



Australian Government
Australian Taxation Office

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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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
(\$34.4 billion 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



12.2 million
Individuals not in business



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



38,600
Registered and
active tax and
BAS agents



44,000
Public and multi-
national businesses



135.4 million sessions in
ATO Online Services
(12.1 million 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.



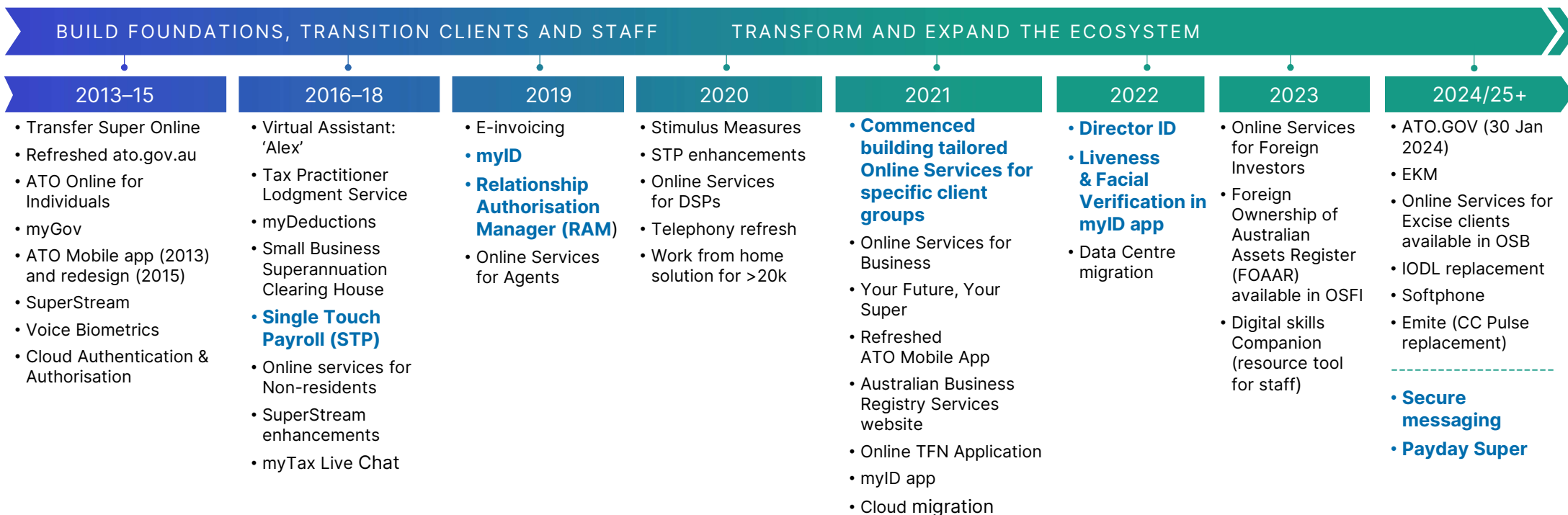
Our digitalisation journey

Establishing the foundations to digitalise

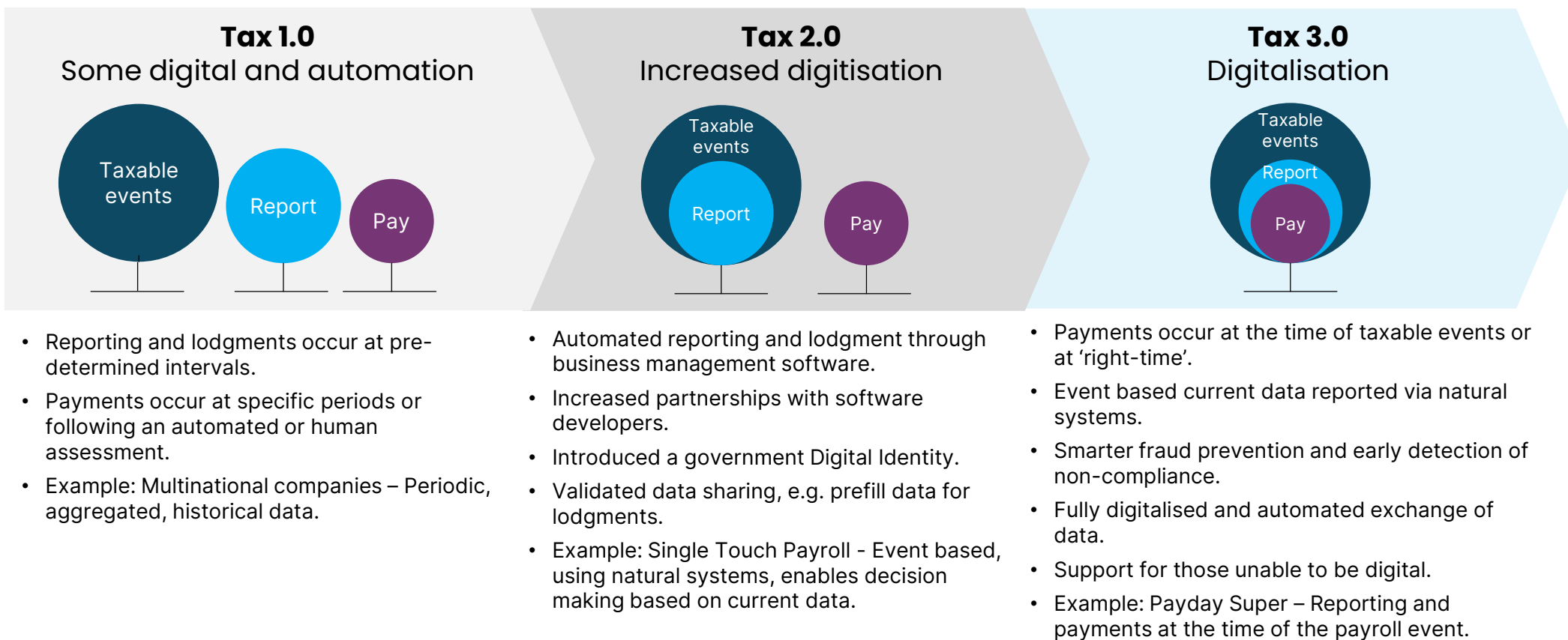
- Making it easier for our clients to meet their tax and super obligations.
- Encouraging them to transition to digital as seamlessly as possible.
- Enabling our staff to support clients where required.

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.



From Tax 1.0 to Tax 3.0



Decreasing compliance burdens.

Decreasing tax gaps.

Decreasing debt.

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.

Thank you