with agenda being distributed at least 5 business days before meeting.
- b) Drafting supporting papers
- c) Taking and circulating meeting minutes.

**Members:** Actively participate in meetings.

### **3.3 Frequency and format of meetings**

- a) Meetings to be scheduled as required with a minimum of 4 meetings per year.
- b) If required, additional sub-groups or working groups may be established.

### **3.4 Participation**

- a) Service Providers are encouraged to attend all scheduled meetings.
- b) The Chair may invite Service Provider Forum members to form focus groups for a specific task/goal and meet “out-of-session” to complete the task/goal. Documentation of outcomes must be provided to the secretariat for records and distribution.