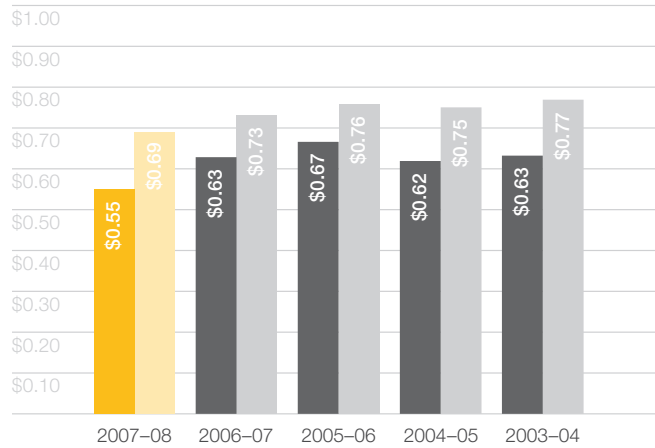


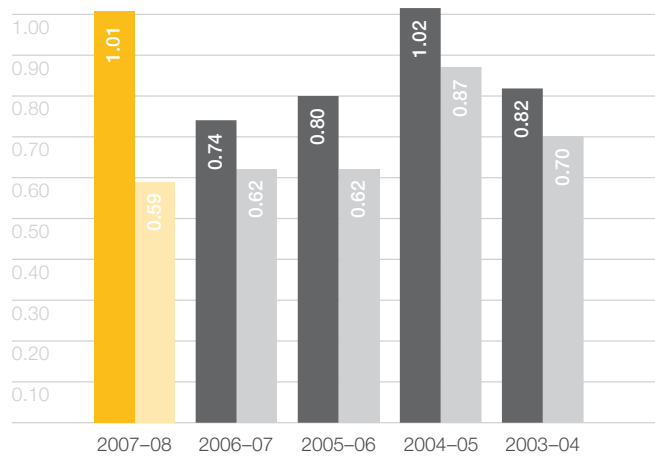
Comparison of OSR's performance against average for all Australian revenue offices

The performance of all Australian revenue offices is benchmarked against a number of key nationally agreed performance indicators, which include cost to administer \$100 in revenue, average telephone queuing time and percentage of revenue collected electronically against all revenue collected. OSR has consistently exceeded the national benchmark on two of the three performance indicators.

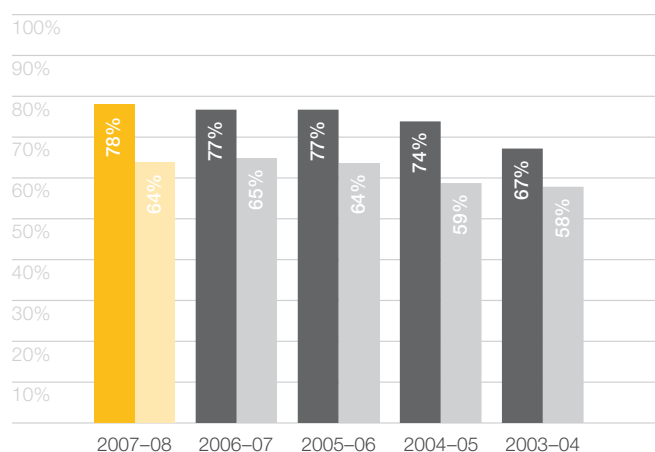
Cost to administer \$100 of tax revenue



Average telephone queuing time – minutes



Revenue received electronically by revenue office as a percentage of total revenue collected



- NSW result
- National mean

Source: HayGroup (2008),
2007-08 Internal Analysis Report