



Department of Finance, State Revenue – Overview

The Department of Finance shapes and leads the development of whole-of-government advice to facilitate the efficient operation of government, enable informed decision-making, and realise value-for-money outcomes for the Western Australian community.

We have a strong focus on service to our diverse range of customers, including taxpayers, other government agencies, people buying their first home, major construction companies and suppliers to government.

We provide advice and services in revenue, grant and subsidy administration, government procurement, non-residential building management and construction, and corporate services across government. We also provide strategic advice on the capital investment programs of government's major trading enterprises.

All these functions are supported by the Corporate Services business, which provides a range of services that support and add value to the Department in the areas of Human Resource Management, Finance, Information and Communications Technology, and Corporate Communications and Governance, and Policy.

State Revenue is one of the business units of the Department of Finance. Our primary role is the administration of revenue laws and grant and subsidy schemes in a fair and efficient manner for the community of Western Australia. Over 280 staff undertake this task.

At State Revenue, we:

- assess revenues including land tax, payroll tax and duties and collect a range of statutory based revenues on behalf of other government agencies and the Commonwealth; and
- assess and pay a range of grants and subsidies under both statutory and administrative schemes. The major payments relate to the first home owner grant scheme, concessions on water and local authority rates and the emergency services levy for pensioners and seniors

The Commissioner of State Revenue heads up the State Revenue business and is responsible for its daily operations and for the performance of a range of statutory functions. Although State Revenue is a business unit of the Department of Finance, the Commissioner and her delegated officers are independent in the performance of their functions under these laws.

State Revenue comprises four divisions. A Director heads each division and is also a member of the Revenue Executive, State Revenue's most senior management team. The four Divisions are as follows:

- Operations Group 1 administers land tax along with a number of grant and subsidy schemes, manages the collection of overdue taxes, duties and grants, and provides business systems and support for other areas of State Revenue.
- Operations Group 2 is responsible for the administration and collection of duty, payroll tax and self-assessed and returns-based revenue, and supports and delivers electronic services for State Revenue's online facilities.
- Compliance is responsible for ensuring the community complies with the legislation by making sure that revenue is correctly assessed, and first home owner grants are correctly paid. Compliance also assists with the implementation of taxpayer education strategies.
- Legislation, Training and Review is responsible for maintaining legislation, delivering customer education and staff training, and managing objection and external review processes.

State Revenue formulates strategic business plans on a three-year basis, with the latest plan covering 2015-2018. These plans are to provide the medium to longer-term framework in which annual business plans are developed. Each Division creates an operational plan to guide its work for the coming financial year in line with the strategic plan.

To deliver our business and to move us in our chosen direction, people occupying leadership positions in State Revenue have a vital role to play. However, it is not just what they do that will impact our success, but also how they go about doing it.

Five key behaviours for State Revenue leaders have been identified as important to our business success. The expectation is that all leaders in State Revenue are:

- actively building capability in their staff;
- demonstrating innovative thinking to improve performance;
- showing a passion for customer service;
- building an environment of trust; and
- operating across organisational boundaries.

Consistent with the focus on building the capabilities of our staff, State Revenue leaders actively work with staff on an ongoing basis to identify career objectives and assist in identifying opportunities for development. As part of this, State Revenue has identified the career path streams that are available within State Revenue and the positions at the various levels within each stream.

State Revenue Career Path Streams

The next page shows the career path streams that are available within State Revenue and the positions at the various levels within each stream. This document is intended to give you an idea of the opportunities that exist within State Revenue to progress your career and to assist you to navigate your way through the various options along the way.

The attached document identifies four career path streams within State Revenue. These are:

- Customer service: which covers a variety of positions across the organisation that are at the front line of delivering our products and services to our customers.
- Technical: which covers numerous positions in a range of Divisions which are primarily involved in understanding and applying the various revenue and grant statutes for which State Revenue is responsible.
- Compliance: these positions are responsible for ensuring that taxpayers and grant recipients comply with their obligations under the various statutes, that the quality of our internal operations are appropriately monitored, and providing services to assist the Compliance Division.
- Administration: these positions play an important role in supporting the smooth and efficient running of the other functions of the organisation.

All of the current positions within State Revenue have been examined and allocated to the appropriate career path stream and the level of each position has been identified. It should be noted that there are often more than one of a particular position, and they may be located in multiple Divisions and Branches. However, the skills and competencies required by the position are generally the same.

The document shows the opportunities for you to progress through the position levels within a career path stream, or to switch streams at any level to follow a new career path.

