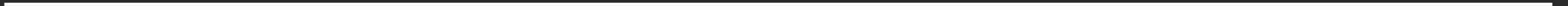● Kartik Bhalala

Simplify

Government simplified for all
Australians

The Problem: Inaccessible and Complex Government Communication

Government documents, such as tax information, healthcare guidelines, and legal obligations, are often filled with complex language and bureaucratic jargon. These documents are critical for public engagement, but their complexity makes them difficult for the average citizen to understand.

Bureaucratic Language   Inaccessibility   Inefficient Communication

Who Is Affected?

1. CALD Communities

- Australia's diverse population includes many individuals from non-English-speaking backgrounds who may find it difficult to interpret government content.
- Complex language and lack of cultural sensitivity in documents create barriers to accessing information, particularly on topics like healthcare, immigration, and legal rights.
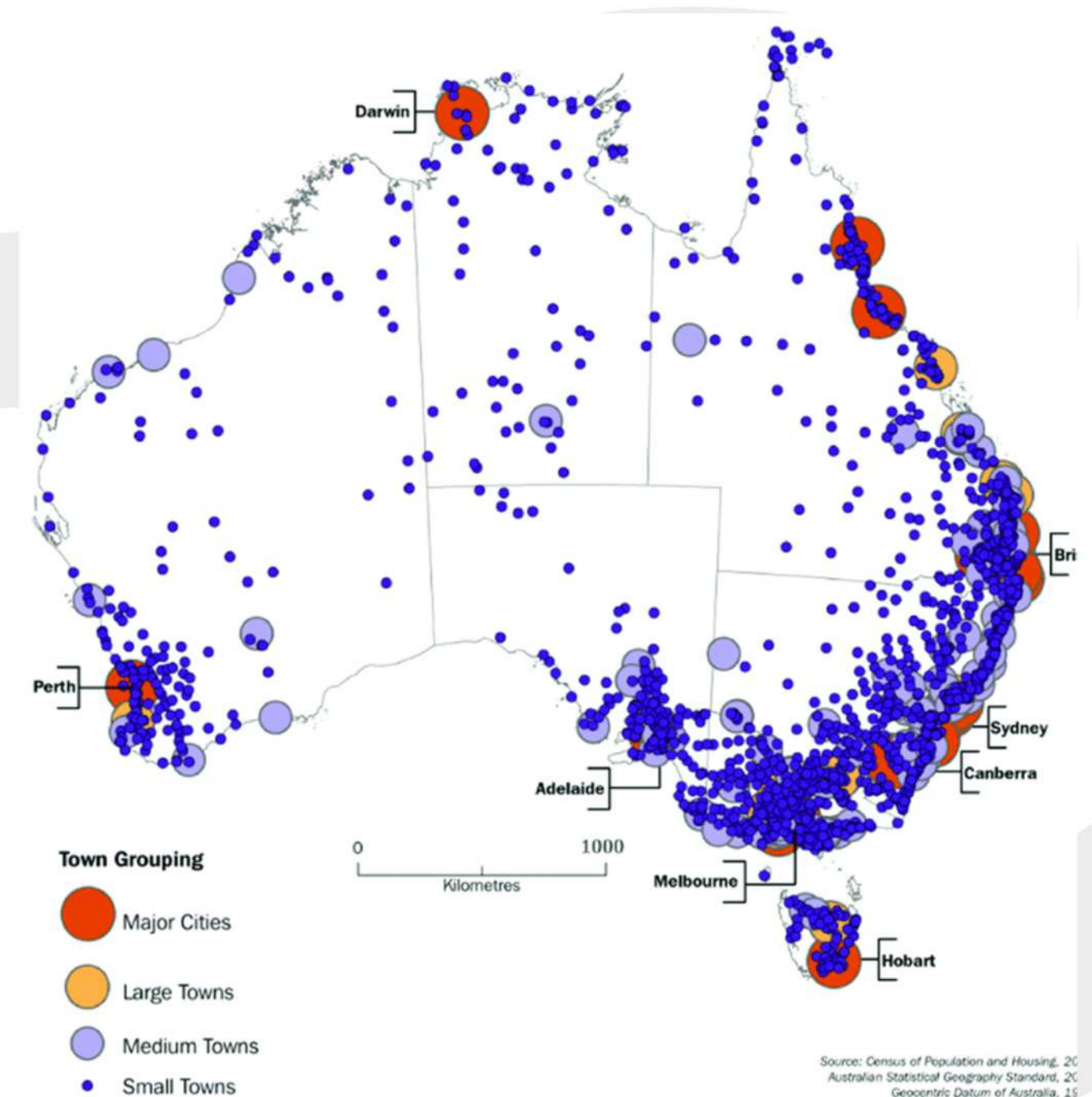
CALD

Culturally and Linguistically Diverse

2. Regional and Rural Populations

People in rural areas rely heavily on online government resources due to limited access to in-person services. However, if content is overly complex, it can create obstacles to understanding and engaging with services.

Town Grouping

- 🔴 Major Cities
- 🟠 Large Towns
- 🟣 Medium Towns
- • Small Towns

Source: Census of Population and Housing, 20...
Australian Statistical Geography Standard, 20...
Geocentric Datum of Australia, 19...

3. Older Australians

Older citizens may have less experience with digital content or may find complex, bureaucratic language challenging, making it difficult for them to interact with online government resources effectively.

