GovHack 2024

Problem Statement:

- This identifies and supports groups that are particularly vulnerable or at risk from the barriers they face in meeting their obligations and accessing their entitlements to ensure the equity of access and compliance with the tax and superannuation systems in Australia. Make use of open government data for:

Identify Vulnerable Groups:Identify Vulnerable Groups Analyze what data is available to understand who may be most vulnerable to being unable to access or comprehend the tax and super systems; including but not limited to migrants, older citizens, the disabled, rural or remote residents, the economically disadvantaged, and the digitally illiterate/excluded.

Understand Needs and Behaviors:data analysis in light of explication of particular needs, preferences, and problems of the groups is done. Included in this are experiences of the current systems of taxation and superannuation, different levels of digital literacy, and access to resources and support.

Digital Solutions: Develop digital solutions to enhance existing digital solutions developed for current obstacles that would be used to help these groups—intuitive platforms, education tools, and targeted assistance programs that could help them understand their obligations better; navigate the tax and super systems or access entitlements.

Improve Access and Compliance: Engage in a series of reforms that would deliver an inclusive approach to the tax and super systems with digital solutions for all skill levels in digital literacy, removing any systemic barriers to compliance or access to concessions.

- Fair and efficient digital infrastructure will support all Australians, regardless of their circumstances, in being able to meet their responsibilities in relation to tax and superannuation and their entitlements.

Project Description:

TaxAssist: Empowering Vulnerable Groups with Digital Solutions.
- TaxAssist is an innovation in the digital arena and aims to close the gap with the ATO and the venerable/susceptible due to their inability to navigate Australia's tax and superannuation systems. This would be underpinned by leveraging open government data, identify the targeted vulnerable group(s) distinct needs they have, and how they would be digitally enabled for their compliance and entitlement access.

Key Features:

- Identification and Profiling: TaxAssist profiles those likely not to manage their tax and superannuation obligations using publicly available open government datasets. We can identify some clear cohorts where issues will arise through analysis of demographic, financial, and behavior information including the migrant community, older citizens, people with disabilities, people in remote areas, and low levels of digital literacy.

- Digital Services and Tools: TaxAssist will provide bespoke digital services, tools, and platforms to meet the identified challenges. That might include user interfaces that are as intuitive as possible in helping users understand their obligations, finding their way through the system, and accessing their entitlements; education resources; and interactive assistance features.

- Accessible-Inclusive Design: The platform is built for more usability by people of all different levels of digital literacy. Intuitive design and clear, understandable information, with support in the same light, are therefore highly emphasized.

Proof of Concept (PoC):

-This proof of concept speaks to effective support for the targeted group through insights into data-driven design to make the desired digital solution. For example, in the case of elderly people, this PoC could involve the development of an interface that is easy to navigate with voice assistance and step-by-step guides.

Optional Future Planning Component:

- Proactive Vulnerability Identification:How digital platforms might proactively identify signs of vulnerability, how such data correlations as patterns in the frequency of income or late lodgment behaviors link with emerging challenges, and how data might be used in an ethical manner to support better system design at the intersection with privacy.

- TaxAssist aims to further equable and inclusive revenue collection by applying technology in ways that will make it easier for all Australians, but more particularly for those in need, to meet their tax and superannuation obligations. We are committed to improving the relationship of the ATO with the vulnerable in the community, ensuring all Australians receive the assistance they require to meet their obligations and to get their entitlements.

Our Mission:

-TaxAssist aims to achieve a fair and inclusive tax system. Its main goal is to give the vulnerable and those at risk equipment and appropriate support in fighting through the systems of tax and superannuation. We are committed to using open government data to find and solve unique challenges of the elderly, students on migration, and the disabled. Our aim is to ensure an integrated, easily accessible electronic platform that allows the achievement of compliance with ease, better awareness, and uniform access to benefits.

Key Objectives:

- Empower Through Information: This website provides simple, easy-to-follow information about rights and responsibilities that are related to the taxation and superannuation liabilities. We primarily focus our work on making the most complex information understandable to persons of lower digital literacy, though by providing specific resources, we cater to older persons, migrant students, and people living with a disability.

- Identify and Support Vulnerable Groups: Open government data is used to identify and profile the vulnerable groups that have difficulty in complying with the tax and super obligations. The platform customizes support services and educational resources for the identified groups.
- Enhance Accessibility: We will make our digital solutions accessible by design, hence making the platform user friendly even to users with diverse needs. This will range from intuitive interfaces to friendly assistive technologies and multilingual speakers to support non-English speakers and cultural communities.
- Promote Fairness and Inclusion: We remove the barriers for these groups so we can enable proper development in an equitable tax system that embraces diversity and inclusion. The work we do is to help create a system where it's easy for all Australians—whatever their circumstances—to meet their obligations and access their entitlements.

Join Us in Making a Difference:

- At TaxAssist, we always make sure to use technology for a good purpose, furthering an efficient system of tax in service to all Australians by working towards an inclusive culture that will let everyone meet their obligations to pay tax with whatever necessary support is available.

Data Story: Enhancing Tax Inclusion for Vulnerable Groups in Australia

- The Government is committed to an inclusive tax system where all citizens can easily meet their tax and superannuation obligations. Yet, there are significant barriers to sections of the community in understanding and accessing those systems. In addressing that challenge, open government data is used to determine who is vulnerable in a population or at risk, and how to design very focused digital solutions that will then improve such groups' access to tax and superannuation services. We turn now to the data story underlying our work to make taxes more inclusive.

Act 1: The Challenge and Goals

-It all started with a challenge: How can we identify and assist at-risk groups who experience issues in their ability to comply with tax and superannuation requirements? The goal is to be in a position where one can have a data-driven approach to identify such needs, taking this as input in devising digital solutions to enhance access to services.

Act 2: Data Gathering and Preparation

-we fetch and analyze some relevant datasets to handle this challenge.

1. Demographic Data: Information on age, disability status, income levels, and geographic distribution.
2. Tax Compliance Data: Lodgement deferral history, amendments, and non-compliance trends.

