

The following table provides the percentage of customers for each enquiry type quarterly for two financial years, 2014-15 and 2015-16.

Where a site co-located, the figures in the table show the combined figures for the previously-existing standalone Service Centre and the one Stop Shop.

Site	Q1 2014-15	Q2 2014-15	Q3 2014-15	Q4 2014-15	Q1 2015-16	Q2 2015-16	Q3 2015-16	Q4 2015-16
Airport West OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	12.2%	12.5%	11.2%	10.0%	2.5%	2.3%	1.8%	2.2%
Claim a Refund	20.4%	19.4%	16.5%	10.8%	12.1%	7.2%	10.6%	18.6%
Make a Claim or Enrol	6.8%	5.0%	3.7%	3.4%	1.7%	2.2%	2.0%	3.5%
Make an Enquiry or Lodge a Document	29.9%	27.2%	29.6%	27.6%	31.2%	31.8%	28.6%	28.6%
Other, or not assigned	10.3%	13.7%	21.2%	23.4%	32.0%	34.3%	28.4%	19.6%
Self Service Assistance	9.8%	11.4%	8.0%	11.9%	5.7%	8.0%	18.1%	11.7%
Update Personal Details	10.6%	10.8%	9.8%	12.9%	14.9%	14.2%	10.5%	15.8%
Aitkenvale OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	15.6%	20.3%	21.2%	21.4%	3.2%	3.0%	2.9%	2.9%
Claim a Refund	13.1%	10.3%	2.8%	1.8%	1.5%	0.9%	0.3%	0.3%
Make a Claim or Enrol	3.8%	3.7%	4.2%	4.6%	4.7%	4.6%	4.8%	3.6%
Make an Enquiry or Lodge a Document	26.9%	26.8%	21.6%	19.7%	18.0%	9.8%	7.9%	12.0%
Other, or not assigned	24.0%	17.4%	29.7%	26.1%	30.1%	29.3%	34.2%	29.5%
Self Service Assistance	10.8%	13.0%	12.6%	12.2%	18.7%	20.3%	15.8%	11.2%
Update Personal Details	5.7%	8.5%	7.9%	14.0%	23.8%	32.1%	34.2%	40.5%
Albany OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	10.4%	10.1%	12.1%	12.3%	2.7%	2.7%	2.7%	2.2%
Claim a Refund	14.3%	16.4%	10.2%	10.5%	8.8%	9.2%	6.6%	6.4%
Make a Claim or Enrol	3.8%	4.4%	4.6%	3.6%	4.6%	3.4%	2.5%	2.1%
Make an Enquiry or Lodge a Document	28.8%	30.3%	26.8%	24.2%	28.4%	32.7%	35.1%	36.8%
Other, or not assigned	18.0%	15.1%	21.8%	23.5%	23.0%	21.9%	21.0%	20.7%
Self Service Assistance	3.8%	4.3%	4.7%	3.6%	3.8%	2.1%	3.7%	3.5%
Update Personal Details	20.9%	19.3%	19.8%	22.3%	28.7%	27.9%	28.5%	28.3%
Albury OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	12.9%	13.6%	14.6%	15.1%	3.0%	2.8%	2.8%	2.6%

Site	Q1 2014-15	Q2 2014-15	Q3 2014-15	Q4 2014-15	Q1 2015-16	Q2 2015-16	Q3 2015-16	Q4 2015-16
Claim a Refund	29.6%	25.1%	20.9%	21.8%	18.6%	14.1%	14.2%	15.2%
Make a Claim or Enrol	4.1%	3.3%	2.9%	3.4%	3.4%	4.5%	3.8%	2.7%
Make an Enquiry or Lodge a Document	29.1%	24.4%	28.9%	28.9%	33.8%	27.3%	27.8%	32.6%
Other, or not assigned	7.6%	12.0%	12.0%	11.2%	18.9%	19.8%	19.4%	21.3%
Self Service Assistance	4.6%	7.8%	6.9%	6.4%	6.2%	11.9%	11.6%	7.3%
Update Personal Details	12.2%	13.9%	13.9%	13.2%	16.0%	19.6%	20.4%	18.3%
