



Contents

Features

New Executive Director, Revenue, Gaming and Licensing 2

Branch Restructure 2

Special Interest Updates

Contract News 5

Financial Management Improvement 2

Government Procurement 6

Liquor and Gaming 6

State Taxation 7

The Tasmanian Economy 4

Building and Construction Procurement Review

Stage 1 of the Building and Construction Procurement Policy Review concluded with the cessation of operation of the Public Works Tender Board.

More on page 6

Financial Management Education and Training Program

This month, Treasury will brief Human Resource Managers and Chief Finance Officers about the Financial Management Education and Training Program.

More on page 4

Framework for the Setting of Accounting Standards

A recent review into the adequacy of the sector-neutral approach to the setting of accounting standards has been released.

More on page 4

Introduction of Mandatory Self Assessment

The Government has decided to make compulsory the self-assessment of certain "simple" instruments.

More on page 7

New Executive Director, Revenue, Gaming and Licensing

Wendy Sawford has been appointed Executive Director, Revenue, Gaming and Licensing.

More on page 2

Harmonisation of GAAP-GFS Financial Reporting

Last month, the Australian Accounting Standards Board approved the issue of a new Standard AASB1049.

More on page 3

Meetings With Licensees

Meetings between the outgoing and incoming Commissioners for Licensing and the holders of liquor licenses were held in Launceston and Hobart in August 2006.

More on page 7

Miscellaneous Treasurer's Instructions Amendments

The Treasurer's Instructions relating to goods and services procurement and disposals have been renumbered and received minor amendments.

More on page 6

Preliminary Outcomes Report

The *Preliminary Outcomes Report 2005-06* was gazetted on 15 August 2006 and contains an estimate of the outcomes for the General Government Sector and the Consolidated Fund.

More on page 2

Public Sector Financial Reporting

A round table discussion on Public Sector Financial Reporting was held in Canberra in August 2006. Panel members discussed whether the existing conceptual framework is suitable for public sector needs.

More on page 3

State Revenue Office Client Survey 2006

Results of the State Revenue Office's Client Survey show that overall it is providing a high level of customer service.

More on page 8

Tasmania's Labour Force Participation Rate

In recent years, the labour force participation rate has been of increasing interest to governments as a result of the economic and social implications arising from Australia's ageing population.

More on page 4

Treasury Contacts

General Inquiries

Phone: 03 6233 3100

Fax: 03 6223 2755

Email: secretary@treasury.tas.gov.au

Website: www.treasury.tas.gov.au

HEADLINE NEWS

Audit Activities

The State Revenue Office has identified issues for specific compliance programs for 2006-07.

More on page 7

Banking Tender

Following the evaluation of tenders for Government Banking Services, the Treasurer has approved preferred tenderers.

More on page 5

Betfair Startup

Within only 9 months of receiving a licence to operate, Betfair has been able to open its new Tasmanian base.

More on page 6

Branch Restructure

The Shareholder Policy and Markets Branch has recently been formed following the merger of the Commercialisation and Financing and the Market Structures Facilitation Branches.

More on page 2

New Executive Director, Revenue, Gaming and Licensing

Wendy Sawford has been appointed Executive Director, Revenue, Gaming and Licensing following the resignation of Peter Coe. This position carries with it the statutory appointments of Commissioner of State Revenue and Commissioner for Licensing.

Ms Sawford's first job after graduating from the University of Tasmania with a Bachelor of Economics degree was with the Australian Taxation Office (ATO). After the ATO, she worked at the Australian Bureau of Statistics for a number of years and then the Department of Premier and Cabinet before joining Treasury in September 1986.

Until Ms Sawford's recent appointment, she worked in the Economic and Financial Policy Division of Treasury and most recently was Director, Intergovernment and Financial Policy. In this position she had, among other things, policy responsibility for revenue, gaming and licensing.

Some of the projects that Ms Sawford has been involved in include the development of the *Gaming Control Act 1993*, the *Land Tax Act 2000* and the *Duties Act 2001*. She was also involved with the implementation, at the state level, of the national tax reform arrangements and recent amendments to the *Liquor Licensing Act 1990* to remove accommodation licensing and introduce annual license fees.

