

RevenueSA | Service Standards

2021-22 Key Performance Indicators



Monthly Customer Service KPI		Target	July 2021	Aug 2021	Sept 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022
1	Answer telephone calls within 5 minutes.	70%	84%	79%	67%	45%	48%	35%	67%	80.3%	82%	75%	80%	80%
	<i>Total calls</i>	<i>N/A</i>	<i>6,431</i>	<i>7,921</i>	<i>9,602</i>	<i>10,428</i>	<i>13,143</i>	<i>9,405</i>	<i>7,917</i>	<i>5,560</i>	<i>5,338</i>	<i>3,818</i>	<i>4,958</i>	<i>4,934</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%	87.5%	100%	92%	82%	100%	76.5%	85.7%	100%	82%	62.5%	68%
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 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%	100%	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%	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%	83%	50%	58%	100%	70%	85%	78%	98%	93%	90%	98%	100%
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 2021 to September 2021).	90%	99%
10	Notice of Assessments (land tax) issued during annual mass billing run (October 2021 to November 2021).	90%	77%
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
 KPI broadened in January 2022 to include complaints against taxation policy.
 *Customer Satisfaction Survey not conducted during 2021-22 financial year