

The following two tables represent customer volumes, average wait times and average service times by site quarterly for two financial years, 2014-15 and 2015-16.

Financial Year 2014-2015

Site	Q1 2014-15			Q2 2014-15			Q3 2014-15			Q4 2014-15		
	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time
Airport West OSS	21,557	15:07	9:19	20,745	16:28	10:02	24,339	15:52	10:20	23,384	14:50	10:52
Aitkenvale OSS	46,033	7:34	9:52	37,521	10:43	10:03	46,373	10:38	10:17	41,562	5:48	10:28
Albany OSS	19,364	9:50	9:00	16,976	9:15	8:42	19,559	10:55	9:15	17,252	9:46	9:44
Albury OSS	33,608	14:09	9:04	32,699	9:58	9:11	35,558	12:17	9:34	32,252	10:48	9:58
Alice Springs OSS	18,747	15:26	15:39	18,690	14:47	14:37	20,628	11:17	14:07	19,239	8:49	13:00
Ararat OSS	5,797	6:18	10:18	5,610	6:45	9:48	5,762	8:19	9:46	5,508	5:24	8:22
Armadales OSS	23,882	12:53	9:46	22,197	9:41	9:39	24,817	11:42	9:50	23,890	10:21	9:32
Armidale OSS	14,907	5:13	8:59	12,733	5:28	8:51	15,661	8:01	10:27	12,567	7:02	10:48
Ashmore	10,082	8:06	4:47	7,377	4:15	7:04	10,494	8:39	5:42	10,324	4:19	6:13
Atherton OSS	9,524	5:13	8:27	8,548	5:17	8:24	10,171	4:13	8:35	9,688	3:08	9:04
Auburn	24,611	17:24	8:16	24,517	13:34	9:08	28,340	11:18	11:12	23,412	6:10	11:27
Ayr OSS	5,703	2:53	8:10	6,057	2:38	8:18	7,396	2:00	8:47	5,946	1:20	8:38
Bairnsdale OSS	14,018	12:08	9:54	13,563	11:09	10:13	14,504	9:56	10:57	13,386	10:46	12:07
Ballarat OSS	38,420	11:54	10:17	35,275	14:24	11:06	37,579	19:28	11:12	33,142	14:11	11:02
Ballina OSS	20,109	9:36	8:03	18,231	8:53	8:05	19,791	8:52	7:28	17,627	6:29	7:04
Bankstown OSS	62,103	16:11	8:52	60,144	15:28	8:48	60,971	16:44	9:09	54,699	14:04	10:00
Batemans Bay OSS	11,398	11:02	9:41	10,783	10:53	8:58	11,523	10:36	9:18	10,545	9:02	8:46
Bathurst OSS	15,546	19:24	9:53	14,902	17:39	10:17	17,419	17:02	10:56	15,557	14:59	10:35
Baulkham Hills	13,583	22:55	12:42	13,696	18:14	13:06	16,343	13:11	12:19	12,987	12:43	12:28
Beaudesert	9,584	17:42	12:17	8,551	10:28	12:15	10,648	15:16	12:45	9,494	11:29	12:41

Site	Q1 2014-15			Q2 2014-15			Q3 2014-15			Q4 2014-15		
	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time
Beenleigh OSS	30,240	16:44	10:07	28,118	15:29	14:56	34,622	15:12	12:07	29,882	12:57	12:58
Bega OSS	15,137	5:03	9:53	13,681	5:07	10:50	12,627	8:34	13:53	11,718	6:53	12:56
Belconnen OSS	29,399	8:14	8:12	26,294	8:26	8:13	29,183	11:34	9:13	25,594	8:31	10:03
Belgrave	6,810	8:19	10:11	6,628	5:34	9:27	7,227	6:05	8:15	6,429	6:27	9:35
Belmont WA	10,096	0:00	5:44	11,051	0:00	5:52	10,147	0:00	6:44	9,103	0:00	6:31
Benalla Visiting Service							1,605	5:19	7:42	4,436	5:57	8:32
Bendigo OSS	39,825	16:10	9:21	35,186	17:10	10:23	38,994	18:14	10:10	35,038	15:01	10:05
Berri OSS	9,939	9:05	11:06	9,927	6:34	10:28	10,749	7:33	10:58	9,990	5:03	12:05
Biggera Waters	24,839	12:09	11:44	23,397	11:04	10:51	27,670	12:04	10:43	23,757	11:23	10:40
Biloela	2,921	0:00	10:25	2,535	0:01	8:36	1,529	0:00	7:08	2,344	0:00	8:36
Blacktown OSS	55,867	12:50	11:28	46,033	13:32	12:08	49,640	16:25	13:04	49,813	9:14	13:12
Bondi Junction OSS	21,910	20:53	8:17	21,022	16:13	7:49	25,643	11:42	8:14	22,178	11:57	8:34
Booragoon	21,870	7:45	4:00	21,025	5:49	3:55	19,192	8:00	4:33	16,309	5:39	4:54
Boronia	14,582	15:32	10:30	14,693	13:54	11:12	16,451	15:08	10:26	14,608	8:42	9:59
Borrooloola	1,971	1:18	9:41	1,621	1:11	9:08	1,586	1:15	9:26	1,676	0:53	9:33
Bourke	1,202	1:25	8:52	1,455	2:05	7:32	2,274	1:22	7:44	1,527	1:32	6:45
Bowen OSS	5,669	2:25	9:43	6,070	2:22	8:52	6,250	2:10	8:01	5,328	1:40	8:02
Bowral OSS	14,715	12:50	9:08	13,864	12:06	10:16	13,887	18:08	10:12	12,425	15:51	10:35
Box Hill OSS	36,459	12:13	9:31	26,862	14:23	12:40	29,391	12:32	12:53	26,743	9:45	13:00
Braddon OSS	19,116	11:47	10:25	18,107	10:29	10:43	19,314	13:57	10:42	15,544	10:09	12:14
Bridgewater	8,882	9:21	8:57	7,931	9:39	9:06	7,843	11:01	9:09	7,785	9:48	9:46
Broadmeadows OSS	43,978	19:05	10:27	39,941	22:26	12:16	44,389	20:21	11:42	41,923	15:51	10:58
Broken Hill OSS	10,415	8:06	9:53	9,863	7:01	9:35	10,252	8:46	10:29	9,664	7:41	9:33
Broome OSS	9,788	8:51	13:53	9,835	6:40	13:25	10,865	6:26	11:56	10,109	5:03	12:23
Browns Plains	21,511	21:20	13:26	22,157	16:14	13:09	26,783	13:42	12:06	23,750	12:02	11:47
Brunswick Heads	7,082	5:52	9:47	7,452	5:19	8:55	8,267	5:07	8:29	7,052	4:09	9:12

Site	Q1 2014-15			Q2 2014-15			Q3 2014-15			Q4 2014-15		
	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time
Bunbury OSS	24,142	16:09	11:16	23,155	15:13	11:22	24,804	17:02	12:10	25,509	10:50	11:32
Bundaberg OSS	33,337	15:33	11:18	33,522	17:33	11:26	38,315	17:01	11:25	31,839	15:42	11:00
Burnie OSS	17,858	8:22	11:24	16,454	6:42	10:29	17,944	7:38	10:47	14,771	6:42	10:44
Burwood OSS	45,645	15:36	6:55	44,844	12:58	7:32	46,637	13:29	7:30	43,961	11:01	7:14
Busselton	10,466	10:39	11:24	9,952	7:59	11:07	11,839	9:38	11:48	11,601	7:00	11:29
Byron Bay	4,710	2:14	6:13	4,592	1:50	5:31	4,801	2:16	5:16	4,847	1:27	6:23
Caboolture OSS	41,993	11:43	9:19	39,372	12:55	9:42	38,289	13:34	11:27	35,844	8:57	11:02
Cabramatta	25,951	22:02	9:22	24,202	22:47	11:39	26,693	22:05	11:30	24,244	13:06	10:58
Cairns Aplin St	28,045	15:19	13:15	30,539	11:39	11:45	38,150	12:00	11:57	31,906	7:41	10:58
Cairns Grafton St OSS	14,703	8:56	10:01	13,186	8:43	8:57	13,050	7:44	10:33	12,776	4:52	10:54
Cairns Remote Services	375	0:00	11:38	564	0:01	10:43	529	0:06	11:17	773	0:00	11:35
Caloundra OSS	22,319	10:21	10:21	21,296	10:59	9:35	24,991	8:24	9:55	21,589	5:30	10:07
Camberwell OSS	21,962	9:34	6:55	19,668	9:52	7:07	17,024	10:04	8:25	16,620	10:23	8:25
Camden OSS	20,671	14:56	9:44	20,516	12:35	9:00	22,642	16:01	9:35	20,301	14:43	10:03
Campbelltown OSS	34,756	22:02	10:12	30,702	20:55	10:47	33,446	19:55	10:56	31,028	13:23	10:45
Campsie OSS	46,386	14:42	8:30	43,197	13:06	8:36	44,168	15:52	8:38	39,521	13:50	8:30
Cannington OSS	42,704	15:32	9:35	38,298	12:12	9:56	40,290	15:19	10:19	36,876	14:48	10:37
Cannonvale	6,305	2:22	12:03	6,578	2:10	9:09	8,365	2:30	9:24	7,582	1:53	8:48
Capalaba OSS	25,351	7:11	6:57	19,326	9:37	8:58	19,813	10:33	9:30	16,459	12:06	10:37
Carindale	20,286	10:16	6:02	18,355	12:59	5:49	18,278	9:46	6:06	17,478	7:31	6:05
Caringbah OSS	34,096	9:32	6:34	32,484	7:52	6:34	33,773	7:46	6:30	21,439	11:47	9:24
Carnarvon	4,566	6:45	10:26	3,726	4:23	8:59	4,438	5:41	10:13	4,333	5:57	9:48
Casino OSS	10,223	8:35	8:36	10,826	9:13	8:23	11,973	9:25	8:19	12,905	5:27	8:02
Castle Hill	28,154	17:38	4:16	26,831	6:42	4:39	25,643	14:08	4:27	26,125	7:30	4:48
Casuarina OSS	25,821	9:56	14:51	25,352	9:28	15:45	28,281	12:20	14:59	25,147	13:16	14:53
Ceduna	4,328	0:00	9:29	4,101	0:01	9:49	4,035	0:00	12:51	3,734	0:00	13:29

Site	Q1 2014-15			Q2 2014-15			Q3 2014-15			Q4 2014-15		
	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time
Central Remote Servicing Teams				3	1:18	23:08	40	0:53	9:53	26	21:26	3:04
Cessnock OSS	14,132	9:26	7:08	13,051	10:07	7:18	12,823	8:55	7:52	12,994	7:36	7:46
Charlestown Hilltop Medicare	12,943	10:11	2:55	10,776	6:49	3:14	9,477	4:29	4:35	8,271	3:07	5:24
Charlestown Road OSS	25,525	6:22	7:30	25,216	7:44	6:52	26,686	9:02	7:25	24,621	5:05	8:10
Charleville	1,620	1:20	9:17	2,035	4:12	9:31	1,818	5:26	12:22	1,180	5:09	11:58
Charters Towers	3,870	0:34	11:24	3,911	0:35	9:10	5,429	0:58	7:18	4,563	0:43	5:31
Chatswood OSS	59,923	8:41	6:49	50,950	9:29	7:12	52,310	9:15	7:32	49,806	7:41	7:40
Cheltenham OSS	37,170	11:34	10:07	30,894	11:50	10:22	30,611	13:59	10:52	29,314	13:48	10:34
Cherbourg	2,218	0:10	8:50	2,443	0:12	8:52	2,985	0:16	8:56	2,823	0:12	9:40
Chermside OSS	32,699	14:17	8:11	23,616	16:02	9:53	25,316	13:48	10:39	23,231	9:55	10:48
Childers	1,229	0:08	4:50	1,307	1:01	3:51	1,539	0:03	2:24	1,564	0:07	2:47
Cleveland OSS	16,949	17:22	11:09	17,933	15:11	10:17	20,027	15:47	10:19	18,438	12:52	11:13
Coffs Harbour OSS	26,228	10:02	11:08	22,711	12:49	11:10	23,853	12:23	11:06	24,169	10:56	11:26
Colac OSS	10,516	10:20	9:55	9,721	12:04	10:41	10,126	12:41	10:49	9,504	9:20	10:49
Cooper Pedy	1,929	0:06	9:14	1,908	0:04	12:57	1,931	0:09	14:24	1,961	0:01	17:13
Cooma OSS	6,519	7:39	9:23	5,883	8:28	9:11	5,982	7:08	8:58	5,440	6:52	9:44
Corio OSS	22,850	16:08	9:49	21,374	14:01	9:37	21,347	18:39	9:24	20,108	15:08	9:44
Corrimal	14,261	12:28	9:36	13,486	12:25	10:05	14,110	13:33	10:32	12,680	9:01	10:09
Cowra OSS	7,442	5:26	9:05	6,500	8:56	10:12	7,414	7:05	10:40	6,950	5:31	11:27
Cranbourne OSS	26,275	12:10	7:24	24,615	12:52	7:59	27,954	11:06	8:48	26,942	11:44	9:21
Dalby OSS	10,052	6:59	9:37	9,344	6:15	9:54	11,014	6:27	9:25	10,118	5:12	9:29
Dandenong OSS	50,570	15:40	8:21	47,325	12:30	8:15	45,406	16:35	9:17	36,725	11:27	11:17
Dapto	13,196	14:46	11:22	12,517	12:56	11:21	13,267	13:28	11:01	11,019	11:43	11:38
Darebin OSS	55,221	11:14	7:36	53,802	9:10	8:15	56,184	10:20	8:34	53,114	8:55	8:43

