

Legislation administered

Betting Tax Act 2001

Commonwealth Places (Mirror Taxes Administration) Act 1998

Duties Act 1997

Fines Act 1996

First Home Owner Grant Act 2000

Gaming Machine Tax Act 2001 (jointly with the NSW Office of Liquor, Gaming and Racing)

Health Insurance Levies Act 1982

Insurance Protection Tax Act 2001

Land Tax Act 1956

Land Tax Management Act 1956

Payroll Tax Act 2007


Petroleum Products Subsidy Act 1997

Stamp Duties Act 1920

Taxation Administration Act 1996

Unclaimed Money Act 1995

We also collected revenue under the *Parking Space Levy Act 1992* for the NSW Ministry of Transport. The State Debt Recovery Office (SDRO) administers fines and collects revenue under various legislation including *Road Transport (General) Act 2005* for Crown and commercial clients.

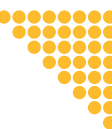
We delivered more than 700 learning and development activities and over 200 different programs. 

Corporate achievements 2007–08

It has been a year of significant achievement and change for OSR. We exceeded our revenue collection budget, improved our client service channels, extended our client education programs and strengthened our relationships with commercial clients and stakeholders. Here are some highlights:

Maximise compliance

- collected revenue exceeding \$17 billion
- identified \$286 million in additional revenue from compliance activities
- implemented legislative changes to improve taxes and fines administration
- developed and commenced implementation of a knowledge management system to ensure consistency and accuracy of information provided to clients
- adopted a new data matching process using WorkCover and Australian Tax Office data for unregistered payroll tax clients, generating close to \$3.4 million in revenue
- ninety-two per cent of appeals to the Administrative Decisions Tribunal were determined in the Chief Commissioner's favour.



Maximise effectiveness and efficiency

- continued harmonisation of payroll tax legislation and administration with the Victorian State Revenue Office
- improved online stamp duty calculators
- provided the Electronic Duties Return (EDR) financial institutions manual online
- improved our telephone payment options to allow clients to pay land tax and fines after hours
- successfully recovered OSR critical systems in off-site test environment as a part of our disaster recovery program
- implemented a new online application for land tax variation returns
- revised our risk management framework based on best practice
- kept our ISO 9001:2000 quality standard certification.

Maximise stakeholder satisfaction

- issued refunds totalling \$1.5 million for 4150 storm damage relief applications
- provided payroll tax clients with new online (e-learning) modules
- conducted client satisfaction survey – 75 per cent of respondents were satisfied with our service
- introduced part-payment and Centrepay options for fines
- increased transparency by making SDRO Review Guidelines available online. The guidelines provide details about information and evidence required by SDRO to have a fine reviewed
- improved the FHOG online system for approved agents to reduce red tape and strengthen probity controls
- introduced over the phone applications for time to pay requests for outstanding fines.

Maximise organisational and staff capability

- developed and launched OSR's 2011 Strategic Plan which is aligned to the NSW State Plan
- implemented the inaugural Succession Planning Program, a program designed to develop skills of potential leaders
- delivered more than 700 learning and development activities and over 200 different programs
- delivered fraud awareness training to all staff and provided ethics training to managers
- implemented a range of healthy lifestyle programs such as flu vaccination and stress management sessions
- reduced the number of open workers compensation claims by 50 per cent, as well as a 20 per cent reduction in days lost due to injury
- achieved a 55 per cent reduction in the number of staff with accrued recreation leave in excess of 40 days.