3. Digital Inclusion Data: Information on the level of digital literacy, technology access, and usage of the internet.

- The all datasets give a basis for barriers within the most vulnerable groups and, as such, a basis for focused development in interventions.

Act 3: Developing the Vulnerability Index

-For instance, these are introduced in Act 3 as the Vulnerability Index; hence help in prioritizing and targeting the support where to strengthen in quantifying relative challenge face by different groups. This becomes effective through two key ways:

1.Vulnerability Score (VS):A combined score that would include low income, disability status, and other variables, such as digital literacy.

2.Engagement Score (ES):This relates to how effectively people are currently involved in the provision of tax and superannuation services, including the rate of missed lodgements and access to support services.

-The Composite Vulnerability Index pinpoints areas and groups where focused support and intervention should be given.

Act 4: Index Visualization and Insights

-Dynamic heat maps allow the visualization of heatmaps and GIS maps on distribution of the VI scores across geographies and demographics to identify those that have the highest need for targeted support. Such a quick look allows a stakeholder to locate where to best focus their efforts.

Act 5:Strategic Digital Solutions

-Therefore, through such findings from the Vulnerability Index, we will be able to design and implement a digital solution for vulnerable people. These can be in the form of:

-Customized Digital Tools: These will be digital tools tailored to persons with user-friendly platforms, guided mentorship, and

specific support—in multiple languages for non-English-speaking persons or with simplified interfaces for very low digital literacy levels.
-Targeted Outreach Programs: Digital campaigns and education resources to raise the index scores and support high VI areas.
-Enhanced Support Channels: Accessibility through online and offline support, through virtual help desks, or through outreach in the community.

Optional Future Planning: Proactive Identification of Vulnerability
-we discuss how digital channels can take first-mover advantages in discerning signals of vulnerability. We consider problems which one can foresee well in advance of them becoming critical by considering correlations in income patterns, delayed lodgements, and the use of digital resources. Another important approach, however, is to gather data in such a way that it gives privacy but allows an insight on how to construct better digital systems.

Conclusion:
-We use evidence-based approaches to identify and support the most vulnerable groups, in order to increase tax inclusions and to make the tax and superannuation systems more negotiable. We aim to leverage open government data with new innovative digital solutions so that the tax system is even fairer and more accessible to all Australians.

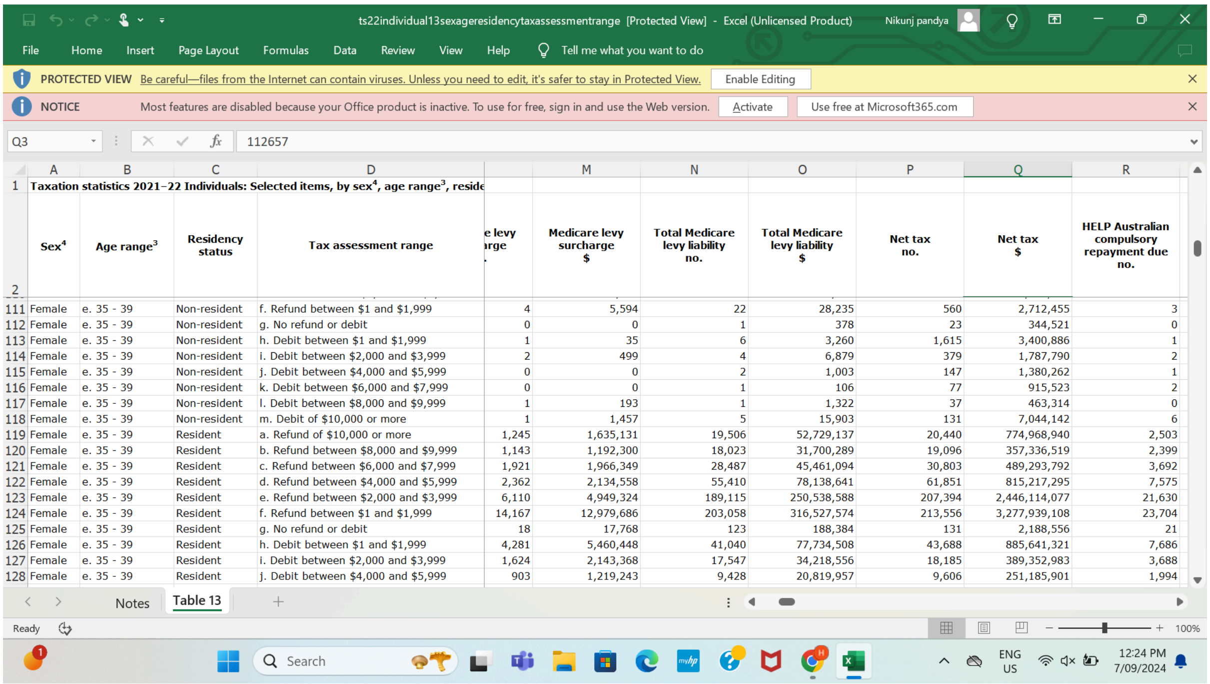
Explore Our Platform:

Website: Discover resources and tools designed to assist vulnerable groups with tax and superannuation compliance.
-Engage with insights to drive policy improvements and targeted interventions.
-Together, we are committed to making tax compliance more inclusive and accessible for every Australian.

