



Office of State Revenue
NSW TREASURY

ISO 9001-Quality Certified

Client Service Standards

Guarantee of service

The Office of State Revenue is committed to providing a high level of service for all our clients. We will provide accurate information in a prompt and courteous manner. Our clients can expect to be treated with fairness, integrity and confidentiality.

Our service commitments

We endeavour to meet the following service commitments:

Taxes and duties

- answer 80 per cent of all telephone calls within two minutes
- write correspondence in a manner that is clear and concise
- process general electronic and written correspondence within 10 working days of receipt
- ensure 99.5 per cent availability of our website.

Grants and other benefits

- answer 80 per cent of all telephone calls within two minutes
- write all correspondence in a manner that is clear and concise
- process general electronic and written correspondence within 10 working days of receipt
- pay more than 95 per cent First Home Owner Grant payments within 10 working days of receiving a completed application
- pay more than 85 per cent Unclaimed Money payments within 10 working days of receiving a completed application
- ensure 99.5 per cent availability of our website.

Fines

- answer all telephone calls within the average waiting time of three minutes
- write correspondence in a manner that is clear and concise
- respond to emails within 10 working days
- reply to correspondence within 21 working days
- issue court attendance notices within 60 days of receiving a valid court election*
- ensure 99.5 per cent availability of our website.

*Unless otherwise advised, while your correspondence is being actioned your fine will be placed on hold which will suspend further enforcement.

Your feedback

We are committed to improving our client service standards and value your compliments, complaints and suggestions.

If you would like to provide feedback on the service you received from OSR, please complete the [OSR Client Feedback form](#).

If you would like to provide feedback on the service you received from SDRO, please complete the [SDRO Client Feedback form](#).

You can also provide feedback by calling **(02) 9689 6200** during office hours.

If you make a complaint and are not satisfied with the response, you can contact:

NSW Ombudsman
Level 24
580 George Street
Sydney NSW 2000

Ph: (02) 9286 1000

