

# RevenueSA

## Service Standards

Key Performance Indicators



| Monthly Customer Service KPI   | Target | July 2017 | Aug 2017 | Sept 2017 | Oct 2017 | Nov 2017 | Dec 2017 | Jan 2018 | Feb 2018 | Mar 2018 | Apr 2018 | May 2018 | Jun 2018 |
|--|--------|-----------|----------|-----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| 1 Answer telephone calls within two minutes (within five minutes during recognised peak periods).  | 80%    | 86%       | 87%      | 93%       | 87%      | 88%      | 88%      | 87%      | 89%      | 86%      | 85%      | 85%      | 81%      |
| 2 Acknowledgement for all service complaints will be made within two days, with the matter resolved and a formal notification of the outcome provided to the taxpayer within 14 days.  | 100%   | 100%      | N/A*     | N/A*      | 100%     | 100%     | 100%     | 100%     | 100%     | 100%     | 100%     | 100%     | 100%     |
| 3 Approve duty refunds within 28 days upon receipt of all necessary information.   | 100%   | 100%      | 94%      | 100%      | 90%      | 100%     | 100%     | 82%      | 100%     | 100%     | 79%**    | 100%     | 100%     |
| 4 Payments of housing grants for eligible applicants are deposited into approved agents dedicated bank accounts within 24 hours, provided payment is requested by 1:00 pm (EST) on the previous day, and the Payment Eligibility date is less than five days away. | 100%   | 100%      | 100%     | 100%      | 100%     | 100%     | 100%     | 100%     | 100%     | 100%     | 100%     | 100%     | 100%     |
| 5 Payment of housing grants to eligible applicants are made within five days after approval where applications are lodged direct to RevenueSA.   | 100%   | 100%      | 100%     | 100%      | 100%     | 100%     | 100%     | 100%     | 100%     | 100%     | 100%     | 100%     | 100%     |
| 6 Refer Objections to the Crown Solicitor within 30 days of receipt of all necessary information.  | 100%   | 100%      | 100%     | 100%      | 100%     | 100%     | 100%     | 100%     | 100%     | N/A*     | 100%     | 100%     | 100%     |
| 7 Complete audits and investigations within 150 calendar days.   | 65%    | 60%       | 88%      | 69%       | 81%      | 90%      | 84%      | 86%      | 67%      | 93%      | 81%      | 60%      | 81%      |
| 8 Approve corporate group exemption applications within 14 days upon receipt of all necessary information.   | 100%   | 100%      | 100%     | 100%      | 100%     | 100%     | 100%     | 100%     | 100%     | 100%     | 100%     | 100%     | 100%     |

| Annual Customer Service KPI   | Target      | Annual % |
|---|-------------|----------|
| 9 Notice of Assessments (emergency services levy) issued during annual mass billing run (7 August 2017 to 29 September 2017). | 90%         | 97%      |
| 10 Notice of Assessments (land tax) issued during annual mass billing run (9 October 2017 - 10 November 2017).                | 90%         | 95%      |
| 11 Taxpayer satisfaction (measured yearly in the RevenueSA Taxpayer Survey).  | 75% or more | 82%      |

All KPI's are measured in business days (excluding KPI 7). KPIs are subject to review  
 \* no results to report this month. \*\* delay in cheques being processed