

RevenueSA

Service Standards

Key Performance Indicators



Monthly Customer Service KPI

| | Target | July 2016 | Aug 2016 | Sept 2016 | Oct 2016 | Nov 2016 | Dec 2016 | Jan 2017 | Feb 2017 | Mar 2017 | Apr 2017 | May 2017 | Jun 2017 |
|--|--------|-----------|----------|-----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| Answer telephone calls within two minutes (within five minutes during recognised peak periods). | 80% | 88% | 89% | 89% | 86.6% | 88% | 86% | 88% | 88% | 84% | 84% | 89% | 88% |
| Acknowledgement for all service complaints will be made within two working days, with the matter resolved and a formal notification of the outcome provided to the taxpayer within 14 days. | 100% | N/A* | N/A* | 100% | N/A* | N/A* | 100% | N/A* | 100% | 0%*** | 100% | 100% | N/A* |
| Approve duty refunds within 28 working days upon receipt of all necessary information. | 100% | 100% | 89% | 100% | 100% | 100% | 100% | 100% | 100% | 85% | 94% | 100% | 100% |
| 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% |
| 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% |
| Refer Objections to the Crown Solicitor within 30 days of receipt of all necessary information. | 100% | N/A* | 100% | 89% | 100% | 87.5% | 66% | 100% | 100% | 100% | 100% | 100% | 100% |
| Complete audits and investigations within 150 days. | 65% | 60%** | 56%** | 63% | 77% | 90% | 65% | 66% | 67% | 87% | 83% | 74% | 83% |
| 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 % |
|--|-------------|----------|
| Notice of Assessments (emergency services levy) issued during annual mass billing run (8 August 2016 to 3 October 2016). | 90% | 98.8% |
| Notice of Assessments (land tax) issued during annual mass billing run (7 October 2016 - 14 November 2016). | 90% | 98% |
| Taxpayer satisfaction (measured yearly in the RevenueSA Taxpayer Survey). | 75% or more | 83% |