

Vision

Proudly delivering public value through fair and progressive services

Purpose

To ensure revenue compliance to help fund the future for the people of NSW

Values

- 
we anticipate and respond appropriately
 Responsiveness
- 
we always do the right thing
 Integrity
- 
we work together to get the best results
 Teamwork
- 
we get the job done
 Achievement

Corporate Objectives

- ❖ Maximise compliance
- ❖ Maximise effectiveness and efficiency
- ❖ Maximise stakeholder satisfaction
- ❖ Maximise organisational and staff capability

Strategic Drivers

- ❖ **Pride** in the work we do, in the way we do our job, and in working for OSR
- ❖ **Confidence** in our ability to work with clients and stakeholder to deliver services and results
- ❖ **Fair** in our procedures, decisions and attitudes and behaviour towards clients and stakeholders
- ❖ **Progressive** in our openness to change and willingness to improve in everything we do
- ❖ **Well-governed** in our control of resources, operation of our systems and processes, and decision-making

Strategic Goals

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Value for money SG1

Ensure OSR delivers value for money across all its operations

 - ❖ Continuously improve the efficiency of our business
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Compliance SG2

Ensure the integrity of the NSW tax, fines and benefits systems through effective compliance

 - ❖ Improve compliance effectiveness
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Systems and processes SG3

Ensure effective and efficient systems and processes underpin the delivery of OSR services

 - ❖ Implement system and process enhancements to deliver significant service improvements
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Clients SG4

Make it easier to do business with OSR

 - ❖ Reduce red tape
 - ❖ Enhance the client experience by delivering excellence through our preferred service channels
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Stakeholders SG5

Build strong relationships to deliver public value

 - ❖ Improve our services through effective stakeholder relationships
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People and technical excellence SG6

Ensure an organisation of capable, adaptable and engaged people

 - ❖ Shape the organisational culture to support a flexible workforce to meet the changing needs of OSR