

For each of Services Australia's face-to-face sites for the 2022-23 financial year, what was the average daily:

- a. number of customers attending;
- b. waiting time for customers attending;

Service Centre	2022-23	
	Daily Averages	
	Customers	Average Wait Time
Airport West - OSS	161	10:49
Aitkenvale - OSS	239	11:40
Albany - OSS	125	10:43
Albury - OSS	212	10:41
Alice Springs - OSS	183	13:33
Ararat - OSS	57	4:10
Armadale (WA) - OSS	195	10:41
Armidale - OSS	103	11:02
Atherton - OSS	84	3:57
Auburn	209	9:25
Ayr - OSS	57	6:41
Bairnsdale - OSS	143	7:00
Ballarat - OSS	203	9:23
Ballina - OSS	129	9:21
Bankstown - OSS	322	7:51
Batemans Bay - OSS	90	9:15
Bathurst - OSS	115	10:41
Beaunesert	77	3:41
Beenleigh - OSS	190	7:22
Bega - OSS	76	7:02
Belconnen - OSS	228	6:58
Belgrave	40	7:45
Bendigo - OSS	215	11:40
Berri - OSS	90	6:21
Biggera Waters	175	10:26
Biloela	22	1:45
Blacktown - OSS	317	10:59
Bondi Junction - OSS	155	9:24
Boronia	117	10:40
Borrooloola	13	2:45
Bourke	25	1:34
Bowen - OSS	52	7:15
Bowral - OSS	94	9:30
Box Hill - OSS	172	9:14
Bridgewater	56	8:12
Broadmeadows - OSS	266	11:49
Broken Hill - OSS	73	4:39
Broome - OSS	78	3:03
Browns Plains	207	9:19
Brunswick Heads	66	7:58
Bunbury - OSS	170	10:23

Service Centre	2022-23	
	Daily Averages	
	Customers	Average Wait Time
Bundaberg - OSS	219	13:43
Burnie - OSS	97	11:44
Burwood - OSS	209	11:35
Busselton	105	9:56
Caboolture - OSS	247	10:06
Cabramatta	212	13:36
Cairns City	349	12:53
Caloundra - OSS	152	10:43
Camberwell - OSS	84	9:19
Camden - OSS	164	6:33
Campbelltown - OSS	209	13:06
Campsie - OSS	230	10:11
Cannington - OSS	286	12:17
Cannonvale	47	6:09
Capalaba - OSS	111	5:57
Caringbah - OSS	121	11:21
Carnarvon	44	6:36
Casino - OSS	86	8:09
Casuarina - OSS	246	10:38
Ceduna	35	3:59
Cessnock - OSS	101	8:59
Charlestown - OSS	149	10:58
Charleville	16	2:06
Charters Towers	42	2:26
Chatswood - OSS	200	10:42
Cheltenham - OSS	177	10:04
Chermside - OSS	125	11:46
Cleveland - OSS	158	9:48
Coffs Harbour - OSS	193	8:55
Colac - OSS	54	5:34
Coober Pedy	26	2:00
Cooma - OSS	44	3:36
Corio - OSS	126	9:29
Corrimal	119	10:32
Cowra - OSS	62	7:02
Cranbourne - OSS	189	10:35
Dalby - OSS	75	3:30
Dandenong - OSS	318	11:41
Dapto	117	6:58
Darebin - OSS	189	9:59
Darlinghurst - OSS	144	11:33
Darwin - OSS	131	8:06
Deception Bay - OSS	132	8:09
Deniliquin	39	4:40
Derby	44	1:31
Devonport - OSS	136	9:49
Dubbo - OSS	172	9:48