4. Individuals with Low Literacy Levels

For Australians with limited literacy skills, highly technical or bureaucratic language can make government content incomprehensible, increasing the risk of non-compliance and misunderstandings.
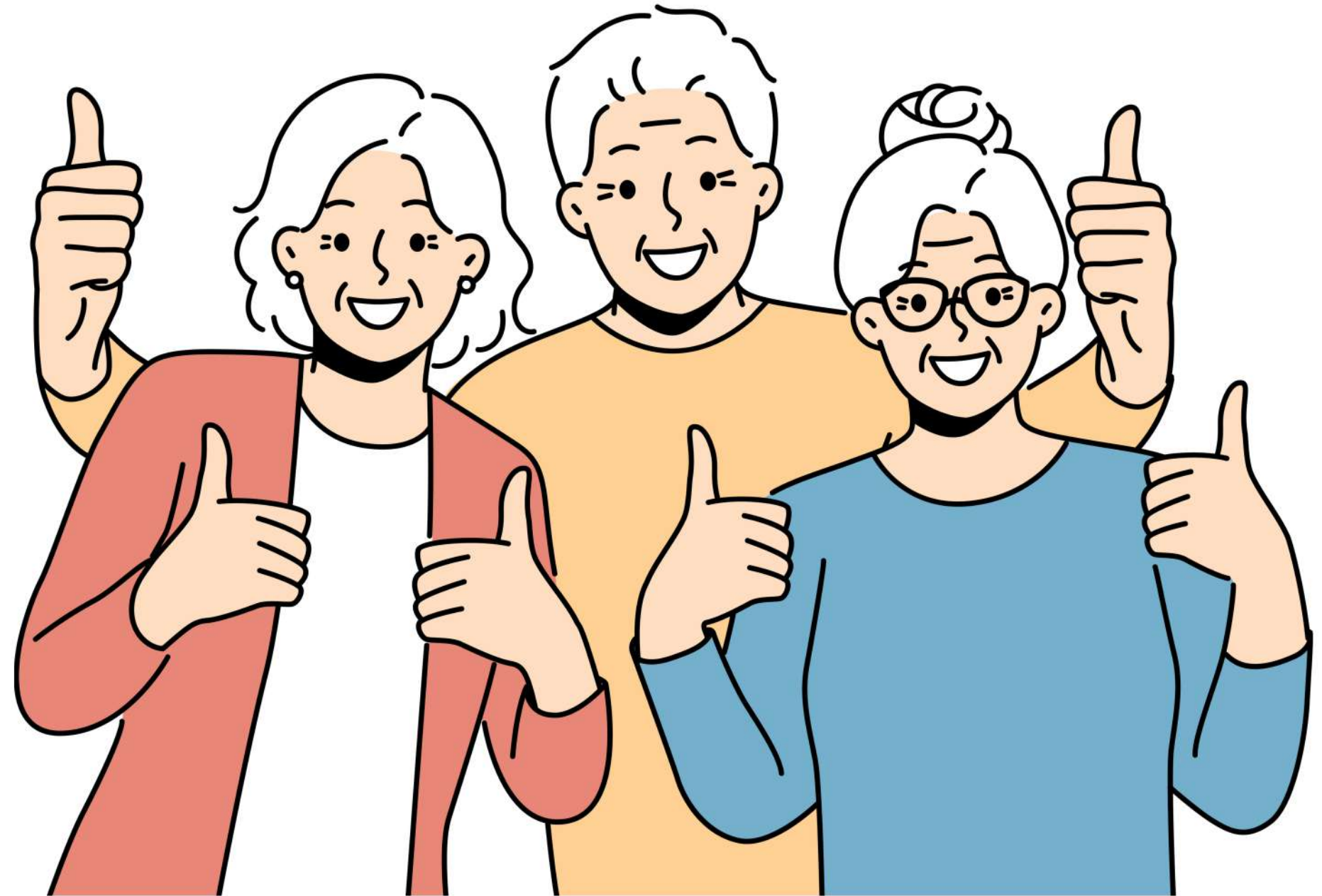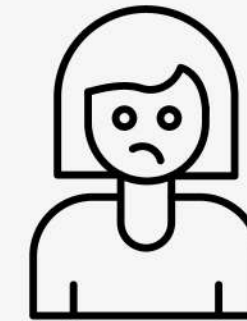
Impact on Public Engagement

CONFUSION

People fail to understand obligations or rights.

INEFFICIENT ACCESS

Citizens struggle to complete necessary tasks.

DISENGAGEMENT

Hard-to-understand information leads to lower civic participation.

Australian Government Style Manual

Australian English

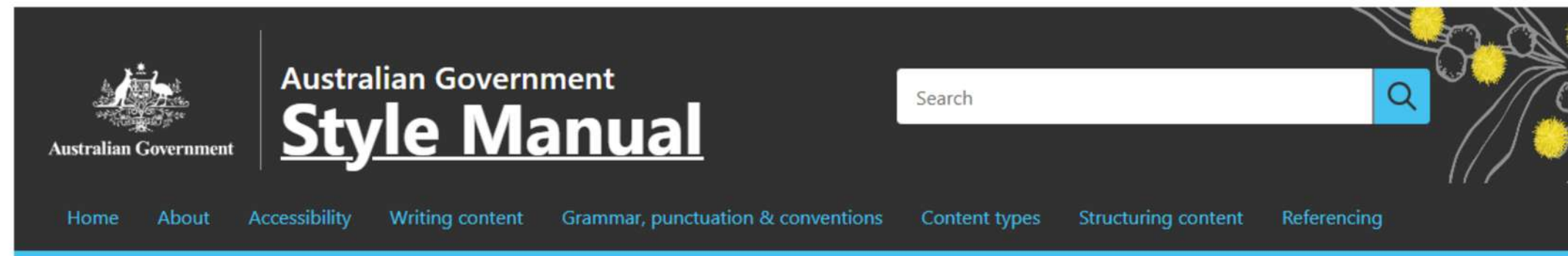Emphasizes Australian spelling and grammar conventions.

Tone Guidelines

Ensures professional yet accessible content.

Inclusive Language

Promotes language inclusive of all citizens.

Australian Government

Australian Government
Style Manual

Search

Home   About   Accessibility   Writing content   Grammar, punctuation & conventions   Content types   Structuring content   Referencing

The standard for Australian Government writing and editing

The Style Manual is for everyone who writes, edits or approves Australian Government content. Use it to create clear and consistent content that meets the needs of users.

About the Style Manual

Use the Style Manual when creating Australian Government content.

