

# **Building the future of account-to-account payments in Australia**

**Public feedback on bulk solution  
and participation model**

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## Feedback process

### Making a submission

As Australia's payments ecosystem migrates to NPP, we are advancing the design of a dedicated bulk payments capability. Over the past two years, we have undertaken extensive engagement with financial institutions, industry bodies and end users to understand operational requirements, market readiness and the broader impacts of transition. Through these engagements, a proposed **bulk solution and participation model** has emerged. **AP+ is seeking public feedback from stakeholders and end users on the proposed bulk solution and participation model to enable a smooth and orderly transition to bulk processing on the NPP.**

Written submissions, or enquiries in relation to this consultation, can be made by via email: [consultations@auspayplus.com.au](mailto:consultations@auspayplus.com.au)

Respondents are welcome to provide feedback to all or only parts of this consultation and the questions posed.

Submissions provided by email should be in a separate document, in Word or RTF format. Any submissions in PDF format must also be accompanied by a version in either Word or RTF format.

Please include the name of the person or organisation providing the response and contact details.

**Closing date for submissions: Wednesday 8 April 2026**

### What happens to submissions

Feedback responses will be read by AP+ staff working on or involved in the development of NPP capabilities. The findings will be used by AP+ and NPP participating members to inform the future roadmap development for the NPP, in particular the capabilities required to support the movement of payments currently made on legacy payments infrastructure over to the NPP.

### Submissions confidentiality

Responses to this feedback paper will be treated as confidential and only used for the purpose of this consultation. AP+ may disclose findings only on an aggregated or anonymised basis.

### Privacy

AP+ will treat any personal information collected via this feedback paper in accordance with its [privacy policy](#).

By lodging a submission, you grant AP+ a royalty-free licence to use and reproduce your submission solely for the purpose of the consultation, and subject to applicable confidentiality and privacy obligations.

## About Australian Payments Plus (AP+)

Australian Payments Plus (AP+) is Australia's domestic payments organisation formed in 2021 through the merger of BPAY Group, eftpos, and NPP Australia. AP+ brings together these organisations under a single entity to create a more innovative, efficient, and resilient payments ecosystem for Australia. AP+ plays a critical role in the evolution and sustainability of Australia's payment infrastructure, helping to drive trust and innovation across the digital economy.

As the operator of the NPP, AP+ is responsible for ensuring the platform's continued evolution and growth. We work closely with financial institutions, businesses, and government to expand the use of NPP services, drive broader industry adoption, and encourage innovation that delivers greater value to all participants. Our role is central in supporting the move towards faster, smarter, and more secure payment experiences for all in Australia.

## Background

### NPP (New Payments Platform)

The NPP facilitates real-time, data-rich payments, 24 hours a day, every day of the year with funds transferred in close to real time. More than 115 banks, financial institutions and fintechs use the NPP to support over \$7 billion of payments each day moving quickly and securely between bank accounts using Osko, PayID and PayTo.

Since the NPP was launched in 2018, account-to-account transfers have been moving to this real-time payment system, with the platform processing more than one third of account-to-account payments.

The NPP uses the data-rich ISO 20022 messaging format, the new global standard for payments systems that allows key information to be embedded into a payment transaction. This messaging format and the ability to incorporate data in a structured and consistent manner together with the payment enables the potential for significantly more efficient processing throughout the entire journey of the payment process. This data capability can also be tailored to the needs of different payment types, such as payroll, superannuation and tax.

By utilising individual payment processing, the NPP provides the ability to quickly isolate (identify) and correct individual errors while all other payments continue to be processed in real-time without interruption. Payment notifications in real-time allow users to know the outcome of a payment almost instantly at every step along the payment journey - potentially avoiding up to a two-day wait for confirmation and reducing manual exception handling efforts.

The platform's payee validation services include PayID, which displays the alias name linked to the recipient's bank account, and Confirmation of Payee (CoP), which went live in 2025 that checks the account name, BSB and account number entered against the details held by the recipient's bank. Both services give individuals, corporate and government users confidence that a payment is being made to the intended recipient before it is processed. These services deliver significant benefits in detecting, disrupting and preventing certain types of fraud and scams.

