

Please Note.

Results in table are for Service Centre locations currently operating.

Total Contacts results include the number of customer interactions recorded at each location. Therefore, results may involve multiple contacts for the same customer.

Average Daily Contacts results are calculated by averaging the daily total contacts results within the period, excluding contacts recorded on weekends.

Average Monthly Contacts results are calculated by dividing the total contacts results within the period by 12.

Some customers may enter a site to use available services, eg. Self Help facilities, without being recorded as a contact.

Yearly SSW Contacts results in table exclude 5 Service Centre locations operating a NEXA Q-Flow Self-Check-in Kiosk, as part of a trial, that does not include functionality to capture cohort level data. ie. Bankstown, Beenleigh, Elizabeth, Perth City and Woy Woy.

Yearly SSW Contacts are for queues assigned as Social Security and Welfare.

Service Centre	2019/2020				2020/2021				2021/2022				2022/2023			
	Average Daily Contacts	Average Monthly Contacts	Yearly Contacts	Yearly SSW Contacts	Average Daily Contacts	Average Monthly Contacts	Yearly Contacts	Yearly SSW Contacts	Average Daily Contacts	Average Monthly Contacts	Yearly Contacts	Yearly SSW Contacts	Average Daily Contacts	Average Monthly Contacts	Yearly Contacts	Yearly SSW Contacts
Airport West - OSS	252	5281	63369	47201	118	2467	29598	22680	135	2794	33533	22586	161	3331	39967	36907
Aitkenvale - OSS	320	6724	80691	73812	255	5312	63746	58308	239	4969	59631	52203	239	4966	59586	58638
Albany - OSS	172	3603	43236	36501	134	2794	33525	27292	139	2899	34786	26798	125	2587	31044	30450
Albury - OSS	310	6536	78435	66049	200	4209	50504	42165	201	4214	50562	37564	212	4416	52993	52484
Alice Springs - OSS	192	4006	48072	45470	167	3471	41649	39873	152	3163	37959	35424	183	3792	45504	45183
Ararat - OSS	78	1625	19500	16905	52	1088	13054	11073	68	1414	16963	13307	57	1179	14151	13927
Armada (WA) - OSS	274	5739	68863	61108	197	4104	49250	43561	208	4325	51905	42499	195	4046	48557	47193
Armidale - OSS	142	2991	35887	31532	107	2244	26930	23684	97	2027	24329	20539	103	2146	25749	25350
Atherton - OSS	101	2119	25422	21788	94	1950	23399	19849	86	1788	21459	17726	84	1742	20904	20549
Auburn	289	6090	73078	71853	223	4687	56248	55391	186	3883	46601	44145	209	4349	52184	51684
Ayr - OSS	63	1330	15955	14236	59	1220	14638	12758	57	1198	14371	11371	57	1193	14312	14187
Bairnsdale - OSS	140	2933	35190	31094	94	1967	23609	20874	126	2610	31317	26639	143	2946	35347	34643
Ballarat - OSS	307	6419	77029	66973	161	3345	40143	35152	181	3751	45008	37343	203	4186	50233	48060
Ballina - OSS	159	3361	40331	32955	122	2562	30749	24899	134	2758	33092	24731	129	2694	32322	32097
Bankstown - OSS	483	10174	122093	95568	367	7697	92365	71868	277	5788	69452	54296	322	6502	78024	N/A
Batemans Bay - OSS	128	2658	31891	28378	98	2055	24660	20916	86	1792	21503	17386	90	1871	22448	22083
Bathurst - OSS	159	3349	40192	34266	120	2521	30246	24992	100	2081	24977	21340	115	2386	28636	27793
Beaulesert	102	2142	25708	25317	72	1479	17745	17477	71	1463	17558	16824	77	1575	18905	18687
Beenleigh - OSS	290	6097	73169	64998	186	3870	46435	40724	172	3584	43006	37314	190	3950	47402	N/A
Bega - OSS	103	2159	25903	21367	72	1507	18086	14516	70	1474	17692	12704	76	1582	18979	18807
Belconnen - OSS	234	4866	58392	44860	179	3726	44716	33656	177	3676	44111	40163	228	4704	56449	56018
Belgrave	63	1293	15517	15319	30	615	7380	7263	27	559	6704	6375	40	826	9914	9845
Bendigo - OSS	354	7414	88965	77890	183	3805	45663	40172	227	4715	56578	45789	215	4439	53273	51899
Berri - OSS	105	2213	26553	23945	78	1622	19465	17383	88	1836	22029	18597	90	1876	22511	21887
Biggera Waters	232	4870	58437	57357	155	3232	38783	38386	151	3137	37640	36757	175	3639	43665	43423
Biloela	31	650	7802	7515	25	516	6191	6025	21	439	5266	4786	22	444	5332	5292
Blacktown - OSS	540	11379	136549	112472	383	8051	96611	78967	264	5524	66286	52687	317	6611	79333	78588
Bondi Junction - OSS	230	4848	58175	30748	149	3124	37493	20648	145	3038	36450	23394	155	3226	38713	38425
Boronia	177	3698	44380	39511	91	1886	22633	18758	95	1969	23624	18681	117	2411	28934	28623
Borroloola	20	382	4580	4573	13	235	2825	2816	11	195	2341	2309	13	248	2973	2968
Bourke	32	663	7959	7921	26	547	6560	6528	20	420	5044	4949	25	519	6228	6205
Bowen - OSS	55	1167	14003	12214	48	1000	12003	10402	58	1209	14509	11274	52	1079	12944	12885
Bowral - OSS	133	2800	33602	26019	104	2180	26155	20958	86	1801	21610	19641	94	1959	23513	22806
Box Hill - OSS	287	6001	72010	54780	144	2993	35912	27750	149	3085	37016	26092	172	3556	42673	41187
Bridgewater	79	1627	19528	19386	54	1033	12396	12226	46	901	10813	10516	56	1151	13814	13725
Broadmeadows - OSS	461	9644	115723	100257	178	3714	44567	38317	181	3758	45092	34784	266	5500	65997	63834
Broken Hill - OSS	95	2001	24013	22340	76	1601	19207	17833	67	1401	16816	13673	73	1520	18237	18113
Broome - OSS	98	2053	24633	22952	79	1646	19748	18537	79	1650	19798	17718	78	1625	19496	19428
Browns Plains	264	5552	66626	65191	172	3589	43065	42041	192	4001	48008	45914	207	4294	51525	51182
Brunswick Heads	80	1679	20143	19852	59	1244	14922	14740	65	1344	16129	15828	66	1374	16485	16440