Alice Springs OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	3.2%	2.5%	2.5%	2.7%	0.6%	0.7%	0.9%	0.5%
Claim a Refund	5.0%	3.8%	3.7%	3.2%	2.7%	3.4%	2.4%	2.5%
Make a Claim or Enrol	4.0%	3.6%	4.1%	3.2%	3.0%	3.1%	4.0%	4.1%
Make an Enquiry or Lodge a Document	53.8%	57.3%	52.4%	52.3%	39.5%	50.1%	51.5%	49.8%
Other, or not assigned	11.8%	11.3%	16.4%	15.0%	19.1%	17.1%	18.1%	20.0%
Self Service Assistance	8.5%	6.0%	6.5%	8.5%	6.1%	4.7%	4.5%	3.8%
Update Personal Details	13.7%	15.5%	14.4%	15.2%	29.0%	20.9%	18.6%	19.3%
Ararat OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	7.4%	7.0%	8.7%	8.1%	1.9%	1.0%	1.3%	1.1%
Claim a Refund	20.5%	17.3%	15.9%	14.3%	12.6%	11.4%	8.8%	9.5%
Make a Claim or Enrol	5.1%	5.5%	7.0%	6.1%	5.7%	4.1%	4.3%	4.8%
Make an Enquiry or Lodge a Document	51.0%	57.4%	56.0%	52.4%	60.5%	71.3%	72.0%	58.9%
Other, or not assigned	3.1%	2.6%	2.3%	5.0%	4.3%	3.2%	4.4%	11.4%
Self Service Assistance	5.0%	3.4%	3.0%	5.2%	6.0%	3.3%	4.2%	7.1%
Update Personal Details	7.9%	6.8%	7.0%	8.8%	8.9%	5.7%	5.0%	7.1%
Armadale OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	11.6%	12.2%	12.3%	11.6%	2.4%	1.7%	2.0%	1.9%
Claim a Refund	12.6%	10.4%	10.1%	9.2%	7.4%	7.7%	6.2%	5.1%
Make a Claim or Enrol	5.4%	8.2%	6.6%	6.5%	6.9%	5.9%	6.1%	5.9%
Make an Enquiry or Lodge a Document	37.6%	40.5%	38.0%	30.8%	32.1%	33.7%	34.1%	37.7%
Other, or not assigned	8.0%	6.4%	11.5%	16.5%	23.4%	20.3%	22.5%	22.6%
Self Service Assistance	5.7%	6.5%	7.1%	8.0%	8.4%	9.5%	8.3%	6.2%
Update Personal Details	19.2%	15.7%	14.5%	17.4%	19.5%	21.3%	20.8%	20.6%

Site	Q1 2014-15	Q2 2014-15	Q3 2014-15	Q4 2014-15	Q1 2015-16	Q2 2015-16	Q3 2015-16	Q4 2015-16
Armidale OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	6.3%	8.2%	9.4%	11.1%	3.1%	8.0%	7.1%	4.1%
Claim a Refund	7.5%	5.9%	2.9%	3.5%	5.8%	7.2%	5.2%	8.0%
Make a Claim or Enrol	1.9%	1.4%	2.2%	2.2%	2.4%	2.2%	1.6%	2.4%
Make an Enquiry or Lodge a Document	38.3%	34.8%	34.0%	34.7%	41.8%	50.8%	44.2%	42.6%
Other, or not assigned	37.0%	40.0%	37.7%	34.3%	29.7%	16.3%	30.4%	22.4%
Self Service Assistance	0.8%	0.5%	2.1%	1.0%	1.8%	1.9%	1.1%	0.7%
Update Personal Details	8.3%	9.3%	11.7%	13.2%	15.4%	13.7%	10.5%	19.8%
Ashmore	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment		0.0%	0.0%			0.0%		
Claim a Refund	61.5%	31.6%	36.2%	29.3%	48.9%	59.8%	39.6%	43.8%
Make a Claim or Enrol	15.4%	24.7%	15.9%	12.9%	11.6%	15.2%	15.8%	16.0%
Make an Enquiry or Lodge a Document	12.2%	8.6%	7.5%	4.6%	4.7%	4.0%	4.6%	7.0%
Other, or not assigned	0.5%	26.1%	14.0%	39.5%	25.8%	7.4%	26.6%	18.1%
Self Service Assistance	1.7%	1.7%	16.8%	5.1%	0.1%	0.1%	0.4%	0.3%
Update Personal Details	8.8%	7.3%	9.7%	8.6%	9.0%	13.5%	13.0%	14.9%
