Comparing SRO's BP3 and scorecard performance measures

Figure D1: **SRO's 2020–21 performance measures**

BP3 category	BP3 measure	BP3 target	Scorecard measure*	Scorecard target
Quantity	Revenue collected as a percentage of state Budget target	≥99%	No comparable measure	N/A
	Cost to collect $100 tax revenue raised is less than the average of other state and territory revenue offices	Achieved/ not achieved	No comparable measure	N/A
	Compliance revenue assessed meets target	≥95%	Compliance revenue assessed meets target	≥95%
			Average revenue per FTE – compliance	≥95%
Quality	Customer satisfaction level	>85%	No comparable measure	NA
	Business processes maintained to retain ISO 9001 (Quality Management Systems) certification**	100%	Quality control	≥95%
	Ratio of outstanding debt to total revenue (monthly average)	≤2%	Average monthly ratio of actionable debt to total revenue (YTD)	<2%
			Ratio of actionable debt less than 90 days to total revenue (YTD)	<1%
	Objections received to assessments issued because of compliance projects	≤4%	Objections received vs. assessments issued – compliance (YTD)	≤4%
			Objections received vs. assessments issued – operations (YTD)	≤4%
			Strike rates – BI and data matching audits	≥90%
			Litigated success rate (YTD)	≥70%
			SRO operational productivity	≥4%
Timeliness	Revenue banked on day of receipt	≥99%	Revenue banked on day of receipt	≥99%

BP3 category	BP3 measure	BP3 target	Scorecard measure*	Scorecard target
	No comparable measure	N/A	Phone calls answered within 300 seconds	≥80%
	No comparable measure	N/A	Operations – process workflow summary expressed in days	≥44 days
	No comparable measure	N/A	Process of unclaimed monies (within 30 days) (YTD)	≥90%
	Timely handling of objections (within 90 days)	≥80%	Timely handling of objections within 90 days (legislative requirement)	≥80%
	Timely handling of private rulings (within 90 days)	≥80%	Private rulings completed within 90 days	≥80%
Cost	Total output cost	N/A	Total discretionary budget (YTD)	99 to 101%

Note: YTD stands for year to date. BI stands for business intelligence.

*This excludes one environmental and 4 SRO staff performance scorecard measures because they were not relevant to our audit objective.

**This BP3 measure was removed from the 2022–23 BP3 and reintroduced in 2023–24. In 2022–23, it was replaced with 'achievement of scheduled milestones in budget funded projects of master data management toolsets, identify and access management system and microservices implementation'.

Source: VAGO.