Datasets Used:

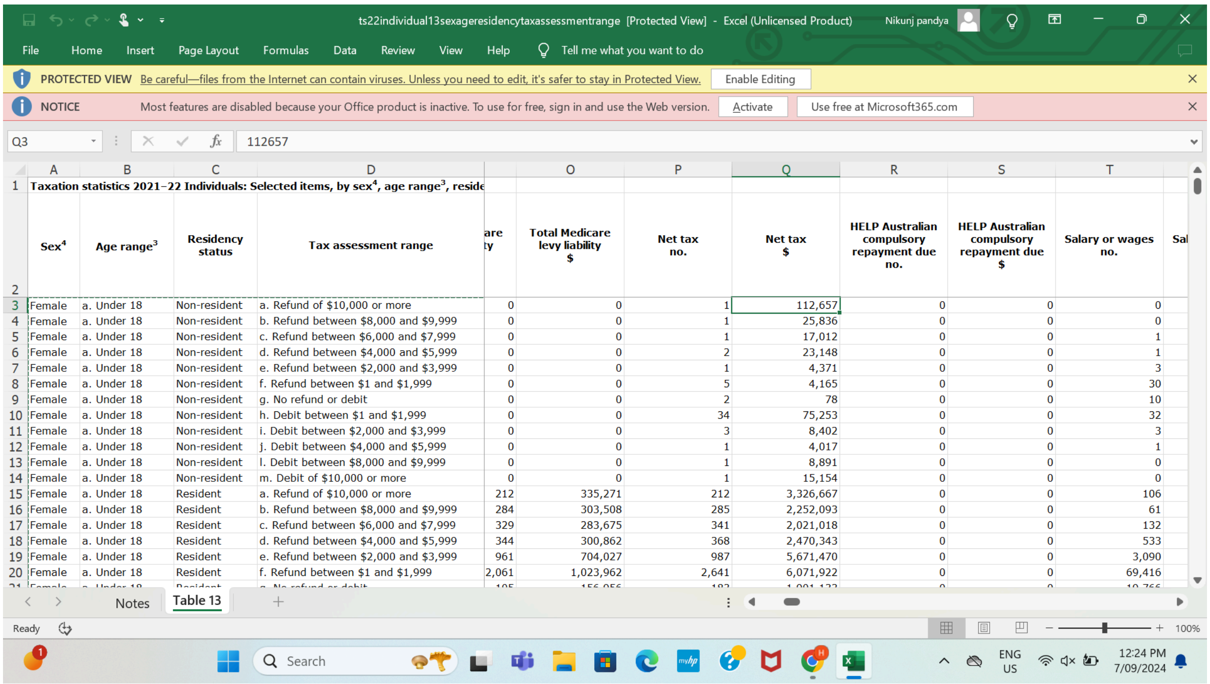
https://data.gov.au/data/dataset/4be150cc-8f84-46b8-8c61-55ff1d48a700/resource/063366a0-df4b-4f14-8519-911892e8eb29/download/ts22individual13sexageresidencytaxassessmentrange.xlsx

Evidence Of Work:



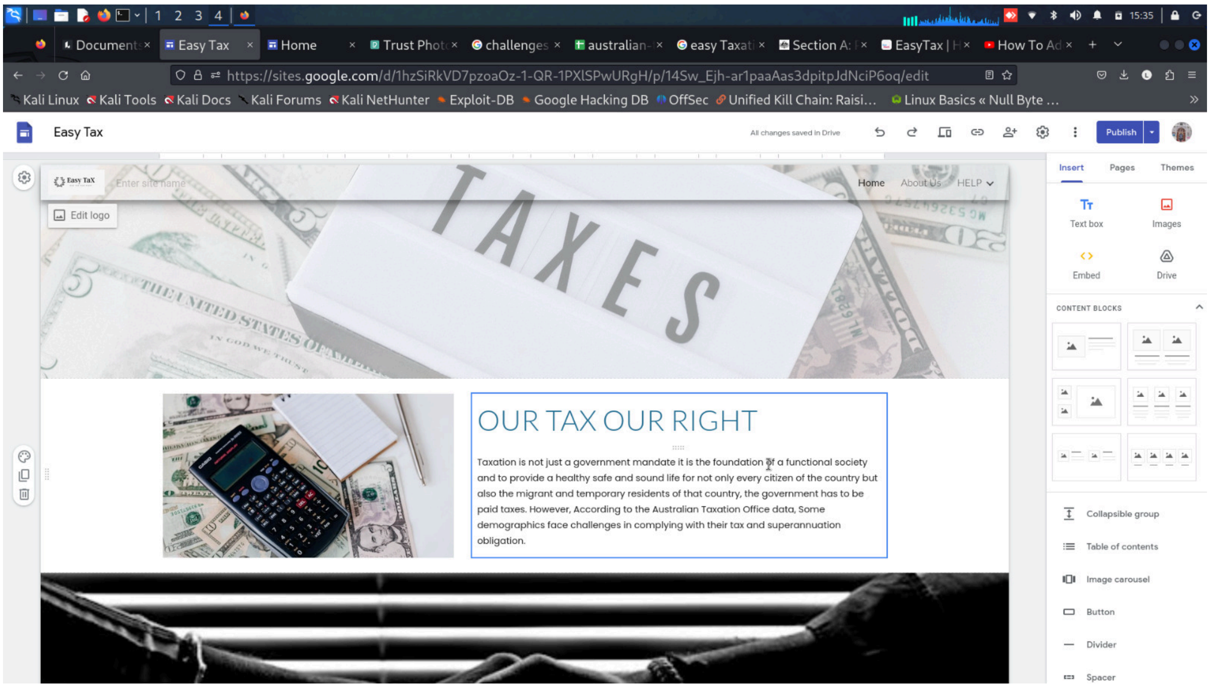
Taxation statistics 2021–22 Individuals: Selected items, by sex[4], age range[3], reside

