



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
<p>Action enquiries submitted through RevenueWA’s online web enquiry system within 15 working days.</p> <p>Target 80%</p>	95%	94%	92%									
<p>Answer calls to our enquiry lines within 60 seconds following our lead-in message.</p> <p>Target 80%</p>	94%	91%	92%									
<p>Complete routine audits and investigations within 120 days.</p> <p>Target 85%</p>	94%	94%	96%									
<p>Assess routine and mid-complexity duties transactions within 60 days, excluding transactions eligible for self-assessment.</p> <p>Target 80%</p>	77%	72%	73%									
<p>Action all FHOG applications received from approved agents or through RevenueWA’s FHOG online service portal within 7 working days.</p> <p>Target 100%</p>	100%	100%	100%									
<p>Respond to all complaints and suggestions within 21 days.</p> <p>Target 100%</p>	100%	100%	100%									
<p>Determine objections within the minimum 90 day decision making period.</p> <p>Target 65%</p>	55% ¹	83%	69%									

1. Below target due to several older objections involving complex legal or valuation issues being resolved during the month.