

dspanz. digital service providers
australia new zealand

Digital Advisory Group

Charter

Version 3.0 - 11 February 2026



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1. Context

1. Name

The group is known as the **Aotearoa New Zealand Digital Advisory Group** (the "DAG").

1.2 Type of Group

The DAG is a representative advisory group that provides support and perspective from software developers and Digital Service Providers (DSPs) to the Inland Revenue Department (Inland Revenue) and other government agencies tasked with the operation and ongoing digital transformation of the New Zealand tax and social policy system.

The DAG is Co-Chaired by Inland Revenue and DSPANZ.

1.3 Background

This Charter (the "Charter") is maintained by the association of Digital Service Providers Australia New Zealand (DSPANZ) on behalf of the DSP members of the DAG.

DSPs have historically worked with Inland Revenue on digital initiatives as separate voices in the industry. The DAG was created to give DSPs a common voice and a shared Charter when working with Inland Revenue.

2. Purpose and Objectives

2.1 Purpose

The purpose of the DAG is to provide a trusted industry voice to Inland Revenue on digital services that support New Zealand's tax and social policy system. The DAG is to provide Inland Revenue with clarification on what the developer community requires to service New Zealand taxpayers and their intermediaries with world-class business, payroll, and tax compliance software.

2.2 Objectives

The DAG has the following objectives:

- a. Provide Inland Revenue with a consolidated industry perspective on digital strategy, priorities and capabilities.
- b. Support strategic decision-making on digital initiatives, such as which APIs to invest in.
- c. Facilitate working groups or targeted engagement to support the implementation of agreed initiatives.

- d. Foster a community of practice aligned with current and emerging domestic and international standards.
- e. Contribute to informed, timely and practical engagement between Inland Revenue and the DSP community.

2.3 Operating Principles

To be successful, the DAG:

- a. Operates at a strategic and whole-of-industry level.
- b. Is championed by the Commissioner or Deputy Commissioner level within Inland Revenue and involves senior subject matter experts and business leaders.
- c. Is engaged early in the development of initiatives that impact DSPs.

3. Scope

3.1 In Scope

The scope of the DAG includes:

- a. Representing DSPs on tax, digital and technology matters relevant to Inland Revenue and related whole-of-government services.
- b. Providing a whole of industry perspective, rather than representing individual organisation issues.
- c. Supporting the identification, documentation and escalation of issues affecting DSPs.
- d. Considering technical and architectural design matters for whole-of-government and whole-of-industry digital services supporting the tax system.
- e. Supporting the strategic management of the Inland Revenue-DSP partnership.

3.2 Out of Scope

Out of scope matters include:

- a. Business or strategic topics that should be referred to the relevant project or initiative group.
- b. Project-level technical and architectural design issues that can be managed through the established Inland Revenue change process.

4. Membership

4.1 Membership Overview

The DAG comprises representatives from DSPs operating in New Zealand, as well as permanent representatives from Inland Revenue and DSPANZ.

- a. A representative of DSPANZ and a representative of Inland Revenue are permanent members.
- b. The DAG must include **a minimum of five (5)** and a **maximum of sixteen (16)** members representing DSPs operating in New Zealand at any time.
- c. Membership is organisation-based, with individuals representing their organisation.
- d. DSPs are not required to be financial members of DSPANZ to participate.
- e. Inland Revenue members will be selected by the Inland Revenue Co-Chair.
- f. Current Members of the DAG are listed on the [DSPANZ website](#).

4.2 Term of Membership

- a. Members are appointed for a **maximum term of 12 months**.
- b. Membership is reviewed annually through an Expression of Interest (EOI) process.
- c. Members may reapply through the EOI process.

4.3 Representation Principles

Membership is selected to reflect:

- a. Diversity of organisation size
- b. Diversity of service offerings and market segments.
- c. A mix of established and emerging DSPs.

The Co-Chairs are jointly responsible for ensuring membership remains balanced and representative of the New Zealand DSP ecosystem. More information about the membership selection process can be found in [Appendix B](#).

4.4 Appointment of Members

1. Members are appointed annually following an open EOI process administered by the DSPANZ Secretariat.

4.5 Expression of Interest (EOI)

The EOI process:

- a. Is publicly called for each calendar year.
- b. Remains open for at least 30 days.
- c. Requires applicants to be notified about the outcome of their EOI by 30 November each calendar year.

