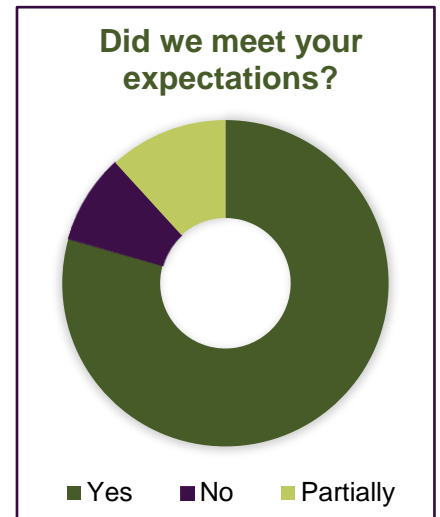




# Customer Perception Survey 2021

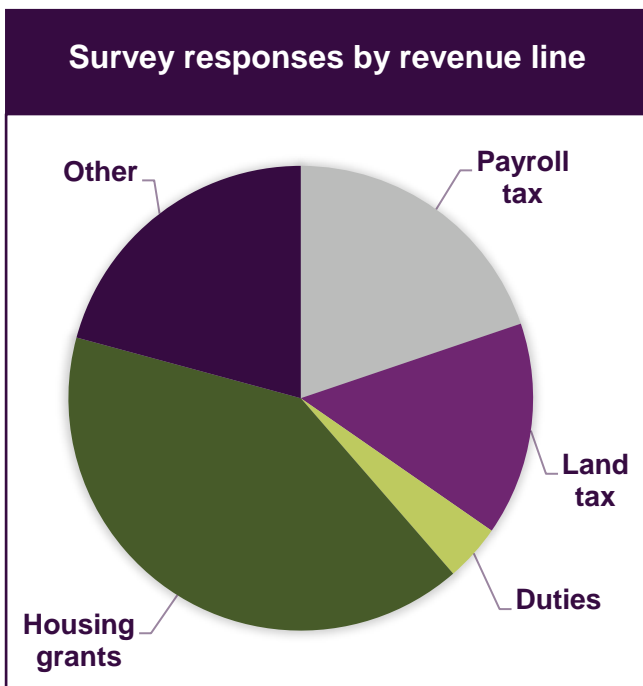
The 4,260 participants in our 2021 survey gave valuable feedback on our services, helping us to measure satisfaction levels in key areas. We have summarised the results below.

Descriptor	Result		
	2021		2020
Overall satisfaction	80%	↓	84%
Quality of service	80%	↓	85%
Accessibility of service	80%	↓	82%
Time taken to receive service	69%	↓	80%
Accountability and transparency	80%	↓	82%
I was treated fairly	81%	↑	79%
I was fully informed	78%	=	78%
Staff knowledge and competency	77%	↑	75%
Staff went the extra mile	60%	↑	57%



## What you said we do well

- Payroll tax system is clear and user friendly. WA is the easiest to deal with.
- Our staff are professional, knowledgeable and provide excellent customer care.
- Overall a good government service.



## Achieving results

- Simplified duties processes and quicker response times for clients with the inclusion of primary production land (not including business assets, equipment or livestock) to be self-assessed and settled electronically.
- Introduction of a user friendly email delivery service for land tax notices.

*We're working for Western Australia.*