

RevenueSA | Service Standards

2025-26 Key Performance Indicators



| Monthly Customer Service KPI* | | Target | July 2025 | Aug 2025 | Sept 2025 | Oct 2025 | Nov 2025 | Dec 2025 | Jan 2026 | Feb 2026 | Mar 2026 | Apr 2026 | May 2026 | Jun 2026 |
|-------------------------------|--|--------|-----------|----------|-----------|----------|----------|----------|----------|------------------|------------------|----------|----------|----------|
| 1 | Answer telephone calls within 5 minutes. | 70% | 24% | 21% | 38% | 25% | 16% | 37% | 27% | 67% | 80% | 76% | | |
| | <i>Total calls</i> | N/A | 9,942 | 6,032 | 7,822 | 9,240 | 4,881 | 6,275 | 6,032 | 4,093 | 3,566 | 3,212 | | |
| 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% | 94% | 86% | 74% | 75% | 100% | 80% | 67% ¹ | 40% ² | 71% | | |
| 3 | Approve duty refunds within 28 days upon receipt of all necessary information. | 100% | 96% | 96% | 100% | 97% | 93% | 100% | 32% | 100% | 92% | 83% | | |
| 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% | 84% | 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% | | |
| 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% | | |
| 7 | Complete audits and investigations within 150 calendar days. | 65% | 76% | 69% | 76% | 76% | 90% | 73% | 66% | 70% | 90% | 72% | | |
| 8 | Approve corporate group exemption applications within 14 days upon receipt of all necessary information. | 100% | 100% | 66% | 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 2025 to September 2025). | 90% | 100% |
| 10 | Land Tax Assessments issued during annual mass billing run (October 2025 to November 2025). | 90% | 95% |
| 11 | Customer satisfaction (measured every 2 years in the RevenueSA Customer Satisfaction Survey). | 85% | 79.85% (for 2024-25) |

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

¹ Result impacted by caretaker period delays.

² Result impacted by caretaker period delays.