

Senate Economics Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Treasury Portfolio

Supplementary Budget Estimates

2016 - 2017

Division/Agency: Australian Taxation Office

Question No: 270

Topic: myGov

Reference: Written (19 October 2016)

Senator: Ketter, Chris

Question:

- 1) How many complaints has the ATO received about MyGov?
- 2) Can these complaints be broken down into categories (eg. Functionality, incorrect information etc)?
- 3) How many cases involved incorrect or mismatching HECS/HELP debts?
- 4) What processes are in place for the ATO to respond to, and correct, issues with MyGov?
- 5) What review processes in the ATO are there for MyGov Tax Office related functions?
- 6) What changes to ATO-related MyGov functions are being rolled out presently and over the next three years?

Answer:

- 1) The ATO received 739 complaints about myGov and myTax between 1 July and 7 November 2016. Of these:
 - 383 complaints relate to myGov
 - 356 relate to myTax
- 2) Complaints about myGov can be divided into two broad categories.
 - Complaints relating to myGov.
 - Accessibility issues. This includes clients having difficulty linking their myGov to ATO online services, ATO access codes being sent to an old or unused mobile number of the client, or if the client is overseas and does not have an Australian mobile number and are unable to receive the secure verification code (SVC) required to log in to myGov.
 - Clients are sometimes not aware that some ATO correspondence will be delivered to their myGov inbox.
 - Complaints relating to myTax (the ATO's online lodgment application accessible via myGov).
 - myTax functionality issues. This includes clients not being able to print their return once it has been submitted or disliking the format once printed. Some clients would also like to see a breakdown of how an estimate of the tax calculation is arrived at prior to lodging by myTax.
 - Clients expressing their dislike with myTax as they transition from the ATO's previous electronic tax software - e-tax.

- 3) Of all complaints received by the ATO (not just those relating to myGov and myTax) between 1 July and 7 November 2016, 34 involved incorrect or mismatching of HECS-HELP debts.
- 4) Clients are able to call the ATO and staff will answer enquiries and resolve user issues. If the issue relates to the myGov interface/services and has not been resolved, the client will be transferred to the DHS myGov help desk for remedial action.

System issues/incidents are managed through an agreed set of processes. ATO incidents impacting myGov will be managed by the ATO who will keep the myGov Operations team updated using SMS and email notifications. For ATO incidents that cause system outage, notifications will be sent to myGov/DHS for publishing on the myGov website.

- 5) Regular meetings are held between key stakeholders of the ATO and DHS/myGov to review and discuss ATO functions within myGov. The ATO has dedicated resources that work closely with DHS/myGov to deliver on initiatives and to monitor and maintain ongoing issues with representatives from DHS/myGov.
- 6) There are number of changes that the ATO are working closely with DHS/myGov on to improve the client experience that we are looking to deploy in the next 12 to 18 months:
 - Optimising the myGov Inbox functionality to include, bounce backs for notifications and read status of messages (access advice), This will provide the ATO with additional insight into client's digital behaviour and will allow a more tailored client engagement approach.
 - Tell Us Once (phase 4) will introduce two-way updates between all member services. This will allow clients to update their details with any on boarded member service via any channel, and share their updates to their linked member services.
 - Making improvements in the way clients authenticate to provide a more secure and consistent authentication experience for users of ATO digital services.
 - Increasing tailored notifications functionality. This will allow the ATO to set priority items including direction by use of action words, such as 'Act now' or 'For your action'. This will assist clients to make informed decisions about prioritising mail items requiring action.
 - Expanding the current Security Verification Code (SVC) options for myGov users to include an email option for clients who choose to use enhanced security to receive security codes. This will assist ATO Clients travelling abroad, living abroad, living in remote areas of Australia and those who have lost access to their mobile and are unable to receive the SVC via SMS.