

# RevenueSA Service Charter



The revenue, grants and levies administered by RevenueSA are important to all South Australians.

You play a vital role in protecting South Australia's revenue by fulfilling your responsibilities. RevenueSA aims to provide a service that enhances community confidence and supports you in doing the right thing.

This document details our commitment to providing a quality service.

Graeme Jackson  
COMMISSIONER OF STATE TAXATION

## Our Service Commitment to You

RevenueSA will:

- give you guidance to meet your state revenue obligations;
- work to make our processes as simple and as easy to comply with as possible for you;
- seek constant improvement to our services;
- be courteous and professional;
- work to make our correspondence clear and concise;
- explain our decisions and your rights in relation to those decisions;
- consult and listen to feedback from you and relevant industry groups; and
- provide you with reasonable notice before commencement of audit activity.

## Fairness and Equity

RevenueSA will:

- treat you fairly and reasonably;
- be responsive to individual, cultural and special needs; and
- treat you as being honest unless you act otherwise.

## Accuracy

RevenueSA will:

- ensure all taxation assessments are in accordance with the law;
- act impartially and consistently to make fair and equitable decisions;

- not charge penalties and interest that result from delays we cause; and
- apologise for any mistakes, explain what happened and rectify the problem as a matter of high priority.

## Our Service Standards

RevenueSA has identified [eleven customer service key performance indicators](#).

Results on our progress will be updated regularly.

## Our Expectation of You

We expect you to:

- be truthful, cooperative and courteous;
- keep records that enable your taxation liability to be calculated; and
- lodge returns, documents and payments by the due date.

## Improving our Service

Your feedback is important to us. We want to hear from you if, for any reason, you are dissatisfied with any services we provide you. We also want to hear your ideas on how we can improve our services. Naturally we would also like you to let us know when our service exceeds your expectations!

Please contact us any time you would like to provide feedback.

Further details are outlined on our [feedback page](#).