

SOUTH AUSTRALIA



STATE TAXATION OFFICE

General

**Circular No. 53
(formerly General Circular No. 4)**

**STAMP DUTIES OFFICE PUBLIC COUNTER
- EARLY CLOSING WEDNESDAYS**

The State Taxation Office is committed to providing the highest possible level of service to taxpayers and their agents. As part of that process, Office hours were extended on 1 July, 1991 in order to open at 9.00 am and close at 4.00 pm. Also, we are currently designing new technology which will have significant impact on customers and will reduce waiting time, particularly in the area of across-counter assessing of stamp duty.

The client survey which we conducted in late 1991 confirmed our view that there was a need to increase the level of expertise of our staff in order to provide a consistent and informed service delivery. Accordingly we are about to embark on a new and ongoing training program which will upgrade our staff's knowledge of stamp duty law and procedures and provide expertise in the use of the new technology expected by taxpayers and their agents.

To facilitate this process it will be necessary on Wednesday, 5 August, 1992 for the Stamp Duties front counter areas to close at 3.00 pm. This will continue on all subsequent Wednesdays in order to conduct intensive training of all counter and related staff. This time and day has been chosen as it is our experience that it will affect the least number of customers.

Although the general impact of early closing will mean that cash cannot be received or documents collected after 3.00 pm, the stamp duty assessors' reception area at the southern end of the main corridor will be kept open until 4.00 pm. An officer at that location will be able to provide urgent advice if needed.

We are seeking your understanding and co-operation to overcome any initial problems which may be encountered and ask that you re-schedule the times you attend this Office accordingly. It is anticipated that the inconvenience to a small number of our clients will be far outweighed by the improvement in the quality of the service we provide.

Any enquiries regarding the above can be directed to Mr Jim Welsh, Manager, Taxpayer Services, telephone 226 3718.

27 July, 1992

COMMISSIONER OF STAMPS

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