4.6 Expectations of Members

All members are expected to:

- a. Agree to their names and organisation names being published by the Secretariat.
- b. Have subject matter knowledge, skills, and experience related to the group's purpose and scope.

- c. Ensure they and closely associated parties meet legislative requirements regarding their personal tax obligations and maintain the integrity of their tax affairs.
- d. Represent the interests of the broader DSPs community rather than specific issues impacting an individual organisation.
- e. Act in the best interests of the government, industry and the New Zealand community.
- f. Have a capacity and willingness to be a conduit for peers in their industry and/or market segment to provide input, receive feedback or share information.
- g. Maintain satisfactory attendance and nominate a proxy who will attend if they cannot make a meeting.
- h. Contribute to the group's effectiveness in meeting its purpose.
- i. Engage in constructive, open, and frank discussion in bringing a member's perspective to group discussions (excluding commercial sensitivities).
- j. Act ethically and collegiately, and treat other members or participants with courtesy, respect and integrity.
- k. Exercise due diligence.
- l. Not use their DAG membership for commercial or marketing advantage.
- m. Abide by the roles and responsibilities of the DAG.
- n. Respect embargoes and confidentiality arrangements and not misuse or disclose privileged information.
- o. Make their company or organisation aware of the ethical responsibilities associated with group membership.
- p. Declare any actual or perceived conflict of interest to the Secretariat and comply with any conflict management actions determined by the Co-Chairs.

4.7 Resignation and Replacement

- a. A Member may resign from the DAG at any time with reasonable notice. Where appropriate, members may appoint an alternative person to represent their organisation for the remainder of the membership term.
- b. The Co-Chairs may, if required, appoint a replacement member within 14 days following an EOI process.

5. Operations

5.1 Forward Agenda

The Co-Chairs are responsible for developing a forward agenda and draft meeting schedule each calendar year, informed by:

- a. Inland Revenue priorities; and
- b. The needs of DSPs.

The forward agenda should be shared with DAG Members and can be published on the DSPANZ website at the discretion of the Co-Chairs.

5.2 Meetings

- a. Meetings are held quarterly unless otherwise agreed.
- b. The Co-Chairs may convene additional or out-of-session meetings as required.
- c. Meetings may be virtual or in person.
 - i. Virtual meetings must include dial-in services and live captions for participants.
 - ii. In-person meeting locations must consider where members are located and balance travel requirements.

5.2.1 Participation in Meetings

- a. Only DAG members (or their nominated proxy) and authorised DSPANZ or Inland Revenue participants may attend.
- b. Government and industry guests may be invited to provide subject matter expertise.

5.2.2 Roles in Meetings

Roles in meetings are to be filled as follows:

- a. **Chair:** Meetings will be co-chaired by Inland Revenue and DSPANZ.
- b. **Secretariat:** DSPANZ will supply secretariat support. The Secretariat's contact email is hello@dspanz.org.
- c. **DSP Co-Chair:** A DSP Co-Chair is appointed annually by the DSPANZ Board and must represent DSPs. The DSP Co-Chair must be New Zealand-based.
- d. **Inland Revenue Co-Chair:** Inland Revenue is responsible for appointing an appropriate permanent employee to serve as the Inland Revenue Co-Chair each year. The Inland Revenue Co-Chair will be a Deputy Commissioner or equivalent by convention.
- e. **Members:** Actively participate in meetings.

Definitions of these roles are found in [Appendix A](#).

5.2.3 Funding

- a. DSPANZ will cover the cost of virtual meetings and provide a Secretariat.
- b. Inland Revenue will cover the costs of the venue, hospitality, and administration for meetings hosted in person by Inland Revenue.
- c. Member representatives will cover their own travel and accommodation costs.

5.3 Documentation

- a. Meeting agendas, outcomes, action items and artefacts are distributed to members and may be published on the DSPANZ website or a website maintained by Inland Revenue to be accessed by all DSPs. Draft documents can be withheld at the discretion of the Co-Chairs.
- b. Agenda items or artefacts with sharing restrictions will be marked accordingly and include guidance for members.

