



# XPAC Charter: Australia

## XPAC overview

Xero's Partner Advisory Council (XPAC) consists of a diverse panel of Xero partners and is the key partner engagement council within Xero Australia. It provides a forum and mechanism to obtain feedback and help drive conversations that will make a difference to Australian Xero partners, small businesses and their communities. It also provides input into Xero Global outcomes and strategic direction where relevant.

Members of XPAC are bookkeepers or accountants who both challenge and champion the needs of the industry and Xero's partners. The XPAC team is a core part of the Xero ecosystem, playing a crucial role as a consultative group of industry experts that provide real-time, real-life feedback. While XPAC is an important channel to gain feedback from the partner community, other forums include through Xero's official Partner Facebook Group, surveys, events and other focus groups.

This Charter outline XPAC's purpose and function, available to view at [www.xero.com/au/partner-programs/partners/xpac](http://www.xero.com/au/partner-programs/partners/xpac)

## XPAC objectives

Xero will continually seek meaningful feedback from XPAC, consulting on key sector issues while providing a space for meaningful discussions around relevant themes that are important to XPAC.

XPAC will operate under the same organisational values that Xero lives by: #Human #Ownership #Team #Challenge and #Beautiful.

XPAC will:

- Provide an ongoing channel for partners and members to raise significant community issues as it relates to Xero operations;

- Continue to strengthen relationships between Xero and its partners through ongoing transparent communication and open conversations;
- Educate, inform and involve members on Xero strategy and operations;
- Offer meaningful feedback, advice and guidance in line with Xero values;
- Provide information and support to foster deeper understanding of the issues and challenges faced by the industry and Xero partners;
- Facilitate and arrange broader discussion and collation of feedback on issues raised within the partner and small business community (where applicable); and
- Obtain feedback from Xero on the outcomes of the engagement subject areas.

XPAC should seek to reasonably balance competing interests and ensure that council engagement and input plays an important role in Xero's strategy, operations and customer experience. XPAC does not have any formal decision-making or management role with Xero, however as a core consultation forum it provides important feedback for Xero to determine strategic direction and outcomes.

## XPAC tenure

XPAC members will be appointed for a period of up to two years, commencing from their induction date, (the dates/timing of which may vary) and concluding two years after commencement. Tenure may be extended at the discretion of Xero.

Annually (at the end of each two-year term), nominations will open for new members to join XPAC with a small cohort of XPAC members remaining on, to mentor new council members. This alternating membership cycle will allow for continuity of experience and knowledge, and mentorship between existing and new members.

## XPAC operations

XPAC Australia is managed by Xero's Australian Communications Team, and comprises up to 14 members representing the Australian Xero partner community.

XPAC will meet on a formal basis every quarter (four times annually) with out of cycle meetings conducted as required. As required, XPAC will be invited to product workshops, meetings,

brainstorming sessions, interviews and feedback sessions with teams across Xero. They also may be asked to participate in speaking engagements at various Xero and non-Xero events.

XPAC members are encouraged to engage and interact with our Partner Community via the [Xero Partners Official Facebook](#) group to answer questions, provide support and help facilitate feedback conversations. Information from XPAC meetings may be shared in the Xero Partner Community Facebook group, where discussions are not covered by a non-disclosure agreement (NDA) or are not commercially sensitive to Xero's operations.

XPAC member responsibilities are developed and endorsed by Xero's Australian Senior Leadership team in partnership with XPAC, and will undergo regular reviews to best serve the community and Xero. XPAC members will receive remuneration in recognition of their industry expertise, contribution to Xero and time out of their business to attend to XPAC matters. **Attachment A** outlines XPAC member responsibilities.

In line with XPAC objectives, agenda items will be developed that reflect Xero's strategic goals as well as stakeholder interests and priorities.

## Membership and applications

XPAC is governed by this Charter, with oversight from the Xero Australia Senior Leadership team.

XPAC will comprise of up to 14 members and aims to be broadly representative of the Xero Australia partner community with respect to geographic distribution, practice size and industry experience.

Nominations are open to all Xero Australia partners and members are appointed by the Xero Australia Senior Leadership team. The final appointment decisions will be endorsed by the Xero Global Partner Experience team. **Attachment B** outlines the application process and nomination criteria.

# Attachment A: XPAC roles and responsibilities

## Overview

This outlines the roles and responsibilities of XPAC members and Xero to support a powerful value exchange that will benefit the partner community and create a better Xero.

### Xero Responsibilities

It is the responsibility of Xero to:

- Foster and maintain organisational support for Xero activities and outcomes, including championing and advocating XPAC feedback to appropriate Xero and external representatives;
- Provide XPAC with feedback on how their input has influenced Xero decisions and activities; and
- Offer support that enables effective administration of XPAC.

### Member Responsibilities

Members participate in XPAC primarily through representative attendance at meetings, sub-committees and out-of-cycle consultations. It is the responsibility of XPAC members to:

- Attend meetings regularly and actively participate in discussions;
- Review and consider XPAC agenda topics and pre-reading before meetings;
- Engage with their communities about XPAC issues and seek to understand and represent these views;
- Engage and interact with the Xero partner community via the [Xero Partners Official Facebook](#) group to answer questions, provide support and help facilitate feedback conversations;

- Become a regular and active voice within the Xero partner community, championing issues and opportunities;
- Participate in interviews, profiling opportunities and events as required;
- Respect any information or material that is advised to be confidential, and never share such information;
- Suggest agenda items before meetings;
- Abide by the XPAC Charter and member responsibilities outlined in this document;
- Respect the position they hold with regard to access to information, and not use this position in any way for personal gain;
- Work with Xero to co-create the forward program and agendas of XPAC;
- Remain informed on current XPAC topics and industry issues.

Xero has the right to terminate XPAC membership if a member does not act in accordance with this XPAC Charter.

# Attachment B: Application Process and nomination criteria

## Application process

This outlines the XPAC application process in Xero Australia.

The process and timeline is as follows:

1. **Nominations Open:** XPAC Nominations open through our marketing and communications channels (2 week period)
2. **Xero Review:** Xero senior leads review the nominations (1-2 week period)
3. **Successful applicants notified:** Successful and unsuccessful candidates are notified via email. Successful applicants sign their XPAC agreements.
4. **New XPAC Council is Announced:** We will announce our new XPAC cohort via our blog, marketing & communication channels.
5. **XPAC Commences:** New XPAC council commences with a formal in-person meeting.

### How to apply:

- Every 2 years, nominations will be opened for new applicants to apply to XPAC
- Applicants should apply via the online XPAC nomination form (released when applications open) which is managed by the Xero Australia Communications Team
- Applications will be assessed by Xero Australia senior leaders, the Australian Communications Team and the Global Partner team.
- New council members will be appointed based on their ability to meet the following criteria, also reviewed against the current cohort of XPAC members:
  - Demonstrated commitment to the Xero community as a leading and active voice on behalf of Australian partners;

- Suitable and representative spread of regional representation, practice size and Xero tenure / experience;
  - Industry experience and existing knowledge;
  - Commitment to challenging and championing the needs of the industry and Xero's partners.
- Xero will communicate with successful and unsuccessful applicants on the review outcome via email.
- Decisions made by Xero are final, and based on the fulfilment of nomination criteria and suitable representation.