



April 2018 Survey Results

Revenue NSW Customer Satisfaction and Effort Survey



Opportunities to Improve the Customer Experience



Revenue

Revenue NSW

Customer Satisfaction and Effort Survey

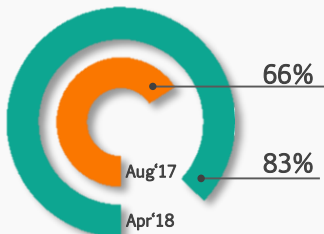
The survey was run between 19 March and 12 April, 2018 across ten product areas. There was a total of 7,187 responses across three short surveys. The surveys covered satisfaction, effort, fairness, communications and options.

1

SATISFACTION & EFFORT

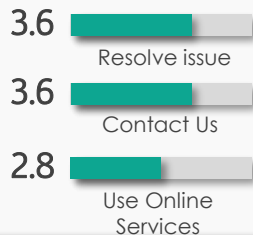
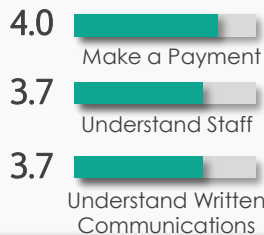
83%

Of respondents were Extremely Satisfied or Satisfied with Revenue NSW services



Overall, how easy was it interacting with Revenue NSW to:

3.6^{+0.4}/₅



2

CHARTER COMMITMENTS

78%



knowledgeable

84%



Fair

76%



Accountable

77%



Easy to deal with



87% Feel we hold everyone to the same rules and apply them without bias
83% Satisfied with staff knowledge and explanations
83% Satisfied with the service provided



76% Satisfied with ease of use of online services
74% Satisfied we provide the relevant information at the right time
70% Feel there are sufficient options for dispute, objection or review

3

KEY DRIVERS



Accuracy



Timeliness



Empathy



Online Service

CONSTRUCTIVE FEEDBACK

By Charter Commitment:



54



244

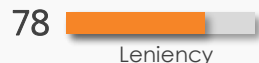


147



292

Most Common Themes:



The Survey and Delivery

The March and April 2018 Customer Satisfaction and Effort (CSE) survey differs from previous years surveys. The survey aims to measure performance against overall satisfaction, customer effort, the Revenue NSW (RNSW) Customer Charter and the RNSW Customer Experience (CX) metrics. It also aims to maximise response rates and ease of completion for customers.

The consensus from survey research, and feedback provided in previous surveys, indicates surveys longer than three minutes in duration have lower completion rates and increase customer frustrations. In addition, too many differentiation/identification questions disengages participants. The April 2018 survey content was therefore split into three shorter surveys with only three identifying questions at the beginning.

In addition, questions regarding payment and communication preferences were removed to assist in shortening the survey. This information has instead been captured through open feedback and will be further explored in subsequent 'deep dive' customer research. *For a copy of the surveys please see Appendix A.*

Survey delivery April 2018 in comparison to August 2017:

Online		Email		SMS	
2017	2018	2017	2018	2017	2018
SDRO website – static message on home and product pages	SDRO website – static message on home and product pages	<ul style="list-style-type: none">▪ 10,000 Land Tax▪ 5,000 Stamp Duty▪ 5,000 Grants & Benefits	<ul style="list-style-type: none">▪ 20,000 Land Tax▪ 14,000 Payroll Tax▪ 500 Unclaimed Money▪ 9,000 Grants & Benefits▪ 10,000 Ambulance Fee▪ 10,000 Sponsors & Advocates▪ 1,500 Duties	<ul style="list-style-type: none">▪ 20,000 Fines	<ul style="list-style-type: none">▪ 15,000 Fines

The Analysis

Calculation of overall satisfaction and effort has changed from previous year's surveys. Overall satisfaction included four questions regarding the outcome, service, options and staff knowledge. Satisfaction was calculated as an aggregate of results from the four questions. In addition, product satisfaction was calculated first and the overall Revenue NSW satisfaction is an average across the product results.

Overall effort has been calculated as an average across six questions, including effort to make a payment, understand written communications, interact with staff, resolve issues, contact us and complete transactions using online services. Again, product effort scores were calculated first and overall effort was derived as an average across product scores.

The above method has been utilised to not only alleviate any response rate skew in overall results but also to gain a clearer representation of satisfaction and effort without the influence of perceived fairness. By breaking down satisfaction and effort across various service factors, it prompts respondents to think about their interaction as a whole and the various service elements provided throughout their interaction.