Atherton OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	10.4%	13.0%	11.7%	11.2%	0.7%	0.4%	0.7%	0.5%
Claim a Refund	13.8%	14.7%	1.2%	0.3%	0.0%	0.0%	0.0%	0.1%
Make a Claim or Enrol	6.3%	6.9%	3.4%	2.4%	2.1%	1.8%	1.6%	1.8%
Make an Enquiry or Lodge a Document	38.9%	39.8%	35.8%	31.2%	39.5%	40.1%	40.1%	34.1%
Other, or not assigned	11.8%	8.5%	29.8%	35.9%	40.3%	39.4%	38.2%	39.9%
Self Service Assistance	5.4%	4.7%	4.7%	2.0%	2.3%	0.8%	0.9%	1.5%
Update Personal Details	13.3%	12.3%	13.3%	16.9%	15.0%	17.5%	18.6%	22.1%
Auburn	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	15.6%	16.5%	14.0%	14.7%	2.6%	2.3%	2.2%	2.7%
Claim a Refund	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Make a Claim or Enrol	0.3%	0.5%	0.5%	0.4%	0.2%	0.3%	0.2%	0.5%
Make an Enquiry or Lodge a Document	38.1%	35.0%	29.0%	31.7%	32.3%	27.5%	20.2%	14.0%
Other, or not assigned	10.7%	18.7%	32.0%	32.5%	40.9%	46.7%	51.3%	36.5%

Site	Q1 2014-15	Q2 2014-15	Q3 2014-15	Q4 2014-15	Q1 2015-16	Q2 2015-16	Q3 2015-16	Q4 2015-16
Self Service Assistance	24.6%	15.8%	8.1%	3.4%	5.0%	6.0%	6.0%	13.1%
Update Personal Details	10.8%	13.6%	16.4%	17.2%	19.0%	17.2%	20.0%	33.3%
Ayr OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	11.9%	11.4%	13.7%	14.6%	2.2%	1.8%	2.4%	1.6%
Claim a Refund	17.3%	14.6%	3.9%	0.1%	0.0%	0.1%	0.0%	0.0%
Make a Claim or Enrol	9.1%	7.4%	3.0%	2.0%	2.1%	3.1%	1.1%	1.2%
Make an Enquiry or Lodge a Document	36.4%	33.2%	28.8%	21.5%	28.9%	31.5%	38.4%	37.4%
Other, or not assigned	8.6%	18.7%	37.9%	46.1%	48.4%	45.0%	41.6%	40.6%
Self Service Assistance	4.1%	4.5%	4.9%	1.9%	3.8%	5.6%	3.9%	3.0%
Update Personal Details	12.7%	10.2%	7.8%	13.8%	14.5%	12.9%	12.6%	16.2%
Bairnsdale OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	12.2%	13.2%	13.6%	13.8%	3.0%	3.0%	3.0%	3.4%
Claim a Refund	18.2%	17.2%	14.4%	15.1%	12.5%	12.9%	10.3%	9.8%
Make a Claim or Enrol	4.6%	5.0%	3.3%	2.5%	2.3%	2.4%	2.2%	1.6%
Make an Enquiry or Lodge a Document	30.6%	29.8%	32.8%	31.2%	38.1%	36.4%	39.0%	41.2%
Other, or not assigned	10.6%	10.9%	13.5%	13.9%	19.0%	17.6%	17.3%	15.9%
Self Service Assistance	6.2%	8.2%	9.9%	10.6%	10.5%	13.9%	16.4%	16.2%
Update Personal Details	17.6%	15.6%	12.6%	12.8%	14.6%	13.8%	11.9%	11.9%
Ballarat OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	12.8%	14.5%	14.3%	12.5%	3.4%	3.5%	2.9%	3.2%
Claim a Refund	20.5%	17.9%	14.6%	11.6%	3.6%	3.7%	3.2%	2.9%
Make a Claim or Enrol	4.9%	4.3%	4.5%	4.8%	4.9%	4.5%	4.1%	4.4%
Make an Enquiry or Lodge a Document	30.0%	32.5%	31.6%	32.9%	39.8%	43.7%	41.6%	40.7%
Other, or not assigned	5.9%	6.0%	10.6%	17.4%	24.9%	25.0%	30.0%	31.1%