Service Centre	2022-23	
	Daily Averages	
	Customers	Average Wait Time
Echuca - OSS	98	8:28
Elizabeth - OSS	219	19:22
Emerald - OSS	48	9:12
Enfield	145	11:19
Epping	232	10:14
Esperance	47	4:58
Fairfield - OSS	337	11:07
Fitzroy Crossing	36	6:25
Footscray - OSS	164	7:26
Fortitude Valley	146	11:45
Fountain Gate - OSS	203	12:30
Frankston - OSS	184	8:45
Fremantle - OSS	222	9:44
Galiwinku	40	3:47
Gawler - OSS	118	10:37
Geelong - OSS	196	9:50
Geraldton - OSS	145	10:40
Gladstone - OSS	132	9:13
Glen Innes	46	5:16
Glen Waverley - OSS	135	10:26
Glenelg	105	11:34
Glenorchy - OSS	143	10:07
Goodna - OSS	193	8:16
Goondiwindi	38	1:56
Gosford - OSS	139	10:25
Gosnells	197	10:52
Goulburn - OSS	102	10:29
Grafton - OSS	115	6:25
Greensborough - OSS	138	10:15
Griffith - OSS	97	10:30
Groote Eylandt	26	4:11
Gungahlin - OSS	145	8:21
Gunnedah - OSS	53	5:12
Gympie - OSS	125	10:29
Halls Creek	41	1:05
Hamilton - OSS	52	5:19
Hastings - OSS	69	8:27
Hawkesbury - OSS	113	10:08
Heidelberg - OSS	87	7:49
Hermannsburg	14	1:02
Hervey Bay - OSS	176	13:56
Hobart - OSS	103	10:07
Hornsby - OSS	153	9:27
Horsham - OSS	63	6:50
Huonville	44	1:45
Hurstville	222	11:41
Inala - OSS	271	12:43

Service Centre	2022-23	
	Daily Averages	
	Customers	Average Wait Time
Ingham - OSS	45	7:07
Ingleburn	151	10:45
Innaloo - OSS	155	10:34
Innisfail - OSS	97	5:49
Inverell - OSS	76	8:09
Ipswich - OSS	202	9:59
Joondalup - OSS	210	13:20
Kadina	74	8:50
Kalgoorlie - OSS	112	9:24
Karratha	44	7:02
Katherine - OSS	112	5:18
Katoomba - OSS	65	9:35
Kawana Waters - OSS	91	8:38
Kempsey - OSS	99	7:40
Kilkenny	169	11:57
Kingaroy - OSS	99	9:56
Kingston	50	1:07
Kununurra	68	4:04
Kurri Kurri	51	7:20
Lake Haven - OSS	136	12:50
Launceston - OSS	205	10:02
Laverton	13	0:24
Leeton	45	10:08
Leichhardt - OSS	123	11:09
Lilydale - OSS	119	11:42
Lismore - OSS	115	9:58
Lithgow - OSS	61	9:23
Liverpool - OSS	420	12:00
Longreach	10	0:26
Mackay - OSS	197	8:49
Maitland - OSS	130	9:30
Mandurah - OSS	213	12:35
Maningrida	85	3:19
Mareeba	87	1:39
Margate - OSS	126	9:10
Marion - OSS	235	11:42
Maroochydore - OSS	150	9:03
Maroubra - OSS	189	7:27
Marrickville	110	10:54
Maryborough QLD - OSS	125	12:36
Maryborough VIC	65	5:14
Mayfield - OSS	104	9:03
Melton - OSS	171	9:37
Merrylands - OSS	289	11:46
Midland - OSS	255	11:51
Mildura - OSS	170	10:23
Mirrabooka	228	11:24

Service Centre	2022-23	
	Daily Averages	
	Customers	Average Wait Time
Mitchelton - OSS	129	12:33
Modbury - OSS	223	9:58
Moree - OSS	61	11:09
Moreland - OSS	128	10:32
Morley - OSS	278	11:18
Mornington - OSS	70	10:27
Morwell - OSS	136	11:14
Mossman	49	5:42
Mt Barker	88	9:10
Mt Druitt	293	10:20
Mt Gambier - OSS	113	9:32
Mt Gravatt - OSS	218	13:49
Mt Isa - OSS	111	3:06
Mudgee - OSS	70	6:17
Murray Bridge	90	7:58
Murwillumbah	63	7:06
Muswellbrook - OSS	54	9:20
Nambour - OSS	119	10:00
Nambucca Heads - OSS	74	7:16
Narooma - OSS	42	3:48
Narrabri - OSS	47	5:18
Nelson Bay	84	7:08
Nerang - OSS	151	8:51
Newcastle - OSS	92	10:59
Newman	32	0:47
Newmarket - OSS	80	7:31
Nhulunbuy	48	6:13
Noarlunga - OSS	223	14:14
Noosa	108	8:58
Normanton	21	2:09
Northam	80	8:03
Northern Beaches - OSS	196	9:11
Northern Peninsula	12	1:05
Norwood	151	14:18
Nowra - OSS	157	16:52
Nundah - OSS	115	11:53
Oakleigh - OSS	150	10:12
Orange - OSS	116	13:31
Pakenham - OSS	117	9:29
Palm Beach	111	7:10
Palm Island - OSS	32	0:16
Palmerston - OSS	195	9:29
Parkes - OSS	53	8:08
Parramatta - OSS	256	11:33
Penrith - OSS	220	8:42
Perth City	104	6:47
Port Adelaide - OSS	163	12:20

