



## Key Performance Service Standards

Service Standard	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
<b>Action enquiries submitted through RevenueWA’s online web enquiry system within 15 working days.</b> <b>Target 80%</b>	96%	91%	90%	93%	91%	88%	52% <sup>4</sup>	53% <sup>4</sup>	56% <sup>4</sup>	73% <sup>4</sup>	90%	
<b>Answer calls to our enquiry lines within 60 seconds following our lead-in message.</b> <b>Target 80%</b>	96%	95%	95%	94%	93%	89%	89%	89%	90%	92%	92%	
<b>Complete routine audits and investigations within 120 days.</b> <b>Target 85%</b>	90%	94%	93%	94%	93%	93%	91%	94%	91%	93%	93%	
<b>Assess routine and mid-complexity duties transactions within 60 days, excluding transactions eligible for self-assessment.</b> <b>Target 80%</b>	83%	86%	77% <sup>2</sup>	75% <sup>2</sup>	75% <sup>2</sup>	73% <sup>2</sup>	56% <sup>2</sup>	63% <sup>2</sup>	77% <sup>2</sup>	73% <sup>2</sup>	80%	
<b>Action all FHOG applications received from approved agents or through RevenueWA’s FHOG online service portal within 7 working days.</b> <b>Target 100%</b>	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%	
<b>Determine objections within the minimum 90 day decision making period.</b> <b>Target 65%</b>	67%	0% <sup>1</sup>	70%	55% <sup>3</sup>	80%	73%	70%	63% <sup>5</sup>	60% <sup>6</sup>	68%	73%	

1. All objections determined in August 2023 were long-standing matters which concerned especially complex legal and/or factual issues.
2. Target was not met due to temporary resourcing issues.
3. A temporary hold was placed on objections related to land tax housing construction exemptions subject to a proposed legislative change.
4. Below standard due to receiving higher number of Land Tax enquiries than can be met with current resources.
5. Below standard due to temporary fluctuation in workload.
6. Below target due to several longstanding landholder duty objections, involving complex, factual and legal issues being finalised during the month.