DIGITAL SERVICE PROVIDER ENGAGEMENT MODEL | Establishing a consistent approach to DSP consultation



Strategic



Operational



Tactical

Solving problems together

Tactical level groups are established when

there is a need to explore and develop

recommendations for specific outcomes.

Informative

Staying connected

Information sessions are open forums primarily used to disseminate detailed information to a broad group of interested DSPs.

Standing and Initiative Forums

- Open information forums are primarily used to disseminate detailed information to a broad group of interested DSPs
- Have a targeted audience and communication is in alignment and in collaboration with DSPs e.g. Industry webinars, Services for Tax Practitioners event

Guiding our direction

Strategic level groups enable us to develop & maintain ongoing relationships with industry representatives. Specialist knowledge and experience is used to help co-design & build future digital solutions for the community.

Strategic Working Group

- Provide advice, guidance and recommendations on the strategic direction of the ATO digital delivery
- ATO and DSP representatives from multiple market segments
- Co-chaired with industry
- Meets quarterly

DSP Architecture Reference Group

- Provide advice, guidance and recommendations on the technology strategy and direction including system wide IT technical issues.
- ATO and DSP representatives from multiple market segments
- Meets quarterly

Co-designing our solutions

Operational level groups are established to consult on matters of a specific project or initiative for an extended period of time.

Initiative Working Group

- Program/project working groups established to codesign solutions with DSPs and to provide expert advice and recommendations on issues that affect a specific initiative or sub group e.g. PLS Working Group.
- ATO and DSP representatives
- Meets as required

Initiative Technical Committee (TC)

- Provide a dvice and recommendations on IT technical implementation and issues that affect a specific initiative or sub group e.g. MBR Design Working Group.
- Consults DARG on system wide IT technical issues
- ATO and DSP representatives
- Meets as required

Focus Group

- Small (up to 12 DSPs) group established from a working group or technical committee, by expression of interest, to explore and develop recommendations for a specific outcome
- Meets as required

Micro Focus Group

- Very small (up to 4 DSPs) group established from the focus group or 'parent group' where in depth/short term work is required to complete a specific task
- Meets as required