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Bunbury - OSS	247	5164	61970	53644	188	3909	46904	39787	190	3960	47525	35944	170	3531	42376	39652
Bundaberg - OSS	279	5853	70231	60517	223	4646	55751	48143	218	4533	54399	46048	219	4540	54475	54245
Burnie - OSS	130	2713	32551	29188	99	2063	24760	21853	104	2158	25892	23110	97	1995	23942	23783
Burwood - OSS	351	7403	88838	57331	234	4922	59069	37465	187	3902	46818	29982	209	4355	52264	50611
Busseton	136	2839	34063	33479	99	2056	24667	24192	106	2206	26468	24511	105	2169	26032	25686
Caboolture - OSS	345	7247	86960	78915	269	5614	67366	60783	231	4819	57825	56384	247	5122	61468	60720
Cabramatta	256	5400	64795	63984	196	4109	49306	48808	162	3395	40743	38757	212	4411	52926	52411
Cairns City	244	5124	61486	47149	147	3053	36640	27985	208	4333	51996	50878	349	7232	86783	85851
Caloundra - OSS	201	4218	50614	43922	154	3219	38622	32438	155	3227	38721	31295	152	3144	37731	37251
Camberwell - OSS	113	2351	28212	14073	56	1152	13825	7476	69	1416	16987	9626	84	1723	20678	19129
Camden - OSS	214	4513	54159	42681	147	3093	37111	28775	128	2687	32249	24139	164	3416	40986	40167
Campbelltown - OSS	302	6359	76310	65374	215	4525	54298	46743	151	3168	38013	31962	209	4350	52205	50817
Campsie - OSS	387	8160	97918	73706	271	5697	68368	49806	221	4628	55537	39332	230	4796	57547	52954
Cannington - OSS	393	8216	98595	77424	299	6224	74691	55384	303	6305	75661	52895	286	5925	71098	69458
Cannonvale	67	1409	16902	16410	49	1023	12281	11829	45	927	11120	10196	47	976	11717	11678
Capalaba - OSS	139	2922	35064	30897	105	2191	26297	21845	110	2288	27460	22410	111	2282	27389	27124
Caringbah - OSS	156	3285	39425	28654	115	2412	28946	21462	94	1972	23659	16724	121	2518	30221	28082
Carnarvon	51	1054	12651	12483	37	760	9115	9035	43	878	10533	10172	44	883	10597	10517
Casino - OSS	107	2265	27174	24333	84	1758	21100	18848	81	1666	19987	16628	86	1788	21461	21302
Casuarina - OSS	298	6230	74761	67493	276	5728	68735	62233	246	5095	61143	50698	246	5078	60941	60760
Ceduna	39	815	9783	9736	33	674	8084	8052	30	604	7245	7200	35	714	8566	8529
Cessnock - OSS	125	2628	31531	26940	97	2026	24309	20339	85	1772	21263	17031	101	2106	25267	24966
Charlestown - OSS	201	4239	50864	40923	137	2873	34473	28344	120	2501	30008	24545	149	3096	37153	36855
Charleville	17	359	4313	4207	15	304	3645	3573	16	330	3962	3664	16	323	3871	3741
Charters Towers	56	1173	14071	13914	42	868	10412	10256	41	849	10183	10006	42	868	10419	10384
Chatswood - OSS	268	5641	67687	39204	181	3802	45623	26256	179	3747	44962	25267	200	4169	50030	49696
Cheltenham - OSS	288	6029	72350	55802	132	2748	32974	26209	145	3012	36144	27171	177	3655	43859	42836
Chermside - OSS	200	4204	50447	40897	138	2872	34464	27592	131	2732	32788	25376	125	2599	31186	30897
Cleveland - OSS	164	3444	41327	35407	133	2765	33184	28013	140	2923	35073	28738	158	3292	39502	38884
Coffs Harbour - OSS	254	5337	64048	56244	185	3887	46644	40000	193	4045	48543	39152	193	4011	48132	47538
Colac - OSS	93	1953	23431	19580	50	1044	12529	10674	64	1320	15840	10730	54	1119	13422	13137
Cooper Pedy	35	718	8612	8579	28	565	6784	6764	24	481	5767	5674	26	530	6360	6344
Cooma - OSS	58	1220	14635	12168	46	976	11716	9555	47	991	11896	7720	44	917	11003	10683
Corio - OSS	228	4778	57341	51498	116	2408	28901	25627	112	2330	27962	21584	126	2609	31303	30726
Corrimal	157	3316	39797	39410	122	2556	30667	30547	99	2071	24854	23909	119	2469	29626	29510
Cowra - OSS	83	1756	21076	18941	67	1411	16932	14767	66	1378	16538	12079	62	1300	15600	15375
Cranbourne - OSS	296	6170	74040	64256	151	3156	37870	32805	142	2945	35340	29150	189	3900	46801	46210
Dalby - OSS	97	2040	24481	21526	78	1602	19223	16654	63	1298	15573	12420	75	1541	18496	17694
Dandenong - OSS	418	8747	104966	88593	223	4636	55634	47259	223	4635	55617	42812	318	6572	78864	77026
Dapto	147	3108	37292	36871	120	2516	30189	29886	106	2214	26567	25580	117	2429	29150	29080
Darebin - OSS	367	7677	92119	71286	152	3159	37911	30539	148	3066	36786	27312	189	3901	46807	43718
Darlinghurst - OSS	264	5575	66903	35813	168	3467	41606	26455	159	3308	39700	25978	144	2995	35943	33891
Darwin - OSS	166	3463	41557	36546	147	3043	36519	32041	138	2869	34433	27992	131	2707	32481	32274
Deception Bay - OSS	198	4148	49774	44512	143	2986	35835	32101	127	2633	31596	26652	132	2745	32941	32655
Deniliquin	52	1096	13152	12900	43	890	10682	10321	38	784	9402	7752	39	812	9740	9347
Derby	47	964	11572	11536	36	735	8820	8785	38	791	9491	9256	44	910	10916	10895
Devonport - OSS	164	3432	41187	36973	132	2742	32899	28379	141	2927	35127	29621	136	2814	33769	32830
Dubbo - OSS	187	3936	47228	41480	151	3169	38022	32493	131	2741	32888	27578	172	3577	42928	42388
Echuca - OSS	145	3025	36298	30042	84	1753	21030	17289	113	2343	28121	20414	98	1944	23329	22767
Elizabeth - OSS	316	6644	79725	70053	214	4460	53515	45203	200	4170	50043	N/A	219	4517	54204	N/A
Emerald - OSS	61	1283	15391	12884	47	975	11697	9492	52	1089	13064	9196	48	993	11912	11784
Enfield	201	4216	50595	49737	129	2677	32125	31393	125	2621	31453	29862	145	3005	36060	35781
Epping	352	7362	88347	86844	163	3400	40800	39501	173	3581	42970	39167	232	4801	57608	57296

