

Emerging and strategic issues

Our 2011 strategic plan outlines our future direction, our strategic goals and what we need to do to improve the way we administer revenue, enforce fines and process benefits. The plan is closely aligned to the NSW State Plan, which sets out the Government's major priorities and targets. In developing our plan, we have identified the following key emerging and strategic issues which pose the greatest challenge to us over the next three years.

Reducing red tape

A focus of the NSW Government in the NSW State Plan is to reduce red tape. OSR has in place a number of initiatives to reduce red tape imposed on our clients and between agencies. These include legislative and administrative harmonisation with other jurisdictions, participation in the National e-Conveyancing project and the Standard Business Reporting project (a Commonwealth Government initiative aimed at streamlining business interactions with the three tiers of government).

Harmonisation aims to benefit employers by providing them with common definitions and exemptions and reduces the complexity of operating across jurisdictions. It will allow improved benchmarking to measure comparative efficiency between revenue offices.

Reducing the red tape we impose on our clients will have significant benefits in lessening the administrative burden and compliance costs for individuals and businesses, making it easier for clients to accurately assess their legislative obligations and reducing the level of non-compliance.

One of the strategies in OSR's 2011 Strategic Plan is aimed at reducing red tape and includes conducting targeted red tape reduction reviews and expanding inter-jurisdictional harmonisation.


Better compliance

We continue to focus on improving compliance through strategically targeted education programs. These include programs for payroll tax and land tax clients and the Self Enforcing Infringement Notice Scheme (SEINS) for our commercial clients. We combine face-to-face and online learning (e-learning) approaches to maximise the effectiveness of our education programs and the convenience of clients. Greater education increases clients' ability to correctly meet their revenue obligations.

The use of e-learning technologies enables OSR to provide a wide range of education modules across a diverse geographical area, that includes our regional and rural clients, where the traditional face-to-face approach is impractical and costly.

Through a number of process improvements and significant structural changes, we have increased the level of early compliance activity in the revenue administration process. This focus will continue through the development of more effective data matching technology and greater knowledge sharing with other jurisdictions on best practice approaches.

By improving the level of compliance activity undertaken at the earliest point in the administrative process, revenue collection is improved and clients are given the opportunity to avoid interest and penalties.

OSR will commence work to modernise the RECOUPS system to meet the growing needs of clients in providing effective and efficient revenue services. 



Better debt management

In 2008–09, we will implement the agreed recommendations of a best practice Debt Management Review. The review identified areas for improvement in the debt management processes for revenue administration and fines. Improved debt management provides additional revenue to fund essential government services.

SDRO continues to participate in national working groups regarding interstate enforcement of fines. This initiative is aimed at developing reciprocal arrangements between States and Territories to improve the collection of outstanding interstate fines. By pursuing reciprocal arrangements with other jurisdictions, we will improve the collection rate of interstate fines to more closely match collection rates for NSW residents.

Modernisation of our core tax system

OSR's core taxation system, RECOUPS was implemented in 1999 and has since undergone significant maintenance. During 2008–09, OSR will commence work to modernise the system to meet the growing needs of clients in providing effective and efficient revenue services. A modernised system will lead to better compliance, a more efficient transaction processing system and enable OSR to provide better client service.