Self Service Assistance	12.4%	13.7%	15.9%	12.1%	12.8%	8.7%	6.4%	6.2%
Update Personal Details	13.5%	11.1%	8.6%	8.7%	10.6%	11.0%	11.7%	11.5%
Ballina OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	5.7%	9.1%	10.8%	9.9%	2.8%	2.4%	2.4%	2.4%
Claim a Refund	23.6%	22.6%	23.7%	26.2%	14.7%	14.0%	10.0%	9.4%
Make a Claim or Enrol	2.2%	4.6%	3.9%	3.0%	3.2%	3.5%	4.5%	3.3%

Site	Q1 2014-15	Q2 2014-15	Q3 2014-15	Q4 2014-15	Q1 2015-16	Q2 2015-16	Q3 2015-16	Q4 2015-16
Make an Enquiry or Lodge a Document	30.1%	30.5%	27.9%	28.1%	25.1%	28.5%	31.2%	30.5%
Other, or not assigned	19.9%	16.1%	16.3%	14.8%	29.6%	30.3%	29.7%	33.9%
Self Service Assistance	8.3%	7.9%	9.5%	8.4%	13.8%	10.2%	11.7%	10.9%
Update Personal Details	10.2%	9.1%	7.9%	9.5%	10.7%	11.0%	10.5%	9.6%
Bankstown OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	12.7%	13.0%	13.7%	13.1%	3.8%	4.2%	4.9%	4.9%
Claim a Refund	24.9%	24.8%	21.7%	17.7%	4.5%	5.4%	3.3%	4.4%
Make a Claim or Enrol	1.3%	1.2%	1.1%	3.7%	5.3%	6.4%	6.4%	5.8%
Make an Enquiry or Lodge a Document	28.9%	27.3%	27.3%	25.0%	28.3%	29.2%	31.9%	33.7%
Other, or not assigned	8.0%	10.0%	11.6%	19.4%	33.8%	28.6%	25.3%	24.9%
Self Service Assistance	6.1%	8.8%	9.8%	7.6%	8.2%	6.6%	6.9%	6.7%
Update Personal Details	18.0%	15.0%	14.9%	13.5%	16.1%	19.6%	21.2%	19.5%
Batemans Bay OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	9.2%	9.1%	9.8%	9.6%	1.8%	1.3%	1.3%	1.4%
Claim a Refund	10.6%	16.9%	12.5%	15.6%	13.5%	14.2%	11.2%	11.9%
Make a Claim or Enrol	8.6%	1.8%	4.5%	2.0%	2.9%	2.3%	1.6%	1.5%
Make an Enquiry or Lodge a Document	30.9%	42.1%	36.0%	35.0%	38.4%	38.1%	39.8%	37.3%
Other, or not assigned	18.1%	13.0%	17.3%	16.8%	23.5%	19.2%	17.9%	23.8%
Self Service Assistance	8.4%	5.9%	8.0%	9.1%	6.6%	7.9%	10.5%	12.4%
Update Personal Details	14.2%	11.1%	12.1%	12.0%	13.2%	16.9%	17.7%	11.8%
Bathurst OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	5.6%	7.4%	8.1%	7.7%	2.0%	1.5%	1.7%	2.2%
Claim a Refund	23.7%	22.7%	19.2%	17.2%	10.6%	11.3%	8.0%	5.6%
Make a Claim or Enrol	2.8%	2.8%	1.2%	2.0%	1.1%	1.5%	1.1%	1.0%
Make an Enquiry or Lodge a Document	53.2%	46.8%	40.1%	27.3%	25.9%	27.1%	22.2%	27.3%
Other, or not assigned	1.7%	5.8%	9.8%	17.3%	28.1%	30.8%	40.5%	40.6%
Self Service Assistance	9.0%	9.1%	12.9%	7.5%	4.5%	6.4%	6.6%	6.1%
Update Personal Details	4.0%	5.4%	8.7%	21.0%	27.8%	21.4%	20.0%	17.2%
Baulkham Hills	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	14.7%	12.4%	11.6%	12.6%	3.4%	3.9%	3.4%	3.2%

Site	Q1 2014-15	Q2 2014-15	Q3 2014-15	Q4 2014-15	Q1 2015-16	Q2 2015-16	Q3 2015-16	Q4 2015-16
Claim a Refund	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Make a Claim or Enrol	3.5%	3.3%	1.5%	1.0%	2.9%	2.5%	1.9%	1.5%
