



July 2018 Survey Results

Revenue NSW Business Partner Survey



Opportunities to Improve Customer Experience



Revenue

2018 Revenue NSW Business Partners Survey

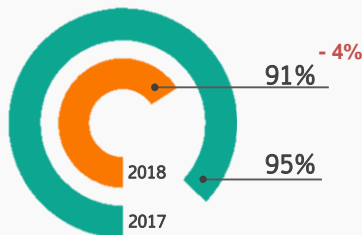
The survey was run between 14 June and 6 July, 2018 containing eighteen questions. There was a total of 109 responses collected from State Government Agencies and Local Councils. The purpose of the survey was to assess the current level of satisfaction from Business Partners, and to seek feedback on the quality of service provided to them.

1

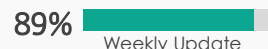
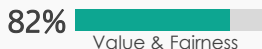
SATISFACTION

91%

Of respondents were Extremely Satisfied or Satisfied with Revenue NSW services



AVERAGE SATISFACTION ACROSS SURVEY CATEGORIES



2

CHARTER COMMITMENTS



88%

knowledgeable



84%

Fair



78%

Accountable



85%

Easy to deal with

HIGHEST AND LOWEST RATED QUESTIONS



- 99% Feel we treat them respectfully
- 94% Satisfied the SEINS training meets the needs of their agency
- 93% Feel we respond to requests in a timely manner



- 76% Satisfied with ease of printing manual penalty notice handbooks
- 73% Satisfied with ease of use of the online portal
- 69% Feel it is easy to find information on our website

3

COMMUNICATION



Email

Online Portal



Reports

Face to Face



Phone

Most Preferred to Least Preferred

OVERVIEW OF OPEN FEEDBACK

Positive

Constructive

- Excellent level of service
- Staff commitment
- Fostering of strong business relationships
- Notification of changes
- Collaboration between agencies
- Revenue NSW write off and request for more information processes

The Survey Delivery and Methodology

The 2018 Business Partner survey aims to measure the overall level of satisfaction with Revenue NSW service offerings. The survey was distributed via email and ran for a duration of three weeks between 14 June to 6 July 2018.

There are five main topics covered in the survey:

- Service (page 5)
- Fairness (page 4)
- Communications (pages 5, 6 and 7)
- Online Services (page 8)
- Training & Forums (page 9)

For a copy of the surveys please see Appendix A.

There are a total of 15 questions including both multiple choice and open ended questions. Multiple choice questions are either 'Yes'/'No' or on a 5-point Likert scale. For questions with a 5-point scale, overall percentages are calculated as follows:

Overall % = ((1st positive response + 2nd positive response) / (Total Number of Responses)) x 100

There was a total of 109 responses to the survey. Of these, 84 were Local Council customers and 25 were State Government customers. Of the 25 State Government respondents, 6 identified as belonging to a University.

Satisfaction and Fairness

Overall Themes:

Satisfaction has decreased by 4% from 2017. Respondents are least satisfied with our ability to listed to and action their feedback, and perceptions of service value for money has decreased the most from 2017.

Recommendations:

Further research is required to understand the significant drop in perception regarding Revenue NSW services' value for money.

All Local Council Value responses had a strong correlation to overall satisfaction. Further research could help to uncover which factor, if any, would contribute most to increasing overall satisfaction.

Q2

Overall how satisfied are you with the services Revenue NSW provide?

Overall Satisfaction



State Government



Local Council

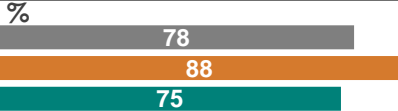


Q3

Value and Fairness

A

Revenue NSW listen to and action my feedback



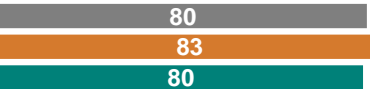
B

Revenue NSW is a valued business partner within my agency



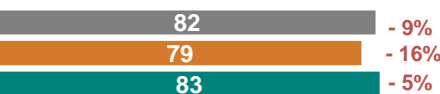
C

Revenue NSW holds everyone to the same rules and applies them without bias



D

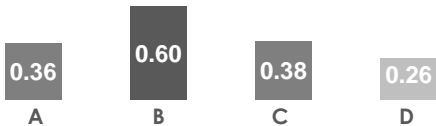
Revenue NSW services provide value for money



Correlation Coefficient

Measures a questions relationship to overall satisfaction. 0.5-1 strong correlation, 0.3-0.5 moderate and 0-0.3 is a weak correlation.