Foreword by the Hon Patrick Gorman MP

How to use the Style Manual

How to cite the Style Manual

Training and professional development

Blog

Changelog

Acknowledgements

Accessibility statement for the Style Manual

Disclaimer and copyright

Accessible and inclusive content

Design content for equal access.

Make content accessible

Agency responsibilities and commitments

Apply accessibility principles

Design for accessibility and inclusion

Literacy and access

How people read

Inclusive language

Writing and designing content

Use this guidance to create content that's clear and findable.

User research and content

Clear language and writing style

Findable content

Editing and proofreading

Security classifications and protective markings

Grammar, punctuation and conventions

Reference this section for definitive rules and examples of Australian Government style.

Types of words

Parts of sentences

Punctuation

Spelling

Shortened words and phrases

Numbers and measurements

Content types

Use the format that helps meet the user's need. This could be a form, a blog, an image or another format.

Blogs

Easy Read

Emails and letters

Forms

Images

Journals, magazines and newspapers

Structuring content

Design content with a structure that helps the user navigate and understand.

Types of structure

Headings

Links

Lists

Paragraphs

Tables

Text boxes and callouts

Challenges of the Style Manual

Length

Manual spans over 800 pages, difficult to apply.

Updates

Regular updates make it hard to stay current.

Access

Complexity hinders quick reference for staff.

Manual Review Process Issues

1   **Labor-Intensive**

Slow process of reviewing long documents.

2   **Error-Prone**

Human reviewers may miss small details or inconsistencies.

3   **Inconsistent**

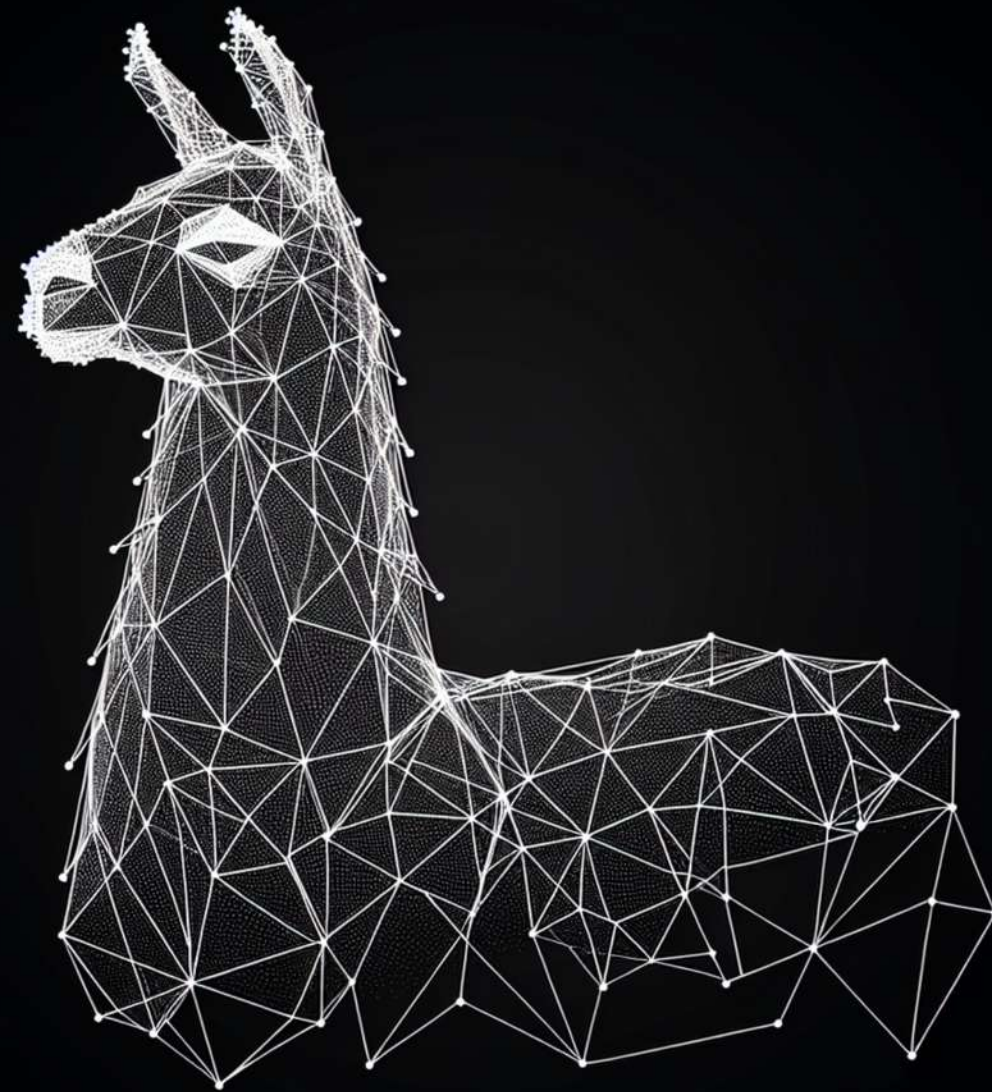Different interpretations lead to inconsistent rule application.

Solution:

Simplify Service

SIMPLIFY

KARTIK BHALALA

Powered by Llama

SIMPLIFY IS THE CHAT AND API SERVICE FOR THE AUSTRALIAN GOVERNMENT AND CITIZENS

Login

Enter your credentials to access your account

Email

Enter your email

Password

Enter your password

Login

Forgot your password?

