

# RevenueSA

A branch of the Department of Treasury and Finance

## 2017-18

### DTF purpose

DTF is working together to support the future prosperity of all South Australians.

#### RevenueSA's contribution

RevenueSA collects South Australia's state tax revenue and administers grant payments with a focus on providing the right information, in the right way, at the right time.

Our goal is to ensure as many taxpayers as possible are able to voluntarily comply with their tax obligations in the most efficient way and that grant registration, application and payment methods are efficient and simple.

The revenue collected (apart from the emergency services levy, which specifically funds the provision of emergency services), is used by the Government to fund the provision of essential services including public health and safety, education and law and order for South Australian citizens.

#### RevenueSA's vision

A respected and connected service agency, proudly delivering community value with expertise and integrity.

#### Our philosophy

The amount of tax to be collected by RevenueSA is mandated through legislation and associated regulations. RevenueSA is entrusted by the South Australian Government to collect that revenue.

Our commitment is to undertake that role in a fair, reasonable and balanced way.

Our skilled, diverse, and flexible staff are central to and are committed to this philosophy.

Our underlying goal is to make it as easy as possible for people to understand their obligations and to meet them on time.

We are committed to providing up to date, simple and easily accessible information through a variety of channels to ensure this goal is met.

Where you are unable to meet your obligations on time we will undertake a risk based assessment process to ensure that you are treated appropriately and fairly based on your circumstances and behaviour, but we will also act to ensure that the revenue base is properly protected as expected by government and the community.

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## RevenueSA Key Priorities 2017-18

- ▶ Deliver services in accordance with RevenueSA's Service Charter and RevenueSA's Service Standard Key Performance Indicators.
- ▶ Conduct an annual [client satisfaction survey](#) with success defined as a rating of at least 70% of customers satisfied with the services provided.
- ▶ Implement state revenue measures as part of the State Budget.
- ▶ Contribute to [Simplify Day](#) and other red tape reduction initiatives.
- ▶ Implement an online registration and payment solution for the Jobs Accelerator Grant.
- ▶ Implement an online registration and payment solution for the betting operations tax.
- ▶ Implement an EFT payment channel for the payment of general insurance returns.
- ▶ Identify opportunities to leverage technology by moving from paper to electronic to provide a better client experience.
- ▶ Hold quarterly [webinars](#) to provide up to date information on state revenue matters.
- ▶ Hold quarterly meetings with industry groups and other consultation forums as appropriate. [Minutes](#) to be published on RevenueSA's website within one month of meeting.
- ▶ Finalise review of RevenueSA publications.
- ▶ Publish First Home Owner Grant, Stamp Duty Off-the-Plan Concessions and Payroll Tax rebate [statistics](#) on RevenueSA's website.
- ▶ Collaborate with other States, Territories and the Commonwealth of matters of high importance in order to implement better practice strategies.

## Our Values. The Public Sector values.



### Our Commitment

"We will proudly provide our [Service](#) to the community and Government of South Australia; and work to get the best results for long-term [Sustainability](#) for future generations."



### Our Approach

"We will do this by creating solutions together through [Collaboration and Engagement](#); and strive for excellence through [Professionalism](#)."



### Our Actions

"We will treat others with [Respect](#); and act with [Honesty and Integrity](#). We will show our [Courage and Tenacity](#) by never giving up; and we will have [Trust](#) in the ability of others."