

<b>Current Service Centres - Total Contacts and Average Wait Time</b>				
<b>Service Centre</b>	<b>Total Contacts</b>		<b>Average Wait Time</b>	
	<b>2019-20</b>	<b>2020-21 1 Jul - 30 Sep</b>	<b>2019-20</b>	<b>2020-21 1 Jul - 30 Sep</b>
Armidale	35,887	6,294	13:04	6:43
Auburn	73,078	15,065	12:42	2:01
Bathurst	40,192	7,826	12:50	5:19
Blacktown	136,549	26,443	6:57	1:54
Bourke	7,959	1,541	0:24	0:18
Dubbo	47,228	9,382	15:47	5:29
Glen Innes	13,972	2,565	7:37	6:16
Gunnedah	18,037	3,312	10:36	4:21
Hawkesbury	45,112	8,242	12:14	7:34
Inverell	28,400	5,169	11:27	5:52
Katoomba	29,589	4,749	15:38	3:34
Lithgow	24,210	4,713	13:20	6:37
Merrylands	111,609	22,144	14:11	3:48
Moree	18,317	3,861	9:33	9:00
Mt Druitt	99,596	19,260	11:31	3:38
Mudgee	23,343	4,524	10:06	4:41
Narrabri	18,245	3,832	7:47	6:05
Orange	45,568	8,600	13:29	6:15
Parkes	20,048	3,566	10:23	4:51
Parramatta	96,763	19,497	12:42	4:07
Penrith	83,895	15,609	13:30	4:00
Rouse Hill	50,001	13,357	10:43	2:09
Springwood	24,837	4,689	11:11	4:22
St Marys	63,601	12,373	10:06	3:52
Tamworth	64,051	12,045	10:07	3:52
Walgett	10,025	2,010	13:28	3:10
Bundaberg	70,231	12,656	15:25	4:43
Caboolture	86,960	15,787	16:24	4:37
Caloundra	50,614	8,969	15:07	5:33
Cherbourg	6,699	993	0:08	0:35
Chermside	50,447	8,921	14:44	4:26
Deception Bay	49,774	8,735	14:32	4:52
Fortitude Valley	48,052	8,228	12:36	4:53
Gympie	41,595	7,179	15:24	5:09
Hervey Bay	53,453	9,264	17:15	5:51
Kawana Waters	35,098	6,489	15:17	4:33
Kingaroy	28,506	5,234	14:36	5:18
Margate	44,380	8,552	14:59	4:26
Maroochydore	49,114	8,903	15:53	5:05
Maryborough QLD	37,748	7,166	14:19	6:11
Mitchelton	48,699	8,730	16:02	5:37
Mt Gravatt	78,364	13,647	15:33	4:21
Nambour	40,935	7,582	15:35	4:30
Noosa	34,657	6,193	15:39	7:43
Nundah	44,940	7,455	15:43	6:12
South Brisbane	35,512	6,134	14:49	5:34
Stones Corner	62,425	10,189	16:10	5:32
Strathpine	67,038	12,233	18:06	7:57
Toowong	48,711	8,099	17:10	7:12
MSC Desert Rose	4,092	700	1:37	3:19
MSC Golden Wattle	4,639	N/A	2:16	N/A
Ballina	40,331	6,574	15:17	5:19
Brunswick Heads	20,143	3,126	12:50	5:18
Casino	27,174	4,521	11:12	3:43

