



## Organisational functions

### Executive

- coordinates responses to ministerial correspondence and inquiries
- manages corporate governance activities including audits and reviews
- undertakes business process improvement reviews
- reviews the efficiency and effectiveness of our processes and manages the maintenance of our ISO 9001 certification.

Executive Director and Chief Commissioner of State Revenue – Tony Newbury

The Executive Unit, including Corporate Governance and Ministerial and Executive Services Unit had 27.2 full-time equivalent staff as at 30 June 2008.

### Revenue Advisory Services (RAS)

- provides advice to the Treasurer and Government and formulates policy, legislation and State tax revenue rulings
- processes objections and prepares cases on appeal
- provides technical advice and training to clients and staff.

Acting Director and Commissioner of State Revenue – Bob Gillam

Revenue Advisory Services had 44.6 full-time equivalent staff as at 30 June 2008.

### Operations

- provides assessing, revenue collection, enquiry and client education services at central and regional locations
- administers First Home Plus, First Home Owner Grant, petroleum product subsidy and unclaimed money payments
- researches, develops and implements programs to encourage better compliance
- detects underpayment and non-compliance through audits and investigations
- enforces lodgement of returns from defaulting taxpayers
- recovers outstanding debt for all revenue bases.

Acting Chief Operating Officer – Dianne Barden

Operations had 439.2 full-time equivalent staff as at 30 June 2008.

### State Debt Recovery Office (SDRO)

- processes and enforces fines owed to the Government and commercial clients
- provides fines processing services to over 230 government, semi-government and local government agencies
- issues penalty notices for all red light and speed camera-detected offences as part of the government's road safety programs
- advises the RTA of all demerit points offences to update driver records.

Director – Mick Mioduszewski

State Debt Recovery Office had 426.2 full-time equivalent staff as at 30 June 2008.

## Information Services (ISD)

- provides the information communications and technology (ICT) systems operated by OSR including the organisation's computers, information storage, technology, communications and infrastructure and networks
- provides project management and governance for information technology projects
- maintains, develops and supports reliable, effective and responsive computer facilities and applications.

Director and Chief Information Officer – David Kennedy

Information Services had 82.6 full-time equivalent staff as at 30 June 2008.

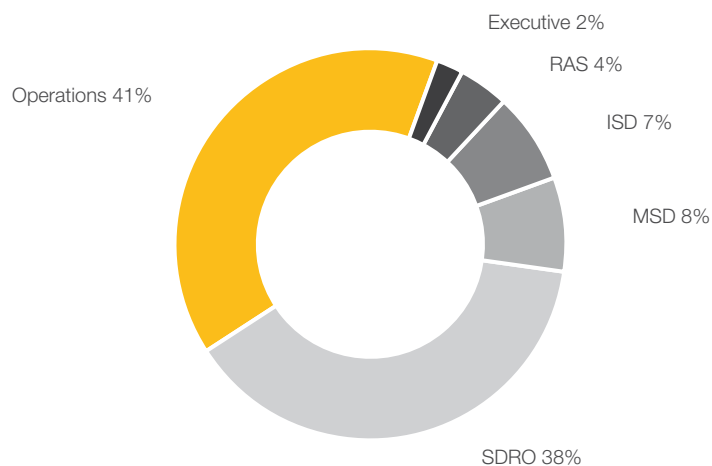
## Management Services (MSD)

- guides corporate planning and provides information analysis and research
- provides financial, management, revenue and systems accounting services
- directs the planning, development and delivery of the strategic and operating functions of human resources including Equal Employment Opportunity and Ethnic Affairs Programs
- provides corporate communications and publications
- coordinates and manages contracts and procurement, records, facilities and business continuity.

Acting Director – Bob Mielnik

Management Services had 88.3 full-time equivalent staff as at 30 June 2008.

## Number of full-time equivalent staff by division



Management Services Division guides corporate planning and provides information analysis and research. 