Ms Sawford brings with her a good knowledge of the broad regulatory framework applying to state taxation, gaming and licensing, but knows she has much to learn from the practical perspective. As part of this learning process, she plans to meet with stakeholders over the coming months.

Ms Sawford sees noise and disturbance associated with out of hours permits and underage drinking as major issues she wishes to tackle. In particular she believes that a strategic approach between Treasury and other key stakeholders such as Tasmania Police will be important in addressing these issues.

The introduction of mandatory self-assessment for duties is an important issue for Ms Sawford to deal with as Commissioner for State Revenue and this will also require effective liaison with stakeholders.

Branch Restructure

The Shareholder Policy and Markets Branch (SPM) has recently been formed following the merger of the Commercialisation and Financing (Comfin) and the Market Structures Facilitation (MSF) Branches.

Richard Sulikowski has been appointed the Director of SPM with Adrian Christian, the former Director of Comfin, becoming the Director of the Intergovernmental Financial Policy Branch.

The new SPM Branch is responsible for:

- managing the Shareholder's (the Crown's) interests in the Government Business Enterprises (GBEs) and State-owned Companies (SOCs);
- interacting with the international credit rating agencies;
- coordinating the necessary arrangements to facilitate a competitive retail electricity market and telecommunications market in Tasmania; and
- providing advice on the development of the State's infrastructure, including private sector involvement.

While business is continuing as usual, a number of contact officers have changed as a result of the merger. Those affected businesses will be advised of the new arrangements.

The Treasury website has been updated with more information about the Branch and contacts for the businesses and associated projects. A new newsletter, covering the activities of the Branch and replacing *Comfin News* and *NEM Notes* will be published in the coming months.

Financial Management Improvement

Preliminary Outcomes Report

The Preliminary Outcomes Report 2005-06 (the Report) was gazetted on Tuesday, 15 August 2006 and contains an estimate of the outcomes for the General Government Sector and the Consolidated Fund.

The preliminary 2005-06 General Government headline results are as follows:

- The Fiscal Balance outcome is estimated to be a \$63 million surplus, an increase of \$68 million from the original Budget estimate of a \$5 million deficit. This also represents an increase of \$5 million from the revised Budget estimate.
- Net Debt is estimated to be negative \$261 million, \$248 million less than the original Budget estimate and \$59 million less than the revised Budget estimate of \$202 million.
- The Cash Surplus outcome is estimated to be \$249 million, \$143 million greater than the original 2005-06 Budget estimate of \$106 million.

Outcomes in the Report are preliminary in nature and are based upon preliminary and unaudited financial data from agencies and other General Government Sector authorities.

The final audited Budget Outcome, based on audited agency financial statements, will be released in the Treasurer's Annual Financial Report, to be published by 31 October 2006.

A copy of the Preliminary Outcomes Report can be found on the Treasury website.

Contact : James McAvoy on 6233 3857 or
email james.mcavoy@treasury.tas.gov.au

Public Sector Financial Reporting – Round Table Discussion

A round table discussion on Public Sector Financial Reporting was held in Canberra in August 2006. The event was sponsored by the National Institute of Accountants (NIA) and the Institute of Chartered Accountants in Australia (ICAA), and featured a 24 member panel comprising key figures in public sector financial reporting, including Charles Macek, Chairman of the Financial Reporting Council (FRC), David Boymal, Chairman of the Australian Accounting Standards Board (AASB) and Don Challen, Chairman of the Heads of Treasuries Accounting and Reporting Advisory Committee (HoTARAC).

Panel members discussed whether the existing conceptual framework is suitable for public sector needs. Panel members acknowledged that certain fundamental differences exist between the public and private sectors (eg differing objectives) and that the framework might need to be expanded in order to accommodate the requirements of both.

