



28 May 2014

## **Taxpayer's Simplification Panel - terms of reference**

### **Purpose**

The purpose of the Taxpayer's Simplification Panel (the Panel) is to provide an external and independent voice that seeks to challenge Inland Revenue's thinking about ways to improve the customer experience.

### **Scope**

The Panel will provide insights that will enable Inland Revenue to improve customer experience, including individual taxpayers and small-to-medium sized businesses (SMEs), by making it simpler to meet their tax obligations. To do this, Panel members will bring their own personal, business, commercial and professional experience, expertise and insight to bear on the issues.

The Panel will:

- act as a sounding board and a critical friend for Inland Revenue when considering solutions to particular issues affecting the taxpayer community
- identify innovative ways to improve the existing Inland Revenue's processes and deliver better, easier-to-use services in ways that best meet the customer needs
- seek the views of all taxpayers including individuals and SMEs
- evaluate customers' feedback from Inland Revenue's customer research and direct customer feedback received through Inland Revenue's *Save Time* campaign. The Panel may also use other external sources to identify areas for improvement, for example the MYOB Business Monitor.

The Commissioner will distribute a *Letter of Expectation* to the Panel members, which will set out the role, scope and expectations of the Panel.

### **Membership**

The Panel will be made up of people who represent individual taxpayers; run small businesses; and people from organisations that understand tax, taxpayers and small businesses, and know and understand their needs.

One member will serve as the Panel Chairperson. One member will also serve on Inland Revenue's Transformation Reference Group in order to provide a link between both groups.

### **Reporting**

The Panel will be managed through the Office of the Commissioner of Inland Revenue. Panel findings will be shared with the Commissioner and the Minister of Revenue.

**Terms**

Panel members will not be paid to avoid any perceived conflict of interest. However, members will be reimbursed for actual and reasonable travel expenses and costs associated with participation, such as taxi fares or parking fees.

The Panel will meet in person and electronically over an initial twenty-four month period. Inland Revenue will provide administrative support to the Panel.