Site	Q1 2014-15			Q2 2014-15			Q3 2014-15			Q4 2014-15		
	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time
Darlinghurst OSS	15,119	11:14	10:36	14,335	11:35	10:00	17,582	15:28	9:36	16,903	12:00	9:56
Darwin OSS	15,009	13:46	13:28	15,158	8:36	14:44	17,246	10:41	14:20	15,233	11:48	13:14
Deception Bay OSS	20,963	11:09	10:21	19,658	13:30	10:07	24,454	14:08	9:26	21,672	7:29	9:32
Deniliquin	4,622	0:01	8:12	3,991	0:02	8:44	4,757	2:09	9:04	4,123	4:22	9:16
Derby	3,210	11:35	13:30	3,273	7:25	10:30	3,360	7:04	11:54	4,172	4:14	11:30
Devonport OSS	18,297	12:45	12:54	17,638	11:06	12:18	19,138	9:12	12:47	16,731	8:34	12:47
Dubbo OSS	21,066	13:01	9:32	20,390	12:40	9:01	20,908	16:10	10:02	19,875	13:07	9:36
Earlville	9,785	8:10	12:25	8,982	8:15	13:03	10,698	6:15	11:59	8,870	3:06	10:05
Echuca OSS	14,716	8:35	8:08	14,186	8:09	8:45	15,532	9:08	8:13	14,292	7:08	8:16
Elizabeth OSS	38,193	7:37	10:37	37,436	8:40	9:55	40,427	9:15	11:09	33,759	7:10	12:00
Emerald OSS	6,692	4:32	7:43	6,759	3:36	7:24	7,180	3:10	7:32	7,259	2:32	7:51
Enfield	20,906	4:25	10:06	18,827	3:12	10:13	21,233	3:50	9:59	19,044	3:06	11:03
Epping	28,212	17:00	10:54	27,139	18:58	11:23	31,729	17:48	10:10	29,348	13:31	9:29
Esperance	5,144	9:19	10:53	4,627	7:29	10:22	5,397	6:04	9:00	5,191	5:42	8:16
Ettalong	8,954	6:05	8:34	8,066	7:24	8:55	8,404	9:29	9:44	8,071	6:12	9:48
Fairfield OSS	55,639	21:15	11:35	47,165	20:59	12:49	52,271	24:51	9:46	53,742	15:05	9:31
Fitzroy Crossing	3,658	0:08	8:02	3,646	0:52	7:09	3,508	0:33	5:55	3,500	1:16	6:34
Footscray OSS	38,811	12:01	7:12	35,279	11:43	7:11	37,709	10:12	7:34	33,964	4:43	7:55
Fortitude Valley	14,861	8:25	9:42	13,306	9:01	9:45	18,182	8:17	9:30	15,898	6:30	8:50
Fountain Gate OSS	44,609	12:25	7:41	42,707	13:58	8:43	46,400	15:33	8:25	44,918	9:57	8:39
Frankston OSS	32,883	15:26	8:36	29,793	15:44	8:21	32,065	17:02	8:34	31,486	10:50	8:43
Fremantle	20,511	18:19	9:35	20,011	16:29	9:29	21,927	19:11	10:57	20,874	13:20	10:26
Fremantle Medicare	10,789	6:39	4:51	10,583	5:24	4:29	10,675	4:59	4:24	9,718	5:36	4:36
Galiwinku	2,151	1:21	7:01	2,959	0:35	5:29	2,831	0:44	5:35	3,545	0:32	6:02
Galleria	40,186	10:08	4:03	35,846	7:46	4:20	32,398	9:45	4:30	29,000	4:05	5:36
Gawler OSS	12,895	12:32	11:06	13,594	9:03	10:10	15,966	8:33	10:07	14,551	5:51	10:51

Site	Q1 2014-15			Q2 2014-15			Q3 2014-15			Q4 2014-15		
	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time
Geelong OSS	39,093	17:07	13:33	35,803	16:47	12:49	39,007	20:54	12:01	35,820	12:28	11:23
Geraldton OSS	15,454	13:15	10:46	15,538	11:55	10:15	17,081	15:45	10:09	15,240	11:30	9:30
Gin Gin	1,303	0:01	5:45	976	0:05	6:32	1,057	0:17	7:33	1,026	0:17	7:17
Gladstone OSS	17,955	8:03	10:06	16,541	6:59	9:12	18,240	6:38	11:07	16,698	3:53	9:26
Glen Innes	4,656	2:29	10:15	5,103	2:10	9:18	6,967	2:47	8:14	4,241	4:02	8:43
Glen Waverley OSS	34,369	12:07	6:41	34,925	10:35	6:45	35,273	11:24	7:17	28,837	9:56	8:29
Glenelg	11,468	8:55	11:31	11,476	10:30	12:46	13,712	10:42	11:26	12,617	9:08	11:22
Glenorchy OSS	27,371	8:45	7:56	25,679	9:19	7:50	25,070	10:51	7:49	19,280	13:22	9:58
Goodna OSS	17,235	20:13	10:16	18,368	17:17	10:05	21,194	18:01	9:31	19,073	10:57	9:16
Goondiwindi	2,871	9:22	11:23	3,494	9:28	12:16	3,663	7:44	12:25	2,931	5:43	10:49
Gosford OSS	34,563	7:46	7:26	32,788	8:56	7:09	33,767	7:53	7:16	34,769	4:58	7:01
Gosnells	19,968	13:50	8:27	19,190	12:17	8:41	21,449	14:53	8:59	20,151	13:32	9:32
Goulburn OSS	13,167	9:45	7:00	12,903	9:58	7:30	13,618	11:05	8:18	12,743	10:23	7:48
Grafton OSS	15,555	6:42	9:31	13,133	8:26	8:42	14,642	9:20	9:07	13,619	8:38	8:10
Greensborough OSS	33,558	10:20	7:27	27,635	11:57	8:59	30,558	13:30	9:27	26,235	12:19	9:51
Griffith OSS	12,241	10:30	8:53	10,410	10:26	9:34	12,514	11:17	10:45	11,602	7:41	10:51
Groote Eylandt	1,308	0:03	10:41	2,636	0:01	13:56	3,107	0:04	11:12	3,031	0:02	13:57
Gungahlin OSS	15,746	9:56	9:30	14,896	9:26	9:24	15,242	12:37	10:09	15,589	10:44	10:17
Gunnedah OSS	7,151	4:27	8:25	6,986	4:28	8:12	8,011	4:33	8:43	6,434	4:27	8:31
Gympie OSS	17,921	11:55	11:55	17,732	12:31	11:21	18,802	14:41	12:00	16,742	11:15	11:25
Halls Creek	2,787	3:43	8:21	2,414	2:12	6:46	2,779	1:04	5:49	2,471	1:43	6:16
Hamilton OSS	7,058	8:41	9:43	6,826	9:37	9:42	7,145	11:55	10:18	6,729	9:55	9:54
Hastings OSS	10,696	10:29	9:47	10,134	10:57	9:39	11,315	11:56	9:26	11,419	8:30	9:36
Hawkesbury OSS	25,563	10:37	8:11	20,475	13:48	9:40	20,626	14:31	10:59	18,387	13:23	11:57
Heidelberg OSS	34,500	10:01	6:57	33,240	8:58	7:00	32,829	9:42	7:22	29,795	10:03	8:04
Hervey Bay OSS	25,130	11:29	9:36	23,148	15:25	9:45	26,025	15:02	10:59	22,129	12:38	11:19

Site	Q1 2014-15			Q2 2014-15			Q3 2014-15			Q4 2014-15		
	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time
Hobart OSS	22,309	11:07	8:02	20,765	11:24	7:52	21,820	14:01	8:29	19,429	12:36	10:18
Hornsby OSS	39,974	10:01	6:21	38,039	9:40	6:44	37,372	11:31	7:14	28,019	11:33	8:19
Horsham OSS	10,534	13:05	10:15	10,100	14:48	11:00	10,475	18:28	11:42	9,344	12:19	10:39
Huonville	6,411	0:00	3:48	5,515	0:01	4:26	3,316	0:00	3:53	5,789	0:00	3:50
Hurstville	19,031	20:52	11:31	19,031	19:48	11:18	21,879	17:12	11:43	19,868	12:11	10:51
Hurstville Medicare	24,553	9:21	4:01	22,329	9:14	4:21	21,622	7:20	4:28	22,159	6:04	4:20
Inala OSS	34,512	16:04	8:32	33,855	14:25	8:15	37,560	13:11	8:49	32,457	9:56	9:36
Ingham OSS	4,095	2:30	9:25	4,191	2:44	8:29	6,448	1:30	8:18	5,791	1:11	8:12
Ingleburn	18,686	23:53	12:34	16,585	23:15	11:44	18,415	19:31	11:46	17,598	15:09	11:21
Innaloo OSS	34,290	7:09	7:14	30,629	7:07	7:09	33,533	7:39	7:48	30,832	8:54	8:47
Innisfail OSS	8,714	5:01	11:34	8,699	5:05	10:20	11,488	4:01	10:07	12,755	1:55	8:49
Inverell OSS	8,489	8:54	10:03	9,877	7:14	9:29	10,554	7:16	9:40	8,926	6:13	9:52
Ipswich OSS	36,728	13:01	10:21	33,157	10:58	11:22	35,198	17:08	10:19	33,006	11:04	10:36
Joondalup OSS	31,071	17:55	12:42	29,577	13:49	11:02	33,508	13:49	10:07	29,956	12:12	10:25
Kadina	7,225	4:01	10:32	6,754	4:33	10:45	7,161	4:17	11:02	6,736	3:13	12:02
Kalgoorlie OSS	10,863	11:36	9:45	11,015	10:32	9:17	12,529	12:50	9:30	12,280	11:48	9:23
Karratha	5,110	6:41	7:49	4,297	4:49	8:04	5,169	5:35	7:25	5,010	5:13	8:05
Katherine OSS	11,302	7:52	13:24	11,614	7:16	12:07	11,330	9:08	13:04	11,447	7:44	11:20
Katoomba OSS	14,029	6:48	9:29	13,088	7:23	9:15	14,030	8:46	10:04	13,428	5:01	10:26
Kawana Waters OSS	16,722	8:29	10:41	15,338	8:07	10:05	16,736	9:24	10:55	14,990	8:25	10:57
Kempsey OSS	15,953	6:15	11:01	12,939	8:34	9:11	13,733	8:53	9:15	13,141	6:22	8:56
Kilkenny	18,307	2:17	9:39	18,247	2:03	10:48	19,885	2:01	9:36	17,333	1:51	10:03
Kimberley	232	1:39	15:22	219	0:50	15:27	180	0:06	12:15	427	0:09	11:38
Kingaroy OSS	10,616	15:47	10:50	10,479	15:29	11:25	12,214	15:21	11:25	11,053	8:05	10:00
Kingston	9,649	0:00	4:12	8,017	0:00	4:54	4,881	0:01	5:34	7,662	1:56	5:04
Knox City	16,784	4:51	4:23	18,813	6:12	4:09	18,900	6:19	4:18	18,319	6:07	4:36