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Cessnock	31,531	5,589	14:40	3:24
Charlestown	50,864	7,862	15:40	3:24
Coffs Harbour	64,048	10,000	13:13	4:43
Ettalong	21,646	3,272	10:55	6:34
Gosford	51,210	8,095	16:30	1:55
Grafton	37,850	7,031	12:39	5:47
Kempsey	33,825	4,971	14:11	7:05
Kurri Kurri	16,712	3,238	10:19	3:36
Lake Haven	54,156	7,802	14:48	3:15
Lismore	44,684	7,259	13:13	6:35
Maitland	48,374	7,431	12:52	3:20
Mayfield	36,967	6,016	11:40	2:34
Murwillumbah	21,642	3,689	11:39	3:51
Muswellbrook	18,341	3,423	12:11	5:15
Nambucca Heads	28,502	4,404	13:54	5:07
Nelson Bay	25,953	4,432	8:14	3:00
Newcastle	35,290	5,410	14:00	4:21
Port Macquarie	57,369	9,071	13:17	5:46
Raymond Terrace	36,283	6,019	11:01	4:29
Singleton	17,471	2,971	11:24	4:40
Taree	40,658	5,518	16:47	7:45
The Entrance	40,014	6,246	13:06	3:55
Toronto	33,256	5,691	12:34	3:55
Tuncurry	35,544	5,737	12:06	7:34
Tweed Heads	52,908	8,519	14:03	7:15
Wallsend	43,974	7,427	12:10	3:40
Woy Woy	29,054	5,590	11:41	4:24
Wyong	30,911	4,473	13:03	4:08
Yamba	14,144	2,963	10:50	5:13
Airport West	63,369	4,457	17:12	1:06
Ararat	19,500	3,431	4:01	2:19
Ballarat	77,029	8,794	13:28	1:20
Bendigo	88,965	9,116	9:19	1:41
Broadmeadows	115,723	7,139	15:27	0:55
Colac	23,431	2,962	11:07	2:13
Corio	57,341	6,786	12:27	1:45
Darebin	92,119	7,136	16:34	1:31
Deniliquin	13,152	2,964	4:35	2:11
Echuca	36,298	4,637	11:35	1:41
Epping	88,347	7,044	14:14	0:51
Footscray	80,061	8,391	7:37	1:08
Geelong	76,166	9,210	14:45	1:44
Hamilton	18,404	2,671	8:37	2:48
Horsham	25,331	3,449	9:17	2:10
Maryborough VIC	23,753	3,728	5:31	1:02
Melton	75,526	5,988	12:44	2:39
Mildura	68,377	8,458	9:41	2:09
Moreland	59,096	4,669	17:06	0:59
Newmarket	40,588	2,812	13:19	1:36
Portland	16,613	2,113	9:11	2:31
Seymour	22,693	2,350	11:28	2:06
Shepparton	93,088	13,827	9:31	2:24
Stawell	12,610	2,527	6:16	3:34
Sunbury	29,953	2,549	14:57	1:29

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Sunshine	127,970	8,544	12:54	1:14
Swan Hill	27,009	3,886	8:48	2:00
Wangaratta	35,736	5,649	15:17	2:08
Warrnambool	41,825	5,345	13:12	2:17
Watergardens	80,267	6,008	15:45	1:39
Werribee	119,661	9,085	17:40	2:08
Alice Springs	48,072	10,891	15:53	5:46
Borroloola	4,580	686	8:31	6:43
Broome	24,633	4,609	18:33	9:48
Casuarina	74,761	19,105	15:13	3:31
Darwin	41,557	9,282	13:58	2:53
Derby	11,572	1,475	13:49	0:19
Fitzroy Crossing	12,713	2,869	10:19	2:32
Galiwinku	8,408	1,487	7:28	7:33
Groote Eylandt	5,189	808	4:05	2:30
Halls Creek	10,303	1,833	11:00	0:24
Hermannsburg	2,345	9	2:02	6:38
Katherine	31,453	7,282	9:24	4:09
Kununurra	15,344	3,170	9:59	2:10
Maningrida	14,667	4,009	7:14	1:00
Nhulunbuy	15,298	3,440	3:06	2:21
Palmerston	59,019	13,745	14:11	5:45
Papunya	1,210	9	3:11	0:09
Santa Teresa	3,262	103	7:41	0:23
Tennant Creek	19,005	4,085	9:22	6:22
Tiwi Islands	17,138	3,109	3:59	1:34
Wadeye	12,579	2,228	4:43	3:08
Yuendumu	4,091	44	1:11	3:18
Aitkenvale	80,691	15,153	11:09	3:09
Atherton	25,422	5,684	8:37	3:12
Ayr	15,955	3,364	7:46	3:40
Biloela	7,802	1,561	2:04	0:45
Bowen	14,003	2,571	1:06	0:02
Cairns Aplin St	83,678	14,452	11:05	4:21
Cairns Grafton St	32,003	5,665	11:53	5:12
Cairns Mulgrave Rd	29,483	5,659	7:10	1:59
Cannonvale	16,902	3,111	9:16	4:30
Charters Towers	14,071	2,511	2:36	0:51
Emerald	15,391	2,902	5:48	1:34
Gladstone	44,304	7,681	14:14	4:46
Ingham	13,949	2,790	5:55	2:44
Innisfail	32,602	6,034	4:27	1:30
Longreach	3,791	771	2:03	1:27
Mackay	64,656	12,104	11:39	4:29
Mareeba	24,561	4,610	5:12	2:07
Mossman	16,053	2,942	6:45	3:48
Mt Isa	29,736	5,045	1:53	0:58
Normanton	5,223	855	1:41	0:50
Northern Peninsula	5,007	922	0:50	0:24
Palm Island	10,213	1,646	1:12	0:44
Rockhampton	63,802	12,792	12:15	5:43
Smithfield	15,960	3,096	0:58	0:05
Thursday Island	4,767	1,002	0:44	0:31
Townsville Willows	37,506	7,263	7:16	2:51

