

Commitment to clients

We undertook several initiatives to improve and deliver more customer-friendly services as set out in Priority S8 of the State Plan to increase customer satisfaction with Government services. These initiatives show our continuing commitment to clients and include the following:

Tax Call Centre

We established the first stage of an integrated Tax Call Centre (TCC) to handle all tax and grant enquiries. Previously, we operated separate enquiry lines for each tax and grant stream staffed by specialist teams. This initiative was part of the 2007 Corporate Action Program aimed at creating a professional call centre environment to answer and resolve client enquiries. The TCC is dedicated to delivering the highest level of client service and ensuring value for money for the taxpayers of NSW.

Our integrated TCC answered over 120 000 calls from clients regarding land tax, first home benefits, motor vehicle duty relief and general tax enquiries. Over the next two years, we plan to integrate the remaining tax and grant enquiry lines into the single TCC.

As part of the integrated TCC, we developed and deployed a knowledge management system on our intranet called 'Taxi'. The system allows call centre staff to quickly research and provide consistent and accurate answers to client enquiries.

We also made several enhancements to our Interactive Voice Response (IVR) system to provide land tax clients with additional payment options outside of normal business hours.

Land tax online services

We developed a new online service that provides land tax clients with information about their land holdings and allows them to update their postal and contact details as well as provide details about sales, purchases and changes to exemptions.

This service has proved popular with some 20 per cent of clients using the service to change their land tax details online.


Payroll tax online services

As part of the program to harmonise NSW's and Victoria's payroll tax legislation and administration, we made a number of operational changes to our payroll tax monthly return and annual reconciliation online forms. These enhancements enable clients to access a history of their lodged returns and schedule future dated payments online. We also simplified the login process for existing clients.

The number of clients registered to pay their payroll tax online via direct debit increased by 42 per cent from the previous year. The average monthly value of online payroll tax payments has increased from \$44 million to \$70 million.

Over 85 per cent of all new payroll tax clients register online.



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Client education strategy

To raise awareness and educate clients about their tax obligations, we ran education and awareness activities and developed and deployed e-learning training modules for payroll tax.

To keep clients informed about changes to our taxes, fines and grants we provided:

- a 'wages' online training course available on our website that allows clients to complete training at their convenience. Additional online training modules on grouping, employment agents and contractors and our EDR system are scheduled to be progressively rolled out
- 34 payroll tax seminars for businesses
- 29 State tax update seminars for professional advisers
- 32 joint payroll tax revenue rulings with the Victorian State Revenue Office
- up-to-date information on our website
- information factsheets on our taxes, fines and benefits
- advertisements in metropolitan and regional newspapers
- articles written by our technical experts for industry journals
- information sessions and stands at the First Home Buyers Expo and the Property and Investment Expo held at Darling Harbour. Staff were on hand to answer questions and distribute tax and grant information sheets
- training for staff at all major financial institutions on mortgage duty changes.

Standard business reporting

The Standard Business Reporting program is an Australian Government initiative designed to reduce the burden of current reporting requirements on businesses. The initial focus is on financial reporting, since this affects most business. All state and territory revenue agencies are participating in the program.

Our goal is by 1 July 2010, for our payroll tax clients to use standard business reporting-enabled record keeping and accounting software to calculate their monthly payroll tax liability and lodge their annual reconciliation.

Developing policy and legislation

We provided advice to the Government on a range of policy and legislative proposals with tax, benefits and fines implications. We developed legislation to implement Government decisions to amend tax legislation, including amendments to reduce the payroll tax rate and index the tax-free threshold from 1 July 2008, announced in the 2008–09 Budget speech by the Treasurer.

We held meetings with a number of business and professional industry bodies to discuss tax policy and legislative issues, and to identify desirable changes to legislation. Proposals and options arising from this liaison process were submitted to the Treasurer and the Government for consideration. In cases where legislative amendments were approved, we consulted with these liaison bodies on draft legislation prior to the introduction of the legislation into the Parliament to ensure it achieved its stated purpose.

