

Client Service Performance

The Office of State Revenue (OSR) is committed to providing a high level of service for all our clients and value your input and suggestions for improvement. Our clients can expect to be treated with fairness, integrity and confidentiality in all dealings with us.

OSR has been monitoring our performance against its client service standards. Below are the results covering the period from July 2009 – June 2010.

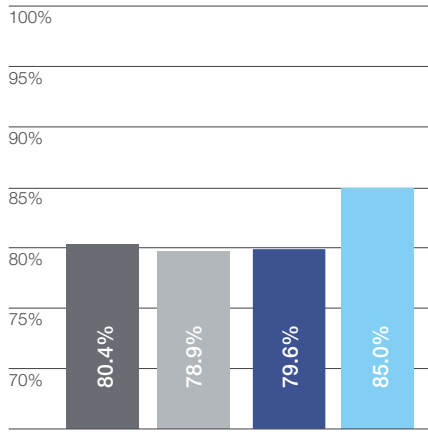
Our service results – July 2009 to June 2010

Taxes and duties	Results
Answer 80 per cent of all telephone calls within two minutes	86.4%
Ensure 99.5 per cent availability of OSR's websites	100%
Grants and other benefits	
Answer 80 per cent of all telephone calls within two minutes	92.7%
Process general electronic and written correspondence within 10 working days of receipt	99.9%
Pay more than 95 per cent of First Home Owner Grant payments within 10 working days of receiving a completed application	96.3%
Pay more than 85 per cent Unclaimed Money payments within 10 working days of receiving a completed application	79.6%
Ensure 99.5 per cent availability of OSR's websites	100%
Fines	
Answer all telephone calls with an average waiting time of less than three minutes	2.97 mins
Respond to emails within 10 working days	85.0%
Reply to correspondence within 21 working days	88.5%
Issue court attendance notices issued within 60 working days of receiving valid court election	93.6%
Ensure 99.5 per cent availability of OSR's websites	100%

Complaints and compliments

Over the period of July 2009 to June 2010, OSR experienced a 26 per cent increase in the number of written complaints from the previous twelve months. During this period, OSR received 77 written compliments that related to the excellent customer service provided by OSR officers while handling clients' cases.

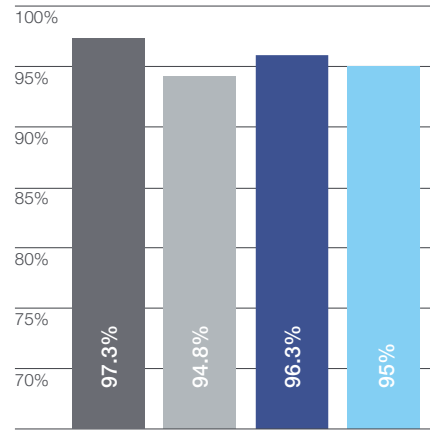
Unclaimed Money payments paid within 10 working days of receiving a completed application



Our performance from July 2009 to June 2010

- Jul 09 to Dec 09
- Jan 10 to Jun 10
- Jul 09 to Jun 10
- OSR's Target

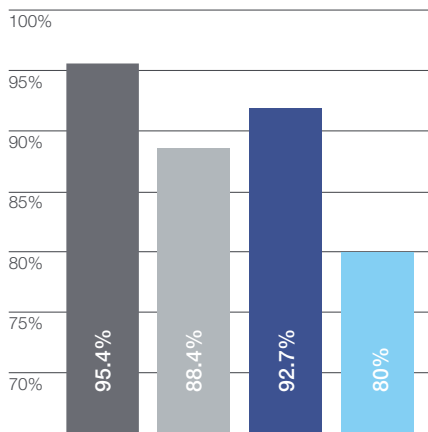
First Home Owner Grant payments made within 10 working days of receiving a completed application



Our performance from July 2009 to June 2010

- Jul 09 to Dec 09
- Jan 10 to Jun 10
- Jul 09 to Jun 10
- OSR's Target

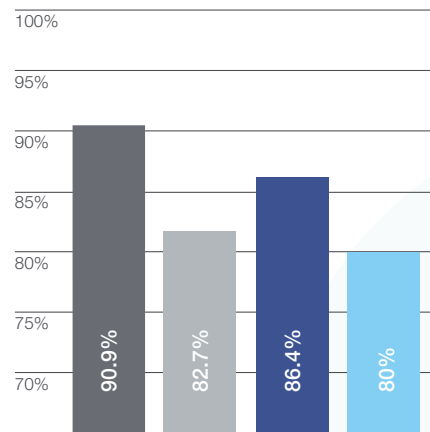
Telephone calls answered within two minutes – Grants and other benefits



Our performance from July 2009 to June 2010

- Jul 09 to Dec 09
- Jan 10 to Jun 10
- Jul 09 to Jun 10
- OSR's Target

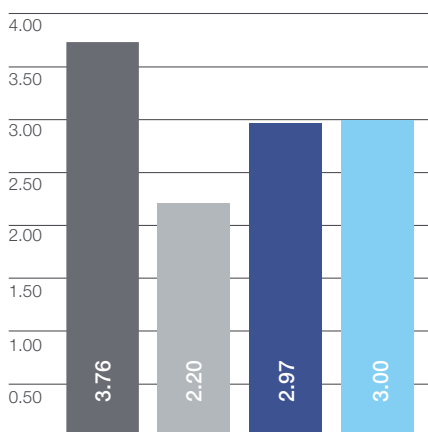
Telephone calls answered within two minutes – Taxes and duties



Our performance from July 2009 to June 2010

- Jul 09 to Dec 09
- Jan 10 to Jun 10
- Jul 09 to Jun 10
- OSR's Target

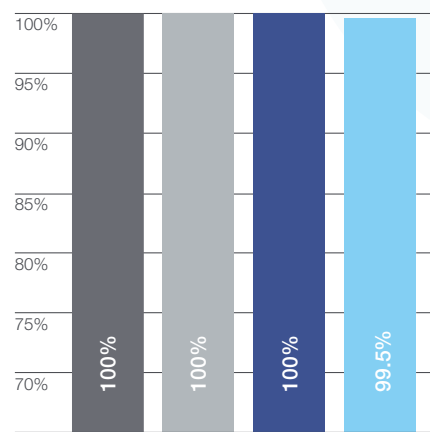
Fines telephone calls average call waiting time



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- OSR's Target

Availability of OSR's tax/fines website



Our performance from July 2009 to June 2010

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