The merit of sector-neutral (rather than transaction-neutral) accounting standards was also discussed. It was generally agreed that, at the sector level, the underlying economic substance of most transactions is the same. However, areas of divergence were highlighted and recognition and measurement difficulties associated with government reporting were cited. It was generally agreed that accounting standards should start with sector-neutrality and provide for sector-based conceptual differences as warranted.

The role and potential for harmonisation of Generally Accepted Accounting Principles (GAAP) and Government Finance Statistics (GFS) in government reporting was discussed. Panel members encouraged greater stakeholder feedback in the standard-setting process.

ICAA and NIA intend to monitor the ongoing progress of similar debates. Further information can be obtained from their websites.

Contact : Kate McKinlay on 6233 8619 or
email kate.mckinlay@treasury.tas.gov.au

Harmonisation of GAAP-GFS Financial Reporting for the General Government Sector

The Australian Accounting Standards Board approved the issue of a new Standard, AASB 1049 *Financial Reporting of General Government Sectors* by Governments at its meeting in September 2006. The new harmonised Standard is mandatory for reporting periods beginning on or after 1 July 2008, and can be early adopted.

The new Standard was developed in response to a direction issued by the Financial Reporting Council (FRC) in December 2002, for the AASB to pursue the harmonisation of Government Finance Statistics (GFS) and Generally Accepted Accounting Principles (GAAP) reporting as an urgent priority. The objective was to develop requirements for a single set of financial reports that are auditable, comparable between jurisdictions and in which the outcome statements are directly comparable with the relevant budget statements.

The new Standard was developed in close consultation with the Australian Bureau of Statistics, the Australasian Council of Auditors-General and the Heads of Treasuries Accounting and Reporting Advisory Committee, which is chaired by Don Challen, Secretary of the Tasmanian Treasury.

A single set of General Government Sector financial reports will improve the comparability of the financial information produced by Australia's various jurisdictions. It will also greatly improve the overall quality of public sector financial reporting. The Board will now consider the implications of the decisions reflected in the harmonised Standard on other public sector entities, such as whole-of-government and government departments.

To obtain a copy of the new Standard, visit the Australian Accounting Standards website at www.aasb.com.au.

Contact: Debbie Sadler on 6233 3729 or
email debbie.sadler@treasury.tas.gov.au

@treasury.tas Subscription Service

Subscribe to the electronic version of @treasury.tas at www.treasury.tas.gov.au and receive an email alert on the day of publication.

To subscribe or unsubscribe from this service contact Allison Mitchell on 03 6233 3670 or email allison.mitchell@treasury.tas.gov.au

A Sector-Neutral Framework for the Setting of Accounting Standards

The Australian Accounting Standards Board (AASB) uses a sector-neutral approach to the setting of accounting standards. This means a single conceptual framework and a single set of accounting standards has been developed by the AASB to guide for-profit entities, public sector not-for-profit entities and other not-for-profit entities when preparing their general purpose financial reports.

The Financial Reporting Council (FRC) exercises a broad oversight of the processes for setting accounting standards in Australia. An independent consultant, Kevin Simpkins, previously the Auditor-General of New Zealand, was recently appointed by the FRC to undertake research into how adequately a sector-neutral approach can meet the information needs of users of financial statements and the public interest more generally.

Mr Simpkins consulted with a range of domestic stakeholders, including the AASB, professional accounting bodies, government departments and private sector organisations, along with overseas and international accounting standard-setting and oversight bodies. His Report, *The Use of a Sector-Neutral Framework for the Making of Australian Accounting Standards* was made available to the FRC in June 2006.

The Report considers three broad sectors, namely profit-oriented entities, public sector not-for-profit entities and other not-for-profit entities. The Report concludes that, while there are common users across the sectors and there are certainly common information needs, there are also different users and some different information needs in the three sectors.

The FRC is currently seeking public comment on the Simpkins Report, especially in relation to the public sector and other not-for-profit entities, before 31 October 2006. Results of this research project may impact on the AASB's future approach to the setting of accounting standards.

The Heads of Treasuries Accounting and Reporting Advisory Committee (HoTARAC) is currently preparing a consensus submission to the FRC, on behalf of Australia's treasuries.

