



## Key Performance Service Standards

Service Standard	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
<b>Action enquiries submitted through RevenueWA’s online web enquiry system within 15 working days.</b> <b>Target 80%</b>	94%	93%	93%	93%	90%	80%	56% <sup>2</sup>	58% <sup>2</sup>	77% <sup>2</sup>	91%	95%	96%
<b>Answer calls to our enquiry lines within 60 seconds following our lead-in message.</b> <b>Target 80%</b>	97%	96%	97%	95%	94%	92%	94%	93%	93%	95%	94%	95%
<b>Complete routine audits and investigations within 120 days.</b> <b>Target 85%</b>	93%	90%	92%	89%	95%	95%	88%	92%	92%	91%	91%	84% <sup>4</sup>
<b>Assess routine and mid-complexity duties transactions within 60 days, excluding transactions eligible for self-assessment.</b> <b>Target 80%</b>	91%	90%	86%	89%	92%	92%	89%	87%	84%	81%	76% <sup>4</sup>	75% <sup>4</sup>
<b>Action all FHOOG applications received from approved agents within 7 working days.</b> <b>Target 100%</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
<b>Respond to all complaints and suggestions within 21 days.</b> <b>Target 100%</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
<b>Determine objections within the minimum 90 day decision making period.</b> <b>Target 65%</b>	67%	80%	67%	86%	59% <sup>1</sup>	80%	56% <sup>3</sup>	77%	65%	71%	39% <sup>4</sup>	46% <sup>4</sup>

1. Below service standard due to normal fluctuations in the workload and finalising a higher than average number of more complex or contentious objections.
2. Below service standard due to high volume of Land Tax web enquiries creating a backlog of 4-5 weeks for some enquiry types.
3. Below service standard primarily due to seasonal fluctuations in workload.
4. Below service standard due to temporary resourcing issues.