

RevenueSA | Service Standards

2023-24 Key Performance Indicators



Monthly Customer Service KPI		Target	July 2023	Aug 2023	Sept 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
1	Answer telephone calls within 5 minutes.	70%	44%	63%	35%	31%	24%	31%	37%	40.1%	68.6%	78.5%	72%	80.7%
	Total calls	N/A	5,342	6,569	7,662	9,015	10,162	7,297	6,938	5,191	3,694	3,359	3,832	3,788
2	Acknowledgement for all service complaints will be made within three days, with the matter resolved and a formal notification of the outcome provided to the taxpayer within 21 days.	100%	59%	67%	58%	87%	85%	88%	81%	79%	80%	78%	86%	71%
3	Approve duty refunds within 28 days upon receipt of all necessary information.	100%	96%	78%	96%	100%	96%	85%	95%	100%	100%	100%	100%	100%
4	Payments of the First Home Owner Grant for eligible applicants are deposited into approved agents dedicated bank accounts with 24 hours, provided payment is requested by 1:00pm (EST) on the previous day, and the Payment Eligibility date is less than 5 days away.	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
5	Payment of First Home Owner Grant to eligible applicants are made within 5 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%	100%	100%	100%	100%
7	Complete audits and investigations within 150 calendar days.	65%	71%	63%	74%	93%	71%	60%	38%	72%	77%	98%	88%	70%
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 (August 2023 to September 2023).	90%	99%
10	Land Tax Assessments issued during annual mass billing run (October 2023 to November 2023).	90%	87%
11	Customer satisfaction (measured every 2 years in the RevenueSA Customer Satisfaction Survey).	85%	N/A

All KPI's are measured in business days (excluding KPI 7). KPIs are subject to review.