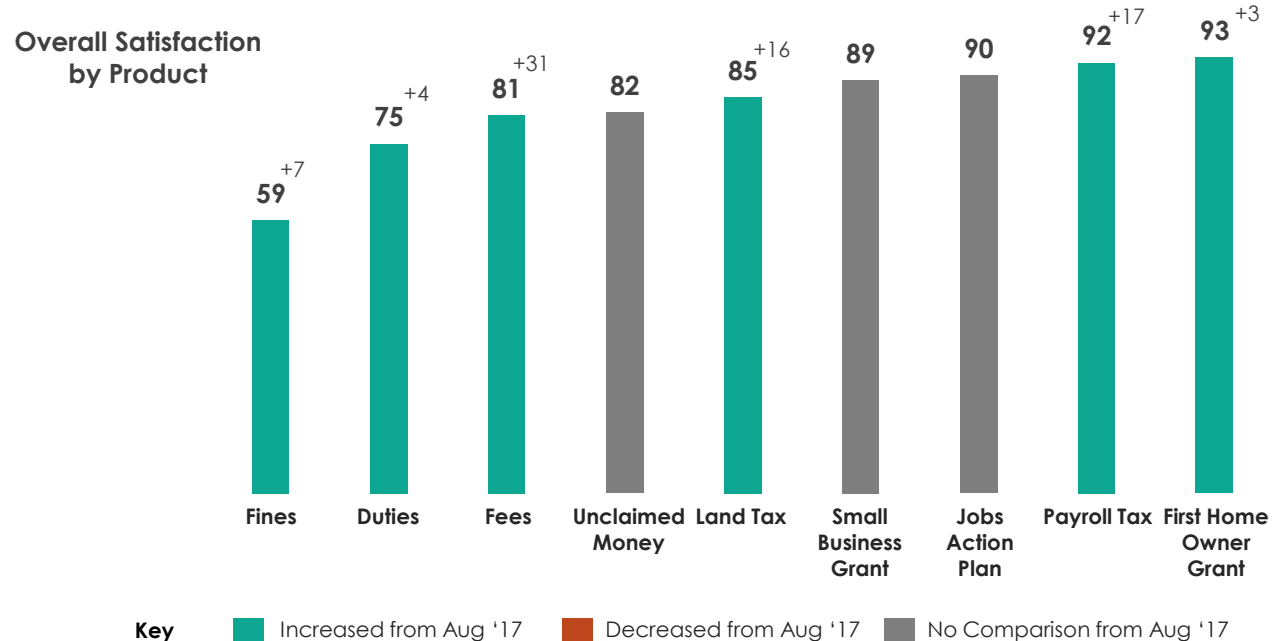
This year further grants and assistance scheme customers were included in survey delivery. These products generally have higher perceptions of Revenue NSW and this has helped to increase our overall satisfaction and effort scores.

Analysis methodology for individual questions has remained consistent to previous years. Most results are expressed as a percentage of positive responses ('Strongly Agree', 'Agree', 'Extremely Easy', 'Easy', 'Extremely Satisfied', 'Satisfied'). Calculations exclude middle responses.

Satisfaction

The overall satisfaction is an average of all product scores across the four satisfaction questions.

The overall satisfaction has increased by 17% in comparison to August 2017 results. Two survey related factors that have influenced the increase in satisfaction are the adjusted analysis technique (see page 4 for further details) and the inclusion of more products with higher satisfaction, mainly Jobs Action Plan and Unclaimed Money.



Customer Effort Score

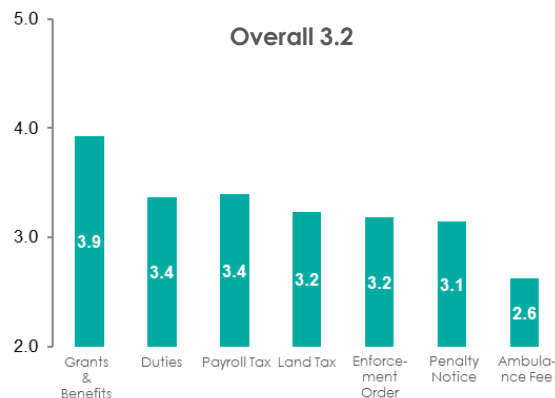
The **Customer Effort Score (CES)** focuses on the ease of interacting with RNSW. CES **aligns to the Revenue NSW Customer Experience (CX) Strategy** outcome of 'Making it easy for customers to use our products and services.'

In July 2017 the CES consisted of one question; "On a scale of 1 to 5, how easy was it dealing with Revenue NSW to resolve your query or matter? 1 being 'Not at all easy' and 5 being 'Extremely easy'."