User Friendly design

Supports Multiple User Types

- Employees

- Citizens

- Organizations

Chat Dashboard

MAIN

Simplify Service

Style Guide

Resources

SETTINGS

Settings

Simplify - Government simplified for all Australians

Welcome to Simplify! I'm here to make government content clear and accessible. Paste text, drop a link, or ask me anything to get started. 😊

Type your question

Simplify allows government employees to review their content according to the Australian style manual

Not secure | 34.238.124.240/index.html

MR.
Kartik Bhalala

MAIN

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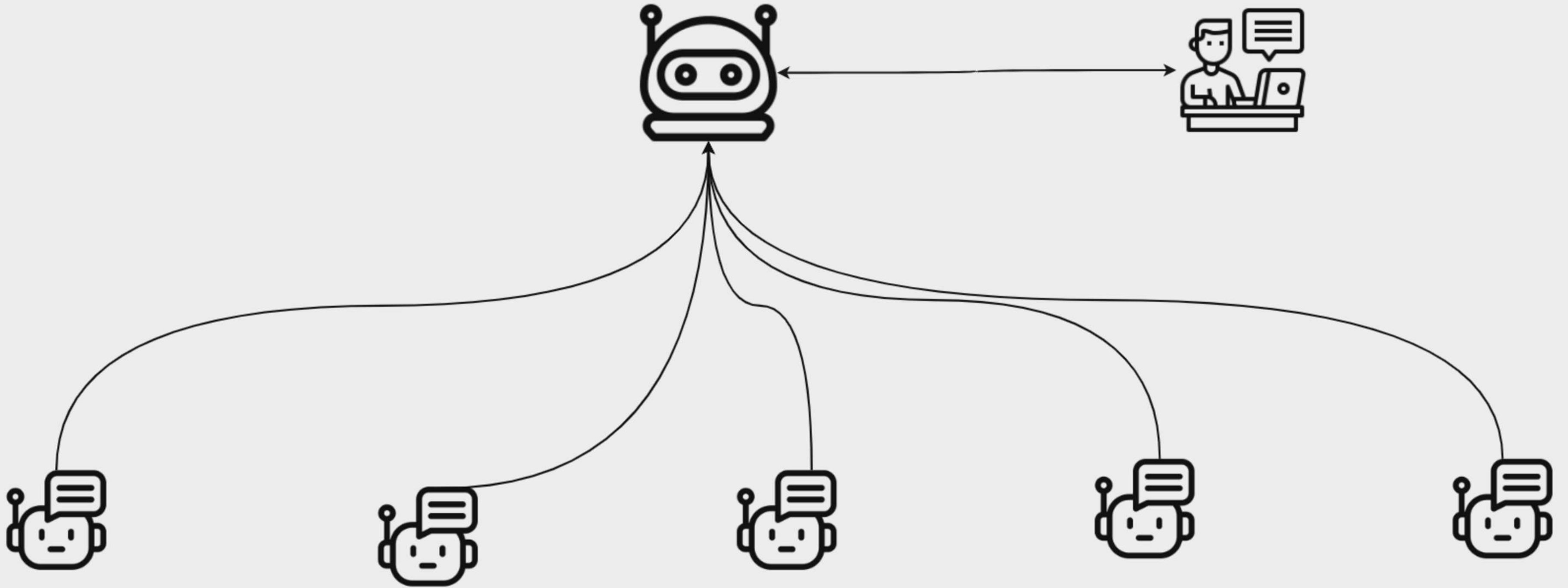
Type your question

ACCOUNT

Help

Agentic Flow

Multiple agents to check different aspects of content

Supervisor Agent

Oversees the process, collects
feedback from worker agents, and
presents a summary to the user for
approval.

Supervisor Agent

Oversees the process, collects feedback from worker agents, and presents a summary to the user for approval.

Content Review Agent

Checks grammar, spelling, and language clarity. Provides suggestions like correcting punctuation or spelling errors.
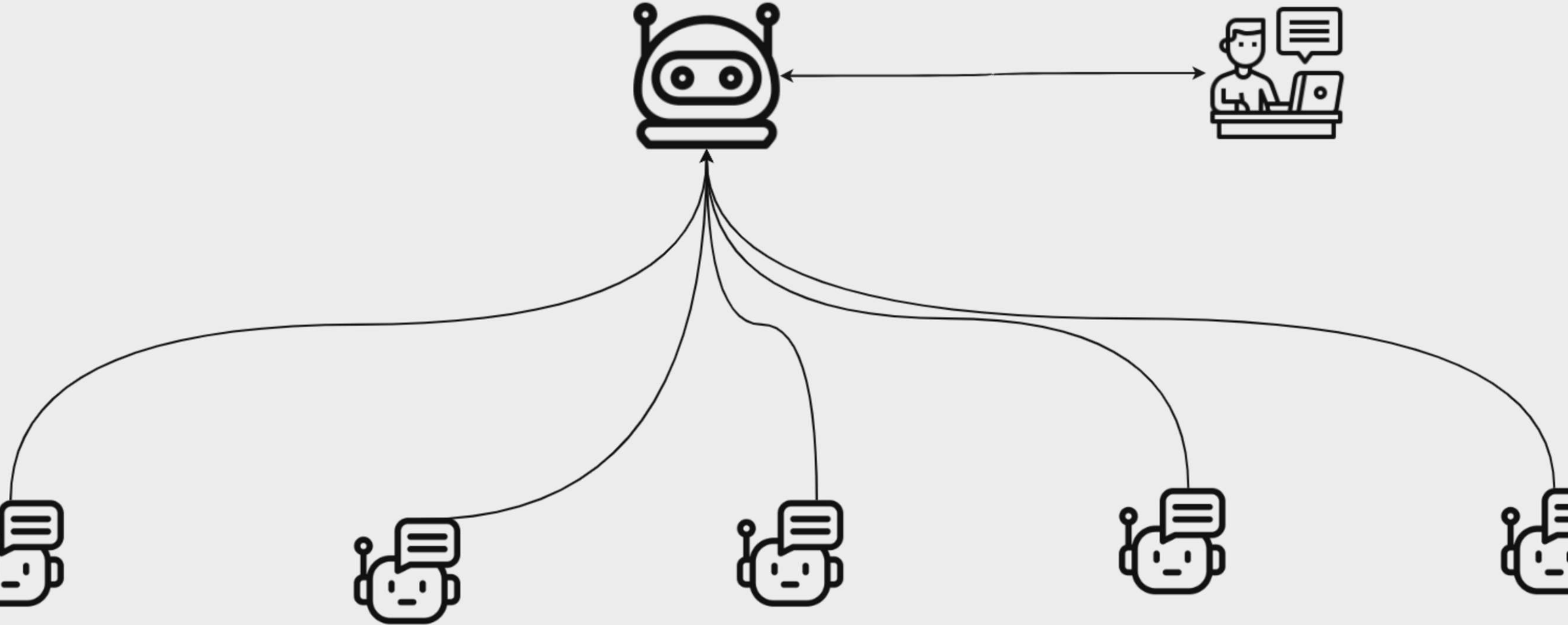
Supervisor Agent

Oversees the process, collects feedback from worker agents, and presents a summary to the user for approval.