Sex[4]	Age range[3]	Residency status	Tax assessment range	e levy rge	Medicare levy surcharge $	Total Medicare levy liability no.	Total Medicare levy liability $	Net tax no.	Net tax $	HELP Australian compulsory repayment due no.
Female	e. 35 - 39	Non-resident	f. Refund between $1 and $1,999	4	5,594	22	28,235	560	2,712,455	3
Female	e. 35 - 39	Non-resident	g. No refund or debit	0	0	1	378	23	344,521	0
Female	e. 35 - 39	Non-resident	h. Debit between $1 and $1,999	1	35	6	3,260	1,615	3,400,886	1
Female	e. 35 - 39	Non-resident	i. Debit between $2,000 and $3,999	2	499	4	6,879	379	1,787,790	2
Female	e. 35 - 39	Non-resident	j. Debit between $4,000 and $5,999	0	0	2	1,003	147	1,380,262	1
Female	e. 35 - 39	Non-resident	k. Debit between $6,000 and $7,999	0	0	1	106	77	915,523	2
Female	e. 35 - 39	Non-resident	l. Debit between $8,000 and $9,999	1	193	1	1,322	37	463,314	0
Female	e. 35 - 39	Non-resident	m. Debit of $10,000 or more	1	1,457	5	15,903	131	7,044,142	6
Female	e. 35 - 39	Resident	a. Refund of $10,000 or more	1,245	1,635,131	19,506	52,729,137	20,440	774,968,940	2,503
Female	e. 35 - 39	Resident	b. Refund between $8,000 and $9,999	1,143	1,192,300	18,023	31,700,289	19,096	357,336,519	2,399
Female	e. 35 - 39	Resident	c. Refund between $6,000 and $7,999	1,921	1,966,349	28,487	45,461,094	30,803	489,293,792	3,692
Female	e. 35 - 39	Resident	d. Refund between $4,000 and $5,999	2,362	2,134,558	55,410	78,138,641	61,851	815,217,295	7,575
Female	e. 35 - 39	Resident	e. Refund between $2,000 and $3,999	6,110	4,949,324	189,115	250,538,588	207,394	2,446,114,077	21,630
Female	e. 35 - 39	Resident	f. Refund between $1 and $1,999	14,167	12,979,686	203,058	316,527,574	213,556	3,277,939,108	23,704
Female	e. 35 - 39	Resident	g. No refund or debit	18	17,768	123	188,384	131	2,188,556	21
Female	e. 35 - 39	Resident	h. Debit between $1 and $1,999	4,281	5,460,448	41,040	77,734,508	43,688	885,641,321	7,686
Female	e. 35 - 39	Resident	i. Debit between $2,000 and $3,999	1,624	2,143,368	17,547	34,218,556	18,185	389,352,983	3,688
Female	e. 35 - 39	Resident	j. Debit between $4,000 and $5,999	903	1,219,243	9,428	20,819,957	9,606	251,185,901	1,994



Taxation statistics 2021–22 Individuals: Selected items, by sex[4], age range[3], reside

