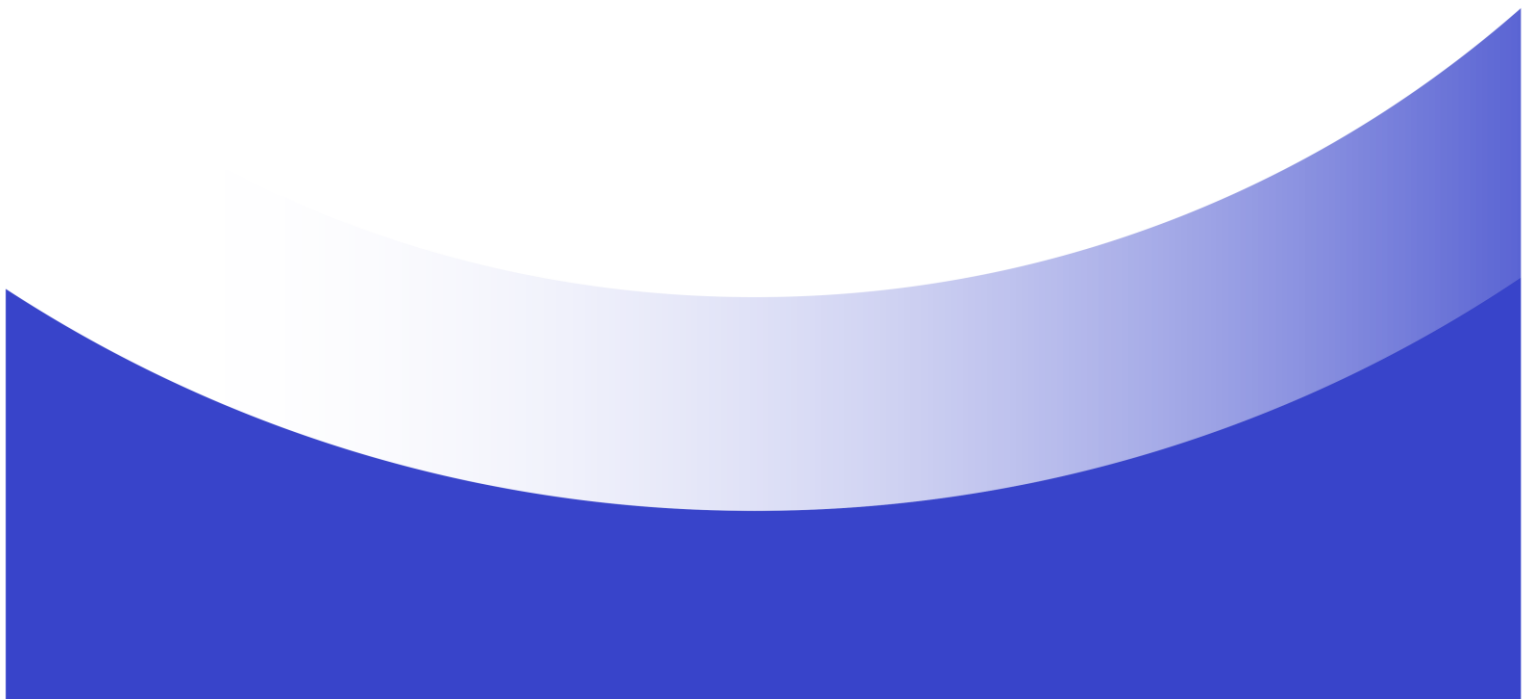Australian Government
Australian Taxation Office

Digital Service Provider Strategic Working Group (SWG) Charter 2024

5 March 2024

We acknowledge the Traditional Owners and Custodians of Country throughout Australia and their continuing connection to land, waters, and community. We pay our respects to them, their cultures, and Elders past and present.

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Context

For the purposes of this document, the term 'industry' refers to organisations that develop and deliver tax and super related digital services to the community, including software developers, gateway providers, third-party providers, clearing houses, and system implementers.

Purpose

Role

Stakeholder Relationship Group
The Digital Service Provider Strategic Working Group (DSP SWG) is a Stakeholder Relationship Group operated by the ATO. It aims to develop and maintain ongoing relationships with business, industry representatives and key intermediaries and use their specialist knowledge and experience to help build a clear and mutual understanding of the tax, superannuation, and registry systems.