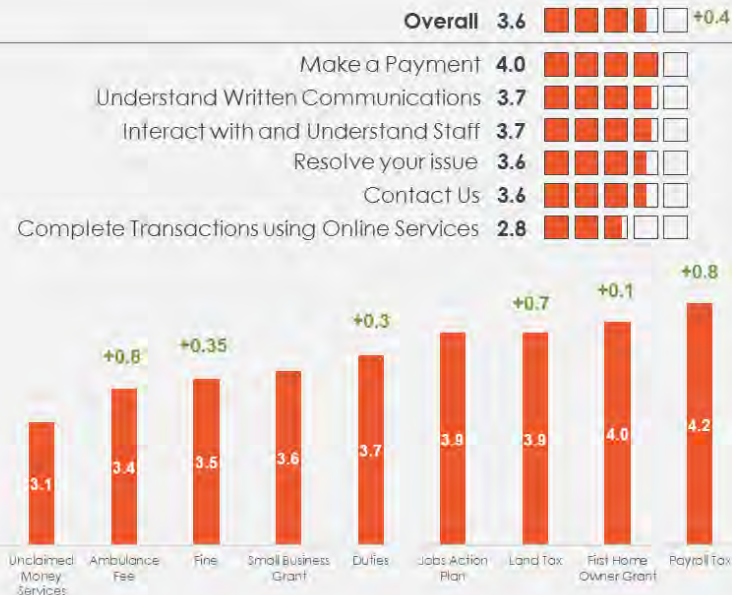
As part of a review of the Customer Measurement Framework, the 2018 CES was broken down into six categories, and the overall effort score was calculated as an aggregate of these results. The question: "How easy did Revenue NSW make it for you to:

- Resolve your issue or query
 - Contact us
 - Make a payment
 - Understand our written communications
 - Complete transactions using online services
 - Interact with and understand our staff
- 1 - 'Not at all easy' and 5 - 'Extremely easy'"

August 2017



April 2018



Fairness

The overall fairness is an average of all product scores across the three fairness questions.

Two questions regarding customer perceptions of Revenue NSW as a revenue collection and regulatory agency have been added in addition to the existing active listening and empathy question. These help to measure our reputation in remaining unbiased and empathetic whilst administering tax, fine, grant and duties legislation.

Overall Fairness

84%

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

87%

I feel Revenue NSW will genuinely help people if they have trouble with payments or processes.

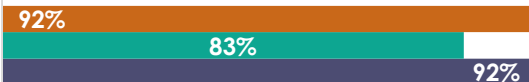
83%

Revenue NSW listened to me and understood my situation.