Sex[4]	Age range[3]	Residency status	Tax assessment range	are ty	Total Medicare levy liability $	Net tax no.	Net tax $	HELP Australian compulsory repayment due no.	HELP Australian compulsory repayment due $	Salary or wages no.
Female	a. Under 18	Non-resident	a. Refund of $10,000 or more	0	0	1	112,657	0	0	0
Female	a. Under 18	Non-resident	b. Refund between $8,000 and $9,999	0	0	1	25,836	0	0	0
Female	a. Under 18	Non-resident	c. Refund between $6,000 and $7,999	0	0	1	17,012	0	0	1
Female	a. Under 18	Non-resident	d. Refund between $4,000 and $5,999	0	0	2	23,148	0	0	1
Female	a. Under 18	Non-resident	e. Refund between $2,000 and $3,999	0	0	1	4,371	0	0	3
Female	a. Under 18	Non-resident	f. Refund between $1 and $1,999	0	0	5	4,165	0	0	30
Female	a. Under 18	Non-resident	g. No refund or debit	0	0	2	78	0	0	10
Female	a. Under 18	Non-resident	h. Debit between $1 and $1,999	0	0	34	75,253	0	0	32
Female	a. Under 18	Non-resident	i. Debit between $2,000 and $3,999	0	0	3	8,402	0	0	3
Female	a. Under 18	Non-resident	j. Debit between $4,000 and $5,999	0	0	1	4,017	0	0	1
Female	a. Under 18	Non-resident	l. Debit between $8,000 and $9,999	0	0	1	8,891	0	0	0
Female	a. Under 18	Non-resident	m. Debit of $10,000 or more	0	0	1	15,154	0	0	0
Female	a. Under 18	Resident	a. Refund of $10,000 or more	212	335,271	212	3,326,667	0	0	106
Female	a. Under 18	Resident	b. Refund between $8,000 and $9,999	284	303,508	285	2,252,093	0	0	61
Female	a. Under 18	Resident	c. Refund between $6,000 and $7,999	329	283,675	341	2,021,018	0	0	132
Female	a. Under 18	Resident	d. Refund between $4,000 and $5,999	344	300,862	368	2,470,343	0	0	533
Female	a. Under 18	Resident	e. Refund between $2,000 and $3,999	961	704,027	987	5,671,470	0	0	3,090
Female	a. Under 18	Resident	f. Refund between $1 and $1,999	2,061	1,023,962	2,641	6,071,922	0	0	69,416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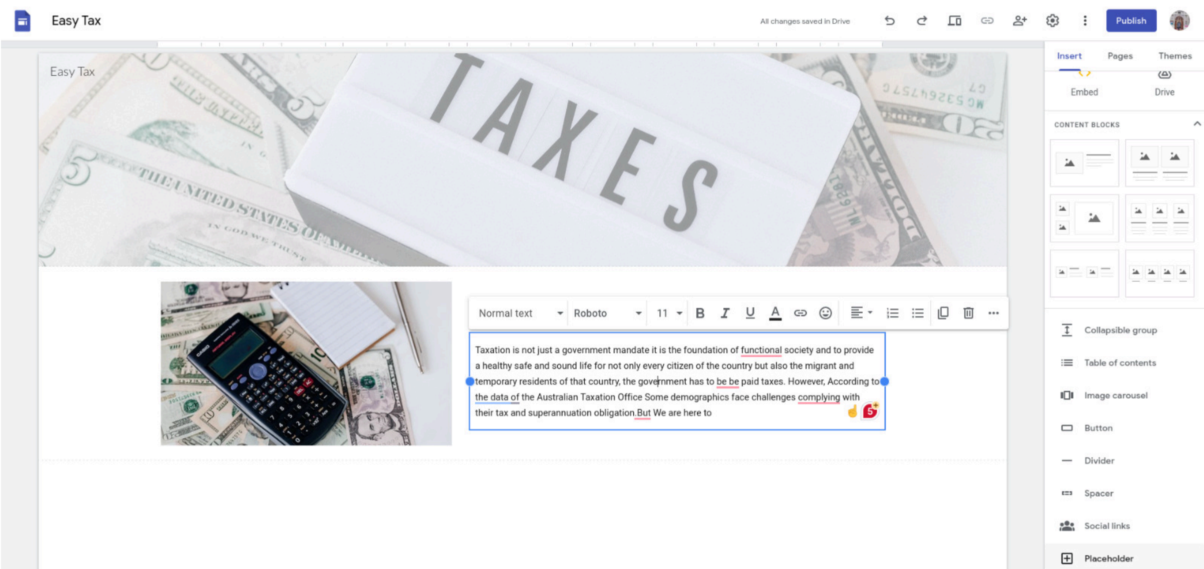
OUR TAX OUR RIGHT
Taxation is not just a government mandate it is the foundation of a functional society and to provide a healthy safe and sound life for not only every citizen of the country but also the migrant and temporary residents of that country, the government has to be paid taxes. However, According to the Australian Taxation Office data, Some demographics face challenges in complying with their tax and superannuation obligation.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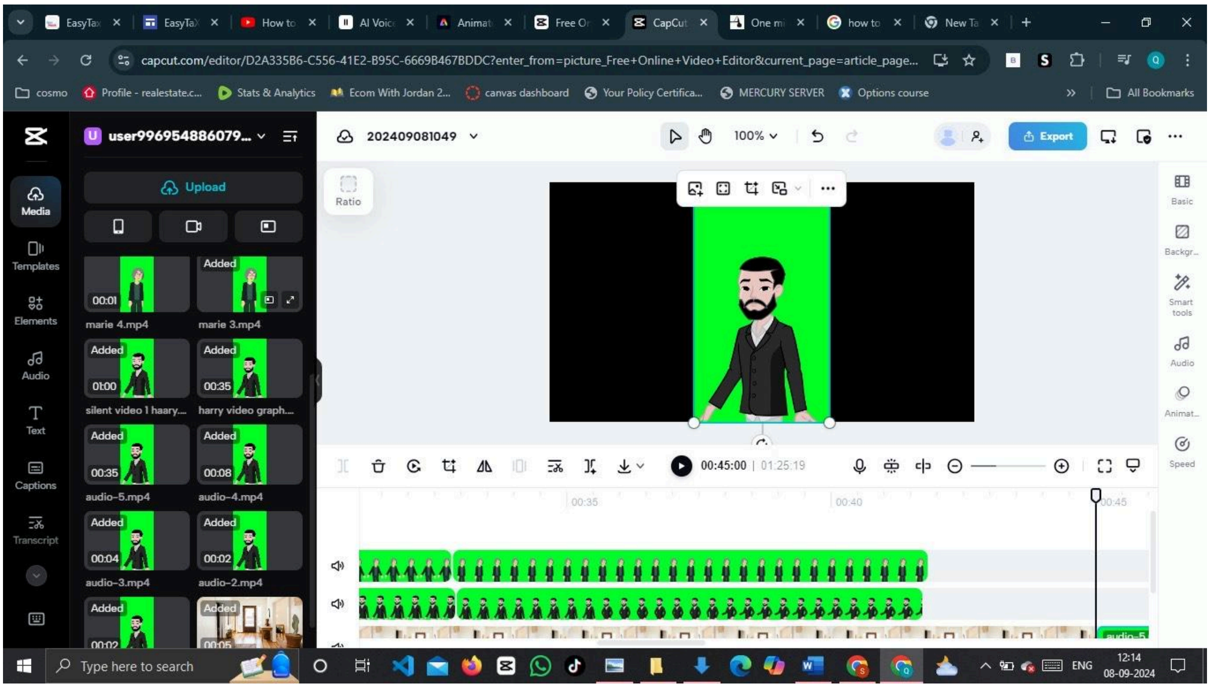
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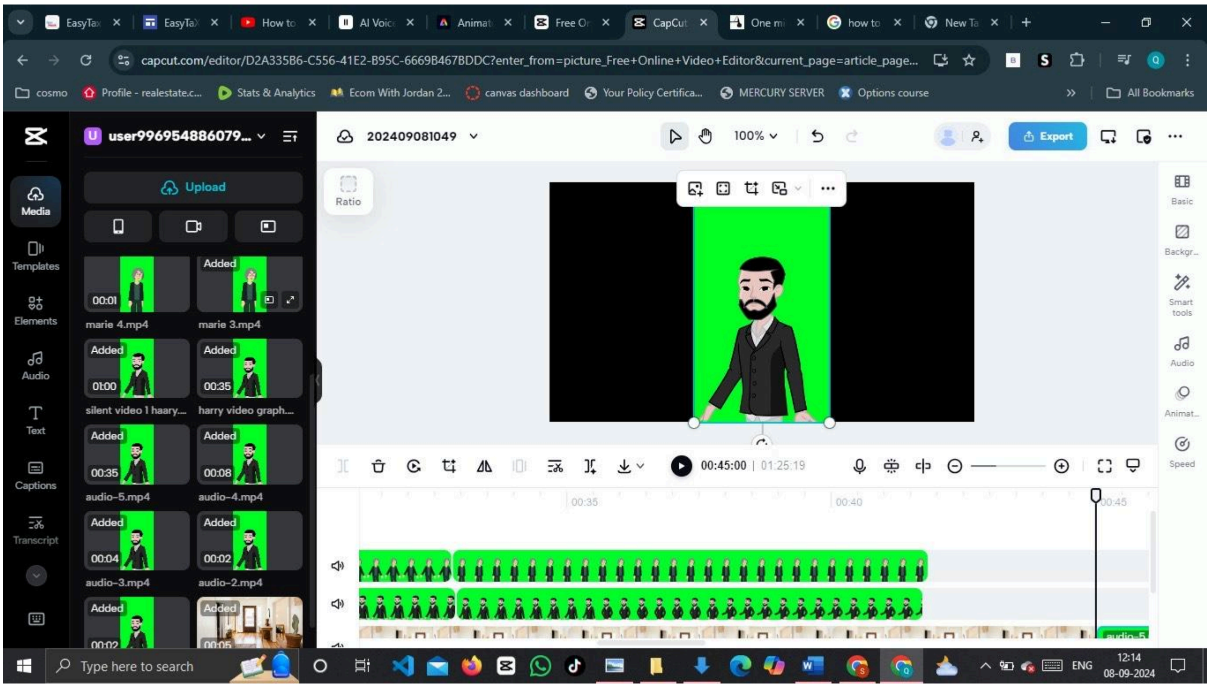
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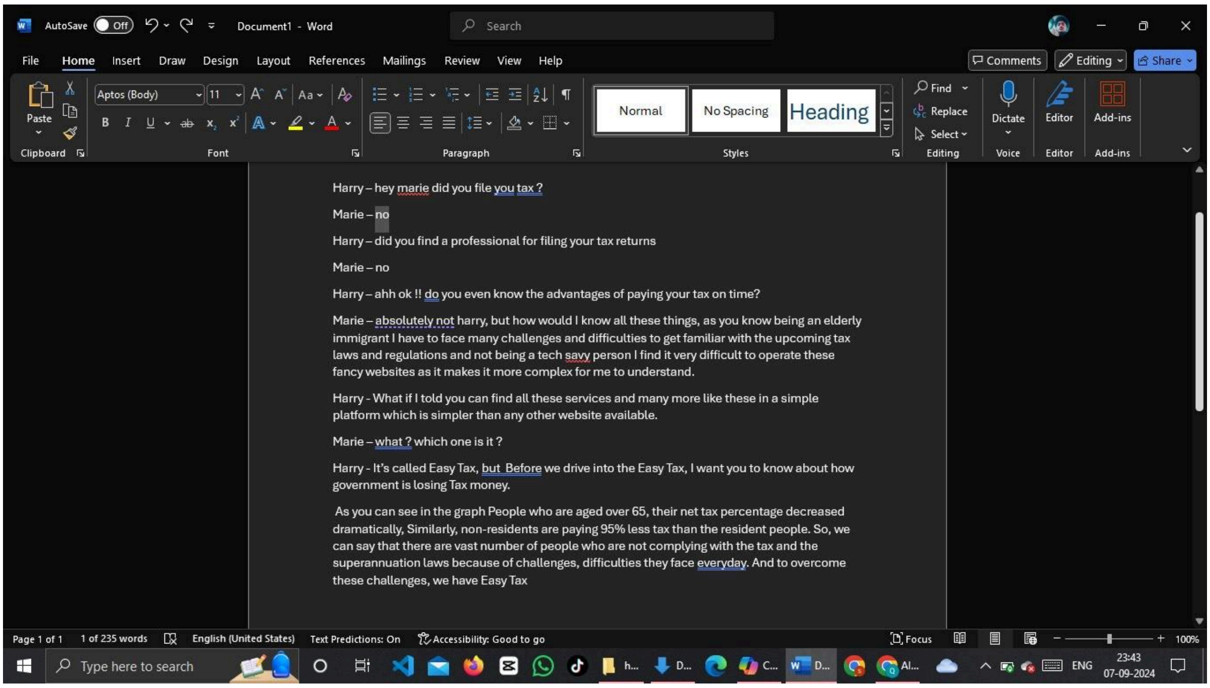


