

RevenueSA | Service Standards

2026-27 Key Performance Indicators



Monthly Customer Service KPI*		Target	July 2026	Aug 2026	Sept 2026	Oct 2026	Nov 2026	Dec 2026	Jan 2027	Feb 2027	Mar 2027	Apr 2027	May 2027	Jun 2027
1	Answer telephone calls within 5 minutes.	70%	46%											
	<i>Total calls</i>	N/A	4,882											
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%	88%											
3	Approve duty refunds within 28 days upon receipt of all necessary information.	100%	85%											
4	Payments of the First Home Owner Grant for eligible applicants are deposited into approved agents dedicated bank accounts within 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%											
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%											
6	Refer Objections to the Crown Solicitor within 30 days of receipt of all necessary information.	100%	100%											
7	Complete audits and investigations within 150 calendar days.	75%	64%											
8	Approve corporate group exemption applications within 14 days upon receipt of all necessary information.	100%	100%											
Annual Customer Service KPI									Target		Annual %			
9	Notice of Assessments (emergency services levy) issued during annual mass billing run (August 2026 to September 2026).								90%					
10	Land Tax Assessments issued during annual mass billing run (October 2026 to November 2026).								90%					
11	Customer satisfaction (measured every 2 years in the RevenueSA Customer Satisfaction Survey).								85%					



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

OFFICIAL last updated 27 August 2026.