This charter has been established for the DSP SWG and is underpinned by the ATO Consultation framework.

The group reports outcomes and organisational details to ATO Consultation.

Scope

The group will:

- provide an industry wide perspective on opportunities to work together to achieve the ATO's vision and strategic objectives as outlined in the ATO Corporate plan and the ATO Digital Strategy

- work with industry and government representatives to ensure strategic direction is informed by industry insights, emerging issues and trends

- identify, document, and address, key industry issues, questions and concerns in a timely manner, engaging ATO and/or industry subject matter experts where appropriate

- keep the broader digital service industry informed on current and emerging trends, issues, and initiatives to facilitate collective action

- adhere to the principles of the Early Engagement Model and identify opportunities to help shape the future of tax and super in the digital eco-system

- provide a forum to present feedback from industry and the community to the ATO and government

- Excluded from the scope of this group are all matters which are of a technical or detailed nature which should be referred to the relevant groups, for example, DSP Architecture Reference Group (DARG).

Roles and responsibilities

The **Chairs** will ensure the group operates efficiently and effectively to achieve its desired purpose. Meetings will be jointly Chaired by the ATO and Digital Service Providers Australia New Zealand (DSPANZ).

The Chairs should ensure:

- they provide an opportunity for members to declare any conflicts of interest, and these are considered with the appropriate course of action determined and noted in key messages
- they are informed about matters that may arise during group discussions
- they define and approve the direction of the forward agenda
- they direct the deliberations of the group by framing the issues, setting the tone for discussion and actively engaging members
- the group builds a culture of respect where different views can be openly expressed:
    - members views are heard while balancing staying on time and on track
    - members are encouraged to present their position on the subject matter, identify issues and any other relevant concerns
    - members hear and understand the experience of other members
- members have an opportunity to declare any conflicts of interest, conflicts of interest are considered to determine the appropriate course of action, and details are noted in key messages
- members engage in good faith and respect the expertise and contributions of others
- members abide by the ATO Consultation Framework

Members are expected to:

- represent and act in the best interests of industry in relation to tax, superannuation, and registry systems, as well as broader finance-based and whole-of-government applications
- actively contribute to the meeting discussion
- engage in good faith and respect the expertise and contributions of others
- have subject matter knowledge, skills and experience related to the purpose and scope of the group
- commit to attend meetings, with the expectation of nominated proxies attending in their absence
- disclose any matters that could be perceived to be, or are, conflicts of interest and take appropriate action to manage/mitigate those conflicts
- maintain confidentiality of information provided
- meet their legislative requirements regarding their personal tax obligations
- advocate for their represented organisation's adherence and compliance to the Operational Security Framework (OSF) where applicable.
- Current members are listed on ATO's Software Developers website.

Secretariat duties will be shared between ATO and DSPANZ. The **secretariats** will support the Chairs by managing administration matters relating to the group, including:

- arranging meetings and distributing agendas
- taking and circulating key messages
- identifying and recording action items noting who is accountable and the timeframes
- managing the forward work program.

Membership

Membership of the group will be refreshed annually. Membership is filled by Expression of Interest and members may reapply for selection in subsequent years.

The Chairs will select members based on their expertise and experience to actively contribute to the purpose of the group. Members may include a range of entities that are part of the software supply chain and/or support the wholesale environment.

To fill any industry or technology representation gaps, the Chairs have the discretion to invite additional members to participate. This ensures a comprehensive and diverse representation within the group.

Membership will include 2 DSPANZ representatives, selected by the industry Co-Chair with support from the ATO Chair.

Participating ATO staff will be selected by the ATO lead for the group.

Meeting requirements

The DSP SWG operates in an environment of transparency where information should standardly be considered public.

Meetings will be scheduled as required with a minimum of 5 meetings per year.

Members are not authorised to disclose confidential information without the prior written approval of the chair. This includes making public statements or announcements on information discussed or provided at a SWG meeting which:

- is declared confidential or
- the member ought to reasonably know is confidential.

Three meetings will be led by ATO, with two meetings led by the DSPANZ industry Co-Chair.

Ad hoc out-of-session meetings will be held where required.

Key meeting papers will be distributed at least 5 business days before a meeting.

Final key messages will be distributed to members within 6 weeks of a meeting.

Final key messages will be published on the [Software Developers](#) website.