

RevenueSA

Service Charter

Working with you

We are committed to making it easy for you to interact with us. The RevenueSA Service Charter details our commitment to quality service and helping you in doing the right thing.

You play a vital role in protecting the State's revenue.

Julie Holmes

COMMISSIONER OF STATE TAXATION



Easy to deal with

To do this we will:

- » Make your interactions with us as easy as possible.
- » Be respectful and courteous.
- » Help you to understand and meet your obligations on time.
- » Provide information that is easy to understand and in plain English
- » Issue Guides to Legislation, Information Circulars, Revenue Rulings and/or Stamp Duty Document Guides to provide guidance on more complex matters.
- » Ensure information is accurate and current.
- » Ensure our website is user friendly and meets accessibility guidelines.
- » Be responsive and timely with our interactions with you.
- » Explain our decisions and your rights in relation to those decisions.
- » Ensure our conduct reflects the highest ethical standards.
- » Provide you with reasonable notice before commencing any audit or debt management activity.



Dealing with us

We expect that you will:

- » To be truthful, cooperative, respectful and courteous.
- » Tell us of any change (address, circumstances etc.) that may impact your taxation liability or grant eligibility.
- » Tell us if you have, or think you may have, made a mistake.
- » Keep records so your liability can be assessed.
- » Lodge returns, payments and documents by the due date.

You can expect that we will:

- » Respect your privacy and confidentiality, and ensure the protection of your information.
- » Only request information that is relevant to enable us to make assessment in accordance with the law.
- » Provide adequate time for you to respond to any requests made.
- » Keep you updated on progress of your transaction, and advise timeframes for responses.
- » Acknowledge our mistakes and correct them promptly.
- » Improve services and develop new standards within our capacity based on feedback you provide.



Fair in our actions

To do this we will:

- » Help you if you have a question or concern and provide options for dispute resolution.
- » Ensure all assessments are made in accordance with the law.
- » Be consistent in our application of the law.
- » Remit any penalties or interest that result from delays caused by us.
- » Be responsive to individual, cultural and special needs.
- » Treat you as being honest unless you act otherwise.



Listening to you

To do this we will:

- » Ask for feedback on your customer experience, for example, customer satisfaction surveys, feedback.
- » Consult and listen to feedback from you and relevant industry groups.
- » Regularly review our progress against customer service standards.



Help us improve

Do you have a suggestion on how we can improve our service?

Or are you happy with the service you receive?

We would like to hear from you when our service exceeds or does not meet your expectations, both are equally important to help us continually improve.

Please provide feedback via our Feedback and Complaints page.



Contact us

Phone: (08) 8226 3750

Email: revenuesa@sa.gov.au

Website: www.revenuesa.sa.gov.au