Harry – hey marie did you file you tax ?

Marie – no

Harry – did you find a professional for filing your tax returns

Marie – no

Harry – ahh ok !! do you even know the advantages of paying your tax on time?

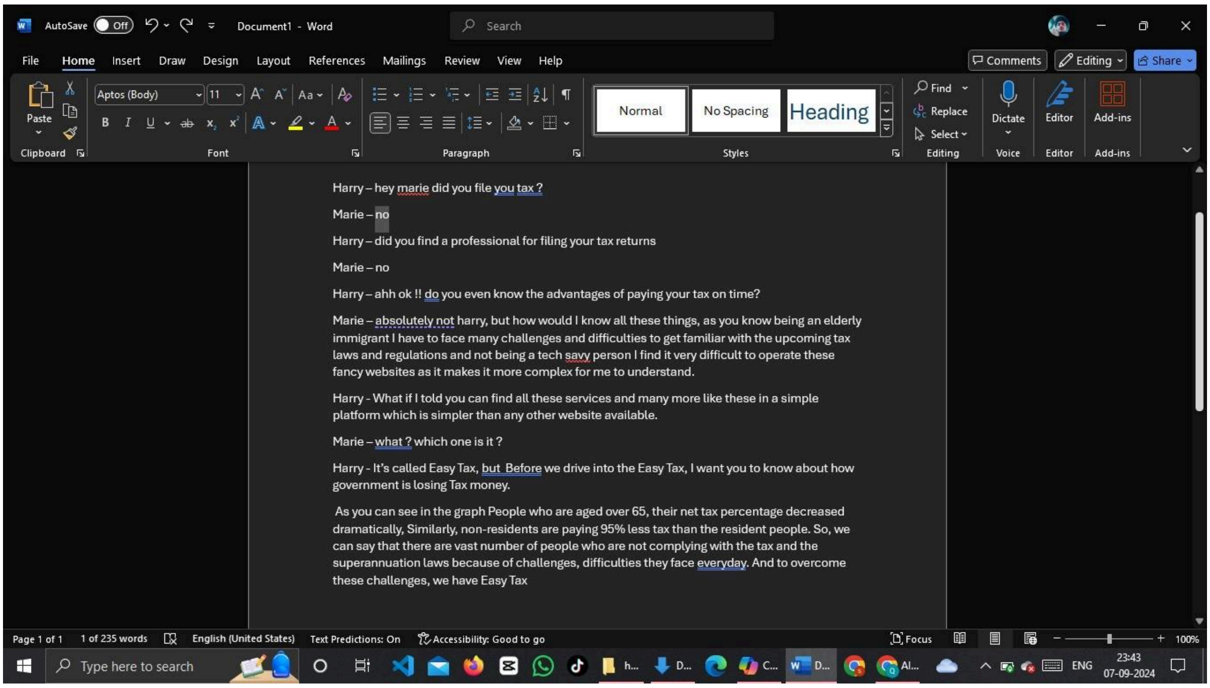
Marie – absolutely not harry, but how would I know all these things, as you know being an elderly immigrant I have to face many challenges and difficulties to get familiar with the upcoming tax laws and regulations and not being a tech savy person I find it very difficult to operate these fancy websites as it makes it more complex for me to understand.