Make an Enquiry or Lodge a Document	48.1%	48.4%	41.9%	38.4%	39.2%	36.2%	32.0%	41.5%
Other, or not assigned	6.1%	14.2%	22.4%	23.4%	25.2%	25.6%	26.5%	23.4%
Self Service Assistance	7.0%	7.9%	9.7%	7.0%	10.7%	10.1%	13.6%	10.0%
Update Personal Details	20.6%	13.8%	12.8%	17.5%	18.7%	21.7%	22.6%	20.4%
Beaudesert	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	15.2%	18.7%	14.2%	14.2%	3.8%	3.9%	3.4%	4.0%
Claim a Refund	0.0%	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%
Make a Claim or Enrol	2.7%	4.0%	2.6%	3.3%	3.9%	2.9%	1.7%	3.1%
Make an Enquiry or Lodge a Document	43.1%	46.7%	42.7%	42.0%	48.5%	41.4%	33.5%	39.2%
Other, or not assigned	18.3%	7.7%	17.4%	16.4%	15.7%	18.0%	19.8%	20.5%
Self Service Assistance	2.9%	1.0%	3.2%	5.0%	4.0%	4.7%	6.2%	6.0%
Update Personal Details	17.9%	21.9%	19.9%	19.1%	24.0%	29.1%	35.3%	27.2%
Beenleigh OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	19.8%	19.2%	17.1%	16.9%	5.8%	5.2%	4.2%	3.3%
Claim a Refund	13.4%	11.5%	8.8%	7.1%	6.1%	4.4%	2.3%	2.1%
Make a Claim or Enrol	2.0%	3.2%	4.3%	4.0%	4.6%	4.5%	5.0%	4.9%
Make an Enquiry or Lodge a Document	32.3%	27.1%	20.8%	24.7%	32.7%	33.3%	38.4%	38.3%
Other, or not assigned	5.5%	10.3%	20.0%	20.9%	20.8%	23.6%	20.5%	21.8%
Self Service Assistance	10.7%	16.2%	15.4%	13.8%	15.4%	14.6%	18.2%	18.6%
Update Personal Details	16.4%	12.6%	13.6%	12.6%	14.6%	14.4%	11.4%	10.9%
Bega OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	8.5%	8.5%	10.4%	10.0%	3.2%	2.4%	2.6%	2.0%
Claim a Refund	45.1%	5.5%	2.7%	7.4%	19.5%	20.6%	13.5%	20.8%
Make a Claim or Enrol	2.3%	2.9%	3.8%	5.5%	5.4%	3.3%	4.3%	2.2%
Make an Enquiry or Lodge a Document	22.6%	42.4%	30.0%	25.8%	27.9%	27.0%	28.8%	22.3%
Other, or not assigned	5.5%	27.5%	38.3%	34.1%	19.7%	22.7%	21.5%	28.4%
Self Service Assistance	4.1%	5.1%	6.3%	8.1%	10.1%	13.0%	18.3%	15.2%
Update Personal Details	11.9%	8.1%	8.5%	9.1%	14.0%	11.0%	11.1%	9.1%

Site	Q1 2014-15	Q2 2014-15	Q3 2014-15	Q4 2014-15	Q1 2015-16	Q2 2015-16	Q3 2015-16	Q4 2015-16
Belconnen OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	6.6%	6.6%	7.6%	7.9%	2.4%	2.2%	1.9%	1.4%
Claim a Refund	29.0%	29.7%	25.3%	20.9%	23.2%	21.6%	16.8%	20.1%
Make a Claim or Enrol	6.8%	5.4%	4.5%	2.9%	2.7%	2.1%	2.3%	2.4%
Make an Enquiry or Lodge a Document	38.1%	34.7%	37.5%	33.9%	36.3%	32.8%	32.3%	29.8%
Other, or not assigned	5.6%	7.3%	9.8%	17.1%	15.9%	14.8%	18.7%	18.0%
Self Service Assistance	0.1%	0.3%	4.3%	5.3%	2.4%	13.5%	14.4%	15.2%
Update Personal Details	13.8%	15.9%	11.0%	12.0%	17.0%	13.1%	13.6%	13.0%
Belgrave	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	17.4%	16.6%	17.7%	16.8%	3.5%	2.8%	1.9%	1.7%