Site	Q1 2014-15			Q2 2014-15			Q3 2014-15			Q4 2014-15		
	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time
Kununurra	5,694	2:35	10:57	5,947	2:07	9:29	7,151	2:18	9:01	6,256	2:42	9:59
Kurri Kurri	7,368	8:15	7:27	6,719	7:01	7:13	7,379	7:24	7:11	6,420	6:53	7:46
Lake Haven OSS	30,524	7:20	7:15	28,643	8:06	7:12	31,861	8:46	7:07	24,592	7:44	8:14
Launceston OSS	31,802	14:59	12:15	29,035	14:48	12:36	33,338	14:16	13:20	29,436	13:33	13:10
Laverton	1,086	1:27	8:05	1,131	0:48	6:16	2,124	1:04	5:40	1,223	0:06	8:05
Leeton	4,073	4:12	11:29	4,125	5:12	11:09	4,693	5:19	10:39	4,333	4:17	11:42
Leichhardt OSS	21,582	16:03	9:36	19,201	15:45	10:37	21,189	21:59	10:11	19,230	13:18	10:38
Lightning Ridge	2,537	2:07	6:11	2,488	2:19	4:26	2,842	2:15	4:10	2,939	1:46	3:55
Lilydale OSS	22,623	10:45	9:28	23,653	11:22	9:25	25,436	14:47	9:19	24,959	11:24	9:32
Lismore OSS	19,678	9:56	9:36	20,303	11:16	9:27	19,928	13:26	9:15	19,029	10:01	9:19
Lithgow OSS	10,257	10:55	10:52	9,690	10:48	10:57	10,563	12:18	11:28	9,948	8:48	11:12
Liverpool OSS	70,590	24:00	9:02	71,151	22:18	10:26	71,454	24:15	9:03	63,791	14:54	8:55
Longreach	1,070	0:01	9:42	1,127	0:00	6:58	1,265	0:00	4:34	1,287	0:00	5:08
Mackay OSS	31,261	11:22	10:33	31,870	10:31	10:16	38,604	6:36	9:50	31,785	5:24	9:40
Maitland OSS	28,178	7:14	6:16	26,068	7:04	6:19	28,081	8:15	6:47	24,023	6:22	8:38
Mandurah OSS	27,523	10:20	7:44	24,076	13:54	8:56	26,562	16:14	10:12	27,590	13:28	9:36
Maningrida	6,197	2:48	4:40	5,315	2:12	4:54	4,427	0:35	7:24	4,991	1:03	6:13
Mareeba	6,432	4:41	10:49	6,592	5:06	10:17	7,863	5:10	8:56	7,504	3:16	8:33
Margate OSS	16,200	13:24	8:52	15,816	10:18	9:38	18,306	10:56	9:33	15,158	8:25	10:02
Marion OSS	30,338	11:21	10:42	29,152	12:44	10:43	32,783	12:35	10:51	28,902	7:59	10:06
Maroochydore OSS	34,669	8:53	8:14	30,832	9:47	8:58	31,298	10:50	9:47	25,272	8:43	10:51
Maroubra OSS	38,137	13:40	8:10	33,725	14:10	8:12	36,415	11:31	7:48	33,999	9:54	7:33
Marrickville	16,588	11:09	9:55	15,918	13:01	9:29	17,387	17:30	9:34	15,205	12:11	8:57
Maryborough QLD OSS	16,929	10:01	8:31	16,101	11:31	9:08	18,017	10:25	9:13	16,046	10:09	9:10
Maryborough VIC	7,552	5:35	10:11	7,220	5:44	9:43	7,948	7:48	10:12	7,650	4:55	8:45
Mayfield OSS	24,790	7:00	6:15	23,213	6:21	6:08	24,055	7:38	6:20	22,066	6:12	7:15

Site	Q1 2014-15			Q2 2014-15			Q3 2014-15			Q4 2014-15		
	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time
Meekatharra	1,097	0:38	8:19	902	0:09	8:10	956	0:01	3:55	1,110	0:40	5:01
Melton OSS	27,143	12:25	8:32	26,229	11:47	8:46	27,860	13:40	8:51	26,993	10:25	9:13
Merrylands OSS	30,024	11:48	12:04	29,857	11:32	12:00	34,211	13:17	12:49	30,645	11:59	13:38
Midland OSS	32,961	16:15	9:48	29,563	16:40	9:28	31,231	20:36	10:35	31,072	15:47	10:24
Mildura OSS	26,697	9:08	10:24	25,202	10:06	10:21	25,660	15:00	10:44	24,126	12:50	10:41
Mirrabooka	28,911	11:06	8:45	26,716	10:56	9:11	30,169	12:15	8:25	26,921	9:28	8:50
Mitchelton OSS	21,710	18:41	10:26	21,037	17:36	11:27	23,598	14:49	12:01	20,418	10:32	11:44
Modbury OSS	27,764	6:57	10:39	24,301	6:08	10:51	32,484	5:33	11:22	26,313	5:21	11:33
Moree OSS	5,592	6:57	9:09	5,682	6:26	8:28	5,972	5:55	9:22	4,829	6:01	8:59
Moreland OSS	23,014	17:34	11:14	22,741	16:35	11:28	27,807	19:24	11:01	23,874	15:20	11:51
Morley OSS	58,177	10:24	7:47	48,107	10:48	7:44	43,678	14:30	9:46	41,021	14:50	10:04
Mornington OSS	21,185	6:00	6:59	20,256	4:53	7:29	20,423	7:56	7:37	19,729	6:20	7:25
Morwell OSS	21,538	12:18	9:50	20,773	11:26	9:25	22,262	9:57	9:07	17,957	10:19	10:13
Mossman	4,886	2:21	9:26	4,728	2:03	8:11	5,394	2:59	9:23	4,844	2:16	8:34
Mount Isa OSS	11,642	1:18	6:54	10,489	1:27	6:56	11,828	1:02	6:52	9,984	1:07	7:08
MSU 1 Desert Pea				357	1:42	11:29	1,142	2:09	10:13	1,019	5:19	15:46
MSU 2 Kangaroo Paw				325	1:27	21:08	646	0:44	15:18	688	2:41	18:00
MSU 3 Golden Wattle				296	4:04	14:07	700	2:26	17:09	781	0:38	14:04
Mt Barker	10,174	6:01	10:53	9,206	6:13	10:57	10,737	7:31	10:58	10,350	6:59	11:49
Mt DrUITT	32,302	20:56	11:29	30,391	18:12	11:53	35,517	17:58	11:57	31,821	11:32	12:34
Mt Gambier OSS	14,296	6:17	10:08	14,300	6:51	9:35	15,224	7:13	9:05	14,003	4:36	9:21
Mt Gravatt OSS	34,022	11:40	10:09	33,272	9:29	9:42	37,804	10:06	9:56	33,084	7:31	10:16
Mudgee OSS	10,242	8:41	8:16	9,706	10:34	9:06	10,431	9:51	9:42	9,486	9:13	9:30
Murray Bridge	11,222	5:25	10:52	10,185	6:03	10:58	9,932	7:50	10:55	9,781	7:01	10:48
Murwillumbah	5,871	13:10	12:26	6,804	10:13	11:26	8,958	8:14	9:29	8,041	4:15	8:49
Muswellbrook OSS	9,394	6:38	8:25	8,212	6:58	8:02	9,342	6:27	7:41	7,848	4:45	6:45

Site	Q1 2014-15			Q2 2014-15			Q3 2014-15			Q4 2014-15		
	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time
myGov Adelaide										1,273	2:38	14:31
myGov Brisbane	25,260	8:34	9:39	22,523	6:15	11:04	19,789	7:35	11:10	18,506	6:01	12:17
myGov Perth	17,048	14:34	6:19	17,560	15:58	6:58	16,167	13:32	7:34	15,325	13:19	7:24
myGov Sydney	18,728	12:17	4:18	15,148	8:18	4:46	28,796	6:51	8:15	34,377	8:23	7:45
Nambour OSS	16,936	12:26	10:29	16,783	13:14	11:19	17,905	12:04	12:00	15,047	8:29	11:47
Nambucca Heads OSS	8,918	8:41	8:47	9,208	7:53	9:15	9,521	7:48	9:15	9,267	6:01	8:43
Narooma OSS	4,722	7:05	10:57	4,112	7:07	11:00	4,666	6:49	10:17	5,187	4:36	10:09
Narrabri OSS	6,288	5:04	7:23	6,231	5:04	7:42	6,540	5:27	8:09	5,270	5:02	9:40
Nelson Bay	9,268	7:34	9:11	8,528	7:49	8:45	8,769	7:46	8:59	8,472	4:41	8:11
Nerang	21,572	8:41	11:24	21,559	8:42	10:54	25,052	11:23	10:27	22,051	9:40	11:25
Newcastle OSS	15,021	8:39	7:52	14,475	11:45	8:50	16,379	12:43	7:54	15,125	7:53	9:29
Newman	730	5:23	6:08	1,703	1:34	6:09	1,688	3:11	7:23	1,787	1:52	9:20
Newmarket OSS	27,768	12:06	8:33	26,622	11:34	8:09	28,422	14:06	8:57	23,898	11:10	9:10
Newport OSS	26,268	8:46	6:18	23,967	8:45	6:36	25,857	10:42	6:43	24,148	8:27	7:04
Nhulunbuy	3,678	2:09	12:31	3,163	0:53	9:52	3,637	1:32	9:13	4,149	2:55	9:32
Noarlunga OSS	23,464	17:43	12:06	21,820	18:43	12:13	28,022	9:37	10:47	28,446	5:28	12:19
Noosa	14,323	11:44	13:45	12,874	13:54	12:09	14,728	16:56	12:16	12,728	11:38	13:37
Normanton	1,457	0:01	11:11	1,369	0:00	10:33	1,458	0:02	6:40	1,276	0:00	5:29
Northam	7,986	7:07	8:02	7,497	7:39	8:49	7,981	9:36	8:51	8,154	8:23	8:31
Northern Beaches OSS	34,806	11:18	9:59	33,194	11:24	10:00	34,831	10:36	10:39	29,949	10:26	9:58
Northern Peninsula	1,143	0:16	12:28	1,196	0:14	9:09	1,301	0:48	6:06	1,218	0:48	7:51
Northern Remote Servicing Teams							2,066	0:07	13:44	3,030	0:03	14:28
Norwood	22,149	2:52	12:39	20,496	2:52	13:07	21,861	2:58	10:37	19,361	1:49	11:03
Nowra OSS	26,591	7:11	9:02	24,241	8:19	9:33	26,173	8:39	10:08	23,605	8:34	10:23
Nundah OSS	23,739	9:39	8:36	19,540	13:50	9:51	22,882	11:13	9:11	20,514	9:08	9:36

Site	Q1 2014-15			Q2 2014-15			Q3 2014-15			Q4 2014-15		
	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time
Oakleigh OSS	51,161	7:40	5:42	47,003	7:27	6:22	45,551	6:50	7:21	46,873	5:18	7:15
Orange OSS	23,025	10:13	9:15	21,547	9:31	9:47	22,946	10:37	10:45	20,784	8:33	10:34
Pakenham OSS	14,049	12:16	8:09	12,854	11:15	7:35	14,645	12:27	7:31	14,024	10:44	9:15
Palm Beach	25,839	10:26	11:13	24,599	10:30	11:30	28,098	13:31	11:35	25,068	8:29	11:27
Palm Island OSS	2,609	0:03	6:15	2,240	0:02	4:47	2,994	0:05	3:54	3,571	1:18	3:32
Palmerston OSS	18,995	14:42	15:11	18,747	10:42	14:21	21,714	11:17	14:58	19,414	12:05	14:25
Papunya	6	3:02	0:04									
Parke OSS	8,952	7:31	8:49	8,524	10:49	9:52	9,698	6:11	9:34	8,842	5:18	10:10
Parramatta OSS	56,731	21:05	7:37	56,235	14:23	7:26	61,964	12:09	7:19	50,712	9:11	8:16
Penrith OSS	45,476	12:22	8:52	36,480	13:24	10:04	41,765	12:21	10:26	35,632	13:10	10:57
Pilbara Remote Servicing Team												
Port Adelaide OSS	26,653	8:18	12:45	23,811	9:26	12:05	26,997	5:59	11:11	21,933	3:59	11:22
Port Augusta OSS	9,219	3:28	10:35	9,144	3:27	10:28	11,116	2:48	9:55	10,116	2:18	9:51
Port Lincoln OSS	9,196	8:30	9:43	8,248	8:38	10:20	8,307	8:25	9:57	7,805	7:03	10:02
Port Macquarie OSS	20,501	9:27	10:37	18,384	15:45	11:24	18,762	12:15	11:19	16,523	12:37	12:01
Port Pirie OSS	10,129	9:05	9:44	8,905	8:29	9:35	9,333	5:06	9:20	8,324	4:06	9:14
Portland OSS	5,528	8:13	12:27	5,268	9:16	12:28	5,725	12:58	12:51	5,175	10:37	11:30
Queanbeyan OSS	13,913	9:05	9:14	13,209	9:36	8:23	13,947	10:53	8:18	12,736	9:41	10:36
Raymond Terrace OSS	14,510	8:52	7:38	12,943	9:32	8:30	13,737	9:19	8:27	11,803	6:57	8:40
Redfern	17,236	4:50	8:34	16,137	5:34	8:38	18,331	7:46	8:16	16,082	7:35	8:28
Ringwood OSS	35,637	10:21	8:16	29,390	15:40	9:35	29,403	17:41	10:24	27,787	13:00	10:44
Robina OSS	28,467	13:59	7:07	24,823	10:30	7:10	24,905	8:45	8:01	22,616	8:15	8:29
Rockdale	20,103	15:10	9:22	19,592	15:01	9:42	21,911	14:27	9:53	19,879	12:02	10:02
Rockhampton OSS	36,539	7:39	9:29	35,934	7:23	9:03	39,878	6:27	10:00	41,229	3:26	10:03
Rockingham OSS	40,184	13:44	9:01	36,693	13:41	8:47	39,508	14:51	9:41	34,261	14:05	10:36