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Western Cape	5,265	1,022	2:36	0:37
Yarrabah	10,205	1,771	4:08	1:32
Yeppoon	21,694	4,616	4:24	1:08
Berri	26,553	5,226	12:50	6:04
Broken Hill	24,013	4,626	10:34	6:19
Ceduna	9,783	1,999	7:25	2:07
Cooper Pedy	8,612	1,700	0:13	0:05
Elizabeth	79,725	14,142	13:47	4:36
Enfield	50,595	7,853	12:55	4:46
Gawler	37,879	6,422	18:28	7:32
Glenelg	35,655	5,687	16:28	6:30
Kadina	26,877	4,932	11:13	6:06
Kilkenny	56,160	10,443	12:27	2:17
Marion	71,571	12,081	20:24	6:15
Modbury	72,015	13,688	20:55	2:57
Mt Barker	29,187	4,851	12:49	7:38
Mt Gambier	34,304	6,948	13:54	7:46
Murray Bridge	27,870	5,014	14:40	7:50
Noarlunga	69,733	13,092	18:26	5:29
Norwood	48,084	7,615	18:55	7:51
Port Adelaide	55,985	10,447	15:21	4:37
Port Augusta	27,829	5,748	10:31	6:34
Port Lincoln	25,022	5,542	14:07	7:18
Port Pirie	25,343	4,860	11:51	5:35
Salisbury	77,117	14,716	15:33	4:25
Torrensville	61,157	12,221	17:17	5:47
Victor Harbor	23,490	5,180	15:20	5:17
Whyalla	27,476	5,149	11:34	4:12
Bairnsdale	35,190	4,374	11:10	2:49
Belgrave	15,517	1,416	14:42	3:11
Boronia	44,380	4,136	16:37	1:57
Box Hill	72,010	5,520	14:01	2:28
Camberwell	28,212	2,347	15:53	3:51
Cheltenham	72,350	5,238	11:22	3:27
Cranbourne	74,040	5,921	13:53	1:39
Dandenong	104,966	11,019	13:06	2:36
Fountain Gate	81,476	6,387	17:49	3:51
Frankston	61,227	5,263	16:56	2:35
Glen Waverley	54,199	3,822	15:05	3:02
Greensborough	59,530	4,624	13:23	1:04
Hastings	27,876	2,799	12:34	2:50
Heidelberg	37,842	2,890	12:52	1:46
Lilydale	51,717	3,918	19:28	3:41
Mornington	31,061	2,307	14:37	2:00
Morwell	47,086	4,779	15:13	2:28
Oakleigh	64,455	4,898	12:15	3:03
Pakenham	46,298	3,960	13:50	2:18
Ringwood	57,202	4,209	16:21	1:44
Rosebud	35,576	3,582	14:35	3:13
Rowville	37,365	2,843	14:04	2:15
Sale	31,070	3,803	13:42	2:11
South Melbourne	41,234	4,516	11:33	2:19
Springvale	78,612	7,925	14:57	3:57
Traralgon	8,191	1,246	1:32	0:15

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Warragul	31,881	3,760	13:25	2:18
Windsor	61,666	4,644	14:22	1:28
Wonthaggi	32,711	4,310	11:24	2:14
Yarra	51,148	3,811	15:03	2:27
Beaulesert	25,708	4,388	9:56	4:01
Beenleigh	73,169	11,280	11:07	1:27
Biggera Waters	58,437	8,606	13:48	4:44
Browns Plains	66,626	10,863	13:37	3:17
Capalaba	35,064	6,000	11:39	2:09
Charleville	4,313	828	1:36	0:30
Cleveland	41,327	7,375	17:43	2:04
Dalby	24,481	5,408	8:48	2:50
Goodna	57,130	10,160	13:26	4:41
Goondiwindi	10,625	2,032	9:24	4:55
Inala	81,713	16,225	16:14	5:22
Ipswich	67,220	10,687	18:08	5:26
Nerang	57,406	8,176	14:21	4:09
Palm Beach	43,424	6,445	13:23	4:10
Robina	43,606	7,924	13:07	3:08
Southport	69,376	10,940	15:58	6:36
Stanthorpe	15,061	2,370	12:30	4:24
Toowoomba	89,695	17,315	18:16	6:51
Warwick	24,532	4,229	13:48	4:26
Woodridge	104,110	21,242	17:42	4:23
Wynnum	44,060	7,771	16:16	2:26
Albury	78,435	10,659	13:19	4:23
Batemans Bay	31,891	5,702	15:31	5:11
Bega	25,903	4,096	12:48	7:40
Belconnen	58,392	11,060	11:54	3:26
Bowral	33,602	6,459	15:26	7:41
Braddon	42,986	7,505	10:34	3:41
Cooma	14,635	2,714	10:35	3:41
Corrimal	39,797	7,303	12:28	4:19
Cowra	21,076	4,538	10:32	4:40
Dapto	37,292	7,682	9:57	2:08
Goulburn	29,802	5,690	13:41	7:09
Griffith	28,893	6,484	12:17	4:23
Gungahlin	42,083	8,527	13:53	5:00
Leeton	14,282	2,567	9:02	4:01
Narooma	18,142	2,973	9:00	4:58
Nowra	61,246	10,041	14:56	6:08
Queanbeyan	30,470	6,116	12:23	3:27
Shellharbour	59,351	11,047	12:17	5:30
Tuggeranong	47,387	8,515	14:08	7:47
Tumut	13,988	2,448	7:37	2:42
Ulladulla	24,048	4,127	10:40	3:12
Wagga Wagga	59,699	11,134	11:51	4:32
Woden	42,325	8,060	12:27	3:21
Wollongong	67,270	12,732	11:29	3:34
Yass	9,790	1,869	11:35	1:04
Young	20,411	3,896	14:34	5:05
Bankstown	122,093	21,914	18:01	2:32
Bondi Junction	58,175	9,203	23:00	5:19
Burwood	88,838	14,095	19:05	4:36

