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## Current year performance

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Information on our service commitments performance to date is published monthly.

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**We use red, amber and green symbols to indicate how we performed in the given period.**

Key	Status
	Met or exceeded target
	Marginally failed target by two percentage points or less
	Failed target by more than two percentage points







**Note:** Figures are rounded to the nearest whole number.

## Performance against our service commitments




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**Table 1: Performance against commitments**

Assessment indicator	Performance measure	Result	Current as at	Status
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1. Respond to enquiries within timeframes	80% of general calls answered within 5 minutes during Tax Time (July to October)  A total of 1,169,428 calls were answered, 39,427 abandoned (3% of calls offered) and 1,937 calls were blocked (see <a href="#">note 1</a> )	89%	Year to date as at 31 July 2020	
2. Respond to enquiries within timeframes	Average wait time for inbound general calls of less than 10 minutes	1 minute 28 seconds	Year to date as at 31 July 2020	
3. Respond to enquiries within timeframes	90% of tax practitioner calls answered within 2 minutes during Tax Time (July to October)  A total of 173,747 calls were answered, 3,491 abandoned (2% of calls offered) and zero calls were blocked	91%	Year to date as at 31 July 2020	
4. Respond to enquiries within timeframes	90% of electronic taxpayer requests are finalised in 15 business days	100%	Year to date as at 31 July 2020	
5. Respond to enquiries within timeframes	80% of private rulings are finalised in 28 calendar days of receiving all necessary information	87%	Year to date as at 31 July 2020	
6. Respond to enquiries within timeframes	60% of superannuation guarantee employee notification cases finalised within 4 months of creation	15%	Year to date as at 31 July 2020	

7. Respond to enquiries within timeframes	90% of superannuation guarantee employee notification cases finalised within 9 months of creation	66%	Year to date as at 31 July 2020	
8. Process lodgments within timeframes	94% of electronic tax returns and activity statements finalised in 12 business days – applies to current year returns only	99%	Year to date as at 31 July 2020	
9. Process lodgments within timeframes	90% of electronic amendments are finalised in 20 business days (see <a href="#">note 2</a> )	97%	Year to date as at 30 June 2020	
10. Process lodgments within timeframes	80% of paper tax returns, activity statements and amendments finalised in 50 business days (see <a href="#">note 3</a> )	98%	Year to date as at 31 May 2020	
11. Process lodgments within timeframes	93% of Australian residents' ABR registrations are finalised in 20 business days (see <a href="#">note 4</a> )	99%	Year to date as at 31 May 2020	
12. Process lodgments within timeframes	93% of electronic Commissioner of Taxation registrations are finalised in 20 business days (see <a href="#">note 5</a> )	98%	Year to date as at 30 June 2020	
13. Resolve my complaint within timeframes	85% of complaints are resolved within 15 business days, or within the date negotiated with the client (see <a href="#">note 6</a> )	83%	Year to date as at 31 May 2020	

14. The ATO lets me know of status or delays	If we are unable to finalise your individual electronic tax return within 30 calendar days of receipt, we will inform you	100%	Year to date as at 31 July 2020	
15. The ATO lets me know of status or delays	Private rulings – if we find that your request raises particularly complex matters that will take more than 28 calendar days to resolve after receiving all the necessary information, we will aim to contact you within 14 calendar days to negotiate a due date	96% against a target of 80%	Year to date as at 31 July 2020	
16. The ATO lets me know of status or delays	99% of superannuation guarantee employee notifications commenced within 28 days of receipt	98%	Year to date as at 31 July 2020	

### Notes:

- The ATO ‘blocks’ calls from entering the ATO environment when inbound calls are expected to significantly exceed our capacity. This minimises the risk of clients queuing for excessively long periods of time, and then subsequently abandoning the call without receiving service.
- Results for July 2020 will be reported once the 20 business days timeframe has elapsed.
- Results for June 2020 will be reported once the 50 business days timeframe has elapsed.
- Results for June 2020 will be reported once 40 business days have elapsed. This incorporates 20 business days of the commitment timeframe, plus a further 20 business days to allow for receipt of any further necessary information from the client.
- Results for July 2020 will be reported once the 20 business days timeframe has elapsed.
- Results for June 2020 will be reported once the data is available.

Last modified: 25 Aug 2020

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## **Our commitment to you**

We are committed to providing you with accurate, consistent and clear information to help you understand your rights and entitlements and meet your obligations.

If you follow our information and it turns out to be incorrect, or it is misleading and you make a mistake as a result, we will take that into account when determining what action, if any, we should take.

Some of the information on this website applies to a specific financial year. This is clearly marked. Make sure you have the information for the right year before making decisions based on that information.

If you feel that our information does not fully cover your circumstances, or you are unsure how it applies to you, contact us or seek professional advice.

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