83%

+10

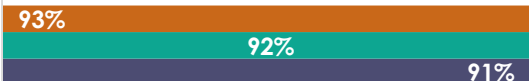
Jobs Action Plan



Payroll Tax



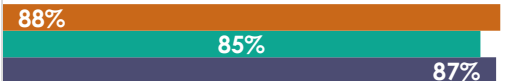
First Home Owner Grant



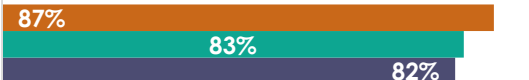
Small Business Grant



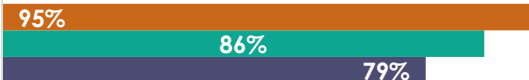
Land Tax



Fees



Unclaimed Money



Duties

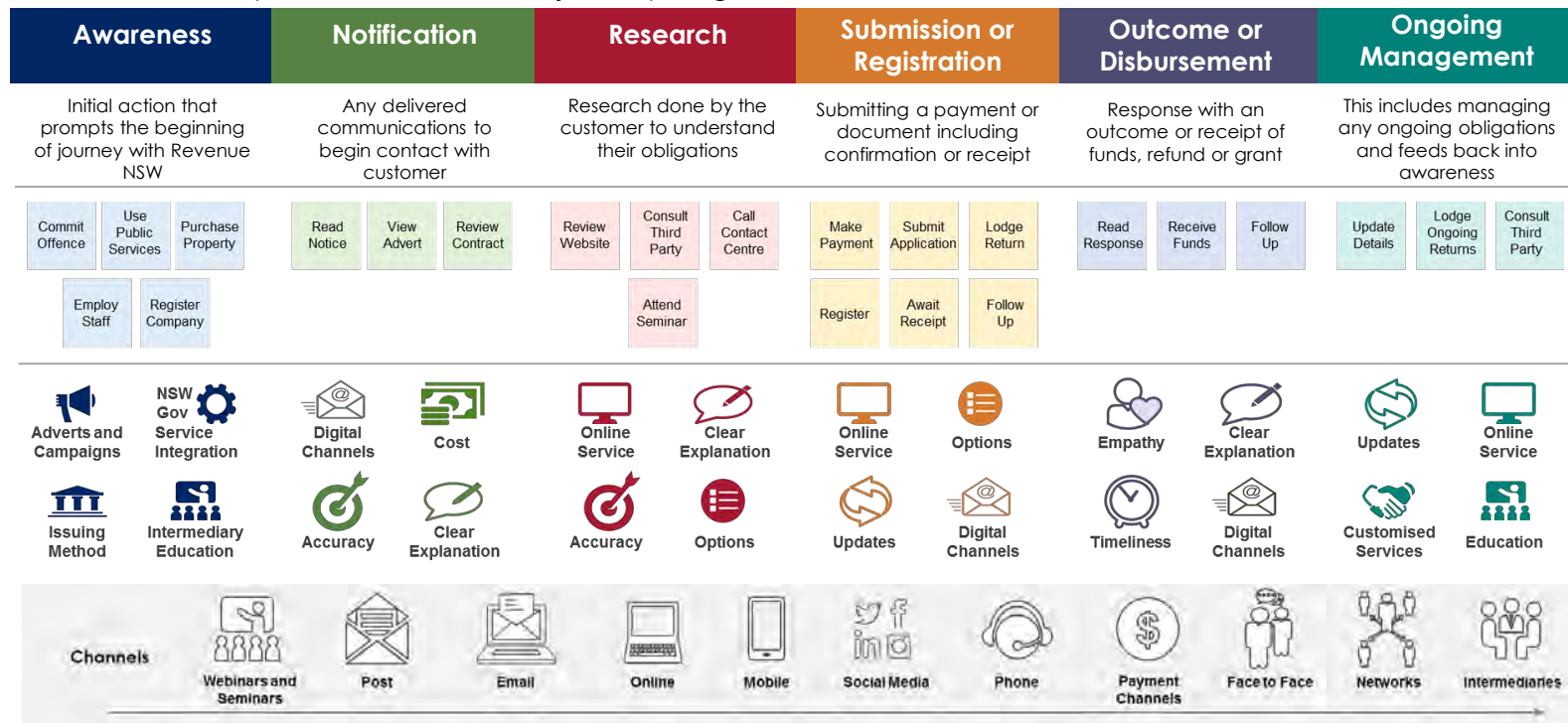


Fines



Revenue NSW Customer Journey

The Revenue NSW Customer Journey outlines the high level steps a customer would take when interacting with our services. It is important to understand the key stages and pain points across the journey to design a more streamlined and positive future state experience for customers as they utilise our services. There are some service factors that fall outside this journey or are consistent across the entire journey, these will be called out where required. Product specific survey feedback will be presented across the journey stages.



Customer Insights for Fines

Revenue NSW Customer Charter - Fines

The Revenue NSW Customer Charter outlines the key commitments we have made in order to provide quality customer experiences and become a more customer focused organisation.

Specific survey questions are aligned to the charter in order for us to understand how we are performing in meeting those commitments.



Knowledgeable

2017

PN **57%**
EO **72%**

2018

67%



Fair

2017

PN **53%**
EO **69%**

2018

62%



Accountable

2017

PN **77%**
EO **68%**

2018

58%



Easy to Deal With

2017

PN **73%**
EO **77%**

2018

74%

NB: Results from April 2018 were not differentiated between EO and PN and therefore cannot be directly compared to previous years results.

Fines

Feedback Overview

Key Constructive Themes

This section highlights the areas where customers showed the lowest satisfaction

Overall



10 constructive feedback comments regarding the **clarity and transparency** of the request for **review process**

















WDO



1 comment regarding the need for **improvement in aboriginal engagement** and outreach programs



Only 55% of respondents agreed the we **actively listen and understand** their situation

Awareness	Notification	Research	Submission or Registration	Outcome or Disbursement	Ongoing Management
The Issuing Authority actions and cost of fines were most common areas of dissatisfaction	Notice delivery via digital channels is desired, as well as clearer notice communications.	Customer service ease and accuracy is important, as well as the clarity of explanations.	Improvement of current online services, dispute and payment options would be beneficial.	Leniency and explanation in review were the largest feedback areas. Response times also noted.	Customised services for various groups as well as further feedback mechanisms are desired.
 Issuing Method Issuing Authority Method had second highest number (49) of constructive feedback comments  Cost Customers felt fines were too expensive compared to offence.	 Accuracy Notice delivery  Digital Channels  Clear Communication 50% of customers making an enquiry and 38% of customers submitting a review felt we did not provide the relevant information at the right time. Qualitative feedback included the clarity of website information and terminology used on notices	 Accuracy Information accuracy  Customer Service Except Sponsors and Advocates, an average 48% of customers felt it was difficult to contact us. Qualitative feedback noted phone wait times and clarity of contact numbers. 54% of enquiry customers and 64% of review customers felt it was hard to interact with and understand staff.	 Online Service 35% of nominations customers and 67% of review customers found online services difficult. Qualitative feedback noted frustration with time outs, ability to search for fines, login difficulties, character allowance for reviews and the desire for single sign on.  Disputes 42% customers unhappy with dispute options. Qualitative feedback included the perceived fairness of reviews, the range and of options and the clarity in conveying those options.  Payment Options Desire for BPay online, PayPal, better overseas payment options and more flexible payment plans.	 Leniency  Clear Explanation 35% of customers were dissatisfied with the clarity of decision explanations.  Response Time Constructive feedback comments noted dissatisfaction with the time taken to receive a response and lack of updates.	 Customised Services Payment Plan customer sand WDO Sponsors and Advocates noted desire for more customised services.  Feedback Mechanisms Would like the ability to provide feedback after a transaction and more demonstration of the action we take after feedback is provided
	“An issue I had was you had incorrect address details (not what was on my license).”	 Clear Communication 50% of enquiry customers and 47% of review customers had difficulty understanding our written communications. “Great service even though I still had to pay the fine. Clear and transparent process”	“The system seems designed to discourage challenges to unfair fines.”	“I waited without acknowledgement for several weeks. The result appeared to be without consideration to my history and circumstances.”	“I appreciate that there is a separate phone line for advocates, and also a WDO helpline”

Customer Insights for Fees

Revenue NSW Customer Charter - Fees

The Revenue NSW Customer Charter outlines the key commitments we have made in order to provide quality customer experiences and become a more customer focused organisation.

