

RevenueSA

2017 Taxpayer Survey Summary



You don't need to wait until our annual Taxpayer Survey to provide feedback.

RevenueSA wants to hear from you:

- » if, for any reason, you are dissatisfied with any service provided to you;
- » your ideas on how our service can be improved; or
- » when the service you received has exceeded your expectations;

as RevenueSA needs a range of feedback to continually improve services and develop new standards. Feedback can be provided to RevenueSASuggestion@sa.gov.au

The annual RevenueSA Taxpayer Survey was conducted during November/December 2017, inviting participants to provide feedback on our level of service.

The 2017 survey was designed to obtain feedback from taxpayers in areas of general customer service, information provided and education channels.

In addition, eight questions to measure the key drivers of customer satisfaction, were included. The results are shown in the following table summary.

2017 Customer Satisfaction Results

	%	Mean
How satisfied were you with the...		
... overall quality of service?	81.5%	4.07
... accessibility of the service?	80.5%	4.02
... amount of time it took to get the service?	80.7%	4.03
In your dealing with RevenueSA...		
... you were treated fairly?	79.7%	3.98
... you were informed of everything required in relation to your query in order to comply with state taxation legislation?	79.7%	3.98
... staff were knowledgeable and competent?	80.5%	4.02
... staff went the extra mile to make sure you got what you needed?	75.8%	3.79
... did you get what you required?	82%	4.74
Overall Satisfaction Score	83%	4.08

[View previous survey results.](#)

The results indicate an overall customer satisfaction score of 83% for 2017, with a mean of 4.08 (out of 5). This is an overall improvement from the base set in 2008 of 77.9% (mean of 3.90).

The eight questions have been adopted by the interjurisdictional Business Practices Committee and these results will be used to compare our service against other state and territory revenue offices.

During the survey period, a total of 232 responses were received.

Upon analysis of the responses, areas highlighted in the survey results where RevenueSA performs well included:

- » staff are helpful and easy to deal with;
- » stamp duty staff are helpful, informative and pleasant;
- » positive interactions with taxpayers;
- » email updates are worthwhile and can lead to follow up on internet site;
- » website is one of the better ones around Australia;
- » staff were understanding when payroll tax return/ payment was missed;
- » liaison with industry groups;
- » easily accessible and professional with knowledgeable representatives;
- » provided information and responded quickly; and
- » the easiest Government Department to deal with by a long way!

Areas highlighted where RevenueSA could improve included:

- » improve the job accelerator grant application and claim process;
- » providing information to taxpayer representatives on behalf of the taxpayer (e.g. conveyancers);
- » RevNet navigation, wording and look needs to be improved;
- » more information on foreign ownership surcharge;
- » the way we speak to taxpayer and our professionalism;
- » providing acknowledge and feedback on information requested and received;
- » response times;
- » returning calls to taxpayers; and
- » keep information simple, plain English and in an easy to understand language.

Many valuable suggestions for improvements were made by taxpayers who completed the 2017 Taxpayer Survey. Thank you to those who contributed suggestions.

New functionalities are being added to **RevenueSA Online** including the ability to lodge and pay stamp duty insurance returns online. Many of the suggestions made will be considered and, where appropriate, implemented as our system develops. We are also undergoing a customer service review which is investigating some of the suggestions made.