



### Key Performance Service Standards

Service Standard	Jul 2025	Aug 2025	Sep 2025	Oct 2025	Nov 2025	Dec 2025	Jan 2026	Feb 2026	Mar 2026	Apr 2026	May 2026	Jun 2026
Action enquiries submitted through RevenueWA's online web enquiry system within 15 working days. Target 80%	92%	87%	92%	93%	84%	78% <sup>1</sup>	53% <sup>2</sup>	50% <sup>3</sup>	53% <sup>5</sup>	67% <sup>6</sup>		
Answer calls to our enquiry lines within 60 seconds following our lead-in message. Target 80%	85%	82%	88%	85%	83%	77% <sup>1</sup>	72% <sup>2</sup>	80%	82%	77% <sup>6</sup>		
Complete routine audits and investigations within 120 days. Target 90%	90%	95%	95%	93%	91%	95%	93%	90%	89%	91%		
Assess routine and mid-complexity duties transactions within 60 days, excluding transactions eligible for self-assessment. Target 80%	89%	87%	89%	89%	89%	88%	86%	79%	88%	89%		
Action all FHOOG applications received from approved agents or through RevenueWA's FHOOG online service portal within 7 working days. Target 100%	96%	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%		
Determine objections within the minimum 90 day decision making period. Target 65%	67%	79%	75%	68%	82%	83%	73%	58% <sup>4</sup>	69%	78%		

1, 2, 3, 5, 6 Target not met due to seasonally high volumes of enquiries during the land tax billing period.  
 4 Target not met due to completing several aged and complex objections.