

OFFICIAL



Australian Government
Australian Taxation Office

Charter 2026

Practitioner lodgment service (PLS) working group

8 January 2026

Version – January 2026

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.

Contents

Purpose	3
Role	3
Stakeholder Relationship Group	3
Scope	3
Roles and responsibilities	3
Membership	4
Meeting requirements	

Purpose

Role

Stakeholder Relationship Group

The Digital Service Provider Practitioner Lodgment service working group (PLSWG) is a key ATO Stakeholder Relationship Group that fosters strong and collaborative partnerships between the ATO and the Digital Service Provider (DSP) industry.

It provides a platform for information sharing and draws on the specialist knowledge and experience of DSPs to support the implementation of Tax Time and other practitioner services via the ATO's Digital reporting channels.

Scope

The purpose of the Practitioner Lodgment Service working group is to:

- Provide a regular communication forum between PLS developers and the ATO in relation to the upcoming tax time.
- Keep industry informed of key messages and decisions that affect the PLS product suite, including new initiatives and services.
- Provide DSPs with a forum to discuss issues relevant to the PLS services and platform and receive business guidance from the ATO on matters impacting PLS.
- Offer opportunities for DSPs to review and provide feedback on draft documentation and specifications, including Tax Time release details.
- Foster an environment that promotes collaboration and enables productive working relationships between the ATO and DSPs.

Roles and responsibilities

The **Chair** will ensure the group operates efficiently and effectively to achieve its desired purpose. The chair should ensure:

- they display integrity, courage and determination
- 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 direct the deliberations of the group by framing the issues, setting the tone for discussion and actively engaging members
- members respect and maintain the confidentiality of information provided by others
- confidential information is not discussed during agenda items that are not marked as confidential
- members' views are heard while balancing staying on time and on track
- open discussions are encouraged to enable members to:
 - understand the experience of other members
 - present their position on the subject matter, identify issues and any other relevant concerns
- members engage in good faith and respect the expertise and contributions of others
- members abide by the [ATO Consultation Framework](#).

Members are expected to:

- disclose any matters that could be perceived to be, or are, conflicts of interest and take appropriate action to manage/mitigate those conflicts
- meet their tax, superannuation and registry obligations and demonstrate integrity
- maintain confidentiality of information provided
- actively contribute to the meeting discussion
- engage in good faith and respect the expertise and contributions of others
- bring relevant knowledge and expertise, either from own experience or by canvassing members of any organisation they represent
- provide the views of, and communicate the outcomes to any association, profession or organisation they are representing, if applicable
- meet their legislative requirements regarding their personal tax obligations
- attend meetings.

Current members are listed on the [Software Developers](#) website.

The secretariat will support the chair by managing administration matters relating to the group, including:

- arranging meetings and appropriately distributing agendas
- ensuring any materials subject to limited distribution are appropriately marked and the extent of sharing permitted
- 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 is open to all DSPs who develop PLS services.

Participating ATO staff will be selected by the ATO lead for the group based on their expertise and experience to actively contribute to the purpose of the group.

Meeting requirements

The DSP PLSWG operates in an environment of transparency, where information is generally considered public for the purpose of supporting DSPs in developing Tax Time products.

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 DSP PLSWG meeting which:

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

Meetings will be scheduled fortnightly throughout the year.

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

Final key messages will be published on the DSP Hub and the [Software Developers](#) website as soon as possible, and no later than two weeks following the meeting.