





























Taxpayer Charter

SERVICE STANDARDS

Report Card October – December 2008

<i>Measure</i>	<i>Last quarter Jul – Sep 2008</i>	<i>This quarter Oct – Dec 2008</i>
Return telephone calls within 24 hours.		
Action written correspondence within 14 days.		
Review our public documents every twelve months.		
(a) Process 90% of duty documents within 21 days and (b) advise you within 14 days if your case is complex and will take longer.	(a)  (b) 	(a)  (b) 
Finalise (a) Principal Place of Residence and (b) Primary Production Land applications within 14 days.	(a)  (b) 	(a)  (b) 
Finalise Duty concession on Transfer of Vacant Land applications within 7 days.		
Finalise Payroll tax applications for registration as an employer within 14 days.		
Process First Home Owner Grant applications within 7 days		
Finalise complaints within 30 days	No complaints received	No complaints received
Finalise 90% of objections within 60 days.		

-  Exceeding target
-  Data not collected at this time
-  Below target by 1-10%
-  Below target by >10%
-  Meeting target
-  Not meeting target at this time, but improving