

The 10th Tokyo Fiscal Forum ATO presentation

Session 2-2: Roundtable Discussion on GovTech in Asia and the Pacific

- How country authorities have used digital technologies
- Potential obstacles in designing and implementing GovTech

Presenter:

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11-12 June 2025

Hosted by the Fiscal Affairs Department of International Monetary Fund, Policy Research Institute of Japanese Ministry of Finance, and Asian Development Bank Institute.



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The ATO landscape



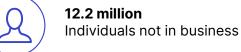
\$610.6 billion net revenue collected (\$34.4billion more than prior year)



\$159.1 billion in refunds Income tax \$62.5b Activity statement \$96.6b (Total refunds \$4.3 billion more than prior year)



21,633 staff in 22 locations nationally





4.7 million Small businesses



956,600 Employers



626,700 Super funds



228,700 Not-for-profit organisations



284,100 Privately owned and wealthy groups



Registered and active tax and **BAS** agents



44.000 Public and multinational businesses



135.4 million sessions in **ATO Online Services** (12.1million more than prior year)



20.8 million Income Tax lodgments received with 99% received digitally



111.3 million items available for prefill (includes salary, wages, interest, dividends and Australian Government allowances and payments)

All data for 2023-24 financial year.

Our changing role in the Australian economy

- Tax administration has become a dynamic and evolving field which operates within highly connected digital ecosystems.
- Assured and validated taxpayer data is increasingly being shared across agencies, allowing us to strengthen and maintain the integrity of our systems.
- The ATO works with ecosystem partners to deliver modern and secure tax products and services for the community (e.g. Software developers, Agents, Industry forums etc).
- The ATO actively influences and drives whole of government foundational changes to enable digitalisation of our ecosystem.



Our digitalisation journey

Establishing the foundations to digitalise

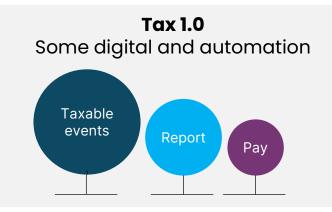
- Making it easier for our clients to meet their tax and super obligations.
- Encouraging them to transition to digital as seamlessly as possible.
- Enabling our staff to support clients where required.

Progressively moving towards 'Tax just happens'

- Facilitating more exchange of event-based, validated data and payments.
- Expanding our network of ecosystem partners to enable tax to happen via natural systems.
- Enhancing our platforms, capabilities and staff skills to support the transformation.

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2013–15	2016–18	2019	2020	2021	2022	2023	2024/25+
Transfer Super Online Refreshed ato.gov.au ATO Online for Individuals myGov ATO Mobile app (2013) and redesign (2015) SuperStream Voice Biometrics Cloud Authentication & Authorisation	 Virtual Assistant: 'Alex' Tax Practitioner Lodgment Service myDeductions Small Business Superannuation Clearing House Single Touch Payroll (STP) Online services for Non-residents SuperStream enhancements myTax Live Chat 	 E-invoicing myID Relationship Authorisation Manager (RAM) Online Services for Agents 	 Stimulus Measures STP enhancements Online Services for DSPs Telephony refresh Work from home solution for >20k 	 Commenced building tailored Online Services for specific client groups Online Services for Business Your Future, Your Super Refreshed ATO Mobile App Australian Business Registry Services website Online TFN Application myID app Cloud migration 	 Director ID Liveness & Facial Verification in myID app Data Centre migration 	 Online Services for Foreign Investors Foreign Ownership of Australian Assets Register (FOAAR) available in OSFI Digital skills Companion (resource tool for staff) 	 ATO.GOV (30 Jan 2024) EKM Online Services fo Excise clients available in OSB IODL replacement Softphone Emite (CC Pulse replacement) Secure messaging Payday Super

From Tax 1.0 to Tax 3.0



- Reporting and lodgments occur at predetermined intervals.
- Payments occur at specific periods or following an automated or human assessment.
- Example: Multinational companies Periodic, aggregated, historical data.

Tax 2.0Tax 3.0Increased digitisationDigitalisationTaxable
events
ReportTaxable
events
ReportPayPay

- Automated reporting and lodgment through business management software.
- Increased partnerships with software developers.
- Introduced a government Digital Identity.
- Validated data sharing, e.g. prefill data for lodgments.
- Example: Single Touch Payroll Event based, using natural systems, enables decision making based on current data.

- Payments occur at the time of taxable events or at 'right-time'.
- Event based current data reported via natural systems.
- Smarter fraud prevention and early detection of non-compliance.
- Fully digitalised and automated exchange of data.
- Support for those unable to be digital.
- Example: Payday Super Reporting and payments at the time of the payroll event.

Decreasing compliance burdens.

Decreasing tax gaps.

Decreasing debt.

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Key challenges of digitalisation

- Developing funding models that are focused on building enduring and sustainable digital capabilities.
- The need for continual investment in digital and technology.
- The ability to access, use and share verifiable data.
- Effectively managing increasing cyber security threats and fraud risks.
- Managing and supporting a diverse and growing group of stakeholders with a wide variety of needs and expertise.
- Ability for law and policy to shift at the pace of change and technologies.
- Attracting, retaining and up-skilling people with the right capabilities in a competitive market.

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Thank you