State Government



Local Council



Service and Communication

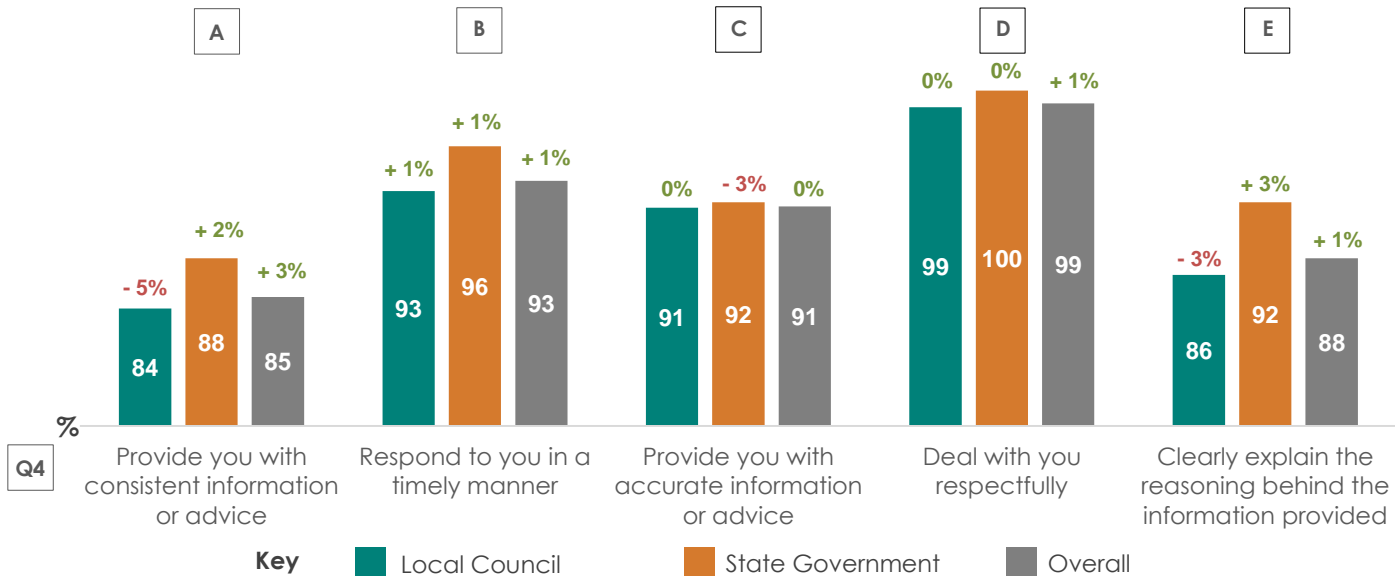
Overall Themes:

Respondents are least satisfied with the consistency of information or advice and our explanation of decisions.

Recommendations:

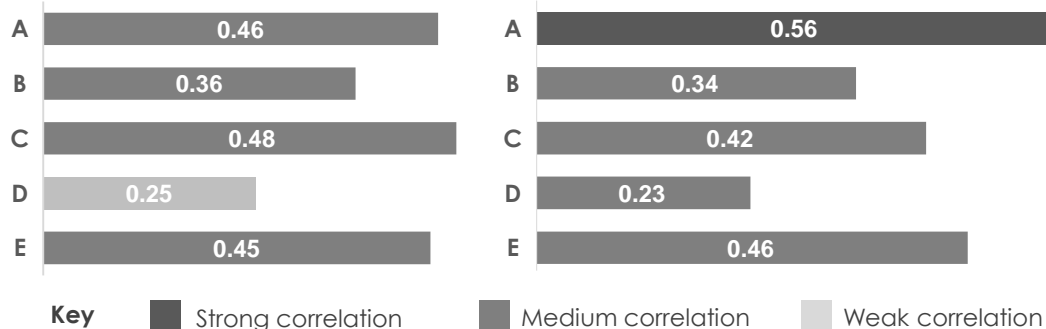
Consistency and accuracy of information and advice has been shown to have a medium to strong correlation to overall satisfaction. Further research to understand how we can improve consistency and accuracy will assist in increasing overall satisfaction.