Harry - What if I told you can find all these services and many more like these in a simple platform which is simpler than any other website available.

Marie – what ? which one is it ?

Harry - It's called Easy Tax, but Before we drive into the Easy Tax, I want you to know about how government is losing Tax money.

As you can see in the graph People who are aged over 65, their net tax percentage decreased dramatically, Similarly, non-residents are paying 95% less tax than the resident people. So, we can say that there are vast number of people who are not complying with the tax and the superannuation laws because of challenges, difficulties they face everyday. And to overcome these challenges, we have Easy Tax



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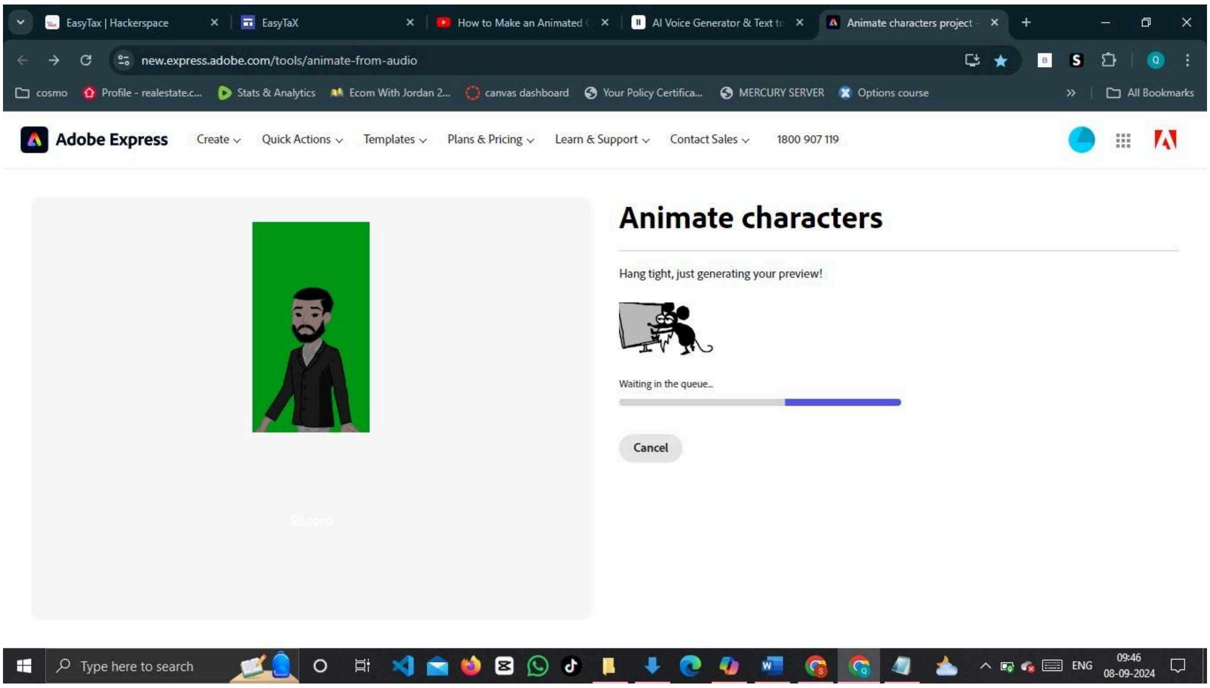
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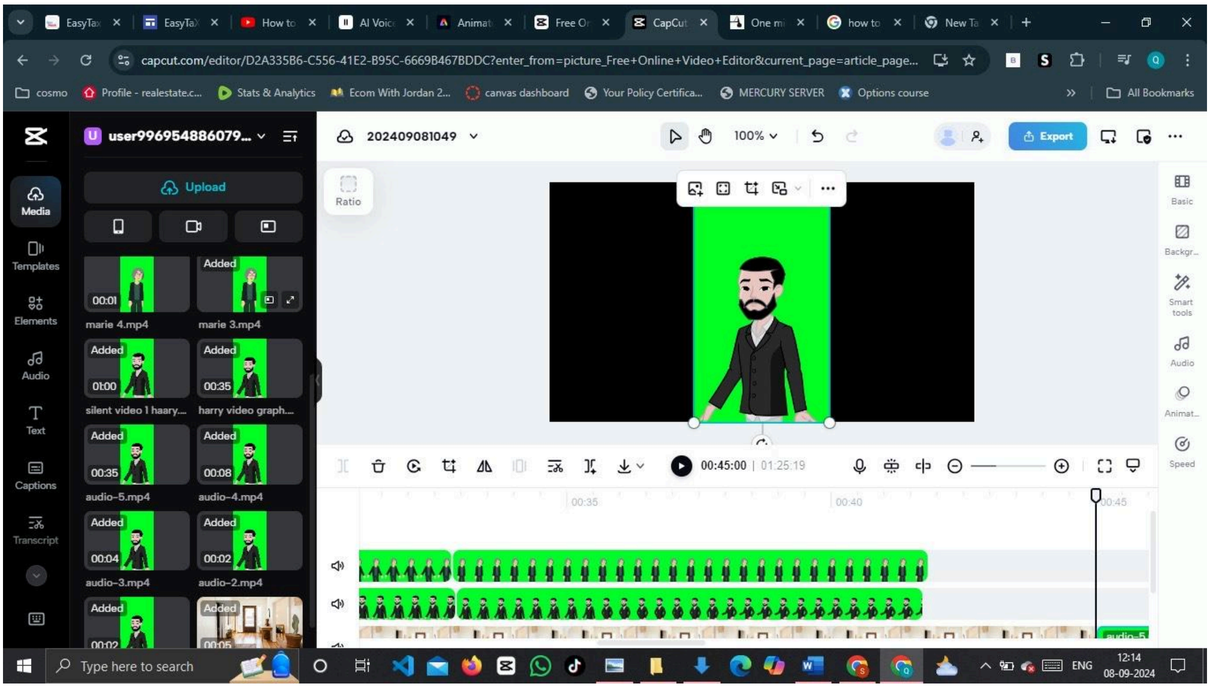
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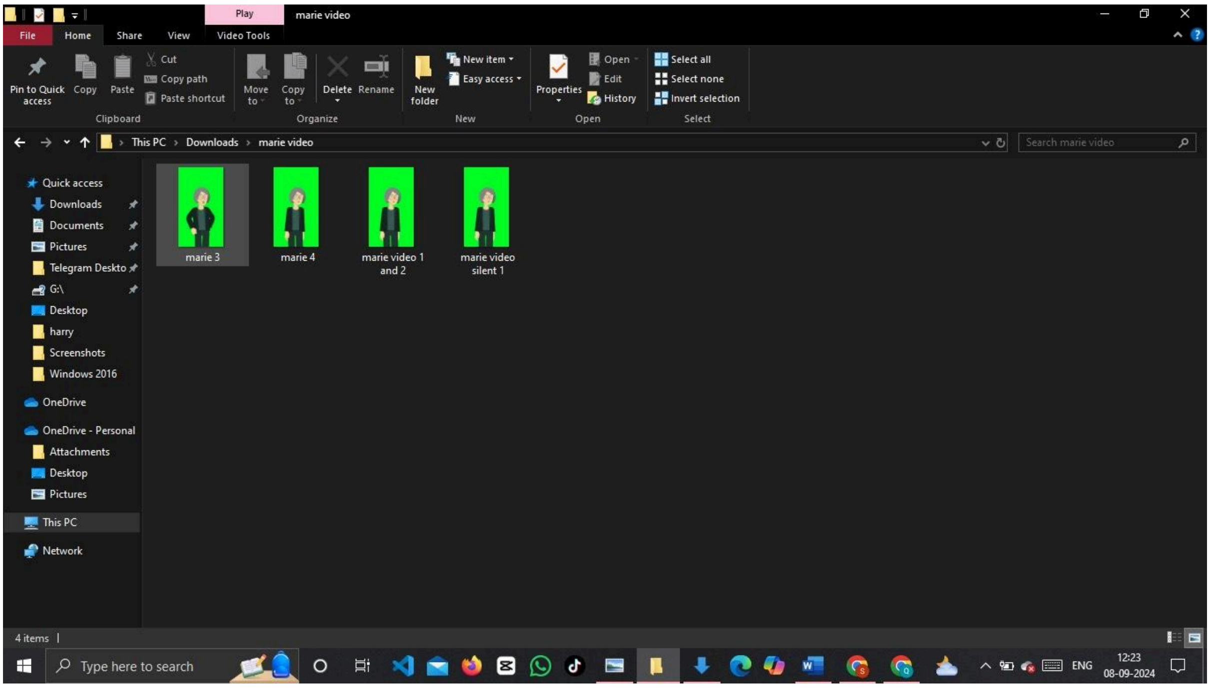