Service Centre	2022-23	
	Daily Averages	
	Customers	Average Wait Time
Port Augusta - OSS	109	4:10
Port Lincoln - OSS	89	8:32
Port Macquarie - OSS	153	11:11
Port Pirie - OSS	80	8:15
Portland - OSS	48	4:19
Queanbeyan - OSS	97	7:25
Raymond Terrace - OSS	122	8:46
Redfern	159	8:32
Ringwood - OSS	142	8:56
Robina - OSS	144	8:45
Rockdale	129	11:19
Rockhampton - OSS	163	13:47
Rockingham - OSS	231	10:40
Rosebud - OSS	97	8:34
Rosny Park - OSS	112	10:15
Rouse Hill	189	14:02
Rowville - OSS	89	10:13
Ryde - OSS	170	11:33
Sale - OSS	83	9:43
Salisbury	229	10:32
Santa Teresa	12	2:03
Seymour	50	6:31
Shellharbour - OSS	173	11:47
Shepparton - OSS	249	9:54
Singleton - OSS	48	8:22
Sorell	13	0:11
South Brisbane	110	9:31
South Hedland	67	6:20
South Melbourne	132	10:37
Southport - OSS	216	8:27
Springvale - OSS	199	9:49
Springwood - OSS	62	7:37
St Marys	160	9:24
Stanthorpe	40	7:18
Stawell	36	3:42
Stones Corner	175	11:15
Strathpine - OSS	190	11:01
Success	192	9:36
Sunbury	79	6:29
Sunshine - OSS	270	8:37
Sutherland - OSS	117	9:40
Swan Hill - OSS	71	5:44
Tamworth - OSS	180	9:24
Taree - OSS	137	9:22
Tennant Creek	69	6:35
The Entrance - OSS	100	10:40
Thursday Island	12	0:29

Service Centre	2022-23	
	Daily Averages	
	Customers	Average Wait Time
Tiwi Islands	60	2:50
Toowong - OSS	130	15:10
Toowoomba - OSS	308	12:41
Toronto - OSS	96	9:00
Torrensville - OSS	198	10:33
Townsville Willows - OSS	139	10:46
Traralgon	22	0:48
Tuggeranong - OSS	141	12:01
Tumut	42	3:22
Tuncurry - OSS	104	8:45
Tweed Heads - OSS	171	10:18
Ulladulla - OSS	70	7:57
Victor Harbor	88	8:12
Victoria Park - OSS	210	11:01
Wadeye	62	4:14
Wagga Wagga - OSS	168	12:59
Walgett	33	3:56
Wallsend - OSS	122	9:23
Wangaratta - OSS	95	7:00
Warragul - OSS	86	9:45
Warrnambool - OSS	113	8:24
Warwick - OSS	80	7:22
Warwick Grove - OSS	209	11:05
Watergardens	193	8:09
Werribee - OSS	256	10:25
Western Cape	13	0:11
Whyalla - OSS	100	6:06
Windsor - OSS	149	8:38
Woden - OSS	140	8:27
Wollongong - OSS	175	8:55
Wonthaggi	84	8:49
Woodridge - OSS	391	12:25
Woy Woy - OSS	131	6:01
Wynnum - OSS	146	9:47
Wyong - OSS	86	8:38
Yamba	44	10:34
Yarra - OSS	126	6:45
Yarrabah	39	2:19
Yass	29	1:02
Yeppoon	65	4:49
Young - OSS	58	7:56
Yuendumu	16	3:17
<b>Total</b>	<b>40495</b>	<b>0</b>