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Esperance	59	1210	14519	14043	49	1017	12209	11824	54	1118	13413	11823	47	964	11572	11272
Fairfield - OSS	531	11200	134397	110821	372	7814	93763	77451	266	5565	66785	51894	337	7022	84261	80690
Fitzroy Crossing	51	1059	12713	12672	45	905	10854	10768	40	828	9934	9340	36	705	8457	8404
Footscray - OSS	319	6672	80061	68651	149	3109	37304	32972	125	2577	30926	24467	164	3395	40740	40177
Fortitude Valley	191	4004	48052	46952	137	2853	34239	32230	138	2873	34470	31757	146	3040	36475	35660
Fountain Gate - OSS	325	6790	81476	70127	159	3302	39629	34725	156	3230	38765	31726	203	4205	50464	50094
Frankston - OSS	244	5102	61227	53826	127	2637	31644	27723	123	2543	30516	24396	184	3798	45572	45046
Fremantle - OSS	303	6339	76066	65437	222	4623	55471	47602	223	4655	55865	45026	222	4604	55251	54468
Galiwinku	41	701	8408	8405	29	575	6900	6889	29	533	6397	6382	40	743	8917	8908
Gawler - OSS	150	3157	37879	33918	109	2277	27320	24112	109	2267	27207	23303	118	2456	29470	29235
Geelong - OSS	303	6347	76166	65410	167	3477	41721	34261	180	3733	44800	34575	196	4052	48625	47856
Geraldton - OSS	176	3681	44167	39698	139	2863	34351	30563	157	3262	39139	32242	145	3017	36203	36051
Gladstone - OSS	176	3692	44304	38818	138	2879	34547	30205	132	2754	33052	27575	132	2731	32773	32044
Glen Innes	56	1164	13972	13735	47	982	11778	11581	48	993	11921	10707	46	956	11468	11392
Glen Waverley - OSS	216	4517	54199	39687	109	2273	27277	20239	114	2369	28424	19318	135	2790	33480	32961
Glenelg	141	2971	35655	35103	98	2037	24441	24200	88	1824	21887	20869	105	2178	26139	25878
Glenorchy - OSS	184	3854	46243	40454	141	2935	35223	30385	154	3187	38242	32000	143	2965	35580	34475
Goodna - OSS	227	4761	57130	52607	164	3414	40972	37830	179	3734	44805	40880	193	4009	48103	47738
Goondiwindi	43	885	10625	10368	35	710	8524	8307	34	691	8291	7785	38	785	9419	9378
Gosford - OSS	202	4268	51210	42764	131	2745	32938	27297	119	2491	29889	23491	139	2906	34866	34793
Gosnells	255	5332	63979	63502	193	4020	48235	47693	198	4122	49465	46568	197	4082	48978	48659
Goulburn - OSS	118	2484	29802	24137	96	2019	24233	18680	80	1675	20096	14847	102	2118	25419	25099
Grafton - OSS	150	3154	37850	33352	120	2519	30224	27035	112	2339	28073	22938	115	2393	28718	27914
Greensborough - OSS	237	4961	59530	46935	108	2247	26961	22007	112	2320	27840	20778	138	2846	34146	33104
Griffith - OSS	114	2408	28893	22183	99	2085	25014	17633	94	1962	23548	15680	97	2019	24232	24062
Groote Eylandt	23	432	5189	5181	18	354	4243	4242	20	351	4212	4182	26	498	5972	5957
Gungahlin - OSS	168	3507	42083	31182	122	2537	30448	21730	120	2485	29825	26274	145	2988	35860	35493
Gunnedah - OSS	71	1503	18037	15861	53	1112	13347	11531	55	1146	13757	11579	53	1097	13167	13088
Gympie - OSS	165	3466	41595	38271	127	2632	31580	28981	131	2711	32526	28781	125	2597	31158	30421
Halls Creek	43	859	10303	10232	37	707	8482	8383	40	803	9638	9435	41	774	9293	9268
Hamilton - OSS	73	1534	18404	15621	46	966	11592	9976	53	1104	13252	8901	52	1083	12991	12374
Hastings - OSS	111	2323	27876	24388	62	1288	15459	13862	63	1308	15695	12575	69	1435	17219	16831
Hawkesbury - OSS	178	3759	45112	38625	127	2647	31761	26799	106	2209	26512	21541	113	2350	28205	27878
Heidelberg - OSS	151	3154	37842	31090	62	1288	15455	12778	64	1318	15815	11520	87	1799	21585	21213
Hermannsburg	13	195	2345	2345	16	171	2050	2044	15	276	3311	3286	14	263	3156	3150
Hervey Bay - OSS	212	4454	53453	47754	166	3465	41574	36609	158	3288	39450	34564	176	3657	43880	42966
Hobart - OSS	157	3294	39523	31610	116	2424	29082	23516	119	2470	29637	26310	103	2138	25661	24928
Hornsby - OSS	205	4319	51822	36318	134	2809	33705	24012	129	2708	32493	22545	153	3188	38251	36504
Horsham - OSS	101	2111	25331	21834	57	1184	14202	12309	65	1343	16116	11794	63	1295	15535	15347
Huonville	54	1121	13457	13378	44	899	10787	10621	44	885	10618	9958	44	904	10847	10555
Hurstville	249	5246	62956	59288	260	5452	65427	43867	207	4331	51973	32612	222	4634	55605	49574
Inala - OSS	324	6809	81713	73877	269	5608	67291	60278	273	5694	68326	59396	271	5627	67529	63212
Ingham - OSS	56	1162	13949	12685	43	899	10788	9841	45	941	11288	9494	45	945	11338	11130
Ingleburn	184	3872	46462	41490	123	2589	31070	28803	107	2235	26818	23761	151	3151	37809	36626
Innaloo - OSS	214	4481	53766	41416	149	3095	37135	29176	178	3706	44472	31608	155	3227	38719	38606
Innisfail - OSS	129	2717	32602	28927	102	2126	25511	22886	104	2167	26009	21943	97	2008	24090	23146
Inverell - OSS	112	2367	28400	25262	84	1766	21186	18247	78	1626	19510	14528	76	1580	18963	18700
Ipswich - OSS	267	5602	67220	59856	185	3859	46308	41226	187	3890	46683	39894	202	4194	50327	49077
Joondalup - OSS	319	6679	80151	67587	222	4631	55570	47428	254	5297	63558	52511	210	4358	52291	51996
Kadina	107	2240	26877	26513	75	1555	18663	18382	67	1398	16774	16099	74	1527	18325	18124
Kalgoorlie - OSS	122	2547	30569	27693	101	2112	25338	22793	103	2147	25761	20839	112	2332	27987	27779
Karratha	70	1438	17259	16314	54	1112	13347	12675	47	962	11540	10196	44	890	10676	10318
Katherine - OSS	125	2621	31453	31222	115	2384	28606	28410	92	1902	22829	21974	112	2319	27832	27801

