

# RevenueSA

## Service Standards

Key Performance Indicators



Monthly Customer Service KPI	Target	July 2018	Aug 2018	Sept 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019
1 Answer telephone calls within two minutes (within five minutes during recognised peak periods).	80%	86%	81%	87%	86%	84%	81%	84%	85%	84%	84%	84%	83%
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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
3 Approve duty refunds within 28 days upon receipt of all necessary information.	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	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%	100%	100%	100%	100%
7 Complete audits and investigations within 150 calendar days.	65%	84%	76%	73%	65%	85%	76%	74%	43%*	68%	55%**	95%	88%
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 (3 August 2018 to 24 September 2018).	90%	92%
10 Notice of Assessments (land tax) issued during annual mass billing run (5 October 2018 - 2 November 2018).	90%	94%
11 Customer satisfaction (measured yearly in the RevenueSA Customer Satisfaction Survey).	85% or more	81%

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

\*\* KPI not met due to delays in obtaining further information from taxpayers and representatives and resourcing of the audit and investigation team

\* KPI not met due to delays in obtaining further information from taxpayers and representatives due to Christmas shutdowns and resourcing of the audit and investigation team