Government of **Western Australia**
Department of **Treasury and Finance**
RevenueWA

Customer Service Charter

Key Performance Service Standards

Service Standard	Jul 2026	Aug 2026	Sep 2026	Oct 2026	Nov 2026	Dec 2026	Jan 2027	Feb 2027	Mar 2027	Apr 2027	May 2027	Jun 2027
Action enquiries submitted through RevenueWA's online web enquiry system within 15 working days. Target 80%	91%	88%	83%	90%								
Answer calls to our enquiry lines within 60 seconds following our lead-in message. Target 80%	88%	88%	89%	82%								
Complete routine audits and investigations within 120 days. Target 90%	93%	94%	90%	88%								
Assess routine and mid-complexity duties transactions within 60 days, excluding transactions eligible for self-assessment. Target 80%	85%	85%	81%	89%								
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%								
Respond to all complaints and suggestions within 21 days. Target 100%	100%	100%	100%	100%								
Determine objections within the minimum 90 day decision making period. Target 65%	100%	79%	86%	83%								