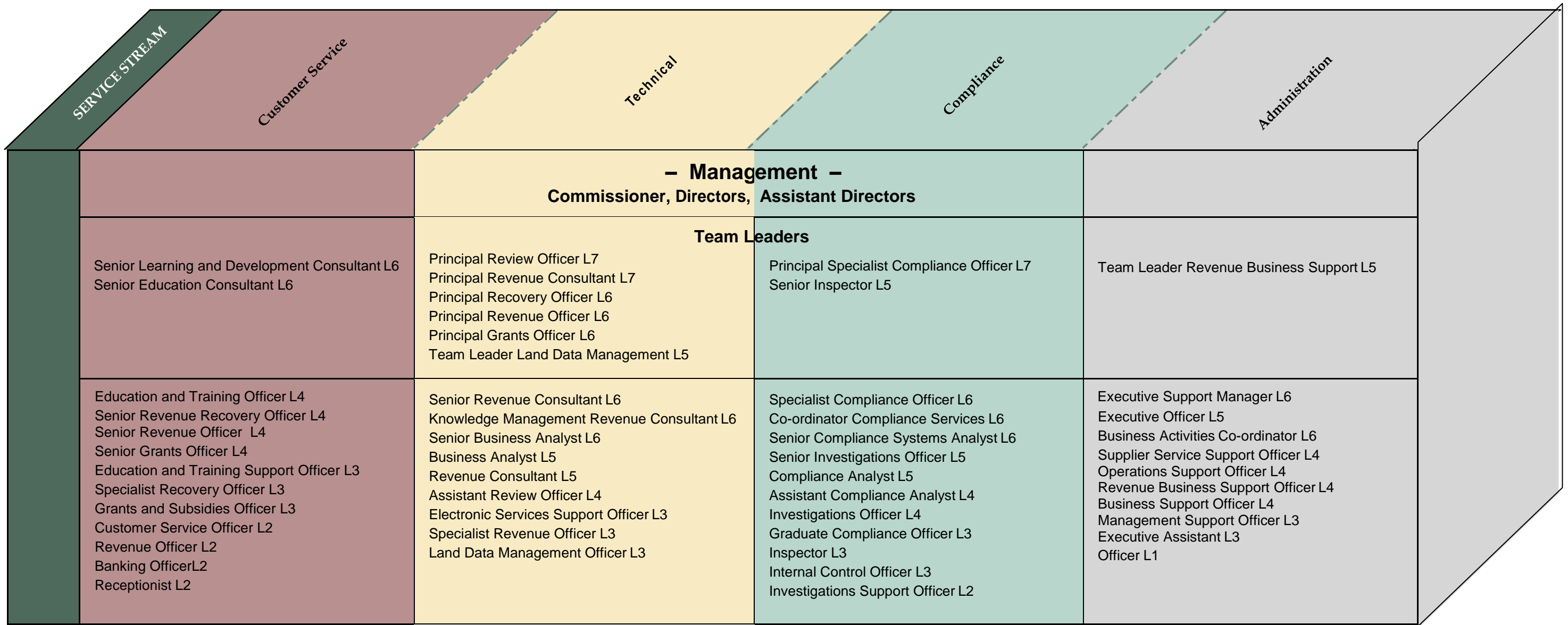
In order to progress within a career path stream, this document can be used to identify the next position(s) in the career path ladder that you could consider. This information can then be used to identify the Job Description Form for the relevant position(s) and identify the knowledge and skills required for you to perform the duties required of the role. Should you consider that you do not have the requisite knowledge or skills, this should form part of your discussions with your Assistant Director or Team Leader as part of the Performance and Development Plan process to identify the most appropriate method of attaining those skills. This might involve including relevant training in your training plan, or identifying possible acting opportunities or expressions of interest that may assist.

Making the switch between streams could also be facilitated in a similar manner and should be the subject of the Performance Development Plan discussion and the Career Intention discussion.

There are a number of exciting career opportunities not only within State Revenue, but also within other Business Units and the public sector more generally. This document should serve as a guide to navigating your way through your career path options to achieve your career goals.



OFFICE OF STATE REVENUE CAREER PATHS



OTHER CAREER OPTIONS

⇒ Within the Department of Finance

- Government Procurement
- Building Management and Works
- Office of the Director General
- Corporate Services
- Public Utilities Office

⇒ Other Areas of the Public Sector

- Administration
- Audit and Compliance
- Budget and Policy
- Debt Recovery
- Leadership Management

⇒ Private Sector Opportunities

- Mining Sector
- Information, Communications and Technology Sector
- Finance and Banking Sector