Following the introduction by both NSW and Victoria of harmonised payroll tax Acts commencing on 1 July 2007, we consulted with the Victorian State Revenue Office to ensure consistent interpretation and administration of the legislation.

We also consulted with revenue offices in other States and Territories to assist in extending harmonisation of key aspects of payroll tax legislation and administration across Australia, in order to reduce red tape for payroll tax clients and their professional advisers.

Staff relocation and regional support

OSR relocated nine operational positions from Sydney to our Newcastle and Wollongong regional offices. The transfer of positions to these regional offices was in line with the NSW State regionalisation policy. We recognise our regional offices as centres of excellence in State taxes.

Client satisfaction survey and feedback

2008 client satisfaction survey results

Under Priority S8 of the NSW State Plan, Government agencies are required to deliver 'customer-friendly services'. In order to measure, report and improve customer satisfaction with our services, we conducted a comprehensive online client satisfaction survey during April 2008. A total of 4169 clients responded to the survey which was available from our OSR and SDRO websites for the following business areas: fines processing, land tax, payroll tax and First Home Owners Grant clients. A summary of the survey results are below:

Overall satisfaction

- 87 per cent of respondents were satisfied with services provided through OSR websites
- 75 per cent of respondents were satisfied with the services provided by OSR staff.

Accessibility and ease of use

- 88 per cent agreed that the information they require is available from the websites
- 86 per cent agreed that it is easy to use the websites.

Interpersonal communication

- 80 per cent agreed that OSR staff were courteous and professional
- 70 per cent agreed that OSR staff give reasons for their decisions.

Quality of service

- 74 per cent agreed that OSR resolves problems or queries in a timely manner
- 84 per cent agreed that OSR staff provide sound advice and information.

The feedback from the survey will assist OSR to improve the quality of services we provide.

Client survey results



Feedback from clients

We actively collect feedback from clients during the year through our various service channels, which include our websites, counter services and over the telephone. Client feedback is collected using client feedback forms and includes complaints, compliments and suggestions.

Our client feedback system recognises good client service and identifies areas where we can improve our service. In the feedback provided, clients have advised us that we can improve our services by increasing our communication and simplifying the payment facilities available on our websites.


A frequent suggestion from clients was that we need to improve the quality of some of the advice and explanations we provided. These suggestions have been recorded and remedial actions taken.

Breakup of feedback by division 2007–08

Division	Number of complaints	Number of compliments	Number of suggestions
Revenue Advisory Services	2	3	2
Operations	17	21	1
Information Services	14	0	1
Management Services	0	0	0
SDRO – Penalty	21	10	3
SDRO – Enforcement	47	11	3
Total	101	45	10

Complaints by issue

Issue	Number of complaints
Customer service	40
Dispute regarding decision	1
EPAY/internet/interactive voice response	15
Lack of or delayed response to correspondence	13
Notices not received/address errors	4
Other	17
Payment issue	7
Request for withdrawal from enforcement	4
Total	101

We record all client feedback in our client feedback database and acknowledge the feedback in writing. 



We define a complaint as an expression of dissatisfaction with OSR's administration or quality of service. It does not include complaints about Government policy or individual tax liability. Suggestions may relate to what additional services our clients require, how these services are best delivered and how to improve the services we currently provide. A compliment is an expression of praise or commendation of OSR's administration and quality of service. Compliments do not include general 'thank you' acknowledgements received in the course of staff's day-to-day work.

We record all client feedback in our client feedback database and acknowledge the feedback in writing. Both compliments and complaints are referred to the manager of the responsible unit, with compliments passed on to the officers who received them. Managers are required to investigate all complaints and inform the complainant of the outcome of the investigation.

The action taken to resolve a complaint is recorded in our client feedback database. A quarterly report analysing complaints and compliments is distributed to the Executive Director and Directors.