Specific survey questions are aligned to the charter in order for us to understand how we are performing in meeting those commitments.



Knowledgeable

2017

N/A

2018

73%



Fair

2017

N/A

2018

84%



Accountable

2017

N/A

2018

62%



Easy to Deal With

2017

N/A

2018

66%

Fees

Awareness

Notification

Research

Submission or Registration

Outcome or Disbursement

Ongoing Management

Feedback Overview

Customers would like if NSW Ambulance could register their health care details upfront, and were upset at the high cost of Ambulance services

Feedback highlighted a desire for digital delivery of notices and more clarity in the instructions provided on notices to enable them to resolve their fees

Multiple customer noted supplied us with the same information multiple times. Customers also felt it could be difficult to contact and interact with our staff

Feedback showed customers found online services difficult to use. They also wanted updated options for dispute, submission and payment

Open feedback showed a large desire for updates on the progress of issues and payments. Empathetic and timely service was also highlighted

Customers would like fees sent directly to their health fund, to store health fund details ongoing and us to have better communication with health funds

Key Constructive Themes

This section highlights the areas where customers showed the lowest satisfaction



Issuing Method

It was noted that Ambulance NSW should be more proactive in checking health fund details



Digital Channels



Clear Communication

35% disagree we provide the relevant information at the right time

32% disagree we clearly explained what you needed to do. Qualitative feedback noted clarity of concession processes and terminology used



Cost

Customer expressed they felt the service was expensive in comparison to the distance and time travelled



Accuracy



Customer Service

47% exemption request customers and 33% payment plan customers found it difficult to contact us

42% exemption request customers and 33% payment plan customers found it difficult to interact with our staff



Clear Communication

38% exemption request and 33% enquiry customers found our written communications are hard to understand



Online Service

42% of customers found it hard to complete transactions using online services. Qualitative feedback included difficulties providing health fund details and making payments both in full and on payment plans



Options

On average, 38% of customer felt dispute options did not suit their needs, 39% felt submission options did not suit their needs and 35% felt payment options did not suit their needs.



Updates



Empathy

Empathetic service, including attitude, active listening and understanding



Clear Explanation

37% of respondents were dissatisfied with the clarity of our decision explanations, with payment plan customer being most dissatisfied with 52%.



Timeliness

Time taken to receive a response and refund



Cross Communication

Customer Quotes

“ Ambulance service... had all my private health details on record but did not check these. ”

“ Don't charge \$400 for a 3 min ambulance ride. ”

“ I found the concession options unclear and had to call to clarify. ”

“ Your service was very good, professional, and quick. ”

“ I told them it was covered by my health insurance... Yet a few months later, I would receive the same call and have to explain, again... ”

“ Website design for putting medical fund details in is dreadful. ”

“ Lovely people who understood my situation and were very helpful. ”

“ Seems to be a long time for matters to be resolved... ”

“ Better feedback between HCF and Ambulance fund. ”

“ The option of you guys accessing my health fund directly was excellent. ”

Customer Insights for Land Tax

Revenue NSW Customer Charter - Land Tax

The Revenue NSW Customer Charter outlines the key commitments we have made in order to provide quality customer experiences and become a more customer focused organisation.

Specific survey questions are aligned to the charter in order for us to understand how we are performing in meeting those commitments.