Site	Q1 2014-15			Q2 2014-15			Q3 2014-15			Q4 2014-15		
	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time
Roma	974	2:31	11:20	1,615	3:15	10:12	1,628	3:06	9:13	1,567	3:14	10:05
Rosebud OSS	14,458	13:01	9:47	13,570	11:56	10:13	14,514	12:44	10:52	14,658	10:46	10:11
Rosny Park OSS	20,455	8:57	8:00	18,591	9:12	7:53	18,587	12:10	8:21	16,207	12:35	9:58
Rouse Hill	13,331	0:00	0:14	11,899	0:01	0:05	11,337	0:00	0:43	12,165	0:00	0:09
Rowville OSS	11,167	14:16	10:58	10,992	13:47	9:55	11,546	19:18	10:55	11,377	9:28	11:03
Ryde OSS	46,656	8:35	6:49	46,482	6:56	6:50	46,602	6:37	6:51	39,229	7:07	6:25
Sale OSS	14,452	4:41	7:11	13,843	8:04	8:39	13,876	10:44	9:29	12,953	7:54	10:27
Salisbury	31,871	6:29	7:49	28,979	6:02	8:57	32,917	6:02	8:55	32,490	4:40	10:11
Santa Teresa												
Seymour	8,382	7:10	11:41	7,309	9:22	12:03	8,542	11:21	12:07	7,865	8:26	12:52
Shellharbour OSS	24,658	8:46	9:45	25,646	7:44	9:02	29,283	9:04	8:46	26,582	9:12	8:53
Shepparton OSS	31,935	13:57	10:04	31,045	13:04	10:25	36,278	11:41	10:36	32,671	9:39	10:12
Singleton OSS	8,251	4:11	5:44	7,477	4:52	5:58	8,005	5:32	6:47	7,235	4:58	6:54
Smithfield	6,461	2:58	6:57	5,533	2:31	6:22	5,712	1:16	8:40	5,485	0:16	8:10
Sorell	1,411	0:54	0:21	1,526	0:00	3:03	752	0:01	1:06	1,254	0:00	1:09
South Brisbane	10,355	8:53	10:27	9,582	9:41	10:15	12,026	9:17	10:56	11,077	6:08	10:14
South Hedland	5,137	6:29	11:08	5,757	4:43	10:01	6,136	6:55	8:23	5,674	4:13	8:43
Southport OSS	19,821	12:19	10:28	18,683	11:11	10:47	21,261	10:05	11:13	19,429	10:46	11:29
Springvale OSS	32,907	11:10	8:05	30,558	10:24	8:50	33,190	10:41	8:40	31,039	9:28	8:28
Springwood OSS	12,372	8:46	9:16	12,124	8:49	9:15	13,218	8:31	9:53	12,043	6:42	10:05
St Marys	22,210	12:12	7:49	20,069	16:05	8:12	23,298	13:50	8:25	21,394	10:34	9:06
Stanthorpe	4,181	7:44	7:45	3,983	6:27	9:21	4,695	3:05	9:17	4,594	3:54	10:17
Stawell	3,837	6:42	11:45	3,270	7:05	11:50	3,699	8:54	11:57	3,332	5:58	10:22
Sth Melbourne	11,710	10:28	9:16	10,718	10:16	8:53	14,105	11:46	9:10	12,414	11:20	9:31
Stones Corner	23,392	9:17	9:59	21,803	8:02	9:43	25,769	8:22	10:37	21,267	6:28	10:28
Strathpine OSS	26,048	13:15	10:07	26,174	10:06	10:07	30,781	12:29	10:35	30,637	8:28	10:59

Site	Q1 2014-15			Q2 2014-15			Q3 2014-15			Q4 2014-15		
	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time
Subiaco	11,978	6:57	5:16	10,371	6:46	5:17	10,719	7:28	5:53	10,174	7:09	6:30
Success	13,594	17:01	9:55	14,706	13:21	9:19	17,577	14:59	8:58	16,819	13:48	9:12
Sunbury	9,897	12:18	11:51	9,698	10:32	11:47	11,450	13:11	11:03	10,867	10:18	10:59
Sunshine OSS	32,605	20:58	12:24	31,808	12:48	10:51	34,285	17:00	11:18	33,518	10:44	11:45
Sutherland OSS	21,199	11:46	8:33	19,552	12:46	8:45	21,403	9:47	9:18	25,467	7:54	7:50
Swan Hill OSS	10,707	7:26	7:41	11,032	8:42	7:41	11,543	10:24	7:25	10,691	7:48	7:44
Tamworth OSS	29,335	4:17	8:42	27,593	4:14	8:59	30,537	4:32	9:01	24,589	5:06	8:50
Tangentyere	230	0:10	8:26	575	0:04	7:42	1,129	0:13	2:26	926	0:16	0:51
Taree OSS	18,915	8:16	12:45	16,931	11:35	10:57	17,451	9:41	11:40	15,743	8:34	11:09
Tennant Creek	7,696	6:34	12:18	7,535	4:25	10:42	8,659	4:14	9:45	7,589	4:33	10:14
The Entrance OSS	17,529	8:32	8:29	17,193	7:23	8:38	17,837	10:46	8:52	17,531	7:50	8:36
Thursday Island	1,750	1:14	13:12	1,722	0:44	11:35	1,812	1:02	8:20	1,473	1:07	11:16
Tiwi Islands	2,668	3:35	6:57	3,597	4:42	8:13	4,836	5:11	6:49	4,229	3:40	7:01
Toowong OSS	21,949	15:55	9:17	20,637	15:10	9:43	24,110	15:29	10:04	20,558	12:56	11:01
Toowoomba OSS	47,835	7:30	8:49	43,982	8:44	10:12	49,749	9:52	11:39	39,305	7:53	10:37
Top End Remote Services Team	1,570	0:17	12:03	1,826	0:07	9:58						
Toronto OSS	13,637	7:56	7:22	13,466	9:44	8:33	13,713	9:17	8:22	13,781	4:58	7:29
Torrensville OSS	33,366	7:14	7:42	28,260	7:13	7:37	33,160	9:27	7:37	28,413	7:08	8:16
Town Hall Medicare	18,521	20:19	4:42	17,622	8:41	5:13	163	7:50	6:24			
Townsville City (Shopfront)	1,859	0:00	3:11	1,163	0:00	13:57	2,300	0:00	6:44	4,774	0:00	6:58
Townsville OSS	12,400	10:56	11:54	12,097	8:21	9:31	12,211	6:25	10:55	12,020	4:35	10:17
Traralgon	6,412	0:00	3:39	5,396	0:00	4:00	5,368	0:00	4:10	5,275	0:19	3:32
Tuggeranong OSS	26,751	8:42	8:28	20,864	8:29	8:51	23,186	8:40	8:18	22,158	8:17	9:19
Tumut	3,834	4:34	12:44	3,614	5:20	12:47	4,015	6:36	12:40	3,498	5:55	12:34

Site	Q1 2014-15			Q2 2014-15			Q3 2014-15			Q4 2014-15		
	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time
Tuncurry OSS	12,261	10:05	11:39	11,264	14:07	11:13	11,909	11:11	11:37	11,133	7:52	11:00
Tweed Heads OSS	23,084	10:40	11:34	20,932	11:28	9:53	23,591	12:10	9:26	22,278	7:25	9:22
Ulladulla OSS	7,784	8:14	8:03	7,536	7:23	8:19	8,156	9:22	8:02	8,421	8:07	7:34
Victor Harbor	8,301	12:22	14:20	8,313	8:28	13:53	8,880	8:12	12:50	9,354	5:45	12:03
Victoria Park	21,004	16:51	10:33	20,655	13:33	9:22	22,095	14:23	9:32	21,736	9:56	9:40
Wadeye	1,234	0:17	5:08	2,659	0:04	5:58	4,484	3:00	4:14	4,594	2:32	5:23
Wagga Wagga OSS	28,825	8:55	8:32	26,498	9:24	9:17	28,110	9:44	9:37	24,166	8:24	9:45
Walgett	1,717	2:41	11:06	2,266	0:50	9:40	2,499	1:37	5:55	2,538	1:33	5:25
Wallsend OSS	19,992	10:24	9:14	17,745	8:47	8:37	18,823	11:01	8:31	17,337	7:55	7:33
Wangaratta OSS	16,998	9:40	10:00	16,603	8:22	10:12	17,579	10:41	10:44	14,083	11:01	11:41
Warragul OSS	13,161	11:43	7:21	12,480	9:50	8:53	13,508	9:27	9:53	10,622	10:12	10:17
Warrawong OSS	10,859	8:37	6:00	10,180	7:32	6:00	10,509	9:01	6:21	9,695	9:14	6:28
Warriewood	15,668	9:22	4:16	14,355	7:25	4:27	12,210	8:13	4:38	10,587	6:42	4:16
Warrnambool OSS	18,513	12:23	11:58	17,814	12:35	12:00	18,387	13:23	11:41	15,661	10:14	10:28
Warwick Grove OSS	38,367	14:45	6:39	34,249	13:23	7:06	32,490	14:29	8:14	31,415	11:15	9:00
Warwick OSS	10,888	9:33	9:33	10,268	7:45	9:16	11,500	7:37	9:41	9,784	6:11	9:15
Watergardens	32,856	12:16	12:10	29,176	18:47	12:02	31,921	21:53	11:31	28,989	11:30	11:17
Waurm Ponds	10,644	5:33	3:36	9,536	4:31	3:18	8,933	6:15	3:16	7,309	5:47	3:57
Werribee OSS	40,687	23:20	13:18	38,729	19:46	12:22	45,134	20:47	11:44	43,688	13:48	11:40
Western Cape	1,430	0:10	8:59	1,028	0:14	3:57	1,902	0:15	6:54	1,131	0:07	4:16
Whyalla OSS	9,079	8:17	12:53	8,568	8:36	11:45	9,635	7:15	10:55	8,459	4:58	10:51
Windsor OSS	47,277	10:56	7:39	39,390	14:00	8:31	42,350	13:44	9:39	39,890	11:55	10:13
Woden OSS	23,416	6:17	6:51	23,212	7:52	7:42	18,622	11:31	10:19	19,504	10:25	11:46
Wollongong OSS	31,968	13:00	9:30	27,586	12:43	10:16	28,737	15:03	11:03	27,001	10:16	10:45
Wonthaggi	9,056	13:42	9:50	9,206	10:39	10:50	10,459	13:43	10:23	10,008	8:26	9:57
Woodridge OSS	33,338	17:09	11:34	31,129	12:25	11:50	38,119	14:13	11:52	34,397	10:02	11:54

Site	Q1 2014-15			Q2 2014-15			Q3 2014-15			Q4 2014-15		
	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time
Woy Woy OSS	13,320	11:03	8:20	12,023	11:03	8:13	13,190	10:42	8:09	12,032	8:23	8:33
Wynnum OSS	20,327	13:40	9:19	19,673	15:02	9:47	21,839	14:19	9:51	20,245	11:04	10:32
Wynyard	16,551	12:25	4:00	13,530	8:38	5:48	13,140	12:31	5:17			
Wyong OSS	19,122	4:33	5:42	18,318	4:35	5:39	19,142	4:25	6:07	17,760	4:22	5:48
Yamba	4,608	3:33	8:18	4,194	4:58	8:16	4,055	5:13	9:25	4,326	3:59	9:27
Yarra OSS	16,161	11:52	11:15	16,435	12:28	11:16	19,331	11:13	9:48	17,253	7:00	10:12
Yarrabah	2,511	0:32	5:07	2,074	0:41	6:37	2,746	0:30	6:06	3,253	0:15	4:46
Yass	2,763	0:39	7:32	2,442	0:53	8:37	2,612	1:02	9:01	2,516	0:52	9:10
Yeppoon	7,395	5:42	14:42	7,180	6:21	12:15	8,360	4:34	10:29	7,456	3:21	9:41
Young OSS	7,599	8:12	11:07	7,326	10:09	11:07	7,589	10:00	10:28	7,176	7:35	11:28
Yuendumu	2,258	2:44	8:25	1,688	1:40	6:36	1,374	0:28	6:04	1,929	1:00	5:46