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Katoomba - OSS	117	2466	29589	25273	75	1566	18787	15494	67	1393	16714	13351	65	1364	16364	15820
Kawana Waters - OSS	139	2925	35098	30114	105	2180	26165	22070	101	2100	25200	20315	91	1893	22720	22609
Kempsey - OSS	134	2819	33825	30673	89	1863	22352	20026	97	2026	24310	20642	99	2053	24639	24500
Kilkenny	223	4680	56160	55343	164	3410	40918	40159	150	3117	37401	35966	169	3497	41965	41479
Kingaroy - OSS	113	2376	28506	25623	93	1941	23286	20691	97	2014	24171	20569	99	2057	24681	24339
Kingston	71	1440	17281	12368	52	1074	12890	8784	55	1125	13501	8136	50	1010	12124	10049
Kununurra	61	1279	15344	15086	62	1297	15564	15312	65	1362	16341	15704	68	1396	16747	16713
Kurri Kurri	67	1393	16712	16429	53	1097	13166	12837	45	922	11063	10162	51	1044	12532	12465
Lake Haven - OSS	214	4513	54156	48103	122	2565	30781	26751	102	2129	25552	20214	136	2824	33889	33529
Launceston - OSS	244	5113	61355	55015	205	4269	51228	44391	188	3903	46831	40494	205	4227	50728	50059
Laverton	13	270	3237	3185	13	250	2995	2958	13	233	2792	2625	13	239	2868	2823
Leeton	56	1190	14282	13868	43	898	10771	10435	38	780	9364	8496	45	917	11003	10951
Leichhardt - OSS	202	4255	51055	37223	134	2821	33852	24744	114	2376	28512	19344	123	2553	30639	26855
Lilydale - OSS	206	4310	51717	43790	100	2081	24973	21374	99	2043	24513	19054	119	2468	29616	29043
Lismore - OSS	177	3724	44684	39247	128	2692	32309	28266	94	1911	22928	17850	115	2395	28735	28381
Lithgow - OSS	96	2018	24210	21570	70	1469	17631	15201	59	1232	14781	12683	61	1279	15347	15165
Liverpool - OSS	635	13387	160638	134417	436	9157	109887	93845	353	7374	88485	73342	420	8750	105004	104029
Longreach	15	316	3791	3712	12	238	2855	2787	11	222	2658	2426	10	196	2346	2307
Mackay - OSS	256	5388	64656	53096	184	3823	45879	37873	189	3939	47271	43062	197	4087	49048	47875
Maitland - OSS	191	4031	48374	40862	129	2699	32392	27229	112	2351	28209	22879	130	2690	32275	32095
Mandurah - OSS	275	5751	69007	61047	213	4432	53181	47261	221	4598	55175	46083	213	4425	53100	52584
Maningrida	60	1222	14667	14653	64	1308	15698	15676	70	1362	16342	16307	85	1730	20755	20750
Mareeba	97	2047	24561	24300	85	1776	21310	21023	86	1792	21499	20707	87	1806	21675	21610
Margate - OSS	176	3698	44380	38458	133	2764	33168	28733	130	2717	32598	26439	126	2611	31329	30779
Marion - OSS	284	5964	71571	58324	203	4230	50765	41610	217	4511	54135	41084	235	4869	58427	56551
Maroochydore - OSS	195	4093	49114	40873	147	3070	36842	30278	153	3178	38131	29540	150	3115	37379	36550
Maroubra - OSS	218	4600	55195	41960	194	4083	48992	34877	180	3746	44957	30375	189	3945	47338	45136
