

# RevenueSA

## Service Standards

Key Performance Indicators



### Monthly Customer Service KPI

	Target	July 2019	Aug 2019	Sept 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	
1	Answer telephone calls within two minutes (within five minutes during recognised peak periods).	80%	82%	88%	94%	92%	97%	98%	69%	70%	93%	82%	9%	16%
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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	82%	89%
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%	73%	88%	67%	68%	73%	53%	52%	56%	59%	55%	89%	55%
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 (5 August 2019 to 23 September 2019).	90%	95.8%
10	Notice of Assessments (land tax) issued during annual mass billing run (4 October 2019 - 1 November 2019).	90%	90%
11	Customer satisfaction (measured yearly in the RevenueSA Customer Satisfaction Survey).	85%	83%