The NPP's PayTo service is a modern alternative to direct debits and supports third party payment initiation more generally. PayTo has been enabled for retail (payer) customers, with the service available in 95% of retail banking accounts and is being rolled out to business (payee) customers. The visibility of PayTo agreements for both users and customers, alongside real-time verification of customer accounts and a data-rich messaging format enables the potential for more efficient processing of a payment throughout its entire end-to-end journey.

## Key facts and figures

- In 2025, the NPP processed 1.86 billion transactions in real time with a value of over \$2.4 trillion
- NPP is always available and supports payments 24 hours a day, every day of the year
- NPP now accounts for 1 in 3 account-to-account payments
- The average daily payment value has increased to over \$7 billion
- In April 2024, the NPP securely processed a single payment of \$40.25 billion in real time
- Over 34 million PayIDs are registered
- 128+ million accounts can make and receive NPP payments
- Since its July 2025 launch, the Confirmation of Payee service enables confirmation of payee for over 143 million accounts and has completed over 100 million lookups

Source: AP+ data 31 December 2025 and RBA payments data; PayID data as of Dec 2025; CoP data as of 10 March 2026

## As modern payments infrastructure, the NPP delivers significant benefits to end users, in particular businesses, corporates and government agencies:



### Move money anytime

Make and receive payments 24/7 – including weekends and public holidays



### Certainty

Real-time information provides clear visibility on incoming payments and certainty on payments out



### Enable powerful business efficiencies

Streamlined reconciliations and payment processes save businesses time and money



### Better customer experiences

Delight customers with better experiences made possible by fast, information-rich payments



### Optimise cash management

Unlock more efficient use of working capital with real-time visibility of cash



### Confidence money is going where you think it is

Safeguard payments with advanced addressing and validation

## Modernising Australia's payment systems

Payments in Australia are trending towards more use of electronic payments methods, mobile wallets<sup>1</sup> and real-time account-to-account payments<sup>2</sup>. Modern payment infrastructure, such as the NPP, offer benefits for end users such as 24/7 availability, real-time funds transfer, payment certainty enabled by real-time information, modern messaging standards and enhanced data, account and payee validation capabilities.

Many account-to-account payments, including welfare, pension, salary and bill payments, are currently processed via the direct entry (DE) system (also known as the Bulk Electronic Clearing System, or BECS) which has been in operation for more than thirty years.

<sup>1</sup> Reserve Bank of Australia 'Payment System Board 2024 Annual Report'

<sup>2</sup> Reserve Bank of Australia 'Payment System Board 2023 Annual Report' p. 24

While existing Direct Entry arrangements continue to support high-volume payments such as payroll and supplier transactions, there is a broader industry shift towards modern infrastructure that supports near real-time processing, improved data standards and enhanced transparency.

As organisations continue to digitise their operations, there is growing interest in using modern payment rails not only for single transactions but also for high-volume payment flows submitted as bulk payment instructions by customers to their financial institutions. The NPP capabilities conducted by AP+ and account to account consultation conducted by AP+ along with APN brought together perspectives from across the payments ecosystem, including banks, government agencies, software providers, businesses and end-users to explore what capabilities and enhancements are needed to support the migration of payments to the NPP. Some of the feedback from the consultation highlights:

- **Enhanced bulk payments** to support processing of large payment files with predictable settlement, robust exception handling and status notifications. Processes and mechanisms that support rich structured data, payee validation and efficient exception handling were seen as drivers for reliability, increased fraud protections and greater operational efficiency. While many stakeholders favoured cost-effectiveness and reliability over speed for bulk payments, several explicitly called for exploration of real-time batch processing capability or increased settlement windows for batch payments.
- **Enhanced debit functionality** and mandates should support better user experiences, timely or real time payment confirmations, robust dispute resolution processes and liability frameworks.
- **Flexible and predictable settlement arrangements**, including real-time (and 24/7), intraday and end-of-day settlement options, and scheduled payments that allow all users of the system to manage risk and liquidity effectively. A few stakeholders indicated a desire to continue to have deferred net settlement.
- **Standard payment instruction**: Broad feedback that industry should adopt a consistent format to improve interoperability between providers, reduce cost, and enhance the customer experience.
- **Batch booking**: Seen as vital for payroll and supplier payments, and supporting privacy, efficiency and reconciliation, especially for large organisations managing multiple payments in a day.
- Many stakeholders also noted that the future system should be adaptable, scalable and extensible in order to support A2A Point-of-Sale (PoS) payments, e-commerce, wallet top-ups and bill payments.

