RevenueSA

2018 Summary of Customer Satisfaction Survey

The annual RevenueSA Customer Satisfaction Survey was conducted during November 2018, inviting participants to provide feedback on our level of service.

The 2018 survey was designed to obtain feedback 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.

	%	Mean
How satisfied were you with the...		
... overall quality of service?	81.1%	4.06
... accessibility of the service?	81.1%	4.06
... amount of time it took to get the service?	80.0%	4.00
In your dealing with RevenueSA...		
... you were treated fairly?	80.7%	4.04
... you were informed of everything required in relation to your query in order to comply with state taxation legislation?	79.5%	3.98
... staff were knowledgeable and competent?	80.4%	4.02
... staff went the extra mile to make sure you got what you needed?	75.6%	3.78
... did you get what you required?	92.1%	4.61
Overall Satisfaction Score	**81%**	**4.07**

View previous survey results.

The results indicate an overall customer satisfaction score of 81% for 2018, with a mean of 4.07 (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 461 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;

» accessibility to customers, both individuals and taxpayer representatives;

» positive interactions with customers; and

» RevenueSA Online (and previously RevNet) allows clients to retrospective amend assessments for previous years and automatically calculates liability/refund.

Areas highlighted where RevenueSA could improve included:

» Job accelerator grant claim processing time for payments;

» providing acknowledge and feedback on information requested and received;

» response times;

» keep information simple, plain English and easy to understand language;

» consistency in decision making;

» communication between RevenueSA staff to ensure issues are followed up when other staff are on leave;

» navigation and aesthetics of website;

» communications when systems are not accessible or when issues arise; and

» increase communication via email to alert customers of changes and updates.

Many valuable suggestions for improvements were made by taxpayers who completed the 2018 Taxpayer Survey. Thank you to those who contributed suggestions.

Service improvement suggestions will be considered and, where appropriate, will be incorporated into future customer service strategies and functionality improvements to RevenueSA Online.

You don't need to wait until our annual Customer Satisfaction 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

RevenueSA — DEPARTMENT OF TREASURY AND FINANCE

Government of South Australia

SOUTH AUSTRALIA