Claim a Refund	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Make a Claim or Enrol	3.6%	1.9%	1.3%	1.7%	2.4%	1.9%	2.1%	1.3%
Make an Enquiry or Lodge a Document	32.5%	33.0%	32.6%	35.3%	43.7%	48.4%	40.3%	45.8%
Other, or not assigned	21.8%	20.5%	21.7%	18.5%	19.2%	17.8%	17.9%	12.6%
Self Service Assistance	4.9%	8.0%	14.0%	13.6%	11.4%	12.6%	25.1%	20.6%
Update Personal Details	19.7%	20.1%	12.6%	14.1%	19.8%	16.6%	12.7%	18.1%
Belmont WA	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	0.0%				0.0%			0.0%
Claim a Refund	50.3%	46.3%	39.9%	43.0%	28.7%	18.6%	15.5%	19.3%
Make a Claim or Enrol	8.2%	7.6%	10.9%	10.8%	8.2%	14.3%	9.7%	9.7%
Make an Enquiry or Lodge a Document	24.0%	20.6%	19.3%	17.5%	26.0%	18.8%	15.0%	19.3%
Other, or not assigned	0.1%	0.1%	0.1%	0.1%	16.9%	33.2%	31.3%	28.8%
Self Service Assistance	0.0%	0.1%	0.1%	0.0%	3.0%	6.1%	19.6%	11.3%
Update Personal Details	17.4%	25.4%	29.5%	28.6%	17.2%	9.0%	9.0%	11.6%
Benalla Visiting Service			100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment			10.3%	9.6%	1.1%	0.9%	0.5%	0.6%
Claim a Refund			0.0%				0.0%	
Make a Claim or Enrol			4.3%	3.6%	0.5%	0.4%	0.8%	0.7%
Make an Enquiry or Lodge a Document			42.9%	34.5%	35.0%	37.4%	48.3%	28.9%
Other, or not assigned			23.2%	24.1%	26.1%	24.8%	3.3%	1.2%

Site	Q1 2014-15	Q2 2014-15	Q3 2014-15	Q4 2014-15	Q1 2015-16	Q2 2015-16	Q3 2015-16	Q4 2015-16
Self Service Assistance			3.0%	6.0%	6.8%	3.1%	1.4%	1.6%
Update Personal Details			16.3%	22.2%	30.6%	33.4%	45.7%	67.0%
Bendigo OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	16.2%	16.6%	16.3%	15.1%	3.2%	2.7%	3.1%	2.8%
Claim a Refund	17.8%	19.5%	15.8%	16.5%	4.2%	1.6%	1.1%	1.0%
Make a Claim or Enrol	3.8%	2.6%	2.7%	2.0%	2.6%	1.8%	2.4%	1.5%
Make an Enquiry or Lodge a Document	38.0%	31.9%	32.3%	31.2%	29.6%	26.9%	30.7%	32.1%
Other, or not assigned	4.7%	5.8%	8.4%	9.9%	25.1%	32.3%	27.2%	33.6%
Self Service Assistance	6.8%	13.3%	14.2%	14.2%	24.6%	26.2%	26.8%	20.7%
Update Personal Details	12.8%	10.2%	10.3%	11.1%	10.7%	8.4%	8.8%	8.3%
Berri OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	16.6%	15.2%	16.4%	15.3%	4.1%	4.3%	4.7%	5.3%
Claim a Refund	2.5%	2.5%	2.1%	1.0%	1.0%	1.3%	1.2%	1.3%
Make a Claim or Enrol	4.1%	3.1%	3.0%	1.9%	1.7%	2.0%	1.8%	1.7%
Make an Enquiry or Lodge a Document	40.2%	41.3%	38.7%	39.2%	43.4%	43.8%	41.5%	44.3%
Other, or not assigned	22.2%	24.8%	27.7%	32.3%	35.3%	35.6%	31.1%	32.4%
Self Service Assistance	0.5%	0.3%	0.7%	0.9%	1.9%	1.2%	1.1%	1.1%
Update Personal Details	13.8%	12.9%	11.2%	9.3%	12.5%	11.9%	18.7%	13.9%
Biggera Waters	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	26.2%	27.4%	27.8%	25.3%	4.9%	5.4%	4.4%	4.1%
