

**Director Sharing Economy Reporting  
Corporate and International Tax Division  
Treasury  
Langton Cres  
Parkes ACT 2600**

Dear Sir/Madam

## **Implementing a reporting regime for sharing economy platform providers**

### **Introduction**

Airtasker is a community marketplace that connects people and businesses with members of the local community who are able to complete tasks to earn additional money.

We're an evolution of your local noticeboard, leveraging technology to help members of the community come together in a trusted environment to create local Australian jobs.

Airtasker is helping to create flexibility and efficiency in existing small business service industries (like trades, photography, accounting services, etc). This demand driven mechanism allows Customers on Airtasker to create entirely new service industries and job opportunities that simply would not have existed otherwise.

We welcome the opportunity to provide a submission in relation to the introduction of a tax reporting regime for online sharing platforms. We support the Treasury's goals to minimise tax leakage into the black economy.

We also acknowledge the government's often stated support and encouragement of digital economy businesses in Australia, and its desire to provide a regulatory framework that enables those businesses to thrive.

Airtasker believes that with open engagement and cooperation between individual businesses and the Treasury/ ATO, these goals are both achievable.

We also believe that a successful implementation of the reporting regime requires business and the ATO to work together so that we optimise the collection and reporting of data without it causing a detrimental impact to individual digital economy businesses.



## Details on additional income earned by Taskers

- Median tasker earnings on the Airtasker platform last year was \$347.
- 31,266 taskers earned income on the platform during that period. Of those, 68.6% earned less than \$1000.
- Only 0.3% of users on the platform earned more than the threshold required for registration for GST purposes.
- About 70% of people who complete tasks each month complete less than 5 tasks per month. Accordingly, the vast majority of people who find work on Airtasker do so only as a supplementary source of income.
- 24% of jobs created via Airtasker are new jobs that simply may not have otherwise materialised into an economic transaction. Some recent examples of these tasks include:
  - flatpack furniture assembly
  - drone retrieval services
  - spider removal services
  - date night planning
  - halloween costume making.
- Airtasker's platform is able to create new Australian job opportunities because of the ease with which users can access the platform and its services. We refer to this ease of access as a "frictionless" platform experience.

Anything which adds friction to the registration process makes it less likely that a customer will list a job, or a tasker will register to bid for a job listed. Requiring data from users during the registration process adds friction. Collection of data beyond what is already collected, or requiring it to be collected earlier in the process, adds friction. This inevitably reduces the number of job opportunities created on the platform.

- We currently collect the following data from completed individual tasks and would be able to provide it to the ATO:
  - Name
  - Email
  - Address



- Mobile
- Earnings on platform and fees paid to Airtasker

## Airtasker Users

There are two main roles that a person can represent in the Airtasker community - a buyer of services (which we refer to as a “Customer”) and a seller of services (which we refer to as a “Tasker”).

### Customer Experience:

The interaction with Airtasker for a person who needs a task completed (a Customer) by another member of the community (a Tasker) is:

<p><b>Post a task</b> - the Customer can describe a task including requirements, time, location and proposed budget.</p> <p>It's free to post a task.</p>	<p><b>Assign a task</b> - the Customer reviews the offers made by Taskers and select a person based on the information provided. The Customer pays funds into a secure account held on behalf of the Tasker.</p>	<p><b>Pay and review</b> - once the task is completed, the Customer requests for funds to be released to the Tasker. The Customer may then provide a review of the Tasker in relation to the task completed.</p>
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### Tasker Experience:

Conversely, the interaction with Airtasker for a person who completes a task (a Tasker) for another member of the community (a Customer) is as follows:

<p><b>Clarify requirements</b> - the Tasker browses jobs posted and when interested, can ask questions to clarify the requirements of a task including the qualifications, skills, timing or equipment required.</p>	<p><b>Make an offer</b> - once satisfied, the Tasker can make an offer to complete the task. They are able to include any of their special conditions and quote an amount to be paid in exchange for the services. The amount quoted can be different than the amount originally posted.</p>	<p><b>Request payment and review</b> - once the task is completed, the Tasker sends a request to the Customer to release funds. The Tasker may then provide a review of the Customer in relation to the task completed.</p>
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