Financial Year 2015-2016

Site	Q1 2015-16			Q2 2015-16			Q3 2015-16			Q4 2015-16		
	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time
Airport West OSS	25,224	11:03	11:20	22,947	11:39	11:58	25,529	15:02	10:24	23,701	12:47	9:27
Aitkenvale OSS	33,588	6:48	11:06	31,149	6:57	10:56	35,290	13:40	13:09	28,549	13:34	14:13
Albany OSS	16,599	10:04	9:56	14,565	11:23	9:53	16,221	14:24	9:56	15,074	13:26	9:39
Albury OSS	29,721	12:38	11:38	26,383	12:41	11:49	28,223	16:56	12:15	29,079	10:08	12:00
Alice Springs OSS	19,644	9:21	14:17	18,387	10:56	13:54	18,902	14:03	14:13	18,617	9:10	14:28
Ararat OSS	5,609	6:40	8:21	4,986	8:22	8:31	5,193	8:38	9:05	5,346	5:50	8:10
Armadale OSS	23,413	11:33	10:55	22,086	11:49	10:08	23,511	16:00	10:27	23,189	13:03	9:59
Armidale OSS	11,200	7:30	10:30	9,821	10:00	11:57	13,796	8:29	11:29	11,116	8:13	11:06

Site	Q1 2015-16			Q2 2015-16			Q3 2015-16			Q4 2015-16		
	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time
Ashmore	10,238	5:20	5:34	7,240	6:39	6:03	9,410	4:58	6:05	8,181	8:05	6:39
Atherton OSS	9,196	2:48	10:48	8,101	3:26	12:28	9,622	4:15	11:39	9,356	2:37	10:50
Auburn	24,420	4:49	12:27	24,960	4:05	12:33	23,878	10:29	13:47	19,404	14:05	12:37
Ayr OSS	4,975	1:36	11:12	4,685	1:41	10:57	4,667	2:06	10:56	4,463	2:15	11:15
Bairnsdale OSS	12,797	11:11	11:52	11,608	12:42	11:28	12,192	13:08	12:09	11,151	13:11	11:49
Ballarat OSS	32,708	11:36	11:18	28,906	13:23	12:30	29,799	16:21	13:21	27,545	13:14	12:13
Ballina OSS	16,191	9:01	8:48	15,634	8:01	8:58	14,945	9:37	9:24	14,166	7:54	8:49
Bankstown OSS	48,964	11:32	11:49	38,912	12:48	14:34	36,544	18:14	13:51	37,716	15:41	14:20
Batemans Bay OSS	10,678	7:56	9:24	9,248	9:21	10:47	9,589	9:31	10:43	9,759	7:59	10:45
Bathurst OSS	15,526	13:03	11:12	14,781	12:38	12:49	15,237	13:11	13:22	12,202	11:26	14:10
Baulkham Hills	13,358	14:45	13:02	12,066	14:29	13:59	14,137	18:19	13:10	12,248	14:12	14:14
Beaudesert	8,606	11:27	13:36	8,026	13:32	13:36	9,226	16:50	13:07	7,690	11:54	14:03
Beenleigh OSS	25,483	12:23	15:34	24,314	13:12	14:24	26,332	12:49	12:21	24,227	13:04	11:35
Bega OSS	11,023	8:30	12:26	10,482	8:40	12:57	9,645	9:29	14:16	10,261	7:44	12:31
Belconnen OSS	24,962	10:27	10:41	22,121	12:56	10:34	22,320	18:26	11:00	22,984	11:10	10:39
Belgrave	6,012	5:40	10:50	5,600	3:56	10:59	6,710	5:42	9:39	5,802	7:49	9:38
Belmont WA	11,430	6:15	6:45	10,942	7:33	7:51	10,641	9:58	7:57	10,267	10:23	8:40
Benalla Visiting Service	4,345	6:58	8:48	3,651	5:19	7:21	3,755	0:00	6:29	3,456	0:00	6:11
Bendigo OSS	33,139	13:32	11:17	30,989	10:38	11:03	32,531	14:48	10:54	31,520	10:39	10:49
Berri OSS	9,289	5:36	13:00	8,811	5:26	12:25	8,874	6:35	12:48	8,877	6:14	13:17
Biggera Waters	19,485	9:46	12:16	17,956	9:36	13:09	20,483	11:33	12:18	18,502	11:17	12:07
Biloela	2,561	0:00	10:02	2,073	0:00	10:20	2,702	0:00	11:49	2,708	0:19	11:59
Blacktown OSS	43,797	13:24	13:34	35,956	10:10	14:18	41,007	10:45	13:39	44,344	8:45	11:44
Bondi Junction OSS	20,355	12:15	9:34	18,515	14:08	9:50	21,222	17:35	10:07	21,966	10:59	10:05
Booragoon	16,114	9:50	6:01	14,247	9:35	6:02	12,605	8:57	6:06	13,361	10:31	5:59
Boronia	13,683	13:21	10:02	13,165	9:50	10:10	14,655	12:14	9:43	12,954	11:36	9:42

Site	Q1 2015-16			Q2 2015-16			Q3 2015-16			Q4 2015-16		
	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time
Borroloola	2,001	0:30	10:29	1,419	0:41	11:30	1,633	0:35	9:36	1,732	1:03	9:57
Bourke	2,216	1:27	5:52	2,180	2:08	6:34	2,180	1:52	7:05	1,926	1:43	6:25
Bowen OSS	4,065	1:31	9:32	4,328	1:28	10:39	3,563	2:08	10:26	3,208	2:35	11:10
Bowral OSS	12,986	16:17	10:09	12,113	12:34	10:51	12,273	15:28	10:28	12,294	13:40	10:39
Box Hill OSS	25,324	11:04	14:16	24,704	10:25	14:30	26,900	10:11	12:33	24,581	10:18	12:29
Braddon OSS	15,431	12:37	11:50	13,036	14:26	10:58	14,877	16:33	12:38	14,831	12:30	12:09
Bridgewater	7,260	8:24	10:46	6,396	10:15	11:58	6,427	13:56	13:26	6,108	9:58	12:25
Broadmeadows OSS	39,443	14:05	11:48	39,585	13:30	12:41	43,268	13:27	12:29	41,007	12:26	12:10
Broken Hill OSS	8,615	8:15	9:18	8,188	9:31	9:18	8,800	10:46	9:30	8,102	10:56	9:26
Broome OSS	11,174	5:07	10:57	9,393	4:57	12:12	9,323	8:51	12:03	8,896	8:00	11:16
Browns Plains	21,476	12:13	14:21	20,108	9:38	14:10	24,421	11:20	13:51	21,784	8:08	14:27
Brunswick Heads	6,299	3:48	11:07	5,102	4:41	11:55	6,524	5:35	11:44	6,155	6:05	11:15
Bunbury OSS	25,087	12:23	13:53	23,434	12:33	13:17	24,585	17:29	13:51	24,031	15:54	12:58
Bundaberg OSS	29,909	15:50	11:59	28,825	13:12	13:17	31,392	14:47	14:21	28,453	10:42	13:41
Burnie OSS	12,723	11:00	12:19	11,467	12:11	14:16	13,005	12:36	15:05	12,073	9:50	14:41
Burwood OSS	36,298	11:13	8:51	27,311	14:39	11:13	25,801	13:38	12:05	26,967	12:33	11:13
Busselton	11,390	8:33	11:52	10,385	8:53	11:01	11,725	10:53	12:15	11,387	12:01	11:32
Byron Bay	5,382	0:34	6:15	3,088	1:07	7:00	4,637	1:09	7:18	3,593	1:26	7:59
Caboolture OSS	36,186	8:56	11:37	34,284	9:07	12:01	36,135	9:38	11:47	33,163	8:30	11:23
Cabramatta	23,172	12:22	10:54	21,464	13:07	10:35	23,244	13:21	11:27	21,265	12:13	12:29
Cairns Aplin St	24,779	12:23	14:11	24,215	11:44	16:03	24,787	19:46	15:52	27,961	12:09	14:22
Cairns Grafton St OSS	12,748	5:09	9:40	11,168	6:06	10:49	12,025	8:13	11:03	12,190	8:42	10:46
Cairns Remote Services	571	0:00	8:40	301	0:00	9:43	702	0:00	7:37	816	0:00	8:39
Caloundra OSS	20,089	8:35	10:35	16,971	9:00	11:37	19,820	12:24	11:53	17,875	10:36	11:35
Camberwell OSS	17,129	10:23	8:59	15,068	11:04	10:00	15,491	10:49	11:07	15,597	9:41	10:10
Camden OSS	21,227	13:00	10:18	18,039	11:31	11:56	19,082	13:40	11:50	19,043	10:59	11:36

Site	Q1 2015-16			Q2 2015-16			Q3 2015-16			Q4 2015-16		
	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time
Campbelltown OSS	30,237	14:32	11:17	28,516	15:33	12:01	30,374	16:10	12:04	28,569	14:20	11:50
Campsie OSS	29,696	11:35	10:40	25,804	13:51	11:50	26,986	16:00	11:52	26,585	13:50	11:59
Cannington OSS	36,729	15:07	11:23	36,755	12:26	12:23	39,949	15:20	11:49	38,752	14:09	12:06
Cannonvale	7,220	1:53	9:53	6,464	2:18	10:27	6,452	3:03	10:45	5,317	3:14	11:23
Capalaba OSS	15,540	13:29	10:33	13,860	14:09	11:40	14,022	17:26	11:28	13,087	13:11	11:47
Carindale	16,315	7:39	7:36	14,340	5:58	7:35	13,921	5:45	6:59	13,735	4:17	7:13
Caringbah OSS	18,760	14:43	10:18	16,225	14:31	11:44	16,476	13:42	11:46	16,398	11:45	11:48
Carnarvon	4,437	5:36	10:13	3,842	5:35	8:45	3,920	5:52	9:26	3,916	7:01	9:22
Casino OSS	12,340	5:26	9:33	11,251	6:11	9:45	9,813	7:35	9:42	8,178	8:38	9:48
Castle Hill	22,355	8:09	5:06	20,352	8:20	5:46	25,526	7:07	4:58	24,335	7:17	5:28
Casuarina OSS	26,571	15:17	14:53	24,658	13:42	15:47	26,896	16:46	15:38	24,305	13:19	14:43
Ceduna	4,414	0:00	15:12	3,778	0:12	15:51	4,035	0:05	15:41	4,094	0:07	14:29
Central Remote Servicing Teams	7	0:21	1:38	2	0:00	3:21	6	0:00	12:36	9	0:20	27:59
Cessnock OSS	11,550	5:32	9:25	11,492	5:25	9:18	12,074	7:49	9:40	11,616	6:45	9:58
Charlestown Hilltop Medicare	9,043	2:36	6:19	6,813	1:13	7:08	5,706	0:29	7:31	7,981	0:17	7:03
Charlestown Road OSS	20,887	5:16	10:57	19,429	5:23	10:27	21,438	5:08	10:10	15,378	5:57	10:26
Charleville	1,079	5:54	11:09	762	6:59	14:33	1,126	4:37	12:45	1,006	4:37	10:16
Charters Towers	4,276	0:33	5:45	4,295	0:19	6:28	4,524	0:02	6:02	4,313	0:13	6:47
Chatswood OSS	43,675	8:43	8:06	28,374	11:49	12:05	30,254	14:26	11:58	31,977	12:52	12:15
Cheltenham OSS	28,057	16:18	11:43	25,868	13:18	12:27	26,556	12:53	12:59	25,652	13:34	12:21
Cherbourg	2,543	0:11	8:54	2,546	0:13	8:27	2,547	0:16	9:30	2,500	0:07	7:41
Chermside OSS	21,940	10:57	11:00	19,313	11:40	11:30	20,893	11:48	11:53	18,417	8:57	12:23
Childers	1,898	0:05	3:13	1,566	0:02	3:16	1,658	0:05	4:01	1,505	0:00	1:38
Cleveland OSS	16,874	12:20	11:41	14,402	15:55	12:10	16,009	15:42	13:12	14,220	13:25	13:02

