

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 covering the period from July 2011 to Dec 2011.

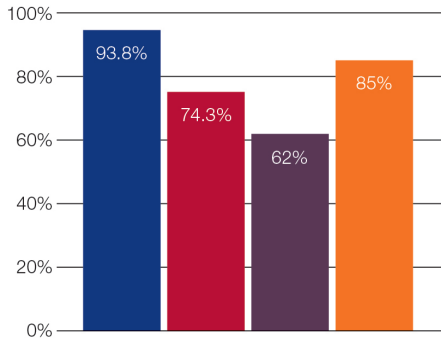
Our service results – July 2011 to December 2011

	Results
Answer 78 per cent of all telephone calls within two minutes	87.2%
Ensure 99.5 per cent availability of OSR's websites	100%
Grants and other benefits	
Answer 78 per cent of all telephone calls within two minutes	87.5%
Process general electronic and written correspondence processed within 10 working days of receipt	100%
Pay more than 95 per cent of First Home Owner Grant payments within 10 working days of receiving a completed application	94.6%
Pay more than 85 per cent Unclaimed Money payments within 10 working days of receiving a completed application	62%
Ensure 99.5 per cent availability of OSR's websites	100%
Fines	
Answer 78 per cent of all telephone calls within two minutes	88.8%
Respond to emails within 10 working days	69.8%
Reply to correspondence within 21 working days	67.1%
Issue court attendance notices issued within 60 working days of receiving valid court election	97.3%
Ensure 99.5 per cent availability of OSR's websites	100%

Write correspondence in a manner that is clear and concise

Over the period July 2011 to Dec 2011 OSR experienced a 29 per cent decrease in the number of written complaints from the previous 6 months. During this period, OSR received 63 written compliments that related to the excellent customer service provided by OSR officers while handling clients' cases.

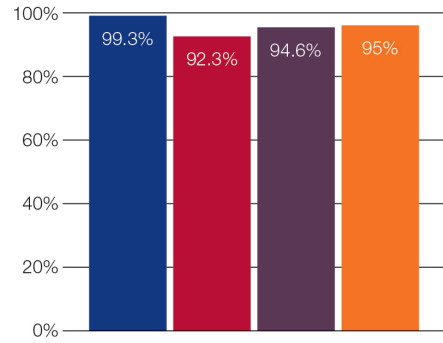
Unclaimed Money payments paid within 10 working days of receiving a completed application



Our performance from July 2011 to December 2011

- Jul 10 to Dec 10
- Jan 11 to Jun 11
- Jul 11 to Dec 11
- OSR's Target

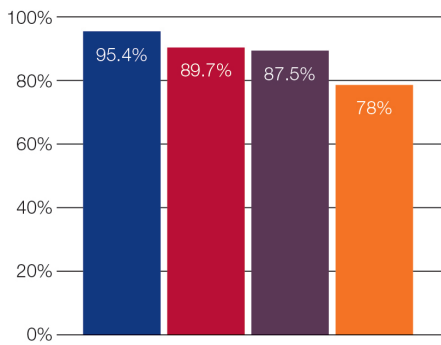
First Home Owner Grant payments made within 10 working days of receiving a completed application



Our performance from July 2011 to December 2011

- Jul 10 to Dec 10
- Jan 11 to Jun 11
- Jul 11 to Dec 11
- OSR's Target

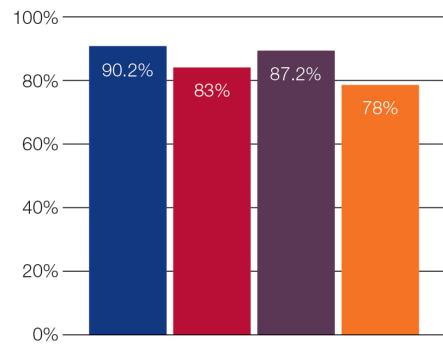
Telephone calls answered within two minutes – Grants and other benefits



Our performance from July 2011 to December 2011

- Jul 10 to Dec 10
- Jan 11 to Jun 11
- Jul 11 to Dec 11
- OSR's Target

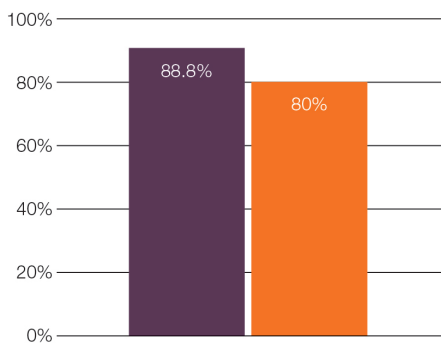
Telephone calls answered within two minutes – Taxes and duties



Our performance from July 2011 to December 2011

- Jul 10 to Dec 10
- Jan 11 to Jun 11
- Jul 11 to Dec 11
- OSR's Target

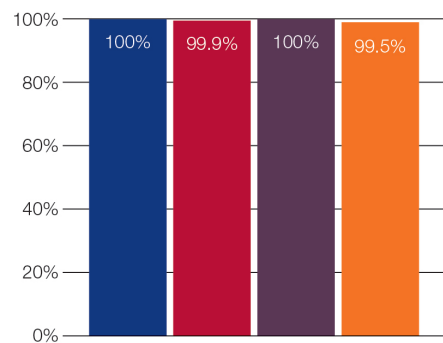
Fines telephone calls average call waiting time



Our performance from July 2011 to December 2011

- Jul 10 to Dec 10
- Jan 11 to Jun 11
- Jul 11 to Dec 11
- OSR's Target

Availability of OSR's tax/fines website



Our performance from July 2011 to December 2011

- Jul 10 to Dec 10
- Jan 11 to Jun 11
- Jul 11 to Dec 11
- OSR's Target