Further research could also help to identify the reason for lower Local Council satisfaction across the Service and Communication questions.



Correlation Coefficient

Measures a questions relationship to overall satisfaction. 0.5-1 strong correlation, 0.3-0.5 moderate and 0-0.3 is a weak correlation.



Communication Preferences

Overall Themes:

Email was the overwhelming preference across all communication activities.

Training and education had a preference for Face to Face delivery.

Respondents indicated a preference for Generated Reports in delivery of Missing Part A's and Data Corrections.

Q5

How do you prefer to be contacted regarding:

Please select all that apply.

Updates

Training and Education

Missing Part A's

Data Corrections



Email



Online Portal



Generated Reports



Phone



Face to Face

80%

9%

6%

2%

2%

n=247

68%

12%

1%

2%

17%

n=116

81%

3%

9%

7%

0%

n=122

82%

3%

8%

6%

1%

n=120

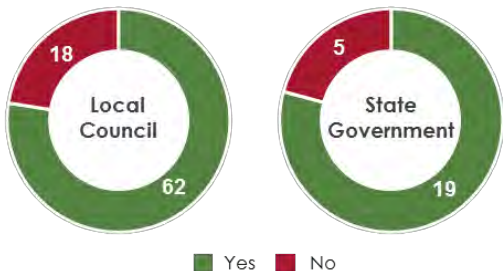
Weekly Updates

Overall Themes:
Cumulatively, 78% of respondents receive the weekly update. 89% of these recipients feel the weekly update content is easy to understand and 88% feel it is useful.

Recommendations:
Local Council respondents would like clearer explanations and terminology utilised in the Weekly Updates. A review of current updates with the target audience is recommended.

State Government respondents found the update marginally less useful than average. Further research is required to understand this statistic as no open feedback was provided by this group.

Q6 Do you receive the Weekly Update?



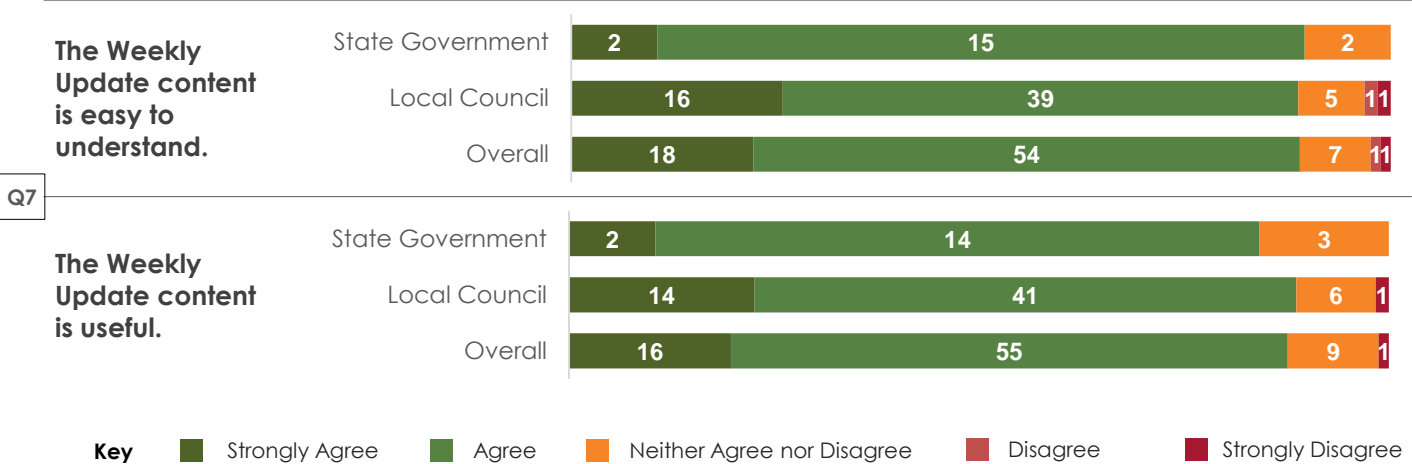
Q8 Open Feedback

For a copy of all feedback see Appendix B
All open feedback was from Local Council respondents

- Would like added:**
- Reminder of annual CPI adjustments

- Would like improved:**
- Clearer explanation and format of WU legislation
 - Include the name of the fine as well as the number
 - Clearer terminology

- Positive:**
- The update is comprehensive



Revenue NSW Online Services

Overall Themes:

Satisfaction with the ease of finding information on the Revenue NSW website is the lowest rated survey question overall and has not increased compared to 2017.