To obtain a copy of the Report, visit the Financial Reporting Council website at www.frc.com.au.

Contact : *Sakura Oddie 6233 2402 or email sakura.oddie@treasury.tas.gov.au*

Financial Management Education and Training Program

This month, Treasury will brief Human Resource Managers and Chief Finance Officers about the opportunities for staff training offered under the Financial Management Education and Training Program.

Generic training courses were offered by The Training Consortium in September and October and will also be available in November 2006. This includes the two new training modules, *An Operational Manager's Guide to Developing a Business Case* and *Focusing on Results*, which were added to the initial five modules in March 2006.

The Program allows senior managers to stimulate interest and drive improvements in financial management practices by having the training material delivered within their agencies. It is important that each agency's senior management group understands, and actively supports, the Program's aims and its objectives.

An agency may deliver part or all of the Program training sessions in house. Alternatively, agencies may wish to incorporate some of the financial management training session material into other programs or training sessions being undertaken by the agency.

For details of upcoming financial management training sessions visit The Training Consortium website.

Contact: *Suzi Ransom on 6233 2881 or email suzi.ransom@treasury.tas.gov.au*

The Tasmanian Economy

Tasmania's Labour Force Participation Rate

In recent years, the labour force participation rate has been of increasing interest to governments as a result of the economic and social implications arising from Australia's ageing population. An increase in the proportion of the working population in older age groups, where participation in the labour force falls markedly, would reduce the overall participation rate and constrain economic growth.

What is the participation rate?

The Australian Bureau of Statistics defines the labour force participation rate as the proportion of the civilian population, aged 15 and over, which is either employed or looking for work.

Why is the participation rate important?

The participation rate provides an indication of the supply of labour within the working age population

that is available for the production of goods and services. Labour supply is an important determinant of long-term economic growth.

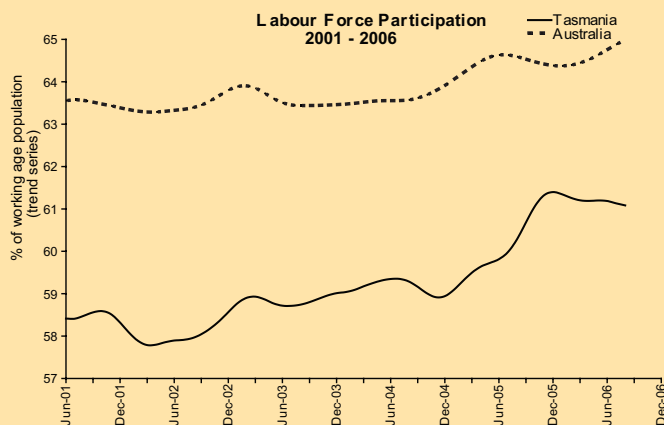
As long as it leads to increased employment, increased participation:

- improves individual, social and economic wellbeing;
- increases taxation revenues and reduces reliance on welfare payments;
- may prevent the erosion of skills in the labour force; and
- may help address skill shortages.

What is Tasmania's participation rate relative to the rest of Australia?

In 2005-06, the average labour force participation rate for Tasmania was 61.0 per cent. This implies that the remaining 39.0 per cent of Tasmania's adult population were either studying, retired, dependent on a welfare payment that did not require them to look for work (for example, a disability support payment), or otherwise did not actively seek employment. This participation rate is 1.5 percentage points above the series average (from 1978-79), and only 1.1 percentage points below the maximum rate that was achieved in 1989-90.

Tasmania's participation rate in 2005-06 was 3.5 percentage points below the national rate of 64.5 per cent. This is the closest Tasmania's participation rate has been to the national participation rate in ten years.



Over the past two years, in particular, there has been a strong increase in Tasmania's participation rate.

The improvement in Tasmania's participation rate can be attributed, at least in part, to the improvement in the Tasmanian economy, both in terms of the availability of employment and higher wages offered to employees. This improvement would have encouraged many people who were not previously looking for work to join, or rejoin, the labour market.

Why is Tasmania's participation rate below the national rate?