Knowledgeable

2017

67%

2018

85%



Fair

2017

72%

2018

87%



Accountable

2017

65%

2018

72%



Easy to Deal With

2017

79%

2018

84%

Land Tax












n=945

Feedback Overview

Key Constructive Themes

This section highlights the areas where customers showed the lowest satisfaction

Customer Quotes

Awareness	Notification	Research	Submission or Registration	Outcome or Disbursement	Ongoing Management
Customers would like more information on Land Tax to be filtered through intermediaries prior to property purchase	There is a desire for digital delivery of assessments and clearer information on assessments of the various dispute options	Customers say they supplied us with the same information multiple times. Customers also felt service consistency was an issue	Customers want extended online services. They would also like more flexible payment options and timeframes.	Response timeframes were noted as too long, as well as explanations being unclear. Empathetic services are important.	Customers want extended functionality of online services for ongoing management of account.
 Cost Individual customers felt the cost of Land Tax was becoming too high.	 Digital Channels  Clear Communication 33% disagree that it was easy to understand our written communications.	 Accuracy  Customer Service 29% of customers submitting an objection found our staff difficult to interact with and understand. Consistency of service from staff was also raised as an issue.	 Online Service On average 26% of customers trying to update details, submit exemptions or disputes found it hard to complete transactions using online services. Qualitative feedback included viewing previous assessments and balances, single sign in credentials, confirmations and updates.  Payment Options Customers want more payment options, such as Bpay online and PayPal, as well as flexible payment plans	 Leniency & Flexibility Empathetic service, including more flexibility and leniency to cater for individual circumstances.  Clear Explanation 21% of respondents were dissatisfied with the clarity of our decision explanations.  Timeliness Dissatisfaction with time taken to receive a response and refund.	 Online Service Same as 'Submission or Registration'.
“The land tax threshold is way too low and out of step in the Sydney market and although many of the public would be dissatisfied with the ever increasing land values no one is asking why the threshold is not keeping touch.”	“e-billing would be perfect, no need postal bills as we can already download a pdf copy online”	“Land Tax staff are the best and friendliest Gov employees I have interacted with, very helpful.” “Spoke to two different people who told me two different things.”	“Increase the range of services that are available online with access to history.” “Online services were excellent to change my Land Tax requirements”	“I received great assistance from a staff member on how to make an objection.” “They need to be able to give answers in a more timely manner not 4 - 5 months later”	“...I had to register, be set a key, and then had to print and submit my objection hard copy. Seemed an overly complicated multistep process, that was incomplete.”

Customer Insights for Duties

Revenue NSW Customer Charter - Duties

The Revenue NSW Customer Charter outlines the key commitments we have made in order to provide quality customer experiences and become a more customer focused organisation.

Specific survey questions are aligned to the charter in order for us to understand how we are performing in meeting those commitments.



Knowledgeable

2017

59%

2018

79%



Fair

2017

68%

2018

76%



Accountable

2017

58%

2018

80%



Easy to Deal With

2017

77%

2018

79%

Duties

Intermediaries = 55 , Individuals = 42 , Business = 24

n=121

Awareness

Notification

Research

**Submission or
Registration**

**Outcome or
Disbursement**

**Ongoing
Management**

N/A

Clarity of communications scored lowest across the rated questions.

It would be good to provide information and support across various products to support customers with specific life events.

Customers found online services difficult or non-existent. They would like more digital communication channels.

Response timeframes were noted as too long, as well as slow refund processing.

N/A

Feedback Overview

Key Constructive Themes

This section highlights the areas where customers showed the lowest satisfaction



Clear Communication

67% of customer feel our written communications are hard to understand, 26% disagree that we clearly outlined what they needed to do and 28% disagree that we provide the relevant information at the right time



Personalised Services

Provide integrated services with other products to support life events, such as buying first home



Online Service

50% of customers making an enquiry and 32% of customers submitting a lodgement found it difficult to use online services to complete their transactions. Qualitative feedback noted the website was hard to navigate.



Digital Channels

Customer want easier ways to send and receive documents



Timeliness

Dissatisfaction with time taken to receive a response and refund.

Customer Quotes

“Some more clarity on the Revenue website regarding the forms required to be completed for transactions, and a streamlining of those forms.”

“In my experience, all your staff on the EDR helpline are really friendly and very helpful. Good service.”
“Staff in Wollongong provide incorrect information”

“Trust deeds lost in post”
“As I use a third party for lodgement of duties, the service has been well executed, it is efficient and seamless”

“I received great assistance from a staff member on how to make an objection.”
“...all your staff on the EDR helpline are really friendly and very helpful”

“If I have any questions I call customer service and they direct me to area of specialty and have found assistance by telephone very helpful”

Customer Insights for First Home Owner Grant

Revenue NSW Customer Charter – First Home Owner Grant

The Revenue NSW Customer Charter outlines the key commitments we have made in order to provide quality customer experiences and become a more customer focused organisation.

Specific survey questions are aligned to the charter in order for us to understand how we are performing in meeting those commitments.



Knowledgeable

2017

84%

2018

85%



Fair

2017

88%

2018

92%



Accountable

2017

73%

2018

89%



Easy to Deal With

2017

90%

2018

91%

First Home Owners Grant

n=819

Awareness

Notification

Research

Submission or Registration

Outcome or Disbursement

Ongoing Management

N/A

Customers would like clearer information on requirements and lodgements

Staff knowledge and explanations could be more consistent and thorough

Desire to be able to interact more online for enquiries and lodgements

Disbursement delays has caused some negative impacts for customers

N/A

Feedback Overview

Key Constructive Themes

This section highlights the areas where customers showed the lowest satisfaction



Clear Communication

14% of customers felt we did not provide the relevant information at the right time.

15% of customers disagree we clearly explained what they needed to do.

Qualitative feedback noted confusion with terminology used.



Customer Service

8% of customers were unhappy with staff knowledge and explanations.

13% of customers were not happy with the communication channels provided to interact with us.



Online Service

11% of customers disagree that online services make it easier to complete transactions.

Qualitative feedback noted customers would like to be able to lodge online.



Timeliness

Dissatisfaction with time taken to disburse funds to the customer.