Marrickville	167	3511	42137	41309	121	2534	30410	29537	99	2079	24950	23161	110	2286	27427	27000
Maryborough QLD - OSS	150	3146	37748	34169	119	2485	29824	26724	135	2815	33776	29633	125	2594	31125	30544
Maryborough VIC	95	1979	23753	23450	61	1277	15325	15019	62	1293	15519	13505	65	1334	16010	15810
Mayfield - OSS	146	3081	36967	32947	110	2315	27785	24970	101	2115	25384	21027	104	2166	25987	25617
Melton - OSS	301	6294	75526	65358	130	2709	32507	28354	120	2487	29848	24133	171	3534	42410	41903
Merrylands - OSS	441	9301	111609	92078	301	6329	75943	61446	245	5097	61167	49541	289	6019	72233	70660
Midland - OSS	338	7065	84775	74874	270	5616	67390	58245	282	5880	70565	57375	255	5289	63472	62927
Mildura - OSS	272	5698	68377	56742	135	2807	33685	28223	147	3055	36665	26898	170	3509	42103	41079
Mirrabooka	298	6242	74902	74235	233	4857	58281	57589	227	4733	56798	54413	228	4737	56847	56500
Mitchelton - OSS	193	4058	48699	40384	136	2824	33888	27451	133	2767	33206	26044	129	2679	32149	31558
Modbury - OSS	286	6001	72015	57776	204	4249	50990	40275	208	4323	51879	38432	223	4625	55499	54989
Moree - OSS	72	1526	18317	16898	69	1434	17205	15872	59	1225	14702	12407	61	1276	15309	15266
Moreland - OSS	235	4925	59096	49731	103	2143	25717	22194	113	2335	28017	21859	128	2650	31797	31546
Morley - OSS	382	7988	95858	78639	284	5924	71083	58199	355	7401	88817	64545	278	5774	69292	68641
Mornington - OSS	124	2588	31061	25279	48	1003	12034	9609	57	1185	14219	10285	70	1440	17281	16447
Morwell - OSS	188	3924	47086	43877	100	2082	24986	23225	101	2102	25225	21650	136	2802	33621	33309
Mossman	64	1338	16053	15837	51	1071	12846	12644	55	1145	13745	12875	49	1009	12105	12012
Mt Barker	116	2432	29187	28686	81	1692	20299	19854	74	1533	18393	17678	88	1816	21795	21343
Mt Druitt	394	8300	99596	87658	282	5919	71028	62317	234	4893	58721	51787	293	6108	73298	72747
Mt Gambier - OSS	136	2859	34304	30762	106	2213	26554	23484	106	2206	26475	22831	113	2335	28019	27232
Mt Gravatt - OSS	311	6530	78364	64531	205	4265	51174	41627	198	4134	49604	40352	218	4523	54279	53657
Mt Isa - OSS	118	2478	29736	26415	88	1836	22034	19896	111	2322	27864	23972	111	2299	27582	27073
Mudgee - OSS	92	1945	23343	19567	74	1546	18556	15174	79	1651	19811	14603	70	1460	17523	17247
Murray Bridge	111	2323	27870	27438	78	1621	19446	19171	69	1433	17198	16899	90	1861	22337	22158
Murwillumbah	86	1804	21642	21356	63	1318	15818	15629	59	1210	14518	13879	63	1321	15855	15813
Muswellbrook - OSS	72	1528	18341	16116	56	1167	14004	12058	47	993	11921	9536	54	1117	13398	13229