Tasmania has an older population than the national average, and lower participation rates are observed at older ages in all jurisdictions. The difference between the Australian and Tasmanian participation rates can be attributed, in part, to differences in the population age structure. Treasury estimates that 1.7 percentage points of the 3.5 percentage points difference in 2005-06 was attributable to Tasmania's older population, while 1.8 percentage points was attributable to other factors.

Other factors are likely to include such things as lower levels of educational attainment in Tasmania than the national average and Tasmania having a higher proportion of recipients on welfare benefits (without a participation requirement) than the national average. Tasmania has also has a higher unemployment rate than the national average, and this could discourage would-be job seekers from entering the labour market.

Contact: Josephine Westwood on 03 6233 6166 or email josephine.westwood@treasury.tas.gov.au

Contract News

Banking Tender

The evaluation of tenders for Government Banking Services has recently been completed. The Treasurer has approved the following preferred tenderers, as recommended by the Tender Evaluation Committee, for each category of service covered by the Request for Tender:

- Transactional Banking: Westpac Banking Corporation;
- Revenue Collection: Australia Post and Westpac Banking Corporation;
- School Banking: Commonwealth Bank of Australia
- Corporate Purchasing Card: Westpac Banking Corporation.

Treasury has commenced negotiations with the preferred tenders to implement contracts and, where required, new services. This process is to be finalised prior to the cessation of the current contracts in November 2006. Agencies will be consulted in relation to specific banking services and products required under the new contracts.

Contact: Adrian Pearce on 03 6233 8628 or email adrian.pearce@treasury.tas.gov.au

Government Procurement

Building and Construction Procurement Review

Public Works Tender Board

Treasury has completed stage one of a review into building and construction procurement requirements. A significant outcome of the review was the Government's decision to cease operation of the Public Works Tender Board (the Board).

In recent years the Board and Treasury have worked towards shifting accountability for construction procurement processes from the Board to agencies, with agencies given approval to manage some tenders and assuming responsibility for advertising and tender opening. In addition, committees within each agency reviewed processes prior to recommendations being passed to the Board. With further anticipated alignment of building/construction and goods/services procurement processes, it was expected that other functions undertaken by the Board would be transferred to agencies.

The decision to dissolve the Board was supported by the Chairman and was approved by the Treasurer. *The Public Works Tender Board (Revocation) Order 2006* took effect on 14 August 2006.

Building and Construction/Roads and Bridges: Treasurer's Instructions, documentation and website information

As a result of the cessation of the Board, the requirements of the *Public Works Tender Board Order 1997* and the *Public Works Tender Board Guidelines* were replaced with Treasurer's Instructions. These Instructions (TIs 1201-1228) largely mirrored existing policy and procedures with minor changes to accommodate the removal of the Board. A matrix setting out the content of the Instructions is located on the Purchasing Website (www.purchasing.tas.gov.au).

The pro-forma Request for Tender documentation (formerly known as "the Preliminaries") was reviewed by Crown Law and all references to the Board removed. However, the most significant change made to the documentation is the modification of Clause 25 of the 'Conditions of Tender'. This clause now provides that no contractual relationship arises between the Crown and a Tenderer, until the parties exchange signed counterparts of a formal instrument of agreement.

The amended Request for Tender (building and construction version) was issued on 27 July 2006 and it is available on the Purchasing Website along with reviewed versions of the Procurement Practices Manuals. In addition, general information contained on the Website was updated to reflect new documentation and any changes to processes.

Contact: Neil Thristan on 03 6233 2509 or email neil.thristan@treasury.tas.gov.au

Miscellaneous Treasurer's Instructions Amendments

The Treasurer's Instructions relating to procurement have been renumbered with those relating to goods and services being now found at 1101-1123, those relating to building and construction (including roads and bridges) being found at 1201-1228 and those relating to disposals being found at 1301-1306.

This allows users to view the requirements for each procurement type without unnecessary cross-referencing.

Some minor amendments have been made to the Instructions relating to goods and services and disposals. For information on the changes please refer to the Treasurer's Instructions Matrix of Changes located on the Purchasing Website, www.purchasing.tas.gov.au.