Claim a Refund	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Make a Claim or Enrol	0.6%	1.1%	0.8%	0.6%	0.4%	0.8%	0.5%	0.7%
Make an Enquiry or Lodge a Document	23.6%	28.5%	23.0%	21.0%	27.8%	34.6%	31.9%	28.2%
Other, or not assigned	25.4%	19.4%	24.0%	27.1%	34.8%	31.6%	33.0%	35.8%
Self Service Assistance	9.7%	8.9%	11.2%	13.1%	13.3%	10.6%	12.8%	10.5%
Update Personal Details	14.6%	14.7%	13.2%	12.8%	18.8%	17.0%	17.4%	20.7%
Biloela	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	9.0%	11.3%	11.3%	9.3%	0.4%	0.5%	0.5%	0.7%
Claim a Refund	0.2%	0.3%			0.0%			
Make a Claim or Enrol	3.3%	3.0%	1.5%	1.6%	1.7%	2.3%	1.4%	1.8%

Site	Q1 2014-15	Q2 2014-15	Q3 2014-15	Q4 2014-15	Q1 2015-16	Q2 2015-16	Q3 2015-16	Q4 2015-16
Make an Enquiry or Lodge a Document	71.4%	60.2%	42.6%	32.9%	50.1%	54.1%	70.9%	51.3%
Other, or not assigned	0.1%	5.1%	20.1%	35.0%	26.1%	27.8%	15.8%	40.1%
Self Service Assistance	7.5%	11.1%	13.1%	11.1%	15.0%	9.8%	8.4%	3.6%
Update Personal Details	8.4%	9.0%	11.3%	10.1%	6.7%	5.5%	3.0%	2.4%
Blacktown OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	12.5%	14.5%	14.7%	12.7%	3.0%	3.5%	2.7%	1.9%
Claim a Refund	10.0%	12.1%	8.0%	6.4%	4.0%	3.5%	2.4%	3.1%
Make a Claim or Enrol	2.4%	2.9%	3.0%	2.9%	4.0%	4.5%	5.0%	5.3%
Make an Enquiry or Lodge a Document	32.4%	36.2%	39.5%	33.4%	37.8%	32.3%	33.3%	29.8%
Other, or not assigned	22.9%	11.6%	12.5%	28.8%	19.3%	21.5%	24.0%	25.6%
Self Service Assistance	4.1%	6.9%	10.1%	4.1%	13.2%	8.6%	7.1%	10.4%
Update Personal Details	15.6%	16.0%	12.2%	11.6%	18.7%	26.1%	25.5%	23.9%
Bondi Junction OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	8.6%	10.3%	8.7%	8.1%	1.5%	1.4%	1.3%	1.2%
Claim a Refund	26.1%	15.8%	16.0%	20.1%	15.4%	13.5%	10.8%	13.7%
Make a Claim or Enrol	18.3%	19.3%	13.6%	13.0%	17.0%	19.0%	18.5%	12.6%
Make an Enquiry or Lodge a Document	19.2%	19.3%	22.7%	24.7%	30.3%	27.9%	29.4%	30.2%
Other, or not assigned	8.1%	11.3%	20.0%	15.5%	13.9%	13.2%	15.0%	17.0%
Self Service Assistance	8.4%	9.5%	6.8%	6.4%	8.5%	7.5%	9.4%	7.5%
Update Personal Details	11.3%	14.4%	12.3%	12.2%	13.4%	17.5%	15.6%	17.9%
Booragoon	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment				0.0%				0.0%
Claim a Refund	68.0%	70.4%	67.0%	64.6%	48.8%	50.2%	54.5%	53.4%
Make a Claim or Enrol	10.0%	10.1%	10.9%	11.5%	15.7%	15.0%	10.0%	6.8%
Make an Enquiry or Lodge a Document	14.5%	12.6%	13.7%	10.1%	10.9%	9.6%	11.0%	15.7%
Other, or not assigned	0.0%	0.0%	0.0%	6.4%	17.0%	17.6%	14.9%	12.0%
Self Service Assistance	0.4%	0.3%	0.3%	0.2%	0.8%	1.2%	0.8%	2.1%
Update Personal Details	7.1%	6.6%	8.1%	7.2%	6.7%	6.4%	8.7%	10.0%
