

# RevenueSA

## Summary of Customer Satisfaction Survey Results

### During your interaction with RevenueSA you...

	were satisfied with the quality of service provided to you	were satisfied with the ease of accessing the service	were satisfied with the amount of time it took for you to get the service	were informed of everything you required, in relation to your query, in order to comply with your state revenue obligations	experienced knowledgeable and competent staff	were treated fairly	thought staff went the extra mile to make sure you got what you needed	got what you required	Overall Average
	%	%	%	%	%	%	%	%	%
2024	78.6%↑	78.0%↑	76.6%↑	77.8%↑	80.0%↑	81.2%↑	76.6%↑	90.0%↑	79.9%↑
2022	76.4%	76.0%	75.0%	77.2%	78.4%	80.0%	73.4%	88.1%	78.1%
2020	82.0%	81.6%	80.9%	82.5%	82.1%	84.0%	79.2%	93.9%	83.3%
2018	81.1%	81.1%	80%	79.5%	80.4%	80.7%	75.6%	91.7%	81.3%
2017	81.5%	80.5%	80.7%	79.7%	80.5%	79.7%	75.8%	82.0%	81.6%
2016	82.9%	83.8%	82.3%	79.9%	80.7%	80.6%	75.7%	95.3%	83.0%
2015	77.8%	78.7%	76.8%	76.1%	77.3%	75.9%	70.5%	94.4%	78.4%
2014	81.2%	82.4%	80.8%	79.6%	79.8%	80.4%	73.6%	96.4%	82.0%
2013	81.6%	80.8%	78.4%	80.2%	80.2%	82.8%	74.4%	92.4%	81.4%
2012	83.1%	84.0%	82.1%	82.4%	81.6%	83.1%	77.3%	95.9%	83.7%
2011	78.8%	80.4%	79.0%	80.6%	80.8%	81.7%	75.1%	95.7%	81.5%
2010	78.7%	79.5%	78.1%	84.2%	85.5%	85.5%	79.2%	95.7%	83.2%
2009	79.5%	79.9%	78.3%	82.5%	81.8%	82.5%	76.5%	95.2%	82.0%
2008	78.1%	78.7%	76.0%	74.1%	75.0%	75.2%	70.3%	96.1%	77.9%