

RevenueSA

2016 Taxpayer Survey Summary



The annual RevenueSA Taxpayer Survey was conducted during November/December 2016, inviting participants to provide feedback on our level of service.

The 2016 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 eight questions relate to the satisfaction of overall quality, accessibility and timeliness of the service, along with how taxpayers were treated, information provided, knowledge and competency of staff, level of service and delivery.

RevenueSA results indicate our mean score for 2016 is 4.13 (out of 5), which is above the 2014 target of 3.64 set by the South Australian State Government. The results are shown in the following table summary.

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

During the survey period, a total of 417 responses were received.

2016 Customer Satisfaction Results

	%	Mean
How satisfied were you with the...		
... overall quality of service?	82.9%	4.15
... accessibility of the service?	83.8%	4.19
... amount of time it took to get the service?	82.3%	4.11
In your dealing with RevenueSA...		
... you were treated fairly?	80.6%	4.03
... you were informed of everything required in relation to your query in order to comply with state taxation legislation?	79.9%	3.99
... staff were knowledgeable and competent?	80.7%	4.04
... staff went the extra mile to make sure you got what you needed?	75.7%	3.79
... did you get what you required?	95.3%	4.76
Overall Average	83%	4.13

[View previous survey results.](#)

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 exceptionally helpful, knowledgeable and polite;
- » webinars are enjoyed and useful;

- » easy to navigate and user friendly website; and
- » excellent service - one of the best in the nation.

Areas highlighted where RevenueSA could improve included:

- » EFT not available for stamp duty insurance clients;
- » awareness of information available to assist taxpayers, i.e. educational videos and webinars;
- » inconsistency in information provided; and
- » confusion and misunderstandings relating to the Job Accelerator Grant.

Many valuable suggestions for improvements were made by taxpayers who completed the 2016 Taxpayer Survey. Thank you to those who contributed suggestions.

While RevenueSA will endeavour to implement as many as possible, some may not be achievable, for example due to system or legislative limitations. Suggestions are shown on the next page.

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



Payments

Suggestions Received

- » Introduction of EFT payments for stamp duty insurance clients.
- » Payment by BPay or PayPal for small assessments.
- » Single BPay reference number, rather than different numbers for each monthly returns.
- » Facility to assess and make payments for simple transactions at Service SA.

There are many options available for you to pay your state revenue obligations. These vary depending on the revenue stream and includes BPay and EFT.

From July 2017, you will be able to pay your stamp duty insurance returns via EFT. We will be contacting our client base in the coming months with details.

BPay is a current option available for all payments in relation to:

- » payroll tax monthly and annual returns;
- » land tax notice of assessments and instalment notices; and
- » emergency services levy notice of assessments and instalment notices.

Service SA and Australia Post can also accept payments for land tax and the emergency services levy, including part payments. Stamp duty on motor vehicle transfers of registration can also be made at Service SA.

See our [payment options](#) page to view the various payment options we offer.

After considering the logistics of accepting payments via PayPal, we discovered some difficulties in ensuring payments are allocated correctly. Therefore at this stage this not a feasible option.

We know different BPay reference numbers can cause some frustrations. The reason for a unique monthly reference is so a payment can be allocated to the relevant month. This ensures the correct liability is extinguished and eliminates a final notice and the potential for interest and penalties being applied.

RevNet allows registered users to self-determine and pay stamp duty on many documents. Dedicated RevNet terminals are available at RevenueSA and the Lands Titles Office.

To find out more or register for RevNet visit revenuesa.sa.gov.au.

Assessment & Lodgement

Suggestions Received

- » Align payroll tax returns with BAS statements.
- » Align payroll tax annual reconciliation with Return to Work.
- » Single payroll tax business portal to lodge returns for all jurisdictions.
- » Simplify grouping and interstate wages in payroll tax annual reconciliation.
- » Ability to lodge payroll tax returns annually for low values

Alignment of the payroll tax monthly return date with the ATO lodgement dates was considered in the first stage of harmonisation reforms in 2008. To provide consistency, all state and territory revenue offices, with the exception of the Northern Territory, aligned their monthly return lodgement date to the 7th of the month.

A single payroll tax return for all jurisdictions would need to be considered at a harmonised level and have the agreement of all state and territory revenue offices. The annual lodgement on RevNet aims to make grouping and interstate wage lodgement as simple as possible.

An annual return cycle is available for businesses that have a low annual liability. If you would like to apply for an annual cycle, please [contact](#) our payroll tax team.

RevNet

Suggestions Received

- » Improve the aesthetics and flow of RevNet. For example colours, font (type and size), logical flow to completing transactions
- » Ability to download reports in RevNet to PDF to make it easier to save.
- » Ability to change bank account details through RevNet.

A new RevenueSA Online System is being developed for the net wagering tax and claiming the job accelerator grant which will see improve the aesthetics and flow of the portal to other purposes as well. Expected launch date is July 2017.

Our RevNet team agree the ability to download reports in RevNet to PDF would be a great feature, and will investigate the feasibility to implement.

RevNet is continually enhanced and we welcome feedback from users.

Taxpayer Education & Communication

Suggestions Received

- » Sessions are held in Adelaide, please hold them in regional areas
- » Access to recordings of webinars for those unable to attend during session times
- » Email payroll tax information in addition to RevNet broadcasts.
- » Opportunity to receive email updates.
- » SMS Updates

[Webinars](#) on particular topics have replaced the previous yearly information sessions. Participants can join from the convenience of their own office or home, and we regularly have regional and interstate participants, as well as the occasional overseas participant.

Our website has been updated to include [recordings of previous webinars](#) and we will continue to publish recordings of future webinars.

We also have a number of [educational videos](#) that you can view at a time convenient to you.

By registering with our free [email subscription service](#), you can receive targeted information updates via email, including upcoming webinars, revenue publication releases and State Budget updates .

RevenueSA is currently investigating the use of SMS updates for some of our taxlines.