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Cabramatta	64,795	11,305	23:00	3:54
Camden	54,159	9,801	19:47	6:19
Campbelltown	76,310	14,213	21:41	4:44
Campsie	97,918	18,042	17:13	5:29
Caringbah	39,425	7,345	20:08	8:09
Chatswood	67,687	11,014	25:32	3:10
Darlinghurst	66,903	10,105	24:51	4:49
Fairfield	134,397	25,504	22:01	6:54
Hornsby	51,822	8,438	17:05	7:27
Hurstville	62,956	17,343	13:37	3:55
Ingleburn	46,462	7,588	24:32	4:35
Leichhardt	51,055	8,337	22:31	3:42
Liverpool	160,638	28,431	19:52	5:14
Maroubra	55,195	11,915	18:23	5:15
Marrickville	42,137	8,295	18:39	6:08
Northern Beaches	66,673	12,355	17:05	5:25
Redfern	57,291	11,148	11:06	3:13
Rockdale	49,322	8,536	16:21	2:42
Ryde	65,716	9,570	18:43	5:46
Sutherland	44,288	7,072	18:10	3:25
Bridgewater	19,528	3,647	11:53	2:32
Burnie	32,551	6,211	14:02	5:12
Devonport	41,187	7,653	13:15	1:47
Glenorchy	46,243	8,265	14:48	3:30
Hobart	39,523	7,008	14:05	3:47
Huonville	13,457	2,690	9:42	1:53
Kingston	17,281	3,375	6:20	0:28
Launceston	61,355	12,374	13:33	1:43
Rosny Park	36,597	6,596	13:30	3:54
Sorell	3,221	N/A	0:07	N/A
Albany	43,236	7,915	16:39	4:04
Armadale WA	68,863	13,199	15:25	5:39
Bunbury	61,970	12,233	17:47	5:05
Busselton	34,063	6,113	13:01	6:10
Cannington	98,595	20,316	18:30	4:38
Carnarvon	12,651	2,110	7:11	4:00
Esperance	14,519	2,756	6:12	2:32
Fremantle	76,066	14,168	13:22	4:16
Geraldton	44,167	7,679	18:04	9:09
Gosnells	63,979	12,448	14:39	4:08
Innaloo	53,766	8,836	18:18	7:24
Joondalup	80,151	13,557	17:51	3:49
Kalgoorlie	30,569	5,637	11:32	4:52
Karratha	17,259	3,358	7:17	3:21
Laverton	3,237	484	12:45	0:32
Mandurah	69,007	14,628	19:04	3:54
Meekatharra	3,681	883	2:27	2:17
Midland	84,775	17,735	17:26	4:15
Mirrabooka	74,902	14,691	14:52	4:11
Morley	95,858	18,513	17:20	4:01
myGov Perth	33,291	7,724	7:27	4:45
Newman	9,465	1,871	0:54	0:22
Northam	23,206	4,279	9:48	2:55
Rockingham	81,505	14,045	21:16	5:02

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South Hedland	24,597	4,477	4:12	2:13
Success	60,477	13,136	19:02	5:32
Victoria Park	70,019	12,187	16:55	5:41
Warwick Grove	74,803	13,585	20:07	6:27