Content Review Agent

Checks grammar, spelling, and language clarity. Provides suggestions like correcting punctuation or spelling errors.

Structure Review Agent

Reviews the organization and flow of the document. Suggests reordering sections or improving headings.

Supervisor Agent

Oversees the process, collects feedback from worker agents, and presents a summary to the user for approval.
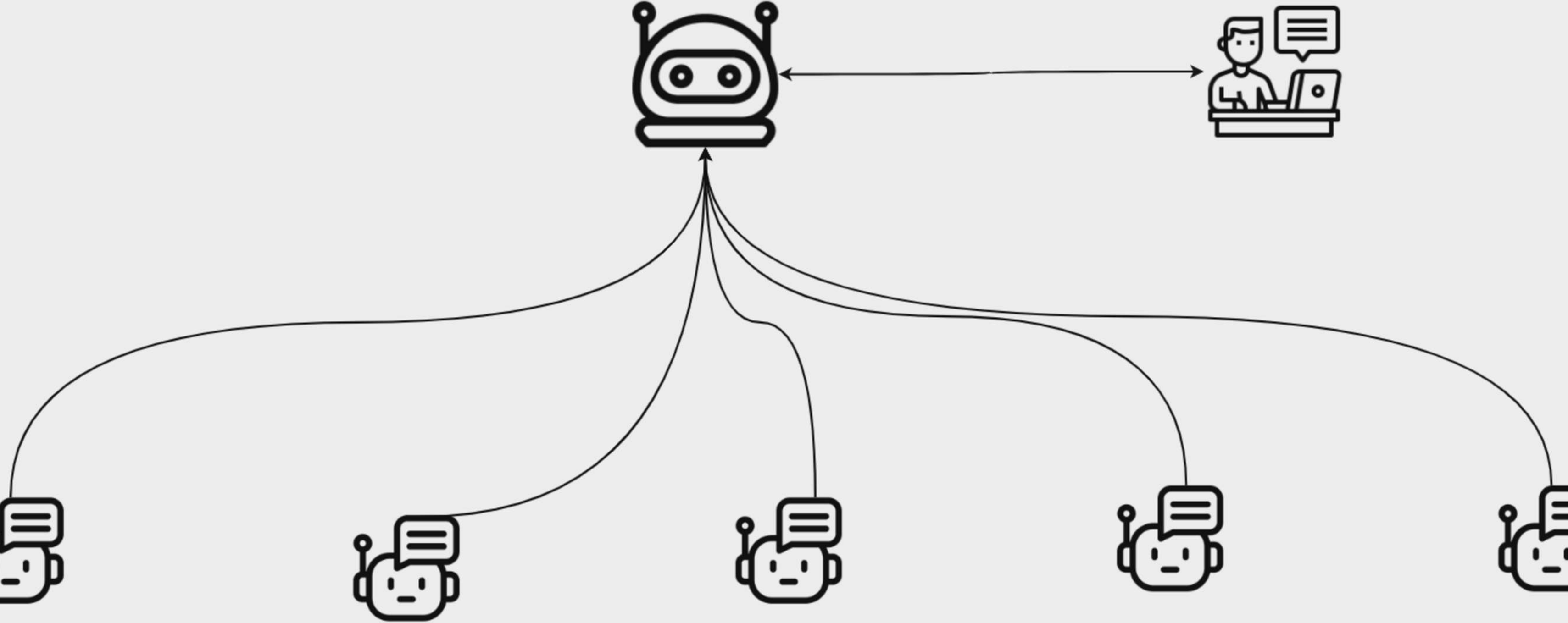
Content Review Agent

Checks grammar, spelling, and language clarity. Provides suggestions like correcting punctuation or spelling errors.

Structure Review Agent

Reviews the organization and flow of the document. Suggests reordering sections or improving headings.

Accessibility Review Agent

Oversees the process, collects feedback from worker agents, and presents a summary to the user for approval.

Supervisor Agent

Oversees the process, collects feedback from worker agents, and presents a summary to the user for approval.

