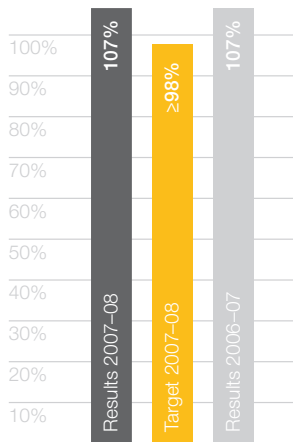
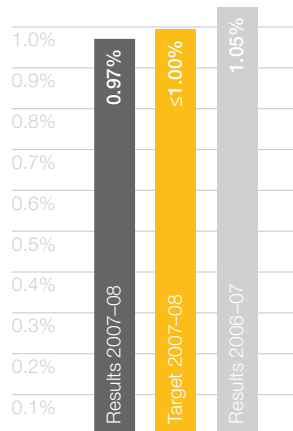


Corporate Key Performance Indicators (KPIs)

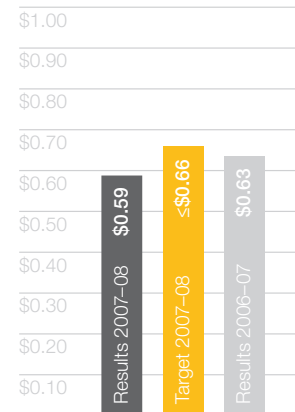
Revenue collected (tax)



Total overdue tax debt as a percentage of total tax revenue



Cost to collect \$100 – Tax Revenue



Corporate Key Performance Indicators (KPIs)	2007-08 Results	2007-08 Target	2006-07 Results
Targets achieved			
Revenue collected (tax)	107%	≥98% to original budget	107%
Total overdue tax debt as a percentage of total tax revenue	0.97%	≤1.00%	1.05%
Cost to collect \$100 – Tax revenue	\$0.59	≤\$0.66	\$0.63
Availability of OSR's external websites (includes tax and fines)	99.8%	≥99.0%	99.9%
First Home Owner Grant scheme payments issued ≤10 days from receipt of a completed application	95%	≥95%	93%
Average turnaround time to resolve complaints	7.8	≤15.0 working days	9.3
Targets not achieved			
Percentage of payment transactions received electronically (tax) ⁱ⁾	66%	≥68%	64%
Percentage of telephone calls answered within two minutes (tax) ⁱⁱ⁾	78%	≥80%	85%
Percentage of penalty notices finalised ⁱⁱⁱ⁾	77%	≥80%	77%
Unclaimed money payments issued ≤10 days from receipt of a completed claim ^{iv)}	92%	≥95%	98%
Percentage of staff with accumulated recreational leave over 40 days ^{v)}	1.2%	≤1.0%	2.5%

Notes:

- i) Target not met due to the volume of duties cheques presented in the Sydney Office. We are implementing strategies to move clients towards electronic payment options.
- ii) Target not met due to temporary staff shortages and longer call handling times during the land tax peak period.
- iii) Target not met as there was a 24 per cent increase in the number of Crown penalty notices issued during the year.
- iv) Target not met as a more stringent verification process was implemented during the year which impacted upon turnaround times.
- v) OSR has implemented a number of strategies to reduce the percentage of staff with excessive recreation leave. The end of year result is a significant improvement on the previous year.