

# RevenueSA | Service Standards

2024-25 Key Performance Indicators



Monthly Customer Service KPI**		Target	July 2024	Aug 2024	Sept 2024	Oct 2024	Nov 2024	Dec 2024	Jan 2025	Feb 2025	Mar 2025	Apr 2025	May 2025	Jun 2025
1	Answer telephone calls within 5 minutes.	70%	74.9%	61.7%	46.3%	28.9%	22.1%	22.6%	22.7%	42.5%	42%	75.9%	68.5%	62%
	<i>Total calls</i>	N/A	5,293	5,775	7,221	8,530	8,158	6,474	6,581	4,953	7,491	6,483	7,426	7,287
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%	75%	74%	93%	77%	89%	84%	89%	90%	93%	93%	93%	82%
3	Approve duty refunds within 28 days upon receipt of all necessary information.	100%	100%	100%	100%	100%	100%	100%	100%	100%	97%	85%	90%	74%
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%	98%	100%	100%	100%	87%	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%	98%	100%	100%	100%	87%	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%	53%	67%	50%	25%*	50%	100%	73%	77%	72%	94%	50%	11%*
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 2024 to September 2024).	90%	99%
10	Land Tax Assessments issued during annual mass billing run (October 2024 to November 2024).	90%	87%
11	Customer satisfaction (measured every 2 years in the RevenueSA Customer Satisfaction Survey).	85%	79.85%