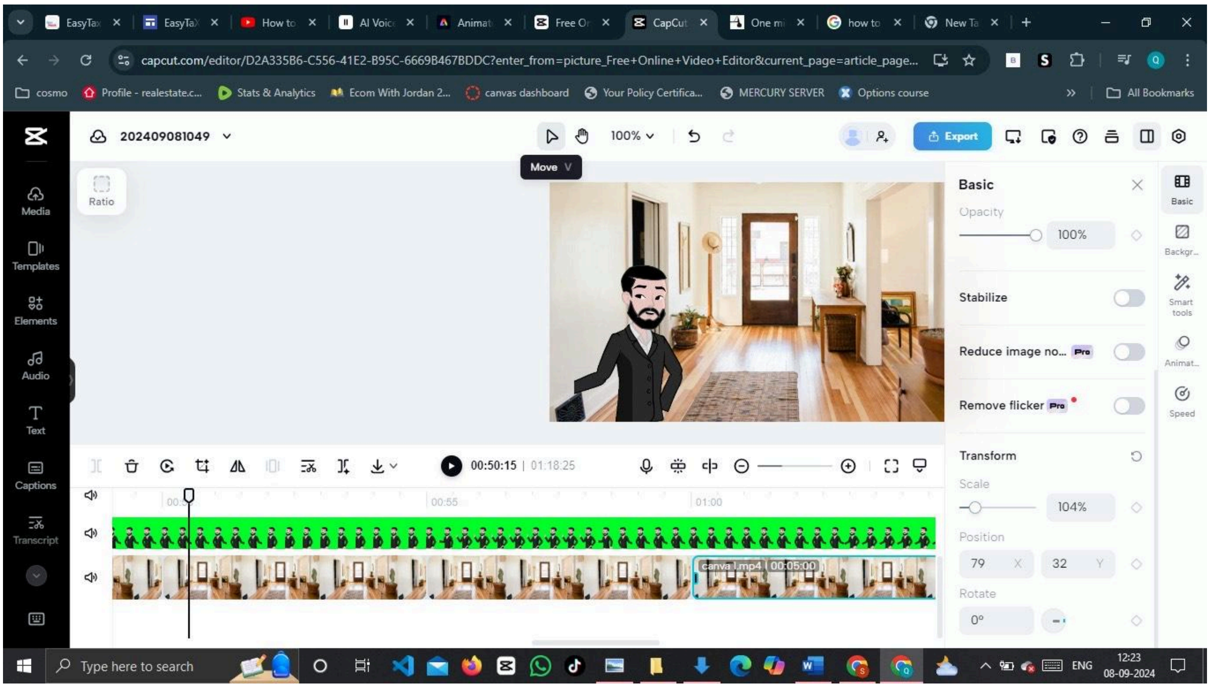

We use this websites also for this project:

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https://www.tawk.to/
https://www.powtoon.com/workspace/#/home?toolbarState=default&toolbarWidget=myPowtoons
https://elevenlabs.io/

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