Contact: Neil Thristan on 03 6233 2509 or email neil.thristan@treasury.tas.gov.au

Liquor and Gaming

Betfair Startup

Betfair, the holder of a Tasmanian Gaming Licence, commenced bet-matching from its Hobart data centre at Technopark in Glenorchy on 28 August 2006. Betfair is the only licensed betting exchange in Australia. Tasmania is the only jurisdiction with legislation to regulate this specialised form of gambling.

The commencement of Betfair's Hobart operation is the culmination of eight months of development to ensure that its Technopark operation is a world leading technological hub. The centre is also the result of complex system design and development as well as a rigorous testing regime.

In order to be regulated in Tasmania, Betfair was required to ensure that its systems were compliant with leading edge standards including stringent player protection measures and the provision of very strong anti-fraud components.

Betfair currently employs 70 staff and expects this number to quickly grow to 120 full time employees in both operational and technical roles.

The Tasmanian Gaming Commission has the responsibility to ensure the ongoing regulatory compliance of Betfair, including its systems, processes and staff.

Officers of the Liquor and Gaming Branch have developed a detailed monitoring and audit program and will continue to oversee the operation closely.

Contact Sarah FitzGerald on 6233 4100 or
email sarah.fitzgerald@treasury.tas.gov.au

Meetings With Licensees

On 8 and 9 August 2006 meetings with the holders of liquor licenses were held in Launceston and Hobart. The opportunity was taken for the outgoing Commissioner, Peter Coe, to bid farewell to licensees and to introduce the incoming Commissioner, Wendy Sawford. Representatives of Tasmania Police were also present at both meetings.

The meetings gave officers of the Liquor and Gaming Branch and Police the chance to discuss new developments in liquor licensing and to seek feedback on topical issues from licensees. Amongst issues raised were problems with checking the identity of possible underage persons, the new smoking laws, new laws affecting crowd controllers, the status of young people with legal guardians, lockouts, problems with taxi availability and the requirements for responsible service of alcohol training of volunteer servers of alcohol.

The meetings were well attended with approximately 30 licensees attending the Launceston session and 60 in Hobart. They have formed a useful benchmark for future meetings with licensees, which are expected to be held on an annual basis or more frequently should any significant legislative changes be implemented.

Contact: Bert Elson on 03 6233 3266 or
email bert.elson@treasury.tas.gov.au

State Taxation

Introduction of Mandatory Self-assessment

Taxpayer representatives (mostly financial institutions and legal firms) have been able to self-assess dutiable instruments using the State Revenue Office's (SRO) secure web-based assessment system Tasmanian Revenue Online (TRO) since 2003. Currently, about 82 per cent of all duty documents are self-assessed. However, many taxpayer representatives are still lodging simple instruments with the SRO for assessment, when they could be assessed using TRO, avoiding the need to send the documents to the SRO and providing a quicker turnaround for their clients.

The Government has now decided to make compulsory the self-assessment of certain "simple" instruments. It is envisaged that legislation enabling

the Commissioner of State Revenue to require self-assessment, will be introduced into the Spring session of Parliament, and that the compulsory self-assessment of "simple" instruments will be introduced in early 2007.

Work is currently underway on determining the instruments for which self-assessment will be made compulsory and which firms it will apply to (it is envisaged that only high volume clients will initially be required to self-assess).

In support of this initiative, the SRO will be appointing a dedicated Client Liaison Officer to provide education and guidance to self-assessors. The SRO is also consulting with key stakeholders in the development of the self-assessment model.

Contact: Kim Hudson on 6233 6647 or
email kim.hudson@treasury.tas.gov.au

Audit Activities

The State Revenue Office (SRO), as part of its ongoing compliance program, conducts educational and audit based programs to test and measure the level of compliance across the tax lines it administers. The following issues have been identified for specific compliance programs for 2006-07:

Payroll Tax

- Registered Employers: desk and field audit program aimed at ensuring taxpayers are paying the correct amount of payroll tax;
- Unregistered Employers: desk audit program aimed at identifying persons/organisations who should be registered and paying payroll tax but who are not;
- Grouping: desk and field audit program using ASIC/SRO data analysis to identify companies that should be grouped who are not;
- Payroll Tax Referrals: program to follow up referrals from within the SRO, other jurisdictions, ATO, tip offs etc.

