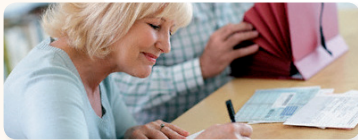




Office of State Revenue
NSW TREASURY
ISO 9001-Quality Certified

Client Service Performance



The Office of State Revenue (OSR) is committed to providing a high level of service for all our clients. 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 our service results against the period for July 2008 to December 2008. This information will be presented twice a year with the next set of results due in July 2009.

Our service results – July 2008 to December 2008

Taxes and duties	Results
Answer 80 per cent of all telephone calls within two minutes	86.6%
Ensure 99.5 per cent availability of OSR's websites	99.8%
Grants and other benefits	
Answer 80 per cent of all telephone calls within two minutes	87.0%
Process general electronic and written correspondence within 10 working days of receipt	99.8%
Pay more than 95 per cent of First Home Owner Grant payments within 10 working days of receiving a completed application	96.4%
Pay more than 85 per cent Unclaimed Money payments within 10 working days of receiving a completed application	98.0%
Ensure 99.5 per cent availability of OSR's websites	99.8%
Fines	
Answer all telephone calls with an average waiting time of less than three minutes	1.15 mins
Respond to emails within 10 working days	99.4%
Reply to correspondence within 21 working days	98.6%
Issue court attendance notices issued within 60 working days of receiving valid court election	99.7%
Ensure 99.5 per cent availability of OSR's websites	99.8%

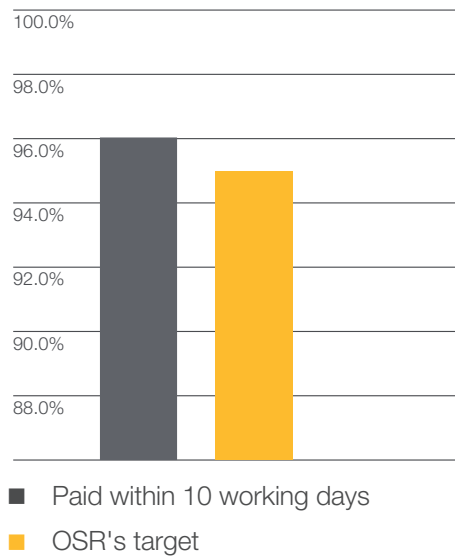
Complaints and compliments

Over the period July 2008 to December 2008 OSR experienced a 36.5 per cent decrease in the number of written complaints from the previous six months. From July 2008 to December 2008 OSR received 13 written compliments that related to the excellent customer service provided by OSR officers while handling clients' cases. The compliments related to both the quality of service provided by SDRO and taxes/benefits.

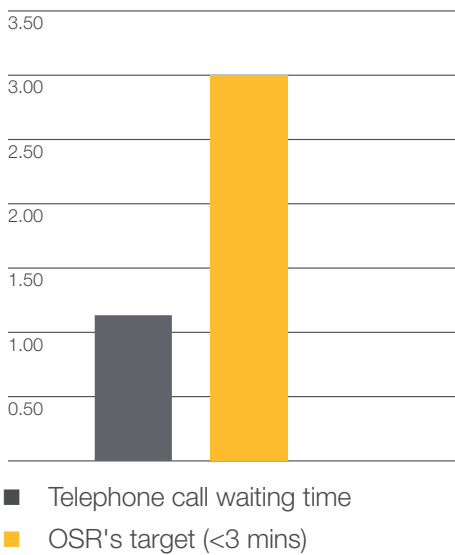
Unclaimed Money payments paid within 10 working days of receiving a completed application*



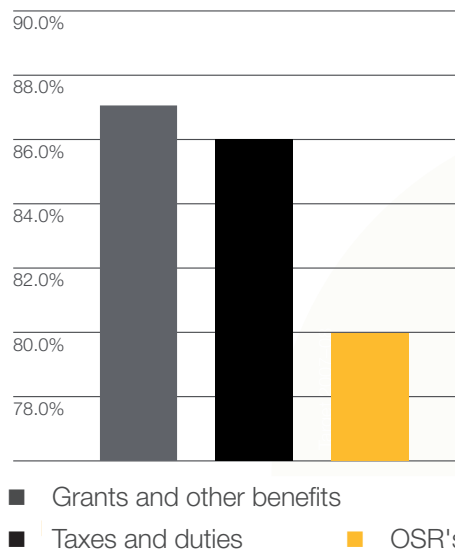
First Home Owner Grant payments made within 10 working days of receiving a completed application*



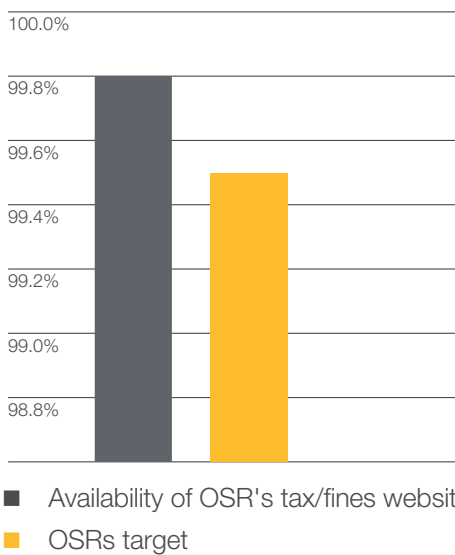
Fines telephone calls average call waiting time*



Taxes and Benefits telephone calls answered within two minutes*



Availability of OSR's tax/fines website*



*Our performance from July 2008 to December 2008