Exploring a bulk capability on the NPP is therefore part of the broader modernisation journey, ensuring that high-volume payment use cases can benefit from modern infrastructure while maintaining operational reliability at scale. The objective is to support evolving business needs and align bulk payments with the future direction of Australia's payment ecosystem.

## Bulk Payments

### Processing of bulk payments today

Many bulk payment instructions submitted by end-users today are processed by financial institutions on BECS as Direct Entry (Direct Credit or Direct Debit) payments. This includes where end-users batch multiple payments into a single file or instruction and submit it to their bank or payment service provider for processing. These files or instructions are then 'de-bulked' (i.e. separated into individual payments) by these financial institutions and re-bulked to be sent to relevant receiving financial institutions.

## Proposed bulk payments solution on the NPP

Over the past two years, AP+ has undertaken extensive consultation with end users, industry stakeholders, and NPP participants to assess how bulk payments can be supported on the NPP and to define the design of a new bulk capability. This work focused on understanding current bulk use cases on BECS, operational needs, and the features required to support high-volume payments such as payroll, supplier payments and government disbursements. It also considered operational processes such as handling returns, and how payments can be recovered after an outage. Based on this consultation and design work, AP+ has proposed the design of a bulk payment solution on the NPP.

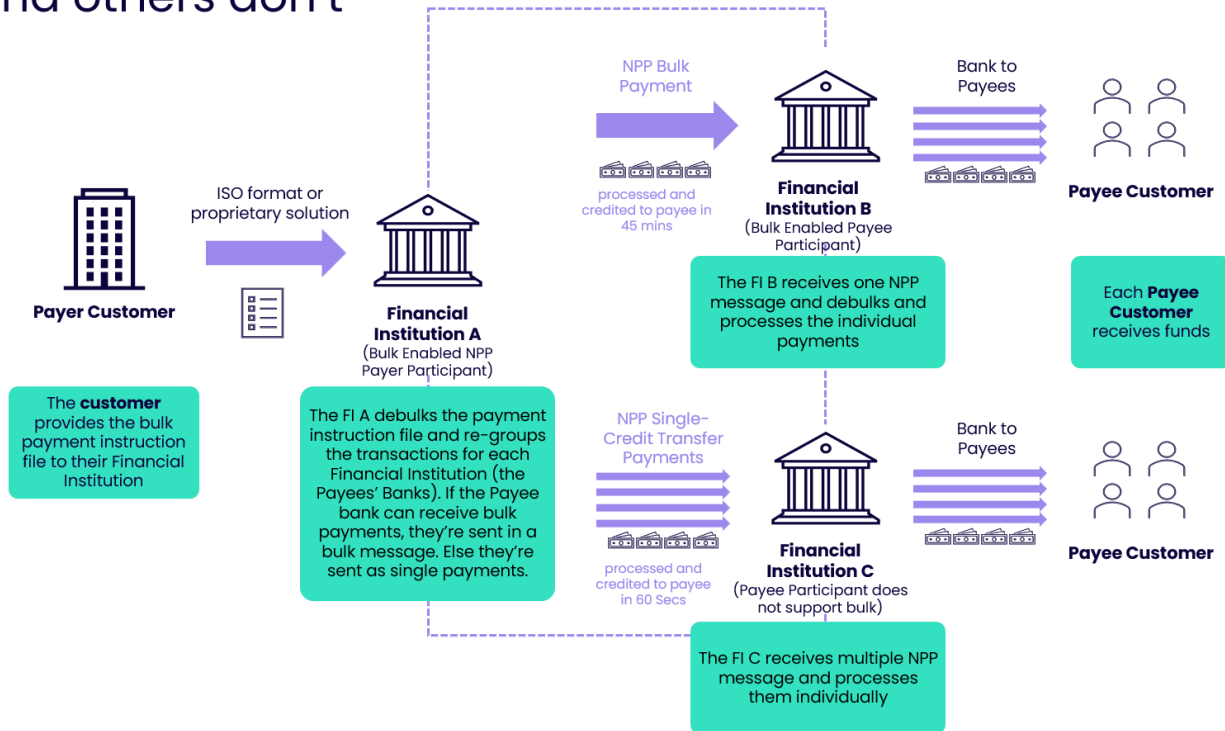
Today, NPP payments are processed and settled individually between financial institutions using a Single-Credit Transfer (SCT) service. For high-volume payment runs that are submitted by the customer as a bulk payment instruction such as payroll, supplier payments, and government disbursements, this results in a large number of individual payment messages and settlement events, impacting system capacity and the ability to efficiently process high volumes of payments.

