



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 covering the period from July 2008 to June 2009.

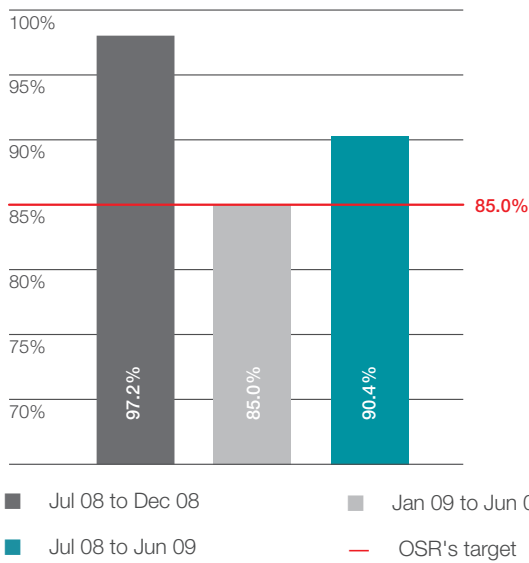
Our service results – July 2008 to June 2009

Taxes and duties	Results
Answer 80 per cent of all telephone calls within two minutes	83.7%
Ensure 99.5 per cent availability of OSR's websites	99.9%
Grants and other benefits	
Answer 80 per cent of all telephone calls within two minutes	87.8%
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	95.8%
Pay more than 85 per cent Unclaimed Money payments within 10 working days of receiving a completed application	90.4%
Ensure 99.5 per cent availability of OSR's websites	99.9%
Fines	
Answer all telephone calls with an average waiting time of less than three minutes	1.78 mins
Respond to emails within 10 working days	99.2%
Reply to correspondence within 21 working days	92.3%
Issue court attendance notices issued within 60 working days of receiving valid court election	97.4%
Ensure 99.5 per cent availability of OSR's websites	99.9%

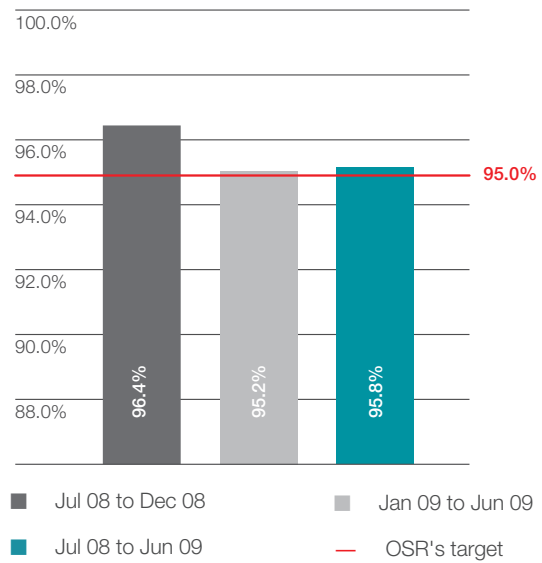
Complaints and compliments

Over the period July 2008 to June 2009 OSR experienced a 28 per cent decrease in the number of written complaints from the previous 12 months. During this period, OSR received 24 written compliments that related to the excellent customer service provided by OSR officers while handling clients' cases.

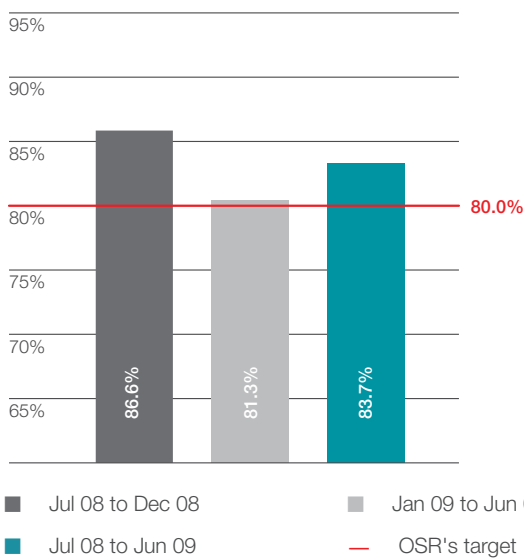
Unclaimed Money payments paid within 10 working days of receiving a completed application



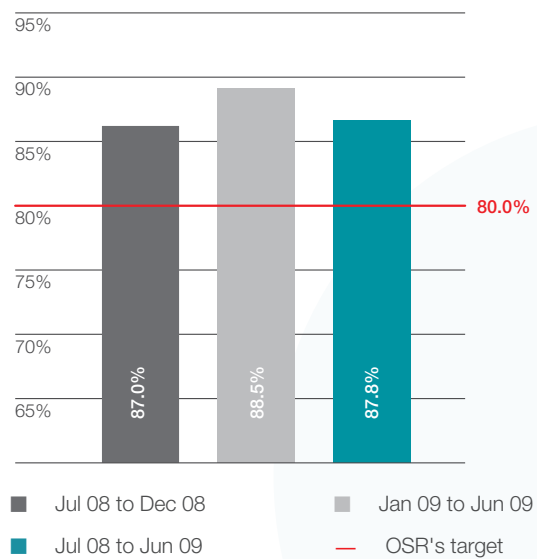
First Home Owner Grant payments made within 10 working days of receiving a completed application



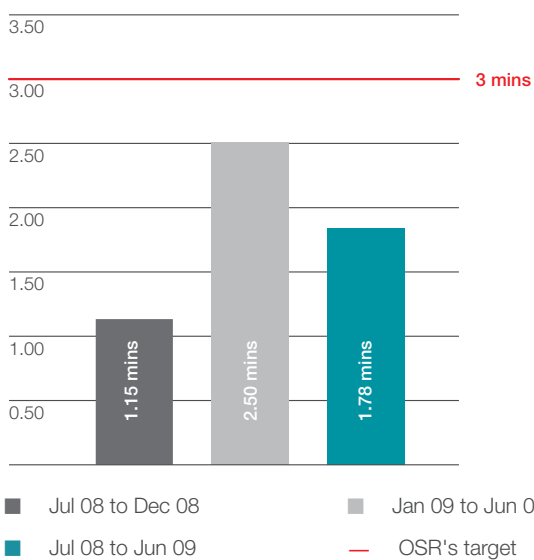
Telephone calls answered within two minutes – Taxes and duties



Telephone calls answered within two minutes – Grants and other benefits



Fines telephone calls average call waiting time



Availability of OSR's tax/fines website