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Nambour - OSS	162	3411	40935	36615	130	2713	32556	29049	120	2501	30015	25301	119	2460	29514	29363
Nambucca Heads - OSS	113	2375	28502	26079	78	1629	19548	17448	81	1694	20323	18506	74	1542	18501	18321
Narooma - OSS	72	1512	18142	15732	46	969	11625	9770	38	793	9518	7085	42	881	10574	9819
Narrabri - OSS	72	1520	18245	16826	56	1186	14232	12811	49	1025	12300	9625	47	979	11742	11702
Nelson Bay	103	2163	25953	22499	78	1646	19747	16868	83	1733	20797	16405	84	1759	21106	20861
Nerang - OSS	228	4784	57406	49434	143	2987	35846	31936	145	3011	36137	30445	151	3136	37627	36562
Newcastle - OSS	139	2941	35290	30614	98	2067	24803	21163	87	1822	21865	17998	92	1909	22911	22794
Newman	38	789	9465	9412	32	650	7794	7692	31	620	7442	7050	32	641	7695	7632
Newmarket - OSS	162	3382	40588	35820	64	1332	15986	13637	63	1297	15564	11903	80	1649	19782	19256
Nhulunbuy	62	1275	15298	15154	54	1107	13279	13191	44	904	10852	10310	48	978	11737	11691
Noarlunga - OSS	277	5811	69733	63377	199	4142	49707	45556	202	4215	50578	45717	223	4634	55605	54666
Noosa	138	2888	34657	33758	103	2142	25699	24999	95	1969	23625	22116	108	2233	26793	26518
Normanton	21	435	5223	5185	17	341	4090	4058	18	381	4569	4454	21	424	5083	5058
Northam	92	1934	23206	22980	73	1522	18265	18082	89	1859	22309	21511	80	1666	19993	19818
Northern Beaches - OSS	264	5556	66673	47377	179	3757	45087	32117	175	3663	43954	28940	196	4082	48988	47432
Northern Peninsula	20	417	5007	4983	15	305	3660	3630	14	290	3477	3400	12	243	2920	2916
Norwood	191	4007	48084	46642	130	2698	32377	31470	130	2718	32611	30457	151	3140	37678	37326
Nowra - OSS	242	5104	61246	53816	167	3509	42112	36549	153	3197	38360	31335	157	3280	39357	38727
Nundah - OSS	178	3745	44940	40162	128	2667	32003	28927	133	2768	33217	29377	115	2383	28593	28083
Oakleigh - OSS	257	5371	64455	49878	127	2656	31867	26149	143	2974	35687	25186	150	2992	35898	35579
Orange - OSS	180	3797	45568	38514	124	2613	31354	26315	113	2358	28300	21896	116	2417	29000	27255
Pakenham - OSS	184	3858	46298	40658	92	1909	22912	20095	89	1850	22202	18819	117	2416	28987	28630
Palm Beach	172	3619	43424	42643	119	2485	29820	29188	121	2529	30349	28993	111	2301	27616	27443
Palm Island - OSS	41	851	10213	10181	31	646	7756	7739	33	674	8083	7985	32	651	7806	7796
Palmerston - OSS	235	4918	59019	53598	207	4287	51441	46834	192	3987	47842	45338	195	4026	48317	47977
Parkes - OSS	79	1671	20048	17474	58	1214	14570	12524	55	1153	13840	9887	53	1098	13179	12171
Parramatta - OSS	382	8064	96763	71034	288	6049	72584	53491	219	4588	55061	42240	256	5328	63940	63528
Penrith - OSS	332	6991	83895	66743	236	4963	59550	47123	183	3835	46018	35080	220	4579	54944	53333
Perth City	0	0	0	0	47	941	11288	7000	106	2204	26445	11653	104	2127	25525	N/A
Port Adelaide - OSS	222	4665	55985	48208	153	3181	38171	32686	148	3091	37087	30576	163	3377	40518	40071
Port Augusta - OSS	110	2319	27829	26094	92	1919	23033	21530	94	1954	23446	20850	109	2271	27252	26527
Port Lincoln - OSS	99	2085	25022	22929	90	1877	22518	20610	97	2022	24263	20877	89	1842	22104	20938
Port Macquarie - OSS	228	4781	57369	49787	158	3288	39456	33645	146	3062	36748	29996	153	3188	38256	38003
Port Pirie - OSS	101	2112	25343	23392	81	1688	20254	18502	82	1717	20605	17791	80	1652	19820	19676
Portland - OSS	66	1384	16613	15303	38	802	9624	8666	43	891	10691	8204	48	998	11979	11462
Queanbeyan - OSS	120	2539	30470	23667	98	2065	24784	18582	88	1843	22111	15660	97	2017	24204	23685
Raymond Terrace - OSS	143	3024	36283	31788	111	2338	28058	23707	102	2126	25511	19621	122	2538	30461	30321
Redfern	226	4774	57291	56231	183	3867	46403	45837	132	2769	33222	31087	159	3320	39840	39587
Ringwood - OSS	228	4767	57202	47556	101	2098	25179	21299	106	2195	26338	20919	142	2942	35309	34713
Robina - OSS	173	3634	43606	26255	127	2656	31870	19081	146	3052	36619	21439	144	2979	35742	35223
Rockdale	195	4110	49322	48525	132	2771	33250	32094	108	2264	27169	25630	129	2678	32136	31637
Rockhampton - OSS	252	5317	63802	53307	193	4011	48134	39764	175	3652	43821	34159	163	3392	40700	39699
Rockingham - OSS	325	6792	81505	70563	232	4839	58073	49466	244	5093	61120	49270	231	4787	57443	56329
Rosebud - OSS	142	2965	35576	31660	82	1715	20580	18246	79	1642	19700	15802	97	2001	24014	23784
Rosny Park - OSS	146	3050	36597	30580	111	2307	27688	22424	114	2363	28352	22916	112	2310	27716	27377
Rouse Hill	198	4167	50001	36461	195	4096	49150	34855	143	2982	35781	24631	189	3940	47274	44374
Rowville - OSS	149	3114	37365	31396	69	1445	17340	13767	69	1422	17061	12071	89	1844	22126	21401
Ryde - OSS	260	5476	65716	48799	161	3390	40676	30563	153	3190	38281	27330	170	3549	42587	41998
Sale - OSS	124	2589	31070	26698	66	1383	16601	14404	74	1540	18476	13878	83	1712	20542	20337
Salisbury	306	6426	77117	76379	239	4983	59798	59187	216	4509	54108	52951	229	4750	56998	56584
Santa Teresa	14	272	3262	3262	11	73	881	881	10	177	2121	2120	12	218	2611	2611
Seymour	90	1891	22693	22283	43	894	10732	10586	39	816	9795	8934	50	1025	12303	12096
Shellharbour - OSS	235	4946	59351	49583	175	3682	44181	36338	144	3005	36063	28033	173	3606	43268	42852

