

# RevenueSA

## Service Standards

Key Performance Indicators



Monthly Customer Service KPI	Target	July 2019	Aug 2019	Sept 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020
1 Answer telephone calls within two minutes (within five minutes during recognised peak periods).	80%	82%	88%										
2 Acknowledgement for all service complaints will be made within two days, with the matter resolved and a formal notification of the outcome provided to the taxpayer within 14 days.	100%	100%	100%										
3 Approve duty refunds within 28 days upon receipt of all necessary information.	100%	100%	100%										
4 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%										
5 Payment of housing grants to eligible applicants are made within five days after approval where applications are lodged direct to RevenueSA.	100%	100%	100%										
6 Refer Objections to the Crown Solicitor within 30 days of receipt of all necessary information.	100%	100%	100%										
7 Complete audits and investigations within 150 calendar days.	65%	73%	88%										
8 Approve corporate group exemption applications within 14 days upon receipt of all necessary information.	100%	100%	100%										

Annual Customer Service KPI	Target	Annual %
9 Notice of Assessments (emergency services levy) issued during annual mass billing run (5 August 2019 to 23 September 2019).	90%	Results published in October 2019
10 Notice of Assessments (land tax) issued during annual mass billing run (4 October 2019 - 1 November 2019).	90%	Results published in December 2019
11 Customer satisfaction (measured yearly in the RevenueSA Customer Satisfaction Survey).	85% or more	Results published in January 2020