Site	Q1 2015-16			Q2 2015-16			Q3 2015-16			Q4 2015-16		
	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time
Coffs Harbour OSS	23,718	8:37	12:47	18,636	12:19	14:08	23,109	8:46	12:22	23,289	5:56	12:02
Colac OSS	9,033	9:50	11:15	7,842	9:37	11:50	8,057	10:58	12:06	7,781	11:09	13:16
Coober Pedy	2,188	0:00	13:34	1,927	0:02	14:29	1,887	0:01	18:20	2,202	0:02	12:44
Cooma OSS	5,468	8:06	9:52	4,888	9:54	11:26	5,181	11:13	12:07	5,222	9:04	12:09
Corio OSS	17,717	13:17	11:01	16,188	14:24	11:57	16,971	14:49	11:16	17,045	12:16	10:39
Corrimal	13,596	8:25	9:29	12,331	9:07	10:09	13,487	11:42	10:12	12,517	10:35	10:54
Cowra OSS	7,093	6:29	11:37	6,763	6:55	11:53	6,495	9:24	12:00	6,433	7:48	12:44
Cranbourne OSS	24,071	13:02	10:32	22,667	11:08	11:08	25,298	11:50	11:27	26,715	9:50	11:16
Dalby OSS	9,306	4:58	10:03	8,647	5:43	10:26	9,296	8:48	11:05	8,410	6:56	11:32
Dandenong OSS	36,315	10:21	12:29	36,007	9:07	12:23	38,914	11:36	11:53	39,134	11:14	12:22
Dapto	11,055	14:02	12:18	10,160	13:21	12:03	10,955	14:30	12:00	10,504	11:30	12:32
Darebin OSS	42,651	9:11	10:43	31,243	13:17	11:52	32,992	15:51	11:09	33,284	11:57	9:59
Darlinghurst OSS	16,782	12:32	11:21	19,351	16:21	12:00	22,199	18:46	11:03	21,453	12:26	11:07
Darwin OSS	16,029	12:27	14:27	14,103	10:20	15:17	15,829	15:56	16:02	15,374	10:21	14:57
Deception Bay OSS	21,292	7:00	11:50	15,616	10:07	12:24	16,126	16:42	12:09	15,211	12:29	12:53
Deniliquin	3,956	5:16	9:43	3,439	6:01	10:40	3,866	3:57	8:31	3,285	0:00	8:38
Derby	4,934	5:30	12:14	4,684	5:11	11:11	4,727	4:22	10:17	5,518	5:03	11:59
Devonport OSS	16,009	10:23	13:16	14,932	12:39	13:53	15,426	12:32	14:35	14,688	10:43	15:21
Dubbo OSS	18,300	10:58	10:06	17,754	13:20	11:39	18,067	11:29	13:07	16,412	13:51	12:59
Earlville	8,590	4:33	10:25	7,990	4:32	10:37	9,300	6:24	11:32	8,894	5:55	12:05
Echuca OSS	13,656	7:15	7:54	13,183	9:41	9:12	14,566	12:26	9:12	15,344	8:56	9:08
Elizabeth OSS	30,084	6:20	14:30	28,217	6:27	14:35	30,131	8:27	14:00	28,539	7:31	13:15
Emerald OSS	7,982	2:20	9:48	5,915	3:42	10:39	5,621	5:42	10:55	4,933	7:17	12:45
Enfield	16,533	2:33	9:52	13,874	3:59	11:28	14,675	5:33	12:10	15,331	3:34	11:04
Epping	29,136	8:59	10:59	27,550	12:57	10:25	31,021	12:55	10:23	30,078	8:48	10:19
Esperance	5,287	3:55	8:12	4,267	5:08	9:32	5,042	8:21	10:50	4,603	5:01	9:26

Site	Q1 2015-16			Q2 2015-16			Q3 2015-16			Q4 2015-16		
	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time
Ettalong	7,205	5:42	11:14	6,368	6:21	12:18	7,091	9:50	12:10	6,307	6:13	11:38
Fairfield OSS	49,871	11:30	10:19	41,450	13:19	11:50	43,201	15:17	11:48	44,372	15:04	12:05
Fitzroy Crossing	3,438	2:20	6:38	3,209	0:33	5:11	3,923	2:57	6:12	4,243	2:21	7:27
Footscray OSS	31,806	7:35	8:45	29,093	7:52	8:04	25,013	10:50	9:05	18,270	10:42	10:18
Fortitude Valley	15,257	6:37	9:09	15,182	7:42	9:34	15,948	9:14	9:28	14,538	9:07	9:56
Fountain Gate OSS	32,389	12:56	11:20	31,132	9:48	12:51	32,395	11:59	10:41	31,119	12:18	11:03
Frankston OSS	28,314	12:41	10:32	26,330	12:02	11:06	28,322	11:30	11:15	27,340	9:56	10:45
Fremantle	21,998	14:41	9:38	20,072	12:47	10:02	21,215	15:04	10:02	19,572	11:22	10:01
Fremantle Medicare	8,217	6:23	4:32	7,098	6:09	4:53	6,143	4:04	5:55	4,800	0:04	6:06
Galiwinku	3,894	0:06	5:41	2,726	0:00	7:44	2,854	0:06	13:30	2,973	0:03	8:30
Galleria	32,134	7:42	5:52	25,253	10:21	5:56	26,860	9:57	6:01	24,545	8:52	6:23
Gawler OSS	14,933	4:51	10:16	12,338	6:08	10:48	12,758	7:10	10:40	12,004	7:44	10:58
Geelong OSS	32,715	12:46	10:10	26,870	15:27	12:17	31,372	14:24	11:35	28,625	12:27	12:41
Geraldton OSS	14,445	9:53	11:07	13,168	9:53	10:51	14,648	12:54	10:15	13,268	8:53	9:32
Gin Gin	1,310	0:16	6:14	1,280	0:17	6:46	1,302	0:20	6:54	1,312	0:15	6:32
Gladstone OSS	16,594	6:21	10:05	13,429	8:19	12:21	16,914	10:19	12:32	17,263	7:10	13:18
Glen Innes	3,564	3:52	9:27	3,477	4:27	9:27	4,189	5:40	10:12	3,546	6:27	9:26
Glen Waverley OSS	23,116	12:10	9:53	21,201	10:12	10:29	23,858	10:11	9:49	22,035	9:44	9:20
Glenelg	10,893	7:29	11:47	9,691	9:02	11:33	10,712	12:02	11:00	10,840	8:03	9:38
Glenorchy OSS	17,594	13:10	11:53	16,486	12:47	13:49	16,752	14:51	15:05	15,636	13:18	14:53
Goodna OSS	19,071	10:54	10:19	17,453	9:37	12:15	19,498	8:51	11:11	16,989	8:23	10:29
Goondiwindi	2,298	6:51	11:54	1,708	7:30	12:01	1,876	10:07	13:47	1,990	6:49	9:01
Gosford OSS	27,340	6:51	8:22	18,441	6:55	10:55	19,567	9:57	10:57	18,546	8:14	11:25
Gosnells	18,702	13:27	10:11	17,496	12:33	10:19	19,894	14:24	10:32	18,970	12:30	9:22
Goulburn OSS	12,873	12:08	8:44	11,602	11:06	9:27	11,703	15:11	9:47	11,417	11:20	9:42
Grafton OSS	16,356	6:59	8:29	12,244	8:48	9:12	12,908	12:09	9:37	11,805	8:28	9:24

Site	Q1 2015-16			Q2 2015-16			Q3 2015-16			Q4 2015-16		
	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time
Greensborough OSS	26,588	12:54	10:56	24,624	14:01	11:40	25,916	15:52	12:29	25,399	13:43	11:53
Griffith OSS	11,662	7:29	10:33	10,295	9:51	11:44	10,802	13:23	12:45	11,814	10:54	11:55
Groote Eylandt	2,402	0:00	13:11	1,725	0:00	6:19	2,649	0:02	4:53	2,238	0:00	6:54
Gungahlin OSS	16,045	9:13	11:05	13,780	11:01	10:51	14,456	13:08	11:12	15,886	10:31	11:25
Gunnedah OSS	6,234	6:23	9:19	5,242	6:03	10:16	5,707	6:05	9:57	5,177	5:36	10:03
Gympie OSS	16,419	10:57	11:55	15,416	11:52	13:21	15,363	13:43	14:25	14,882	12:04	15:34
Halls Creek	2,788	1:28	5:20	3,058	2:30	6:51	3,829	4:02	6:52	3,183	2:27	7:00
Hamilton OSS	6,726	8:49	10:36	6,276	7:42	10:48	6,559	9:50	11:00	5,786	10:46	9:54
Hastings OSS	11,108	8:20	9:04	10,003	8:03	10:28	11,005	8:52	10:29	10,322	7:37	10:26
Hawkesbury OSS	17,179	14:38	13:31	17,454	12:02	14:08	17,699	17:34	14:10	16,311	16:10	13:29
Heidelberg OSS	23,663	9:27	10:23	15,371	9:26	12:57	16,203	12:12	13:06	15,637	10:32	13:25
Hervey Bay OSS	22,360	13:13	12:14	19,211	13:47	13:50	18,564	19:01	13:59	17,680	14:04	12:46
Hobart OSS	17,360	12:45	11:07	15,177	14:04	12:40	16,991	15:39	13:01	15,446	12:51	13:12
Hornsby OSS	28,589	11:08	8:40	28,594	9:09	9:20	26,714	11:42	10:50	28,918	9:41	9:47
Horsham OSS	8,905	14:04	11:13	8,109	14:44	10:55	8,781	15:24	11:23	8,365	12:01	11:34
Huonville	6,090	3:50	4:25	5,358	6:53	5:06	5,813	9:01	4:46	5,732	5:43	4:54
Hurstville	17,833	15:28	11:37	16,980	12:38	11:36	19,555	13:05	11:39	18,362	7:52	11:50
Hurstville Medicare	22,482	7:58	4:32	20,271	8:04	5:24	18,844	8:33	6:16	18,704	9:06	6:21
Inala OSS	25,031	12:28	11:10	23,727	13:21	11:49	27,560	12:55	11:05	26,026	10:45	10:51
Ingham OSS	4,644	1:04	8:54	3,671	1:04	9:08	3,804	1:27	8:52	2,601	3:40	10:06
Ingleburn	17,784	14:56	12:09	15,881	15:36	12:35	18,274	17:10	11:59	17,493	16:15	12:03
Innaloo OSS	23,671	15:22	13:21	22,117	14:09	13:47	23,687	16:57	14:10	21,207	15:13	12:50
Innisfail OSS	13,488	1:42	10:33	11,593	2:24	11:28	12,338	3:39	11:58	9,303	3:23	11:54
Inverell OSS	8,432	6:11	10:10	7,613	7:33	10:30	8,339	8:13	10:18	7,970	7:48	9:57
Ipswich OSS	28,811	13:08	11:50	26,671	14:38	12:22	29,817	15:01	12:25	27,189	15:17	12:18
Joondalup OSS	27,941	15:33	11:24	29,122	14:14	11:57	33,722	15:45	10:41	31,940	14:56	11:21

Site	Q1 2015-16			Q2 2015-16			Q3 2015-16			Q4 2015-16		
	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time
Kadina	6,557	3:44	12:35	5,930	4:53	12:01	6,722	7:27	12:30	6,750	5:25	12:25
Kalgoorlie OSS	11,618	11:14	9:55	10,852	10:04	9:40	11,423	9:32	9:31	10,692	10:54	9:09
Karratha	4,673	3:44	8:23	4,413	3:03	8:36	4,733	2:42	7:35	4,496	1:50	8:03
Katherine OSS	11,327	8:53	12:20	10,434	6:30	14:10	10,605	9:20	13:38	9,625	7:36	14:06
Katoomba OSS	12,596	6:00	11:59	11,324	6:40	13:19	11,802	10:48	13:25	10,347	10:53	12:10
Kawana Waters OSS	14,394	6:36	10:32	11,449	8:51	11:38	14,402	10:59	12:56	12,206	8:12	12:52
Kempsey OSS	13,776	6:24	9:59	13,119	7:44	11:27	11,807	10:21	12:05	11,420	7:20	11:57
Kilkenny	15,926	1:43	7:56	14,646	5:17	10:02	14,519	5:33	10:48	14,027	4:36	10:45
Kimberley	380	0:28	12:15	80	2:25	20:06	57	0:27	16:43	54	0:06	7:23
Kingaroy OSS	10,594	9:12	9:57	9,795	11:11	11:06	10,537	12:10	11:19	9,488	11:03	11:31
Kingston	9,508	6:50	4:28	8,255	7:04	5:12	7,611	9:28	5:49	7,318	6:53	6:08
Knox City	17,411	5:42	4:33	15,101	4:15	4:29	14,143	4:38	4:41	15,082	5:00	4:29
Kununurra	5,901	3:05	11:54	5,868	3:04	11:42	6,572	4:11	12:01	5,892	4:01	11:27
Kurri Kurri	4,743	6:04	9:14	4,724	3:17	7:04	5,921	2:09	6:53	5,505	1:32	6:18
Lake Haven OSS	21,866	8:05	10:02	19,971	7:01	10:01	20,423	7:38	10:09	19,096	8:27	10:43
Launceston OSS	29,582	10:31	12:52	30,018	9:17	13:46	31,585	11:04	14:00	25,675	10:27	14:13
Laverton	1,582	0:09	7:44	1,341	0:12	8:13	1,916	0:10	7:33	1,241	0:06	8:02
Leeton	3,918	5:51	11:41	3,435	9:41	13:13	3,759	9:54	14:25	3,952	9:18	13:17
Leichhardt OSS	18,192	13:25	11:00	16,725	13:16	11:19	17,451	14:21	10:56	17,259	10:29	10:07
Lightning Ridge	2,515	1:16	4:15	2,543	1:40	5:33	2,456	1:43	5:58	2,262	1:37	5:29
Lilydale OSS	22,456	11:43	10:02	21,882	10:07	10:47	23,483	12:49	11:10	22,351	11:30	10:59
Lismore OSS	19,995	8:13	10:32	18,198	8:45	10:34	18,968	10:42	10:50	17,109	8:45	10:32
Lithgow OSS	9,620	8:24	11:43	8,515	9:06	12:39	8,831	10:56	11:58	8,043	10:41	12:06
Liverpool OSS	65,706	10:36	9:56	62,376	11:17	10:58	62,748	13:56	11:13	51,854	14:54	13:07
Longreach	1,148	0:00	5:38	676	0:01	7:28	1,139	0:00	7:02	1,217	0:00	8:06
Mackay OSS	27,660	6:05	10:46	24,776	8:33	10:55	28,273	11:45	11:42	23,782	8:52	12:03