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Shepparton - OSS	371	7757	93088	80126	232	4828	57934	50245	240	4983	59797	46905	249	5123	61475	56546
Singleton - OSS	70	1456	17471	14484	54	1121	13448	11194	46	947	11369	8971	48	972	11666	11615
Sorell	18	268	3221	3085	0	0	0	0	8	46	556	518	13	271	3255	3079
South Brisbane	141	2959	35512	34161	99	2070	24834	23203	92	1916	22995	20893	110	2289	27468	26414
South Hedland	98	2050	24597	24185	82	1695	20338	19933	73	1511	18132	16982	67	1374	16491	16206
South Melbourne	166	3436	41234	39761	102	2120	25436	24068	133	2760	33116	28744	132	2735	32818	32216
Southport - OSS	275	5781	69376	55808	203	4220	50641	39409	231	4822	57863	43228	216	4481	53769	52289
Springvale - OSS	313	6551	78612	64905	168	3504	42046	34861	174	3602	43222	34047	199	4118	49415	49074
Springwood - OSS	98	2070	24837	19895	70	1467	17606	13871	62	1302	15622	11792	62	1298	15580	15155
St Marys	251	5300	63601	62645	187	3919	47029	46398	127	2658	31893	30635	160	3339	40072	40001
Stanthorpe	60	1255	15061	14671	40	828	9939	9864	32	668	8016	7674	40	817	9801	9679
Stawell	51	1051	12610	12522	38	775	9297	9208	38	781	9377	8218	36	727	8725	8632
Stones Corner	248	5202	62425	59090	179	3720	44645	38540	181	3767	45205	37682	175	3633	43593	42583
Strathpine - OSS	266	5587	67038	58878	194	4037	48444	42585	190	3966	47587	39133	190	3952	47429	46761
Success	241	5040	60477	54650	191	3980	47764	38346	189	3936	47232	37023	192	3990	47877	46679
Sunbury	119	2496	29953	29330	58	1200	14400	14127	62	1287	15444	14683	79	1635	19625	19467
Sunshine - OSS	510	10664	127970	103250	190	3967	47609	38560	222	4599	55187	39808	270	5577	66927	64006
Sutherland - OSS	175	3691	44288	33551	123	2591	31092	22890	105	2204	26451	19336	117	2442	29306	27865
Swan Hill - OSS	108	2251	27009	22181	69	1435	17217	14204	71	1477	17721	13037	71	1461	17528	16487
Tamworth - OSS	253	5338	64051	55271	181	3809	45704	38727	181	3781	45372	33552	180	3745	44940	44018
Taree - OSS	161	3388	40658	37015	109	2295	27536	24833	124	2603	31233	25836	137	2861	34334	33996
Tennant Creek	76	1584	19005	18948	68	1404	16849	16813	62	1284	15412	15047	69	1421	17047	17036
The Entrance - OSS	158	3335	40014	35087	106	2216	26586	23297	82	1718	20620	16608	100	2093	25121	25008
Thursday Island	19	397	4767	4693	15	315	3781	3696	13	272	3260	3012	12	239	2868	2862
Tiwi Islands	70	1428	17138	17116	53	1024	12292	12281	42	787	9443	8950	60	1123	13474	13450
Toowong - OSS	193	4059	48711	36929	138	2879	34551	25307	137	2857	34280	23590	130	2695	32345	31165
Toowoomba - OSS	356	7475	89695	79998	285	5943	71310	63399	291	6068	72819	63915	308	6392	76699	75991
Toronto - OSS	131	2771	33256	28804	101	2111	25333	21771	81	1687	20244	16252	96	2003	24039	23184
Torrensville - OSS	243	5096	61157	43826	180	3751	45017	33073	179	3720	44644	32171	198	4098	49181	48651
Townsville Willows - OSS	149	3126	37506	30582	120	2510	30117	24803	129	2677	32125	24167	139	2885	34620	34173
Traralgon	33	683	8191	110	23	466	5586	109	38	783	9399	42	22	445	5338	4473
Tuggeranong - OSS	190	3949	47387	36277	139	2892	34702	25473	114	2361	28327	20672	141	2909	34907	34634
Tumut	55	1166	13988	13603	38	802	9627	9318	38	797	9559	8293	42	861	10329	10276
Tuncurry - OSS	142	2962	35544	31732	101	2118	25410	22231	102	2125	25503	19875	104	2164	25973	25415
Tweed Heads - OSS	209	4409	52908	45615	140	2935	35214	30501	147	3066	36787	28385	171	3567	42798	42242
Ulladulla - OSS	95	2004	24048	20574	68	1432	17181	14528	66	1377	16520	12285	70	1450	17401	17230
Victor Harbor	93	1958	23490	22034	78	1619	19427	18035	80	1668	20018	17635	88	1821	21853	21361
Victoria Park - OSS	279	5835	70019	66001	204	4248	50981	46973	215	4477	53720	47059	210	4357	52283	51496
Wadeye	59	1048	12579	12572	46	793	9517	9510	48	904	10851	10663	62	1082	12979	12962
Wagga Wagga - OSS	236	4975	59699	48733	179	3751	45013	35960	162	3391	40687	30631	168	3505	42063	41236
Walgett	40	835	10025	9975	33	680	8154	8099	27	564	6769	6469	33	681	8168	8160
Wallsend - OSS	174	3665	43974	36654	133	2793	33516	27774	113	2354	28250	22041	122	2532	30378	29761
Wangaratta - OSS	142	2978	35736	30876	96	2003	24032	21031	108	2241	26887	20937	95	1965	23576	23273
Warragul - OSS	127	2657	31881	27500	71	1488	17855	15591	66	1380	16554	12996	86	1767	21208	21085
Warrambool - OSS	166	3485	41825	35626	85	1773	21281	17645	110	2285	27420	20013	113	2338	28056	27103
Warwick - OSS	97	2044	24532	21113	72	1479	17743	14966	85	1743	20919	17122	80	1638	19658	18640
Warwick Grove - OSS	298	6234	74803	61808	206	4282	51380	42837	223	4650	55797	45004	209	4333	51997	51189
Watergardens	320	6689	80267	79138	136	2839	34063	33636	130	2695	32336	30889	193	3988	47852	47409
Werribee - OSS	477	9972	119661	97783	185	3857	46280	38911	199	4122	49458	41679	256	5297	63558	62349
Western Cape	21	439	5265	5201	17	349	4190	4135	13	273	3280	3112	13	276	3312	3279
Whyalla - OSS	109	2290	27476	25602	90	1872	22462	20767	87	1809	21713	19416	100	2075	24903	24572
Windsor - OSS	246	5139	61666	43884	109	2278	27335	21087	135	2798	33580	22744	149	3087	37046	36456
Woden - OSS	169	3527	42325	29850	128	2655	31859	21030	111	2302	27618	19276	140	2903	34833	34309