Land Tax

- Land Tax Referrals: program to follow up referrals from within the SRO, other jurisdictions, ATO, tip offs etc.

Debits Duty

- Abolition of Debits Duty: desk and field audit program to ensure that the correct amount of duty has been remitted to the SRO.

Duties

- Dutiable Property: desk audit program to detect transfers of dutiable property where duty has not been paid eg: sales of businesses, transfers of licences;

- Aggregation and Contract Splitting: audit program to detect instances where:
 - dutiable transactions have been effected by more than one instrument;
 - separate real estate and building contracts have been drawn up to attract a lower rate of duty.
- High-Value Conveyancing: program will monitor and investigate evasion and avoidance practices in regards to high value dutiable property transactions;
- Land Rich: program designed to raise levels of compliance with the "land rich" provisions contained in chapter 3 of the *Duties Act 2001*;
- Self Assessment – Agent Behaviour: desk audit (exception reports) and field audit program aimed at ensuring those persons using Tasmanian Revenue Online are paying the correct amount of duty on documents and transactions and complying with licence requirements;
- Motor Vehicle Purchasers: desk audit program aimed at ensuring correct dutiable value declared (and consequently correct duty paid) by purchasers of motor vehicles;
- Motor Vehicle Certificates of Exemption: desk program to issue exemption certificates to dealers;
- Motor Vehicle Dealers: field audit program to ensure motor vehicle dealers are complying with exemption certificate requirements;
- Duties Referrals: program to follow up referrals from within the SRO, other jurisdictions, ATO, tip offs etc.

First Home Owner Grant Scheme (FHOGS)

- Eligibility: 100 per cent up front checks conducted by way of desk audit;
- Residency: desk audit program aimed at ensuring applicants take up residency as required by the conditions of their grant;
- FHOG Agent Audits: field audit program to ensure Approved Agents are complying with the terms in the Deed of Arrangement and also sample applications received for eligibility purposes;
- FHOG Referrals: program to follow up referrals from within the SRO, other jurisdictions, ATO, tip offs etc.

Contact: Fiona Elliott on 6233 8859 or email fiona.elliott@treasury.tas.gov.au

State Revenue Office Client Survey 2006

In May 2006, Enterprise Marketing and Research Services (EMRS) undertook a Client Satisfaction Survey for the State Revenue Office (SRO). This was a follow up to a survey conducted by EMRS in 2003.

The SRO deals with a wide variety of clients across a number of tax lines and grants/rebate programs, and the nature of contact varies. As a result, a number of separate survey instruments were developed, each tailored for the particular client group. Overall, 800 clients were surveyed.

The following table shows the general satisfaction levels across the areas covered by the survey.

Indicator	% Range 2003	% Range 2006
Enough information provided	80-100%	77-100%
Staff polite and courteous	93%	96%
Satisfied with staff response	78%	81%
Documentation clear and concise	67-93%	87-100%
Satisfaction with forms and publications	71-84%	72-81%
Auditor courteous and professional	*	89 - 100%
Satisfaction with auditor	65-81%	79-84%
Usefulness of websites	90%	84-100%
Tasmanian Revenue Online (TRO)	73%	81%
Timeliness of dealing with clients	*	86-100%

* Not collected in 2003.

Overall, clients indicated that the SRO is providing a high customer service and, given the nature of the SRO's business, the satisfaction ratings can be considered high. In most areas, satisfaction has increased from 2003, and this is in part due to action taken to address issues of concern raised in the previous survey.

The SRO will be examining the results and comments received from the 2006 survey to further improve its services to clients.

The SRO would like to thank those clients who participated in the survey.

Contact: Carol Williams on 6233 2561 or email carol.williams@treasury.tas.gov.au