

# BUSINESS ONLINE SERVICES HEADS OF AGREEMENT

Council of  
Australian  
Governments

An agreement made among the following parties:

THE COMMONWEALTH OF AUSTRALIA  
THE STATE OF NEW SOUTH WALES  
THE STATE OF VICTORIA  
THE STATE OF QUEENSLAND  
THE STATE OF WESTERN AUSTRALIA  
THE STATE OF SOUTH AUSTRALIA  
THE STATE OF TASMANIA  
THE AUSTRALIAN CAPITAL TERRITORY  
THE NORTHERN TERRITORY OF AUSTRALIA

# **INTERGOVERNMENTAL AGREEMENT FOR A BUSINESS ONLINE SERVICES HEADS OF AGREEMENT**

## **RECITALS**

- A. Through greater collaboration among Commonwealth, State, Territory and local governments, the parties intend for Australia to move closer to a seamless national economy for business and to maximise the capability of governments to deliver world class services to business.
- B. The Business Online Services Project (the BOS Project) is a key element in establishing a seamless national economy. The parties agree to collaborate to deliver the BOS Project.
- C. This Heads of Agreement sets out the broad principles of the parties' agreement in relation to the BOS Project. More detailed terms and conditions for the collaboration will be contained in a Memorandum of Understanding (MOU) to be signed by the Heads of relevant Australian, State and Territory government agencies.

## **1. THE BOS PROJECT**

- 1.1. The parties agree to collaborate in delivering nationally-coordinated online services to business in accordance with the decision of the Council of Australian Governments (COAG) of 3 July 2008.
- 1.2. In entering this Heads of Agreement, the parties recognise they have a mutual interest in delivering the BOS Project and need to work together to do so.
- 1.3. The BOS Project will deliver a nationally-coordinated system by which businesses can access information and services that will assist them in managing their regulatory responsibilities and will allow more effective interaction between businesses and all tiers of government, regardless of the location of the business.
- 1.4. The parties' goals in delivering the BOS Project are to:
  - a. improve Australia's productivity by reducing the regulatory burden on businesses;
  - b. improve business knowledge and certainty; and
  - c. improve the efficiency of the delivery of governments' services to businesses.

## **2. ROLES AND RESPONSIBILITIES OF EACH PARTY**

- 2.1. The detail of the terms and conditions of the collaboration among the parties to this agreement will be contained in an MOU to be signed by the Heads of relevant Commonwealth, State and Territory government agencies. Each party agrees to provide necessary resources for the timely conclusion of the MOU.
- 2.2. The following describes the principal role and responsibility of each party:

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- a. the Commonwealth will provide the infrastructure for the BOS Project. This will include the service by which information regarding the federal and each State and Territory jurisdiction is accessed;
- b. each party will be responsible for:-
  - i. providing the information and services to be accessed through the BOS system in relation to its own jurisdiction,
  - ii. maintaining the accuracy and quality of the information available to the BOS system in relation to its own jurisdiction, and
  - iii. working cooperatively with the other parties to provide high quality customer service for users of the BOS system;
- c. each State and Territory will be responsible for providing such information and assistance to the Commonwealth as is necessary to facilitate the delivery of the BOS Project; and
- d. each party will nominate a primary contact with accountability for carrying out the responsibilities of that party.

### **3. GOVERNANCE ARRANGEMENTS**

- 3.1. Any party may give notice of a dispute under this Heads of Agreement. The relevant primary contacts will attempt to resolve any dispute in the first instance.
- 3.2. If the dispute is unable to be resolved by the primary contacts, it may be escalated to the relevant Ministerial Council or COAG Working Group for consideration. If not resolved there it may be referred to COAG for consideration.
- 3.3. The Heads of Agreement will be reviewed in December 2010.
- 3.4. A party may terminate their participation in the Heads of Agreement and therefore the negotiation of the MOU at any time by notifying all the other parties in writing.
- 3.5. The Heads of Agreement may be amended at any time by agreement in writing by all the parties.
- 3.6. If not terminated earlier, this Heads of Agreement will expire in accordance with the terms and conditions of the MOU as executed by all participating parties.

**INTERGOVERNMENTAL AGREEMENT FOR  
A BUSINESS ONLINE SERVICES HEADS OF AGREEMENT**

The Parties have confirmed their commitment to this agreement as follows:

**Signed** *for and on behalf of the Commonwealth  
of Australia by*

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**The Honourable Kevin Rudd MP**  
Prime Minister of the Commonwealth of Australia

2 July 2009

**Signed** *for and on behalf of the  
State of New South Wales by*

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**The Honourable Nathan Rees MP**  
Premier of the State of New South Wales

2 July 2009

**Signed** *for and on behalf of the  
State of Queensland by*

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**The Honourable Anna Bligh MP**  
Premier of the State of Queensland

2 July 2009

**Signed** *for and on behalf of the  
State of South Australia by*

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**The Honourable Mike Rann MP**  
Premier of the State of South Australia

2 July 2009

**Signed** *for and on behalf of the Australian  
Capital Territory by*

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**Jon Stanhope MLA**  
Chief Minister of the Australian Capital Territory

2 July 2009

**Signed** *for and on behalf of the  
State of Victoria by*

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**The Honourable John Brumby MP**  
Premier of the State of Victoria

2 July 2009

**Signed** *for and on behalf of the  
State of Western Australia by*

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**The Honourable Colin Barnett MLA**  
Premier of the State of Western Australia

2 July 2009

**Signed** *for and on behalf of the  
State of Tasmania by*

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**The Honourable David Bartlett MHA**  
Premier of the State of Tasmania

2 July 2009

**Signed** *for and on behalf of the Northern  
Territory by*

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**The Honourable Paul Henderson MLA**  
Chief Minister of the Northern Territory of Australia

2 July 2009