Customer Quotes

“Would prefer forms to be in everyday English and no legal terminology. Shouldn't have to feel as though you need to seek legal advice before ticking boxes all the time”

“Some terminology used in the form for the FHOG were quite complicated.”

“I contacted Revenue by e-mail with a question regarding my FHOG. Very supportive, feedback received fast.”

“Difficult to provide services to serving ADF officers while deployed on operations in Afghanistan. I will have to wait until I return in order to go into an office and speak to someone in person.”

“An online First Home Benefit application will be nice.”

“...should be easy to have the funds ready for the day of settlement, not a number of weeks later.”

“I am happy for the positive service and support provided by your professional staff with an active understanding attitude. Thanks.”

“Thanks for the professional service.”

“A clear and concise information flow on what/which options to take following certain procedures would be much appreciated, especially for novice. I would have been quite confused on the first place with the wide array of options available in regard to where to start and what to choose.”

Customer Insights for Business Taxes

Revenue NSW Customer Charter - Payroll Tax

The Revenue NSW Customer Charter outlines the key commitments we have made in order to provide quality customer experiences and become a more customer focused organisation.

Specific survey questions are aligned to the charter in order for us to understand how we are performing in meeting those commitments.



Knowledgeable

2017

65%

2018

93%



Accountable

2017

70%

2018

89%



Fair

2017

84%

2018

92%



Easy to Deal With

2017

86%

2018

94%

Payroll Tax








n=1080

Feedback Overview

Key Constructive Themes

This section highlights the areas where customers showed the lowest satisfaction

Customer Quotes

Awareness	Notification	Research	Submission or Registration	Outcome or Disbursement	Ongoing Management
It was noted the cost of Payroll Tax to small businesses can be detrimental.	Feedback highlighted room for improvement in written communications.	Interacting with and understanding staff was rated the lowest in regards to ease of interaction.	Customers desire expanded online services and further and clearer options for dispute.	Customers would like empathy and flexibility in our service, as well as more realistic timelines both ways.	Ongoing digital updates are desired by customers.
 Issuing The Payroll Tax legislations.	 Clear Communication 30% of customers updating their details and 17% of customers making an enquiry found it difficult to understand our written communications. Qualitative feedback highlighted clarity of contractor exemptions and the difficulty of certain terminologies used as most unclear.	 Customer Service Lowest effort score is interacting with and understanding our staff, with an average of 8% of customers finding it difficult. 29% of customers updating details and 20% of customers making an enquiry found it hard to interact with and understand staff.	 Online Service 25% of customers arranging a payment plan and 17% of customers making an enquiry found online service did not help them complete their transaction. Qualitative feedback showed customers want to have static logins and the ability to save files/ lodgements to return to later.	 Empathy Customers desire empathetic decisions that take individual circumstances into consideration.  Timeliness More time to provide responses to us and less time taken for us to provide responses to the customer.	 Updates Customer would like notification of changing Correspondence IDs and any other account, process or legislative changes via digital channels.
<p>“ Keep doing the Payroll Tax seminars annually ”</p> <p>“ Exemption from payroll tax for business that is not profitable yet still keeping people employed ”</p>	<p>“ (I found it difficult) understanding letters received ”</p> <p>“ Excellent newsletter service compared to Qld OSR ”</p>	<p>“ I found it very difficult to access staff with a good level of technical knowledge - not just on contractors, but in relation to other matters. ”</p>	<p>“ Would like option to save file at end of monthly return calculation. ”</p> <p>“ Online Systems for lodging payroll tax easy to use ”</p>	<p>“ (Staff member) was knowledgeable, sympathetic, and accommodating, but firm and fair. ”</p> <p>“ giving extra time to respond to queries ”</p>	<p>“ I do not receive notification when the Correspondence ID changes. ”</p> <p>“ Pleased with the seminars offered ”</p>

Revenue NSW Customer Charter - Small Business Grant

The Revenue NSW Customer Charter outlines the key commitments we have made in order to provide quality customer experiences and become a more customer focused organisation.

Specific survey questions are aligned to the charter in order for us to understand how we are performing in meeting those commitments.



Knowledgeable

2017

N/A

2018

86%



Fair

2017

N/A

2018

88%



Accountable

2017

N/A

2018

100%



Easy to Deal With

2017

N/A

2018

84%

Small Business Grant





n=43

Feedback Overview

Key Constructive Themes

This section highlights the areas where customers showed the lowest satisfaction

Customer Quotes

Awareness	Notification	Research	Submission or Registration	Outcome or Disbursement	Ongoing Management
N/A	Clarity and delivery time of communication was noted as needing improvement		Online services need to be refined in order to help customers complete transactions	Customers found it difficult to resolve issues, including long response times	Online services need to be refined in order to help customers complete transactions
	 Clear Communication 33% of customers found written communications hard to understand 11% of customers felt we did not provide the relevant information at the right time or clearly explain what they needed to do.		 Online Service 28% of customers disagree that online services make it easier to complete transactions. Qualitative feedback noted the system was "clunky" and auto-calculations were incorrect	 Resolution Timeliness Dissatisfaction with time taken to respond to customer.	 Online Service Same as 'Submission or Registration'
“Very helpful grant for small business starters. ”	“Pretty happy with interaction, staff helpful. ”	“Online platform for small business grant was most beneficial and time effective ” “Online services a little chunky but ok ”	“I had problems with the sign up process as the system did not allow me to change details of worked hours that were automatically calculated ”	“It would have been good if I had received feedback regarding why my claim was taking so long without me having to call to find out why. Keeping clients updated is important, even if it is only to advise that a resolution still has not been reached. ”	“It was a very pleasant experience with the service officers and it is also great to see government actually provides service ”