Site	Q1 2015-16			Q2 2015-16			Q3 2015-16			Q4 2015-16		
	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time
Maitland OSS	21,974	5:18	9:40	17,577	6:18	10:10	18,930	5:53	9:57	19,379	4:53	10:06
Mandurah OSS	24,553	15:00	11:02	22,945	12:32	11:37	23,310	16:09	11:43	23,173	14:11	12:07
Maningrida	4,836	0:11	7:21	3,599	0:19	8:16	4,701	1:48	7:12	5,715	3:48	6:27
Mareeba	7,374	3:07	10:03	6,882	2:09	9:34	7,338	3:54	9:38	6,802	3:05	9:31
Margate OSS	17,041	10:33	10:05	14,872	11:28	11:20	16,082	12:42	11:38	13,809	11:23	11:32
Marion OSS	24,573	8:22	11:57	22,918	8:35	14:02	26,683	9:26	11:41	25,349	7:23	11:38
Maroochydore OSS	22,573	9:31	11:54	18,548	8:51	12:48	21,117	14:36	13:20	19,426	9:43	12:06
Maroubra OSS	29,482	11:53	8:57	21,205	15:48	12:34	20,901	18:02	13:00	19,585	15:13	12:21
Marrickville	15,361	13:09	8:46	13,495	11:32	9:13	14,752	10:48	8:28	13,130	13:13	9:29
Maryborough QLD OSS	15,874	8:26	9:02	14,969	10:43	9:42	16,098	10:04	9:56	15,019	8:09	9:26
Maryborough VIC	7,655	4:11	8:50	6,605	6:46	9:47	7,136	7:17	10:13	6,256	6:02	10:06
Mayfield OSS	13,334	6:09	7:49	12,259	7:43	7:37	14,296	8:13	8:14	11,784	9:06	8:46
Meekatharra	1,274	0:00	4:52	887	0:10	5:17	1,293	0:01	5:30	1,068	0:01	5:22
Melton OSS	25,199	10:21	10:19	23,097	11:01	10:54	25,379	13:44	10:03	24,722	10:21	9:54
Merrylands OSS	31,553	10:57	14:23	33,798	10:25	14:03	37,927	13:12	14:30	35,802	15:21	13:59
Midland OSS	30,691	15:28	11:51	30,655	14:35	11:27	33,175	16:57	11:57	31,441	15:31	11:51
Mildura OSS	22,378	13:04	10:25	21,020	11:55	10:58	22,627	11:32	11:13	21,581	7:07	10:30
Mirrabooka	26,185	13:07	9:08	22,612	15:03	10:58	24,622	16:10	11:03	24,426	13:58	10:35
Mitchelton OSS	18,351	10:38	12:44	17,253	11:49	13:11	19,210	13:33	12:31	17,716	11:23	12:58
Modbury OSS	22,718	7:53	12:42	21,229	7:19	11:38	23,205	10:37	11:53	23,095	9:40	11:15
Moree OSS	3,936	5:32	11:07	3,985	5:26	10:48	4,503	5:47	10:35	4,596	5:24	11:16
Moreland OSS	23,532	13:35	12:48	22,451	16:40	13:17	24,330	15:55	12:54	23,989	11:13	13:43
Morley OSS	39,620	16:09	11:45	36,789	15:06	12:41	37,369	16:59	12:22	37,150	16:09	12:53
Mornington OSS	15,707	9:36	9:48	13,020	9:55	10:59	13,764	9:57	10:50	12,025	8:26	11:47
Morwell OSS	18,412	9:34	11:39	16,845	10:55	11:29	16,388	10:59	11:16	15,888	8:53	13:00
Mossman	4,221	2:22	9:47	3,818	2:17	10:10	3,766	3:58	10:56	3,292	3:01	10:57

Site	Q1 2015-16			Q2 2015-16			Q3 2015-16			Q4 2015-16		
	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time
Mount Isa OSS	10,135	0:57	7:08	8,415	0:58	8:08	9,643	1:11	7:27	8,271	1:02	7:47
MSU 1 Desert Pea	691	4:00	16:20	1,083	2:58	11:46	907	2:02	13:27	1,166	1:22	12:32
MSU 2 Kangaroo Paw												
MSU 3 Golden Wattle	946	1:36	13:08	998	2:36	10:27	1,213	5:57	13:23	1,245	1:20	12:01
MSU 4 Desert Rose												
Mt Barker	10,102	5:43	10:02	9,233	6:30	10:23	10,205	6:52	10:12	9,011	7:01	10:05
Mt Druitt	32,283	13:10	10:56	29,617	12:04	10:56	31,699	14:38	10:46	29,594	12:59	10:06
Mt Gambier OSS	13,194	5:48	9:34	11,715	6:02	10:03	11,603	6:18	11:18	13,338	4:42	10:52
Mt Gravatt OSS	30,281	7:13	12:45	28,609	8:17	14:12	32,260	7:22	12:53	30,074	6:12	13:29
Mudgee OSS	9,248	7:58	9:59	8,437	9:51	10:49	9,508	10:54	11:24	8,627	10:35	10:36
Murray Bridge	8,499	6:36	11:48	8,277	7:05	11:33	9,291	7:17	9:56	8,256	8:26	8:57
Murwillumbah	6,797	2:47	9:28	6,520	4:06	9:38	7,055	3:54	8:53	6,365	4:45	9:19
Muswellbrook OSS	6,591	5:21	7:37	6,678	5:39	9:06	7,101	5:36	10:12	5,958	5:00	9:15
myGov Adelaide	16,535	2:59	15:53	10,508	2:30	15:26	9,707	2:18	13:05	9,734	2:23	12:37
myGov Brisbane	21,236	5:48	15:28	18,419	4:01	14:07	15,256	5:04	14:12	14,736	4:20	13:37
myGov Perth	25,541	4:56	14:56	19,613	5:12	13:29	15,423	5:43	12:03	13,818	6:19	11:45
myGov Sydney	39,531	9:32	7:34	29,141	9:40	9:07	24,082	9:05	8:30	23,194	9:45	7:12
Nambour OSS	15,898	8:54	13:28	15,379	9:00	13:46	15,991	10:03	13:49	15,192	9:16	12:33
Nambucca Heads OSS	9,796	5:05	8:27	8,889	5:34	8:58	9,743	5:43	9:39	8,419	6:24	9:58
Narooma OSS	5,469	5:03	11:33	4,807	5:11	12:13	5,001	8:14	12:05	5,509	4:29	12:52
Narrabri OSS	5,417	5:10	9:56	4,782	6:04	9:52	5,728	7:04	9:40	4,777	4:51	8:19
Nelson Bay	8,285	4:49	9:32	7,141	5:54	9:13	7,895	6:42	9:58	7,334	5:28	9:29
Nerang	17,673	8:30	13:01	15,677	8:52	13:29	19,251	10:19	12:39	16,130	12:20	13:35
Newcastle OSS	13,809	5:45	9:40	13,014	6:26	9:18	13,826	10:16	9:43	13,071	9:05	10:31
Newman	2,263	1:27	7:19	1,622	2:03	7:05	1,400	2:15	7:42	940	1:09	6:52
Newmarket OSS	18,092	12:46	12:25	16,501	13:43	13:08	19,097	13:02	11:54	16,140	11:56	11:54

Site	Q1 2015-16			Q2 2015-16			Q3 2015-16			Q4 2015-16		
	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time
Newport OSS	17,938	10:23	9:28	13,876	9:15	10:18	13,012	15:23	10:02	12,699	10:52	9:04
Nhulunbuy	4,635	4:10	11:00	3,724	1:36	10:49	4,212	2:21	10:55	4,635	1:59	10:43
Noarlunga OSS	24,529	5:59	14:35	23,521	6:21	14:06	23,950	8:31	13:57	23,284	6:21	13:19
Noosa	12,832	10:33	14:52	11,929	10:19	15:16	14,709	11:45	14:13	13,282	10:32	13:31
Normanton	1,340	0:00	6:16	1,192	0:00	6:19	1,240	0:00	5:36	1,064	0:00	5:51
Northam	7,392	8:54	9:22	7,053	11:48	9:26	6,832	12:58	10:36	6,970	9:50	9:45
Northern Beaches OSS	26,531	11:49	11:22	19,424	14:11	14:45	20,224	17:09	15:22	19,372	14:00	14:28
Northern Peninsula	1,363	0:28	7:54	1,173	0:24	7:42	1,340	0:25	8:01	1,372	0:52	7:57
Northern Remote Servicing Teams	2,936	0:07	14:28	2,315	0:05	15:40	2,057	0:00	16:33	1,231	0:01	14:46
Norwood	14,347	1:18	12:00	14,902	1:39	12:47	17,477	2:34	10:06	16,650	2:53	10:46
Nowra OSS	21,472	9:19	10:56	19,789	9:11	11:44	21,409	10:13	11:58	20,481	11:44	11:08
Nundah OSS	18,811	10:40	10:27	16,561	12:45	10:55	17,890	15:10	11:10	17,915	10:56	12:22
Oakleigh OSS	36,961	6:36	8:00	31,679	8:13	8:34	26,505	10:25	9:37	22,614	13:35	11:37
Orange OSS	18,478	9:23	10:59	16,462	10:07	11:53	17,361	14:18	13:40	15,872	11:47	12:45
Pakenham OSS	14,955	7:27	9:29	13,403	9:51	10:25	15,167	11:55	10:47	14,249	11:53	12:11
Palm Beach	21,383	6:00	13:17	19,991	5:52	13:37	22,556	7:50	12:40	19,191	7:44	13:07
Palm Island OSS	3,529	1:33	2:18	3,660	1:18	3:37	4,200	1:32	4:13	4,112	1:16	4:10
Palmerston OSS	20,096	13:37	15:17	19,720	12:31	16:34	21,024	18:10	16:24	19,018	12:45	15:39
Papunya		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!
Parke OSS	8,229	5:49	11:21	6,670	7:02	12:42	6,777	10:57	12:42	5,975	9:28	13:22
Parramatta OSS	48,475	8:36	8:47	37,204	10:36	10:53	38,554	11:26	10:59	34,720	13:41	9:20
Penrith OSS	36,256	13:18	11:46	31,375	11:38	11:51	34,092	14:26	12:03	31,866	15:22	12:46
Pilbara Remote Servicing Team												
Port Adelaide OSS	18,247	5:00	12:47	16,988	5:19	11:48	18,472	6:47	11:22	17,265	7:20	11:52