The overall average satisfaction for all online services questions is 78%.

Recommendations:

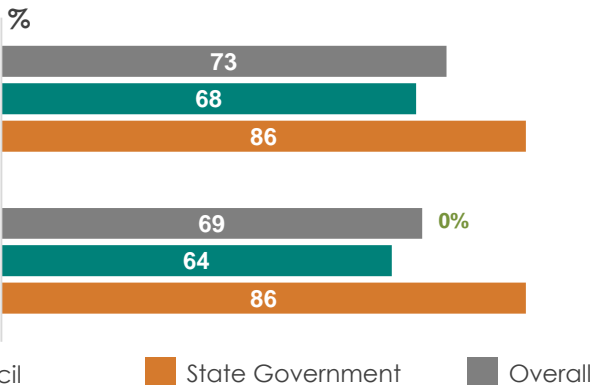
Further research could help to identify what type of information customers are searching for on the website and how we can make this easier for them in future.

It is recommended for future surveys the scale of Q10 be changed to include two ratings for easy, one for neutral and two for difficult similar to Q9. See *appendix A for more details.*

Q9

How easy or difficult is it to use the Revenue NSW Business Partner portal to access your agency information?

How easy or difficult is it to use the Revenue NSW website to find information?



Q10

On the Revenue NSW website, how easy is it to:

	order manual penalty notice books and related stationery	interpret the fixed penalty handbook(s) available online	print the fixed penalty handbook(s)
Overall	76% +14%	86% +18%	84% +17%
Local Council	75%	85%	84%
State Government	81%	89%	83%

Training and Forums

Overall Themes:

Satisfaction with the online training has increased, although Local Council scores remain lower than average.

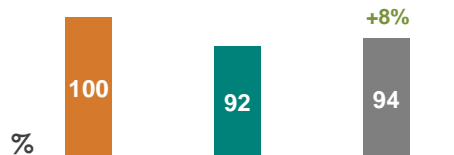
Recommendations:

There may be a need to co-design future training sessions with Local Council representatives to ensure it meets their needs.

Further promotion of the regional forums and their benefit to State Government will help to increase attendance rates.

Q11

Does the Revenue Academy SEINS online training meet the needs of your agency?



If no, how could we improve?

For a copy of all feedback see Appendix C

All open feedback was from Local Council respondents

Content:

- AG information and the application of discretion

Format:

- More face to face training

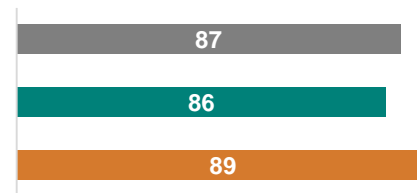
Q12

Revenue NSW 2017 Regional Forum Attendance

Local Council 50% State Government 38%

Q13

If yes, was the content useful?



Q14

Internal Review	Collaboration	Future Themes
<ul style="list-style-type: none"> Benchmark between organisations Common errors made by agencies Criteria for granting leniency 	<ul style="list-style-type: none"> Other user groups present shared issues More clarification for NSW Police assistance Deliver annual face to face information 	<ul style="list-style-type: none"> Updates on new developments, changing regulation and technology trends

Key

Local Council

State Government

Overall

Open Feedback

There were fifteen comments provided for 'Please tell us any other feedback you have for Revenue NSW.' (See Appendix E for the full list of feedback). Of these, ten included **positive** feedback and six contained **constructive** comments. The key themes were:

Positive business partnership

Three positive comments were regarding the positive relationship between the Business Partner and Revenue NSW. In particular, Meegan Sunderland and Natalie Robertson are noted for their efforts in fostering these relationships.

Great service

Seven positive comments were regarding the level of service provided. This includes response times, resolution, information clarity and online portal for hospital patients.