Content Review Agent

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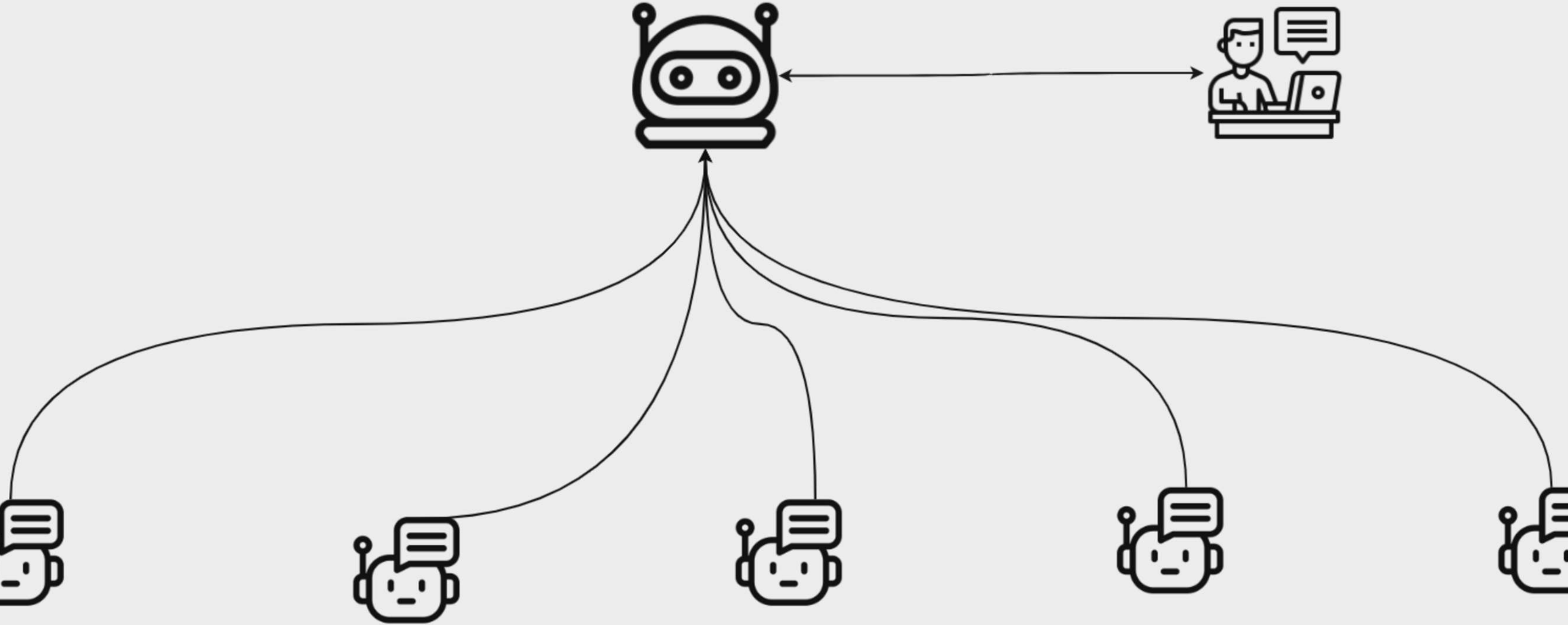
Structure Review Agent

Reviews the organization and flow of the document. Suggests reordering sections or improving headings.

Accessibility Review Agent

Oversees the process, collects feedback from worker agents, and presents a summary to the user for approval.

Formatting Review Agent

Reviews formatting consistency (fonts, spacing, alignment). Suggests changes to layout and visual design.

Supervisor Agent

Oversees the process, collects feedback from worker agents, and presents a summary to the user for approval.

Content Review Agent

Checks grammar, spelling, and language clarity. Provides suggestions like correcting punctuation or spelling errors.

Structure Review Agent

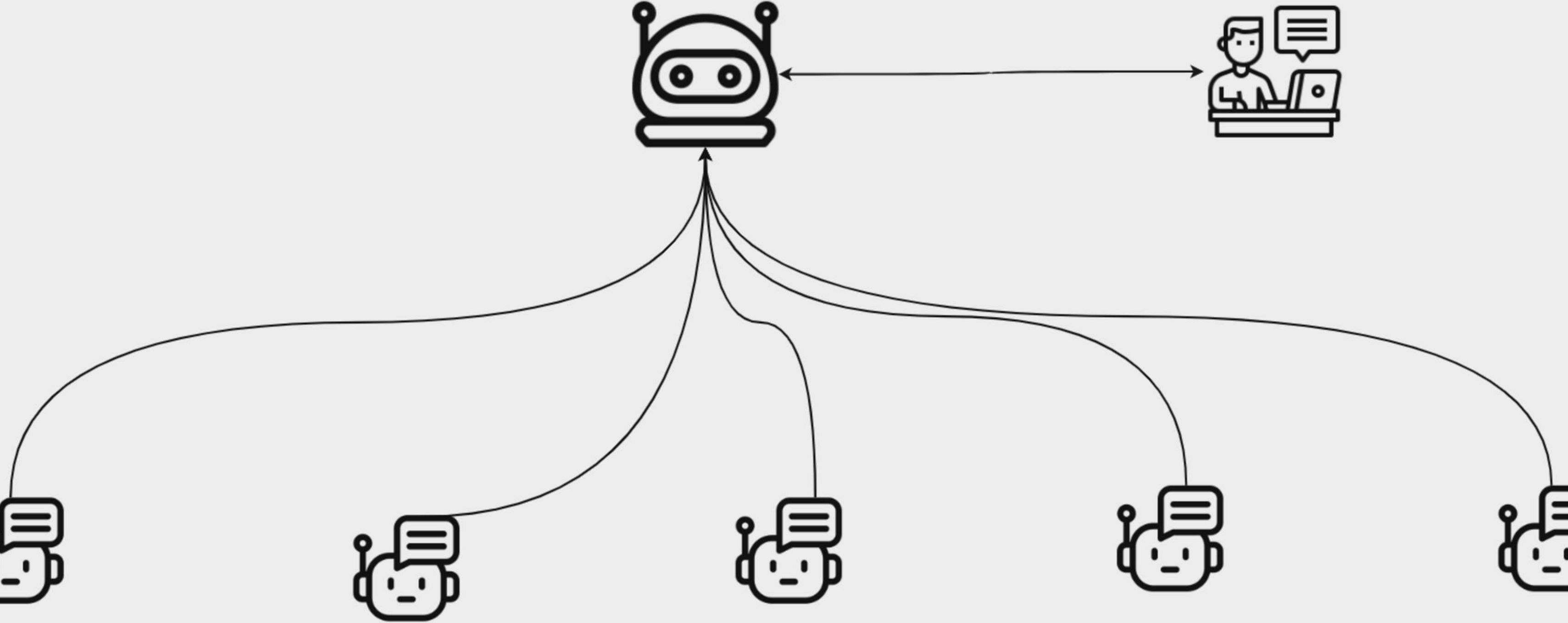Reviews the organization and flow of the document. Suggests reordering sections or improving headings.

