

RevenueSA | Service Standards

2020-21 Key Performance Indicators



Monthly Customer Service KPI		Target	July 2020	Aug 2020	Sept 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021
1	Answer telephone calls within 5 minutes.	70%	39%	72%	53%	95%	34%	39%	64%	69%	66%	61%	86%	83%
	<i>Total calls</i>	<i>N/A</i>	<i>24,229</i>	<i>11,714</i>	<i>11,228</i>	<i>12,620</i>	<i>11,680</i>	<i>13,197</i>	<i>7,689</i>	<i>7,399</i>	<i>8,283</i>	<i>6,968</i>	<i>5,149</i>	<i>5,572</i>
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%	77%	70%	45%	78%	100%	75%	100%	88%	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%	70%	100%	100%
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%	100%	50%	50%	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%	50%	50%	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%	34%	39%	67%	17%	61%	84%	80%	95%	79%	78%	99%	8%
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 2020 to September 2020).	90%	97%
10	Notice of Assessments (land tax) issued during annual mass billing run (October 2020 to November 2020).	90%	80%
11	Customer satisfaction (measured yearly in the RevenueSA Customer Satisfaction Survey).	85%	N/A*

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

*Customer Satisfaction Survey not conducted during 2020-21 financial year