Service Centre	2019/2020				2020/2021				2021/2022				2022/2023			
	Average Daily Contacts	Average Monthly Contacts	Yearly Contacts	Yearly SSW Contacts	Average Daily Contacts	Average Monthly Contacts	Yearly Contacts	Yearly SSW Contacts	Average Daily Contacts	Average Monthly Contacts	Yearly Contacts	Yearly SSW Contacts	Average Daily Contacts	Average Monthly Contacts	Yearly Contacts	Yearly SSW Contacts
Wollongong - OSS	266	5606	67270	54652	200	4203	50431	40505	157	3279	39347	29472	175	3641	43694	42943
Wonthaggi	130	2726	32711	31920	72	1494	17926	17370	71	1475	17704	15932	84	1727	20726	20390
Woodridge - OSS	413	8676	104110	95489	348	7242	86901	80201	336	6996	83950	73694	391	8143	97721	95939
Woy Woy - OSS	115	2421	29054	22679	100	2093	25111	20278	107	2245	26935	20652	131	2711	32537	N/A
Wynnum - OSS	175	3672	44060	38969	132	2749	32987	28503	124	2587	31044	25392	146	3031	36376	35898
Wyong - OSS	122	2576	30911	27456	76	1598	19171	16667	68	1415	16980	11224	86	1789	21465	20898
Yamba	59	1179	14144	13924	48	1006	12068	11872	47	975	11703	11015	44	896	10747	10717
Yarra - OSS	204	4262	51148	43964	101	2103	25237	20723	124	2579	30942	28402	126	2609	31303	30870
Yarrabah	51	850	10205	10164	36	739	8862	8838	40	824	9888	9497	39	803	9638	9635
Yass	39	816	9790	9586	30	622	7463	7264	28	579	6952	6075	29	600	7199	7102
Yeppoon	86	1808	21694	21197	75	1548	18577	18115	67	1399	16789	15400	65	1342	16106	15804
Young - OSS	81	1701	20411	17806	60	1259	15103	13075	57	1187	14242	11140	58	1205	14465	14431
Yuendumu	24	341	4091	4084	18	172	2068	2060	16	311	3728	3716	16	299	3590	3586