- c. DSPANZ maintains the DAG's operating documents and facilitates appropriate record keeping.

5.4 Working Groups

The DAG may create ongoing or special-purpose working groups on specific topics or issues. Working groups should operate under separate Terms of Reference and report to the DAG as required.

5.5 Review of Charter

This Charter should be formally reviewed by Members and approved at least every two years.

Document Version Control

Version number	Details	Date published
1.0	Published charter to DSPANZ website.	October 2021
1.1	Minor update to DSP membership list.	June 2022
1.2	Minor update to change the DSP organisation name in the membership list.	October 2022
1.3	Update to the DAG membership list.	April 2023
2.0	Minor wording updates. Consolidated member expectations. Added information about confidentiality. Update to the DAG membership list.	February 2023
2.1	Updates to the DAG membership list.	June 2024
2.2	Updates to the DAG membership list.	January 2025
2.3	Updates to the DAG membership list.	February 2025
2.4	Updates to the DAG membership list.	September 2025
3.0 (current version)	Review of the Charter to update in line with operating practices and consolidate sections.	February 2026

Appendix A - Definition of Roles

DSP Co-Chair

1. DSP Co-Chair is responsible for:
 - a. Defining and approving the direction of the agenda and forward roadmap of the group, and setting the agenda from the perspective of digital service providers.

- b. Working closely with the Inland Revenue Co-Chair.
 - c. Ensuring that outcomes are reported to the appropriate stakeholders.
 - d. Representing the group in other forums.
 - e. Conducting meetings.
2. The DSP Co-Chair must be based in New Zealand.

Inland Revenue Co-Chair

1. The Inland Revenue Co-Chair is responsible for (in conjunction with the DSP Co-Chair and the Secretariat):
 - a. Defining and setting the agenda from the perspective of NZ Inland Revenue
 - b. Working closely with the DSP Co-Chair.
 - c. Representing the group in other government forums.
 - d. Taking appropriate actions to organise NZ Inland Revenue contributions and conversations with DAG members.
 - e. Conducting meetings.

Secretariat

1. DSPANZ provides the Secretariat and is responsible for:
 - a. Defining and setting the agenda for discussion and the forward roadmap.
 - b. Administrative and organisational tasks.
 - c. Distributing papers and documents before meetings.
 - d. Publishing content and meeting outcomes on the DSPANZ website.

Members

1. Members are responsible for:
 - a. Attending and participating as per member expectations.
 - b. Notifying of substitutions on the original Expression of Interest form.
2. For DAG substitutions, only the nominated persons can attend on behalf of the Member. The Chair can allow another substitution in exceptional circumstances.

Appendix B - Membership Selection Criteria

Representation

1. Representatives are desired from a wide range of DSP service segments, which are impacted according to the group's purpose.
2. Representatives should be subject matter experts with the relevant skills and experience to provide value to the group
3. For this group, industry segment representatives may include (but are not limited to):
 - a. Business Accounting (including specialist Business Management Software)
 - b. Enterprise Resource Planning
 - c. Finance and Investment

- d. Gateway services
 - e. Government agencies
 - f. Payroll systems
 - g. Point of Sale
 - h. Superannuation
 - i. Tax Preparation
 - j. Other segments that the Co-Chairs approve
4. Representatives are desired from DSPs with different experience levels in the New Zealand market, e.g. new to established; startup to large corporate.

Expression of interest process

1. DSPANZ is required to call for an "expression of interest" (EOI) for DAG membership on an annual basis.
2. Criteria and meeting requirements must be published on the DSPANZ website and cannot be "members only" content.
3. Applicants can submit their "expression of interest" via the DSPANZ website or email to hello@dspanz.org.
4. The EOI process must be open for a minimum of 30 days.
5. Applicants must provide the following information:
 - a. Name of the digital service provider or software developer
 - b. Name of the representative
 - c. Which industry segments are represented by their product/s
 - d. Which target market does the product/s best serve?
6. Applicants must declare that they can abide by the Member obligations outlined in the DAG charter.
7. The DAG Co-Chairs will assess the applicants and choose the 5-16 DAG participants.
8. The Co-Chairs must work together to ensure that DAG membership is reflective and representative of the diversity of the NZ DSP community.
9. Successful applicants must be notified before 30 November each calendar year.