



## Key Performance Service Standards

Service Standard	Jul 2024	Aug 2024	Sep 2024	Oct 2024	Nov 2024	Dec 2024	Jan 2025	Feb 2025	Mar 2025	Apr 2025	May 2025	Jun 2025
Action enquiries submitted through RevenueWA's online web enquiry system within 15 working days. Target 80%	95%	94%	92%	93%	92%	91%	80%	67% <sup>3</sup>	58% <sup>3</sup>	51% <sup>3</sup>	83%	88%
Answer calls to our enquiry lines within 60 seconds following our lead-in message. Target 80%	94%	91%	92%	91%	89%	84%	79% <sup>3</sup>	85%	85%	89%	90%	88%
Complete routine audits and investigations within 120 days. Target 85%	94%	94%	96%	94%	94%	94%	92%	93%	90%	90%	91%	92%
Assess routine and mid-complexity duties transactions within 60 days, excluding transactions eligible for self-assessment. Target 80%	77% <sup>1</sup>	72% <sup>1</sup>	73% <sup>1</sup>	67% <sup>1</sup>	69% <sup>1</sup>	77% <sup>1</sup>	78% <sup>1</sup>	75% <sup>1</sup>	84%	88%	88%	90%
Action all FHOG applications received from approved agents or through RevenueWA's FHOG online service portal within 7 working days. Target 100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Respond to all complaints and suggestions within 21 days. Target 100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Determine objections within the minimum 90 day decision making period. Target 65%	55% <sup>2</sup>	83%	69%	79%	71%	100%	58% <sup>2</sup>	40% <sup>2</sup>	71%	36% <sup>2</sup>	78%	77%

1. Target not met due to impact of vacant positions, recruitment and training new staff.
2. Objection timeliness is highly variable due to variations in matter complexity and seasonal factors.
3. Target not met due to seasonally high volumes of land tax enquiries and phone calls during the land tax billing period.