Collaboration between agencies

Two constructive feedback comments noting the desire for further collaboration. One respondents would like regular workshops and meetings with Revenue NSW to better understand each others requirements. Another respondent feels more collaborative record maintenance and communication would improve efficiency in the transfer of funds between agencies.

Notifications of changes

There was Local Council respondent comment regarding the desire for earlier notice of changes. The example given was regarding handbook updates when offence codes change.

Revenue NSW processes

One Local Council respondent felt Revenue NSW should consult issuing agencies when making decisions to write off penalties over a certain value, with the figure of \$500 noted. Another Local Council respondent noted requests for information are occasionally sent without required information and once the customer responds there can be a delay or no response back.

Issuing Authority processes

A Local Council respondent made a comment regarding the mentions process of Police Prosecutors. The customer would like all mentions of a matter to be recorded rather than just the first, as they felt this would avoid the Council needing to engage legal representation if the penalty was not finalised in the first instance.

Legislation

One respondent from Local Council would like to see a review of the Road Rules 2014 completed to reduce the number of penalties and make it more concise and easier to understand for the public.

Appendix A – Survey



2018 Business Partners Survey

Thank you for taking this opportunity to provide your feedback on Revenue NSW services. Please note your privacy will be maintained and responses will remain confidential.

If you have any questions or concerns please contact Revenue NSW Customer Insights and Engagement team via email at customer.insights@revenue.nsw.gov.au.

Next

Overall Service

1. My interactions with Revenue NSW are on behalf of a:

- ☐ Local Council
- ☐ State Government Agency
- ☐ Other (please specify)

2. Overall, how satisfied are you with the services Revenue NSW provide?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very dissatisfied

3. Please rate the extent to which you agree with the following statements:

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
Revenue NSW services provide value for money	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Revenue NSW holds everyone to the same rules and applies them without bias	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Revenue NSW is a valued business partner within my agency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Revenue NSW listen to and action my feedback	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Engagement and Communications

4. Please provide a response to each of the following.

Do Revenue NSW:

	Almost never	Rarely	Sometimes	Often	Almost always
Provide you with consistent information or advice?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Respond to you in a timely manner?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide you with accurate information or advice?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Deal with you respectfully?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clearly explain the reasoning behind the information provided?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Appendix A – Survey Cont.

5. How do you prefer to be contacted regarding:

Please select all that apply.

	Email	Phone	Face to face	Business Partner Online Portal	Generated Reports
General Updates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ongoing Communications (eg. the weekly update or other Revenue NSW subscriptions)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training and Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Missing Part A's	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Data Corrections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (please specify)

6. Do you receive the Revenue NSW weekly update?

☐ Yes

☐ No

If you answered no and would like to receive these updates please leave your email address below.

Weekly Updates

7. Rate the extent to which you agree with the following.

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
The weekly update content is useful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The weekly update content is easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. Is there any information that you would like to see included in the weekly update?

Website and Online Portal

9. How easy or difficult is it to use:

	Extremely Difficult	Difficult	Somewhat Easy	Easy	Extremely Easy	N/A
The Revenue NSW website to find information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Revenue NSW Business Partner portal to access your agency information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. Please provide a response to the following questions:

	Not at all easy	Slightly easy	Fairly easy	Reasonably easy	Extremely easy	N/A
How easy is it to order manual penalty notice books and related stationery from the Revenue NSW website?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How easy is it to interpret the fixed penalty handbook(s) available on the Revenue NSW website?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How easy is it to print the fixed penalty handbook(s) available on the Revenue NSW website?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Appendix A – Survey Cont.

Forums and Training Services

11. Does the Revenue Academy SEINS online training meet the needs of your agency?

- ☐ Yes
☐ No
☐ N/A

If no, please tell us how we could improve the training to better suit your agencies' needs.

12. Did you attend the Revenue NSW Regional Forums in 2017?

- ☐ Yes
☐ No

13. If yes, was the content useful?

- ☐ Extremely useful
☐ Very useful
☐ Somewhat useful
☐ Not so useful
☐ Not useful
☐ N/A

14. We will be conducting the forums again in 2018, are there any topics you would like to see included?

15. Please tell us any other feedback you have for Revenue NSW.

16. If you would like to be contacted to discuss your feedback, please provide your agency name and contact details:

Contact Name

Organisation Name

Email Address

Contact Number

Personal information

Personal information

Personal information

Personal information