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%	
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%	
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%	
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%	
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%	
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%	
7 Complete audits and investigations within 150 calendar days.	65%	60%	88%	69%	81%	90%	84%	86%	67%	93%	81%	60%	
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%	

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 (excludng KPI 7). KPIs are subject to review
* no results to report this month. ** delay in cheques being processed

RevenueSA DEPARTMENT OF TREASURY AND FINANCE

Government of South Australia

SOUTH AUSTRALIA

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