Site	Q1 2015-16			Q2 2015-16			Q3 2015-16			Q4 2015-16		
	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time
Port Augusta OSS	9,511	2:03	7:39	7,864	2:33	7:42	7,478	3:40	8:29	7,503	3:43	8:43
Port Lincoln OSS	7,874	8:22	10:17	7,669	8:24	10:54	7,481	12:55	10:53	6,627	11:53	10:16
Port Macquarie OSS	16,629	7:23	11:17	16,863	4:53	11:15	17,668	7:34	12:09	16,349	6:37	12:03
Port Pirie OSS	8,136	4:20	10:43	6,685	5:00	10:39	6,664	6:31	10:47	6,962	5:35	10:15
Portland OSS	5,442	8:18	10:59	4,896	9:13	11:50	4,995	12:32	12:31	4,322	11:24	12:35
Queanbeyan OSS	14,236	7:09	9:42	11,794	12:51	10:22	11,669	17:45	11:54	12,264	11:22	11:32
Raymond Terrace OSS	8,680	4:28	10:42	11,550	6:27	9:56	11,926	8:57	10:21	11,170	9:10	10:31
Redfern	17,787	10:53	8:38	16,418	9:34	9:12	17,674	9:49	9:01	17,024	7:32	8:07
Ringwood OSS	26,390	14:38	11:33	23,715	11:49	11:42	27,119	10:55	11:25	25,662	10:58	11:27
Robina OSS	19,122	13:19	10:24	18,257	9:52	10:27	19,272	11:14	10:31	18,405	10:57	10:16
Rockdale	19,107	12:48	10:36	17,020	13:59	11:57	18,788	15:39	12:11	17,331	13:04	13:18
Rockhampton OSS	30,368	4:33	10:37	24,335	6:37	12:51	26,498	10:53	13:24	25,864	8:57	13:15
Rockingham OSS	29,286	14:57	12:15	29,096	12:29	11:56	31,487	16:23	12:18	31,554	15:07	11:37
Roma	1,381	1:57	10:30	1,177	2:25	10:43	1,568	1:03	8:22	2,477	0:06	6:26
Rosebud OSS	14,183	11:53	11:46	13,270	9:50	11:22	14,103	11:51	11:25	13,575	12:58	11:15
Rosny Park OSS	15,956	10:55	11:07	13,704	11:20	12:20	14,491	12:17	13:19	13,954	11:23	12:52
Rouse Hill	10,114	0:00	0:06	6,174	0:01	0:07	5,655	0:00	0:06	5,012	0:02	0:13
Rowville OSS	13,269	10:32	11:08	12,230	10:12	11:35	13,851	13:02	12:19	12,496	12:43	11:45
Ryde OSS	37,644	8:30	7:38	35,618	8:31	8:29	31,382	14:12	10:14	21,044	11:42	13:21
Sale OSS	12,254	8:25	12:13	10,935	8:09	12:18	10,882	10:38	12:44	10,263	9:51	12:24
Salisbury	29,954	4:09	11:35	27,871	5:45	11:47	30,205	6:27	11:15	28,334	5:12	12:02
Santa Teresa				1	0:21	0:08						
Seymour	7,429	10:16	12:39	7,125	10:01	13:18	8,019	12:52	12:01	6,654	9:48	11:32
Shellharbour OSS	25,681	10:58	9:18	21,928	12:59	10:08	21,995	15:15	11:45	22,797	12:09	11:59
Shepparton OSS	33,576	11:59	10:51	30,584	11:03	10:41	32,354	12:45	10:35	32,253	8:29	10:16
Singleton OSS	8,018	4:11	7:04	6,483	4:33	7:24	7,081	5:21	7:19	6,884	4:47	7:36

Site	Q1 2015-16			Q2 2015-16			Q3 2015-16			Q4 2015-16		
	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time
Smithfield	5,231	0:13	8:44	4,739	0:08	9:40	4,390	0:04	10:09	4,714	0:11	7:46
Sorell	1,968	0:00	5:12	1,139	0:00	0:21	1,046	0:01	0:13	1,198	0:00	0:07
South Brisbane	10,423	7:41	11:34	9,627	8:30	11:44	11,323	14:13	12:06	10,553	10:26	11:46
South Hedland	5,541	6:07	9:34	6,380	4:15	8:42	7,149	8:07	8:43	7,328	7:24	9:03
Southport OSS	21,184	12:10	10:39	21,604	11:03	11:13	24,931	13:41	11:28	21,337	12:52	11:38
Springvale OSS	24,578	13:36	10:33	22,715	12:52	11:11	25,477	12:17	10:03	24,174	11:58	10:24
Springwood OSS	11,387	9:07	12:58	10,796	8:39	12:21	9,889	10:43	13:04	9,150	9:49	14:19
St Marys	19,529	12:20	9:56	17,400	15:07	10:12	19,434	14:31	10:08	18,469	11:57	10:28
Stanthorpe	3,645	4:36	11:46	3,328	6:29	12:08	3,726	7:49	12:18	3,540	6:29	11:43
Stawell	3,642	7:15	10:23	3,387	8:29	9:47	3,669	9:15	9:48	3,472	6:15	8:59
Sth Melbourne	11,890	11:41	10:53	11,651	11:58	11:15	13,245	9:35	11:15	12,019	7:04	10:06
Stones Corner	22,084	7:25	11:06	20,283	7:51	11:12	22,846	10:42	11:35	18,913	11:56	12:20
Strathpine OSS	25,762	9:28	12:43	23,913	13:18	13:24	26,510	15:03	12:59	24,193	11:04	13:25
Subiaco	9,494	8:07	7:11	8,336	8:12	7:52	7,258	10:32	7:09	7,558	9:31	6:00
Success	16,911	13:44	10:01	15,190	13:12	10:17	18,411	15:16	9:52	17,984	13:16	10:47
Sunbury	10,018	8:02	12:53	9,340	9:43	14:03	10,093	9:17	13:23	8,366	10:42	14:06
Sunshine OSS	31,699	5:33	11:55	29,070	4:42	12:05	31,105	7:10	12:28	37,014	7:04	12:21
Sutherland OSS	25,713	7:15	7:53	18,787	10:48	10:14	18,898	14:45	10:19	18,254	13:12	10:50
Swan Hill OSS	10,214	7:24	8:30	9,442	9:44	8:15	10,539	9:03	8:03	10,266	7:23	8:39
Tamworth OSS	22,488	4:29	8:56	20,738	5:25	9:03	23,124	5:27	9:00	22,303	5:28	8:47
Tangentyere	885	0:07	0:57	1,074	0:04	2:31	1,332	0:04	3:09	772	0:01	1:11
Taree OSS	14,650	8:11	11:42	13,966	9:18	12:37	14,389	8:25	12:16	14,144	4:55	10:44
Tennant Creek	7,427	4:54	10:10	6,776	4:31	10:28	7,417	5:39	11:03	6,966	4:50	11:21
The Entrance OSS	16,585	5:37	8:59	14,501	8:04	10:12	15,956	9:07	10:01	14,133	7:46	10:08
Thursday Island	1,703	1:19	11:48	1,614	1:05	12:14	2,096	1:23	10:40	1,824	1:07	10:40
Tiwi Islands	4,113	2:36	8:12	3,239	1:22	7:17	4,144	1:04	8:09	3,638	0:45	6:30

Site	Q1 2015-16			Q2 2015-16			Q3 2015-16			Q4 2015-16		
	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time
Toowong OSS	20,122	14:17	13:19	18,607	12:53	13:44	23,179	15:10	14:13	19,251	11:55	14:00
Toowoomba OSS	32,480	7:07	10:13	32,696	6:34	11:08	36,505	9:57	11:53	31,400	10:31	12:07
Top End Remote Services Team												
Toronto OSS	13,369	3:35	6:59	13,299	4:52	8:32	13,448	4:46	8:00	10,430	4:02	7:41
Torrensville OSS	17,808	8:34	10:51	16,724	6:22	10:27	17,628	6:16	10:22	16,651	5:22	10:59
Town Hall Medicare												
Townsville City (Shopfront)	4,338	0:00	8:14	4,829	0:00	0:32	4,378	0:00	#DIV/0!	3,334	0:00	0:09
Townsville OSS	13,521	6:02	10:28	12,133	5:28	11:43	13,305	8:59	11:48	14,167	5:48	10:49
Traralgon	5,680	1:14	3:26	4,878	1:08	4:00	4,295	0:31	4:33	4,558	0:09	4:46
Tuggeranong OSS	22,489	7:43	10:15	17,613	9:28	10:14	17,321	10:32	10:03	18,136	9:29	10:50
Tumut	3,613	4:10	14:12	3,445	5:20	14:43	3,990	8:37	13:54	3,569	4:50	12:19
Tuncurry OSS	11,273	8:15	12:12	9,922	8:00	12:10	10,570	6:58	10:52	10,464	5:56	10:19
Tweed Heads OSS	19,191	8:37	9:41	17,157	8:50	10:33	21,600	8:16	10:41	19,985	7:30	10:48
Ulladulla OSS	8,226	9:01	8:30	6,798	8:34	9:19	6,949	11:44	9:50	6,817	11:34	9:41
Victor Harbor	7,773	4:36	13:02	6,624	5:16	14:53	6,894	6:29	16:24	7,212	6:24	16:02
Victoria Park	21,436	13:42	10:26	19,202	12:24	11:38	21,023	12:34	11:23	18,802	13:03	12:27
Wadeye	4,995	0:08	5:42	3,410	0:05	5:49	1,849	0:16	9:24	2,626	4:20	8:28
Wagga Wagga OSS	23,473	9:05	10:15	19,339	7:58	11:02	20,055	9:35	12:17	21,900	6:34	10:53
Walgett	2,425	1:14	4:55	2,546	3:02	6:40	2,565	3:47	8:10	2,757	2:24	6:50
Wallsend OSS	17,566	4:43	8:02	15,210	6:23	7:50	16,935	7:10	8:06	15,863	7:21	8:58
Wangaratta OSS	13,598	10:22	12:03	12,753	10:15	11:31	13,218	14:22	11:09	12,566	11:23	11:14
Warragul OSS	11,223	10:52	10:49	10,060	11:39	10:48	10,652	11:32	10:03	9,705	10:06	11:23
Warrawong OSS	11,795	7:30	6:40	10,225	9:01	6:45	10,482	9:51	7:15	10,896	7:51	7:10
Warriewood	8,726	2:32	5:35	9,366	1:00	6:48	8,701	1:39	8:02	8,574	2:06	8:35

Site	Q1 2015-16			Q2 2015-16			Q3 2015-16			Q4 2015-16		
	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time	Total Contacts	Avg Wait Time	Avg Service Time
Warrnambool OSS	14,795	10:28	11:23	13,791	9:06	11:09	14,509	12:18	12:40	13,700	9:33	11:49
Warwick Grove OSS	30,645	12:41	9:44	19,087	15:17	11:43	20,536	15:01	11:55	19,575	11:29	11:06
Warwick OSS	9,672	5:59	9:47	7,858	6:05	9:49	8,289	6:55	10:36	7,912	5:23	10:02
Watergardens	29,190	14:06	12:06	27,861	13:47	11:51	29,477	11:23	11:00	27,220	8:56	10:41
Waurm Ponds	6,667	2:48	5:23	5,740	3:12	5:18	4,709	2:37	5:28	5,419	2:38	6:08
Werribee OSS	39,764	12:41	12:32	36,892	13:14	12:07	38,226	15:17	12:28	36,705	10:35	12:28
Western Cape	1,136	0:17	3:50	861	0:37	7:12	4,189	1:13	5:37	1,762	5:16	5:51
Whyalla OSS	7,743	4:11	11:30	7,158	4:45	11:44	8,362	5:48	11:26	8,158	6:17	12:31
Windsor OSS	28,840	12:47	12:26	24,279	14:20	14:25	26,897	12:39	13:32	24,721	11:23	13:02
Woden OSS	21,273	7:48	12:25	17,164	9:39	12:31	16,238	13:46	12:23	17,718	11:15	10:36
Wollongong OSS	26,436	11:43	10:34	24,254	11:23	11:13	26,727	13:14	11:57	27,623	11:47	11:26
Wonthaggi	9,526	7:08	10:10	9,086	10:00	11:28	9,955	13:44	12:17	9,209	12:10	12:00
Woodridge OSS	32,653	11:28	12:37	28,861	11:23	13:06	31,301	13:53	12:35	29,328	15:51	12:35
Woy Woy OSS	9,777	9:21	10:35	10,456	6:26	10:19	10,798	9:38	10:45	9,570	8:20	11:27
Wynnum OSS	18,728	13:01	11:08	15,449	15:08	11:57	15,911	17:12	11:49	14,226	15:03	11:58
Wynyard												
Wyong OSS	11,463	5:05	8:06	9,057	8:03	9:36	10,612	6:50	8:50	9,238	7:32	10:20
Yamba	4,890	3:48	9:46	4,404	4:52	9:58	5,055	6:07	10:01	4,703	5:27	9:47
Yarra OSS	17,644	9:35	11:54	17,316	10:48	12:45	18,573	12:14	13:07	18,118	8:20	12:27
Yarrabah	3,531	0:12	6:31	2,608	0:36	8:40	4,792	0:42	9:10	4,381	2:05	15:44
Yass	2,433	0:42	8:55	2,462	2:07	10:19	3,392	3:41	11:15	3,019	2:31	11:27
Yeppoon	7,040	4:02	11:42	6,795	3:29	12:24	7,500	5:14	12:53	6,268	6:31	13:01
Young OSS	6,475	6:20	13:15	5,968	6:08	14:05	5,955	9:16	13:35	6,138	7:00	14:09
Yuendumu	1,788	0:32	6:24	1,207	0:24	7:24	1,648	0:42	7:27	1,207	0:24	8:28