

# 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%      |
|                              | Total calls  | N/A    | 24,229    | 11,714   | 11,228    | 12,620   | 11,680   | 13,197   | 7,689    | 7,399    | 8,283    | 6,968    | 5,149    | 5,572    |
| 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%    | 52%      |
| 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