



Office of State Revenue
NSW TREASURY

Sydney Office Customer Service Information

What we offer

We offer a full service for the following revenue types:

- Duties (including vendor duty and premium property duty)
- Land Tax
- First Home Plus

We accept payments for:

- Pay-roll tax
- Electronic Duties Returns
- Other state taxes and duties we administer

You can also lodge your First Home Owner Grant Scheme documents at the Sydney office.

Visiting Sydney Office

Address:

Level 3, 55 Hunter St, Sydney

Hours:

8.30am–4.30pm, Monday to Friday

Busy times:

11.30am–2pm, with Friday being the busiest.

We suggest you organise your visit with this in mind.

Professional advice

Access professional advice by using our duties advisory service. The service lets you discuss your duties matters with a senior client services officer before you present them for stamping. This service is only offered at certain times, so make sure you book an appointment at the Information Desk.

Electronic options

Visit our website www.osr.nsw.gov.au for information about our electronic service options including:

- Unclaimed money search and claim
- Land tax clearance certificates and valuation certificates
- Electronic Duties Return
- Pay-roll tax Annual Reconciliation and monthly calculators
- Online calculators
- Online Subscription Service

Options for settlement

Conduct settlements and stamp your duties documents using electronic options in the Sydney CBD at three private facilities. Sydney Office does not offer settlement room facilities.

These facilities offer settlement rooms and a range of services for stamping duties documents including vendor duty, premium property duty and First Home Plus.

Legalco Management P/L

Level 5, Skygardens Office Tower
77 Castlereagh Street
Ph: 1300 305 205

Legalink Settle/Stamp Kiosk

Law Society of NSW Settlement Room
Level 1, 170 Phillip Street
Ph: 1800 802 627

Sydney Settlement Centre

Galloways Legal Services
Level 3, 99 Elizabeth Street
Ph: (02) 9233 1011

Lodging large numbers of documents

If you have a large number of documents to process, you can lodge your documents in bulk. They will be processed off the counter and we aim to have them back to you in 24 hours. We offer bulk lodgement for:

- Duties documents
- Land tax clearance and land valuation certificates
- Priority land tax assessments (10 day turnaround)

What you can expect

Our performance

We are committed to provide you with the most efficient service and we set performance indicators to ensure we meet these standards:

The 2003/04 Sydney Office service delivery key performance indicators

| Performance Indicator | Target |
|---|-----------|
| Clients waiting < 10 minutes at counter | >80% |
| Average waiting time at counter for duties/land tax clients | < 10 mins |
| Average waiting time at counter for payments only | < 3 mins |
| Bulk lodged documents processed in < 24 hours | > 80% |
| Overpayment refunds processed in < 10 days | >95% |
| Land tax priority assessments processed in < 10 days | >95% |

Customer council representatives

As a customer of the Sydney Office, you can play an important role in advising us about the quality of service we provide by joining the Customer Council. Meeting every 6 weeks, the council is made up of representatives from all areas of service. Ask at the Information Desk about how to express interest in joining the council.

What you need to do

To allow us to complete your transactions as efficiently as possible, we need you to:

- Comply with the legislation
- Complete all forms associated with your transaction and provide accurate relevant information
- Have the correct payment amount with you and be familiar with *OSR's Cheque Policy*.
- Check our website www.osr.nsw.gov.au for correct calculations using our online calculators
- Help us improve our services by providing feedback about your dealings with us

Other OSR services

For a full list of OSR services, visit the OSR website www.osr.nsw.gov.au

For information on how to pay an infringement notice, visit www.ipb.nsw.gov.au

For information on paying fines and enforcement orders issued by the State Debt Recovery Office (SDRO) visit www.sdro.nsw.gov.au