Under the proposed approach, unattended payments that result from a bulk instruction from a customer or scheduled payment could be submitted as a bulk payment through NPP network by a sending institution if the receiving institution supports bulk capability. These Payments are then settled as a consolidated value. If receiving institution does not support bulk capability, then the payments would be processed individually using standard NPP single credit transaction flows. The proposed bulk solution aims to:

- Reduce the number of messages transmitted across the network, lowering central infrastructure costs and enhancing overall processing efficiency.
- Offer more predictable processing for large payment runs, supported by extended service levels (SLAs) designed for bulk payments.
- Deliver end user payment control, by providing a payment recall functionality that allows payments to be recalled prior to settlement in cases of error or mistaken payments.
- Provide consistent end user experience for processing high volume of time sensitive payments in a specified timeframe (e.g. welfare payments)
- Enhance operational efficiency by providing enriched data capabilities that streamline reconciliation processes, enabling bulk investigations and return, significantly reducing manual effort in handling payment return.
- Support faster recovery from possible extended outages affecting components of the NPP than would otherwise be the case without a bulk processing capability.

NPP Participants that build and support bulk capability on NPP would incur additional capital and ongoing incremental run costs to build and maintain this capability but would be able to additionally send and receive bulk payments with a different service level. The wholesale per transaction scheme fee to send or receive a bulk payment is yet to be determined but is anticipated to be lower than the relevant charge to send or receive a standard SCT payment.

## Payment Processing when some participants support bulk and others don't



This approach is intended to enable bulk payments to be processed on NPP at scale while allowing flexibility across the ecosystem. As part of progressing this solution, AP+ is now considering how participation in bulk capability should operate to ensure the model is practical, resilient and aligned to expected volumes.

### Bulk participation

A bulk participation model is proposed to ensure the effectiveness of the solution by achieving sufficient industry coverage. The model is intended to facilitate a smooth and orderly transition of bulk payments to the NPP, while balancing participation requirements with open access for Participants across ecosystem including the consideration of Participants who do not process bulk use-case volume.

### What is bulk participation model?

NPP Participants have differing customer bases and service focuses, some target mainly retail banking or specific use cases, while others support corporates and large end-user payment file processing. Under this participation model it would not be a requirement for all NPP Participants to build and support Bulk capabilities. A defined subset of NPP Participants based on bulk payments volume would be required to build and support bulk capability on NPP. At the same time, participation would remain open and optional for other NPP Participants that wish to enable bulk services for their customers.

NPP Participants participating in the bulk payments service would be able to send and receive payments as consolidated bulk messages over the NPP, using features designed for bulk processing. They can still choose to send payments as single credit transactions, in particular to NPP Participants that have not built bulk capability.

NPP Participants that are not required to support bulk capability and do not opt into bulk would continue to send transactions individually via standard NPP Single credit transfer process.

### **Sponsored Institutions and other customers**

Sponsored Institutions that have agreement with NPP Participants and other customers may be able to submit bulk payments instructions for processing over the NPP, where their NPP Participant sponsor participates in the bulk payments service. Depending on their Sponsoring Participants capabilities and the payment scenario, those payments may be processed either through the bulk service or as Single Credit Transfers.