Revenue NSW Customer Charter - Jobs Action Plan

The Revenue NSW Customer Charter outlines the key commitments we have made in order to provide quality customer experiences and become a more customer focused organisation.

Specific survey questions are aligned to the charter in order for us to understand how we are performing in meeting those commitments.



Knowledgeable

2017

N/A

2018

86%



Fair

2017

N/A

2018

89%



Accountable

2017

N/A

2018

82%



Easy to Deal With

2017

N/A

2018

76%

Jobs Action Plan







n=41

Feedback Overview

Key Constructive Themes

This section highlights the areas where customers showed the lowest satisfaction

Customer Quotes

Awareness	Notification	Research	Submission or Registration	Outcome or Disbursement	Ongoing Management
N/A	Customers expressed dissatisfaction with the clarity of our communications.	Interacting with our staff and easy resolution were points of dissatisfaction for customers.	Customers would like expanded online services and dispute options.	Disbursement delays has caused some negative impacts for customers	Customers scored below average in belief we would assist if they were having trouble with processes or payments.
	 Clear Communication 25% of customers felt our written communications were not easy to understand.	 Customer Service 25% of customers felt our staff were difficult to interact with and understand. 33% of customers expressed it was difficult to resolve an issue or enquiry with us.	 Online Service 22% of customers disagree that online services make it easier to complete transactions.  Dispute Options 18% of customers felt there were sufficient options for dispute or objections	 Timeliness Dissatisfaction with time taken to disburse funds to the customer.	 Fairness 17% of customers felt Revenue NSW would not genuinely help if people were having trouble with processes or payments.
	<p>“ I know that in this day of technology we are expected to self help/serve but nothings beats customer service directly dealing with a person.”</p>	<p>“ The answers received are confusing and require additional questions to be asked ”</p>	<p>“ The automated email I received didn't help me to find the area I needed. I emailed for assistance which was provided in a clear and timely manner.”</p>	<p>“ Your services are fine but it would be easier if I could delete an employee who terminated before two years ”</p>	

Revenue NSW Customer Charter - Unclaimed Money

The Revenue NSW Customer Charter outlines the key commitments we have made in order to provide quality customer experiences and become a more customer focused organisation.

Specific survey questions are aligned to the charter in order for us to understand how we are performing in meeting those commitments.



Knowledgeable

2017

N/A

2018

71%



Fair

2017

N/A

2018

86%



Accountable

2017

N/A

2018

67%



Easy to Deal With

2017

N/A

2018

58%

Unclaimed Money







n=68

Feedback Overview

Key Constructive Themes

This section highlights the areas where customers showed the lowest satisfaction

Customer Quotes

Awareness	Notification	Research	Submission or Registration	Outcome or Disbursement	Ongoing Management
N/A	Customers found it hard to understand related processes. They also felt it was difficult to contact and interact with our staff.		More streamlined online processes are required.	Customers expressed it was difficult to resolve issues when they arose.	N/A
	 Clarity of Process An average of 47% of customers found it hard to understand our written communications. Qualitative feedback noted our processes were difficult to understand.		 Online Service Average of 48% of customers disagree that online services make it easier to complete transactions. Qualitative feedback noted our search functions, navigation and lodgement needs work.	 Resolution Unclaimed money has the lowest effort score for 'How easy was it to resolve your issue or query?' of 1.8/5.	 Online Service Same as 'Submission or Registration'
	 Customer Service 29% of customers were unhappy with staff knowledge and explanations. 21% of customers were not happy with our ability to actively listen to and understand their issue. 50% customers felt it was hard to contact us.		 Payment Options 25% customers happy with current options. Would like EFT.		
	<p>“ Definitely need to look at making this process so much easier and quicker ”</p> <p>“ Allow more names per page when the name is a common name; for example up to 100 ”</p> <p>“ A little less arrogance by some staff ”</p>		<p>“ Option to pay by EFT. The account I needed to pay from does not have a cheque book ”</p> <p>“ It was an overall positive experience. I would suggest providing other methods of payment on your unclaimed money form other than cheque ”</p>	<p>“ Easy Call back and corrections if any to be made later ”</p>	<p>“ As an older person I found the site hard to navigate and use ”</p> <p>“ Notify clients when name changed from OSR to revenue NSW ”</p>