

Rachel Stephen-Smith MLA

Minister for Health

Minister for Mental Health

Minister for Finance

Minister for the Public Service

Member for Kurrajong

RESPONSE TO QUESTION ON NOTICE

Questions on Notice Paper No 03

7 MARCH 2025

Question No. 175

THOMAS EMERSON MLA: To ask the Minister for Finance

1. What proportion of phone calls to the Revenue Office's customer service lines were answered in the 2023-24 financial year.
2. What is the average wait time for a phone call to the Revenue Office's customer service line.
3. How many days during the 2024 calendar year was the Revenue Office's online inquiry form fully functional without bugs or errors.

Rachel Stephen-Smith MLA - The answer to the Member's question is as follows:

In the 2023-24 financial year, all calls received through the Revenue Office's customer service lines that progressed to an officer were answered.

While in the call wait queue, callers are provided with the option of visiting the Revenue Office website as it could contain information that may assist with their query. Alternatively, callers can choose to use the Office callback function. Overall, approximately 10 per cent of all calls received were abandoned in 2023-24 prior to the call progressing to an officer. In 2023-24, the average wait time for a phone call to the Revenue Office's customer service lines was: 7 minutes 29 seconds.

The Revenue Office manages several online forms and service portals. The 'Contact Us' form on the Revenue Office website experienced no outages significant enough to be recorded in 2024.

Approved for circulation to the Member and incorporation into Hansard.



Rachel Stephen-Smith MLA
Minister for Finance

Date: **3/4/25**

This response required 2hrs to complete, at an approximate cost of \$253.65.