### **Why is a bulk participation model being considered?**

As more bulk payments get processed on the NPP, not all payments submitted as a bulk instruction are expected to be processed over a dedicated bulk solution on NPP, some use cases will still be processed as single credit transfer over NPP.

AP+ is considering a participation model (including potentially mandating that a number of larger NPP Participants build bulk capability) to support a smooth and orderly transition. Bulk payments today represent a significant portion of payroll, supplier and government transactions. To ensure these payments continue to operate reliably at scale, the bulk capability needs to be supported by enough institutions to handle the potential volumes. The proposed participation model is intended to:

**Support where bulk volumes are concentrated** - Align participation with where the majority of bulk payment activity currently sits, so that the institutions processing higher volumes are equipped to support bulk capability.

**Ensure stability and network effectiveness** - Enable sufficient adoption of bulk capability to support system stability and avoid operational bottlenecks as bulk volumes move to NPP.

**Support resilience, recoverability and continuity**- Help ensure that bulk payments can continue to be processed effectively during periods of high demand or disruption. Support faster recovery from after extended outages affecting components of the NPP than would otherwise be the case without a bulk processing capability.

**Maintain openness, support competition and access** - Allow NPP Participants that wish to build and support bulk capability to opt in, while recognising that not all institutions may require or choose to build this capability. Participation in bulk capability would be supported at later times, if required

This approach is designed to balance reliability, resilience, competition, access and flexibility as the ecosystem transitions to the new bulk payment service.

## Feedback on bulk solution:

To inform the bulk participation approach, AP+ is seeking feedback from end users to better understand what the proposed bulk solution and the participation model may mean for your organisation, including operational impact, service expectations and transition considerations, as well as the potential impact on access to the NPP for smaller financial institutions and whether the proposed model supports a healthy and competitive market for different NPP processing capabilities.

Your input will help ensure the bulk solution is practical, inclusive and aligned to real-world needs as we modernise Australia's payments infrastructure



### Feedback questions on proposed bulk solution:

Does your organisation have any feedback on the proposed bulk solution?



### Feedback questions on proposed participation model:

What are your views on the proposed bulk participation model and what impacts (if any) could have on your organisation?

## Glossary

The glossary in this document is intended for use only in the context of this document.

Term	Definition
<b>BECS</b>	Bulk Electronic Clearing System
<b>NPP</b>	New Payments Platform
<b>SCT</b>	Single Credit Transfer is a service that enables the processing of individual payments over NPP
<b>NPP Participants</b>	An NPP Participant is a financial institution or payments provider that is directly connects to the NPP network to send/receive payments and ensures those payments are settled between institutions
<b>Sponsored Participants</b>	Sponsored Participants is a financial Institution or payments provider that has arrangement with one or more NPP Participants to send/receive NPP Payments and ensure those payments are settled between institutions
<b>Bulk payments</b>	Bulk payments are multiple payments processed together in one request/message. Bulk processing happens when a customer sends a Bulk Payment Instruction to their banking or payments provider containing more than one payment, which are grouped into batches within that instruction.
<b>Batch</b>	A Batch is a collection of payments that are grouped based on specific criteria, such as payments that are defined by: <ol style="list-style-type: none"> <li>1. Payroll criteria</li> <li>2. Superannuation criteria</li> <li>3. Mixed criteria</li> </ol>
<b>Bulk Solution</b>	A proposed solution that enables bulk payment processing on NPP
<b>Bulk Capability</b>	Ability to process bulk payments on NPP
<b>Bulk Messages</b>	Messages that are transmitted between NPP participants to send and receive bulk payments
<b>Unattended Payments</b>	An unattended payment is a payment where the payer (customer) does not require a real-time response to their payment instruction.
<b>Payer Participant</b>	NPP Participant that holds and services the payer's account
<b>Payee Participant</b>	NPP participant that holds and services the payee's account
<b>Financial Institution</b>	A financial institution is an organisation that provides financial services (Eg: Banks)