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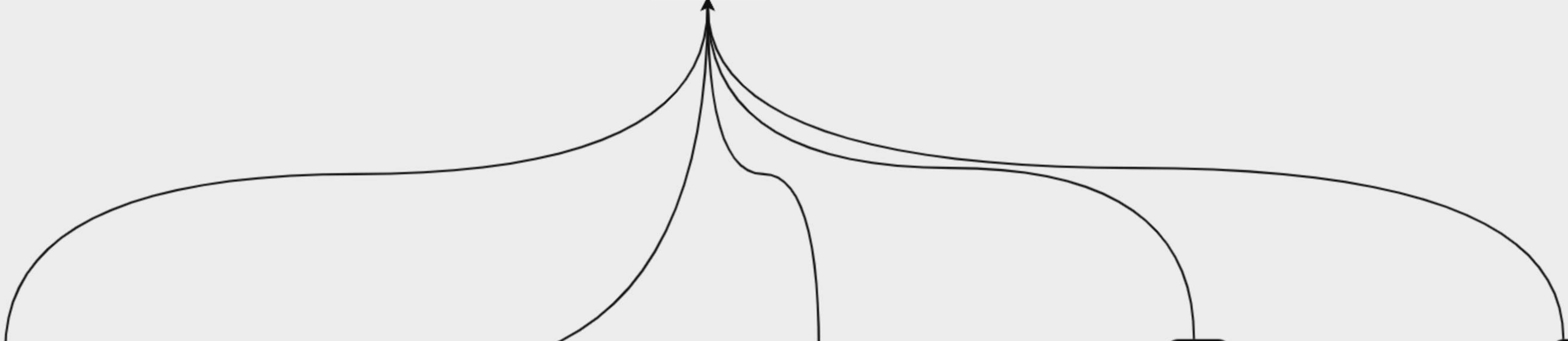
Formatting Review Agent

Reviews formatting consistency (fonts, spacing, alignment). Suggests changes to layout and visual design.

Citation Review Agent

Ensures citations and references are correctly formatted. Suggests corrections to follow style guidelines.

Supervisor Agent

Oversees the process, collects feedback from worker agents, and presents a summary to the user for approval.

Final Edit Agent

Applies the user-approved changes based on feedback from the other agents.

Content Review Agent

Checks grammar, spelling, and language clarity. Provides suggestions like correcting punctuation or spelling errors.

Structure Review Agent

Reviews the organization and flow of the document. Suggests reordering sections or improving headings.

Accessibility Review Agent

Oversees the process, collects feedback from worker agents, and presents a summary to the user for approval.
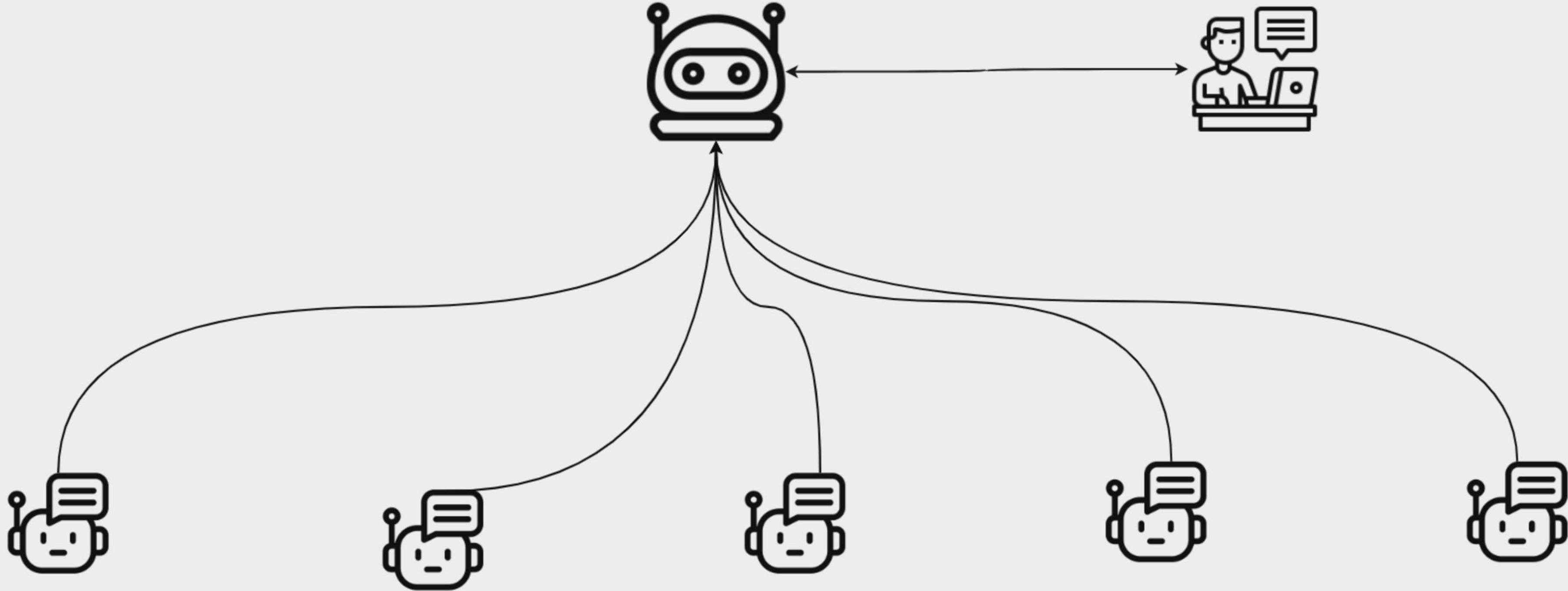
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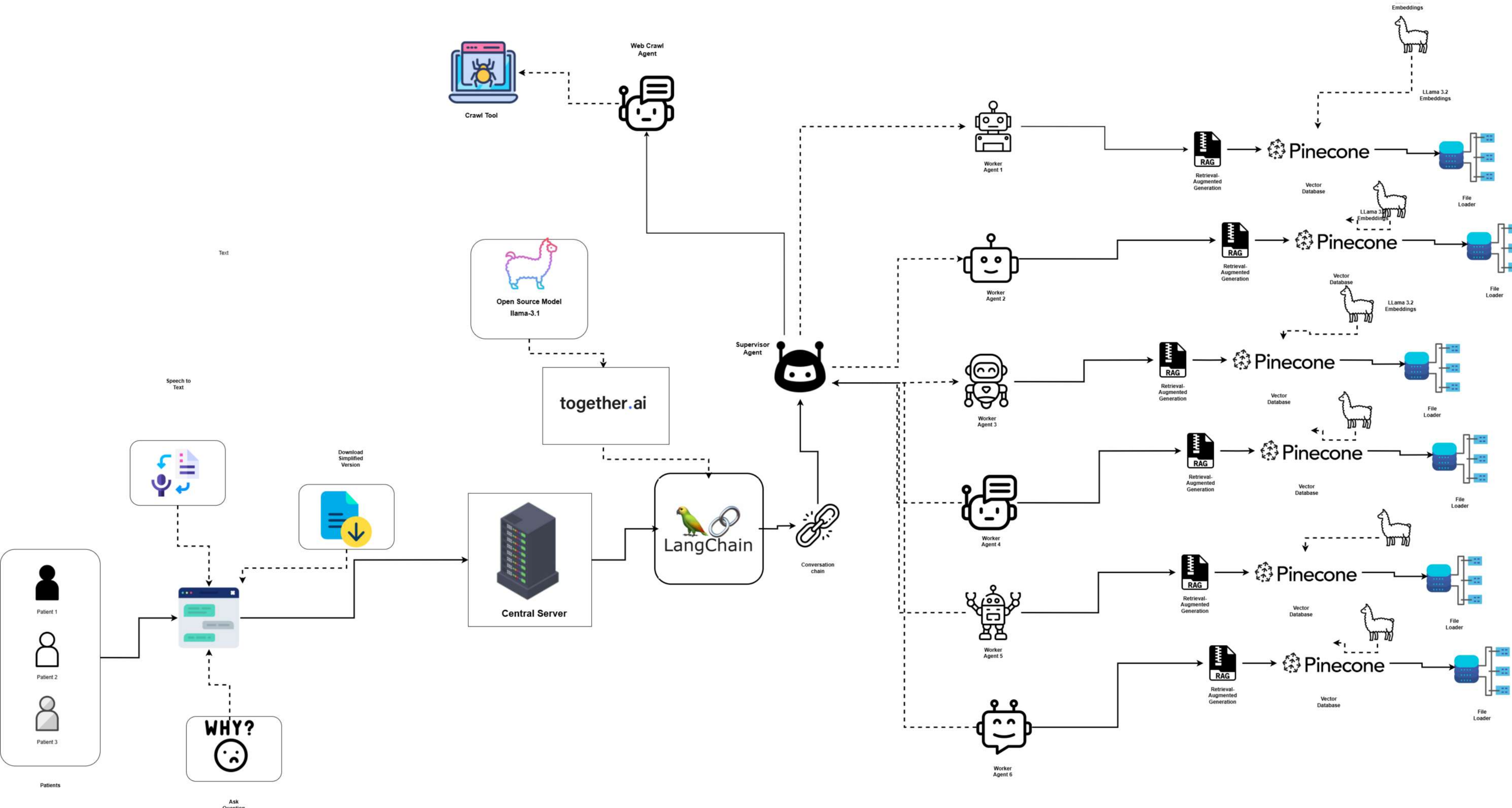
Citation Review Agent

