

RevenueSA

Service Standards

Key Performance Indicators



Monthly Customer Service KPI

	Target	July 2016	Aug 2016	Sept 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017
Answer telephone calls within two minutes (within five minutes during recognised peak periods).	80%	88%	89%	89%	86.6%	88%	86%	88%	88%	84%	84%	89%	
Acknowledgement for all service complaints will be made within two working days, with the matter resolved and a formal notification of the outcome provided to the taxpayer within 14 days.	100%	N/A*	N/A*	100%	N/A*	N/A*	100%	N/A*	100%	0%***	100%	100%	
Approve duty refunds within 28 working days upon receipt of all necessary information.	100%	100%	89%	100%	100%	100%	100%	100%	100%	85%	94%	100%	
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%	
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%	
Refer Objections to the Crown Solicitor within 30 days of receipt of all necessary information.	100%	N/A*	100%	89%	100%	87.5%	66%	100%	100%	100%	100%	100%	
Complete audits and investigations within 150 days.	65%	60%**	56%**	63%	77%	90%	65%	66%	67%	87%	83%	74%	
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 %
Notice of Assessments (emergency services levy) issued during annual mass billing run (8 August 2016 to 3 October 2016).	90%	98.8%
Notice of Assessments (land tax) issued during annual mass billing run (7 October 2016 - 14 November 2016).	90%	98%
Taxpayer satisfaction (measured yearly in the RevenueSA Taxpayer Survey).	75% or more	83%