Digital Partnership Office: engagement model

The Digital Partnership Office (DPO) has established a Digital Service Provider (DSP) Engagement Model to provide a consistent approach to consultation activities. The model contains 4 engagement categories designed to deliver engagement and consultation outcomes.

Strategic

Guiding our direction

Strategic groups develop and maintain ongoing relationships with industry representatives, drawing on their specialist knowledge and experience to help shape future digital solutions and system outcomes.

Digital Partners Stewardship Group

- Provide an opportunity for strategic discussion to improve the administration and operation of the tax and super systems into the future
- Includes representatives from ATO and digital products, platforms and embedded services
- 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.
- Includes ATO and DSP representatives from multiple market segments
- Meets quarterly

Operational

Co-designing solutions

Operational groups are established to consult on a specific program of work or initiative over an extended period.

Initiative working group

- Program or project working groups established to co-design and provide expert advice and recommendations
- Supports specific initiatives or subgroups
- Includes ATO and DSP representatives
- Meets as required

Initiative Technical Committee

- Provide advice and recommendations on IT technical implementation and issues affecting an initiative or subgroup
- Consults with DARG on system-wide IT technical issues
- Includes ATO and DSP representatives
- Meets as required

Tactical

Solving problems together

Tactical groups are created when there is a need to explore options and develop recommendations for specific outcomes.

Focus group

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

Micro focus group

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

Informative

Staying connected

Informative forums provide opportunities to share information with a broad group of interested DSPs.

Standing & Initiative forums

- Open information forums used to share detailed information with a broad group of interested DSPs
- Have a targeted audience and communication approach aligned with DSP needs
- Examples include industry webinars and the annual DSP Tax Time event