Ensures citations and references are correctly formatted. Suggests corrections to follow style guidelines.

Automated web crawling(Australian style manual) and Knowledge base (Vector database) updating

MVP Architecture

Sample Output

Original Document:

12 people from our group visited $7.25 USD worth of attractions in Canberra, ACT last week. The minimum wage in the United States is $7.25 USD per hour. Additionally, they paid 89c for a cup of coffee and a total of 0.4 dollars for a parking spot. They then traveled to karlu karlu/Devil's Marbles and visited several attractions. 1 of the members purchased a souvenir for {9 8s 7d, while the total expenses for the trip exceeded 2195000 dollars. The meeting took place at 10 Bendemeer Boulevard, and the group booked their accommodation at Mvocum downs. From Mount Wellinaton/Kunanvi, they observed the local wildlife and hiked anproximately one kilometer. It was a long day with abou their accommodation at Myocum downs. From Mount Wellington/Kunanyi, they observed the local wildlife and hiked approximately one kilometer. It was a long day with about three hundred kilometers of travel.

Modified Document:

Introduction

Last week, a group of 12 people from our organization embarked on a trip to Canberra, ACT, to explore various attractions.

Travel Details

The group traveled extensively, covering about three hundred kilometers. They visited Karlu Karlu/Devil's Marbles and several other attractions. Observations of the local wildlife and a hike of approximately one kilometer from Mount Wellington/Kunanyi were also part of their itinerary.

Expenses

For this trip, the group visited attractions costing US$7.25. The minimum wage in the United States is US$7.25 per hour, for reference. They spent $0.89 on a cup of coffee and $0.40 for a parking spot. Additionally, one member purchased a souvenir for 9 pounds, 8 shillings, and 7 pence. The total expenses for the trip exceeded $2,195,000.

Meeting and Accommodation

The meeting was held at 10 Bendemeer Boulevard. Accommodations were booked at Myocum Downs, ensuring comfort during their stay.

Summary of Changes:

Grammar:

- Revised currency notations for consistency (`$7.25 USD` to `US$7.25`; `89c` and `0.4 dollars` to `$0.89` and `$0.40`; `{9 8s 7d` to `9 pounds, 8 shillings and 7 pence`).
- Corrected spelling errors (`anproximately` to `approximately`, `abou` removed).

Structure:

- Implemented headings to provide a clearer organizational structure ("Introduction," "Travel Details," "Expenses," "Meeting and Accommodation").
- Grouped related information together under appropriate sections.
- Added topic sentences to paragraphs for clarity.

Future development

Real-time voice assistant

Advanced Personalization

Multi Modality

Thank you