Boronia	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	18.6%	19.4%	19.5%	18.2%	4.2%	3.8%	3.2%	3.2%

Site	Q1 2014-15	Q2 2014-15	Q3 2014-15	Q4 2014-15	Q1 2015-16	Q2 2015-16	Q3 2015-16	Q4 2015-16
Claim a Refund		0.0%	0.0%	0.0%				0.0%
Make a Claim or Enrol	4.7%	5.4%	6.3%	3.2%	1.8%	1.6%	1.3%	0.7%
Make an Enquiry or Lodge a Document	43.7%	35.0%	38.7%	42.6%	44.3%	45.6%	46.0%	45.1%
Other, or not assigned	12.7%	18.1%	16.9%	16.2%	16.7%	15.8%	16.0%	15.8%
Self Service Assistance	7.9%	8.5%	9.9%	9.9%	18.9%	20.0%	20.0%	22.0%
Update Personal Details	12.3%	13.6%	8.7%	9.9%	14.1%	13.4%	13.6%	13.1%
Borrooloola	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	0.1%				0.1%			
Make a Claim or Enrol	1.0%	0.6%	0.1%	0.8%	0.5%	0.9%	1.0%	0.4%
Make an Enquiry or Lodge a Document	95.0%	98.0%	97.2%	95.4%	96.6%	98.0%	97.6%	98.7%
Other, or not assigned	0.4%	0.1%	0.1%	0.1%	0.0%	0.0%	0.0%	0.1%
Self Service Assistance	2.6%	0.9%	1.4%	2.3%	1.3%	0.4%	0.3%	0.3%
Update Personal Details	1.0%	0.5%	1.3%	1.4%	1.5%	0.7%	1.1%	0.5%
Bourke	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	2.2%	2.9%	2.4%	2.8%	0.0%	0.3%	0.3%	0.4%
Claim a Refund	0.1%		0.1%	0.1%		0.0%	0.0%	
Make a Claim or Enrol	4.2%	5.7%	4.0%	2.8%	2.9%	3.1%	5.1%	4.2%
Make an Enquiry or Lodge a Document	71.4%	73.5%	63.9%	66.5%	73.4%	67.8%	44.9%	46.6%
Other, or not assigned	15.0%	14.8%	22.1%	21.9%	19.5%	22.2%	26.7%	21.4%
Self Service Assistance	0.9%	0.8%	1.1%	1.8%	1.5%	1.3%	2.0%	1.6%
Update Personal Details	6.2%	2.3%	6.4%	4.2%	2.7%	5.3%	20.9%	25.8%
Bowen OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	13.6%	12.6%	17.3%	18.3%	2.4%	1.7%	2.4%	2.4%
Claim a Refund	6.5%	1.6%	0.3%	0.1%	0.1%	0.1%	0.0%	
Make a Claim or Enrol	3.0%	2.5%	1.2%	1.3%	1.1%	1.1%	0.5%	0.5%
Make an Enquiry or Lodge a Document	27.4%	32.9%	26.9%	16.8%	15.7%	18.0%	10.9%	8.2%
Other, or not assigned	41.5%	42.7%	44.1%	45.1%	48.4%	49.0%	38.7%	41.1%
Self Service Assistance	5.1%	3.6%	7.7%	6.8%	7.8%	5.1%	4.5%	1.5%
Update Personal Details	2.8%	4.1%	2.5%	11.6%	24.6%	25.0%	43.1%	46.3%
Bowral OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Site	Q1 2014-15	Q2 2014-15	Q3 2014-15	Q4 2014-15	Q1 2015-16	Q2 2015-16	Q3 2015-16	Q4 2015-16
Attend a Booked Appointment	7.3%	9.2%	9.4%	8.6%	2.1%	1.8%	1.5%	1.5%
Claim a Refund	31.2%	31.1%	28.7%	31.4%	29.9%	29.4%	25.6%	27.2%
Make a Claim or Enrol	5.4%	4.7%	3.9%	1.9%	1.1%	2.9%	4.4%	2.7%
Make an Enquiry or Lodge a Document	27.6%	28.8%	27.4%	31.2%	39.4%	34.1%	36.0%	32.4%
Other, or not assigned	2.8%	2.8%	4.7%	5.3%	8.9%	8.1%	6.6%	13.3%
Self Service Assistance	7.4%	6.5%	7.8%	7.4%	2.4%	1.1%	0.5%	4.5%
Update Personal Details	18.3%	16.8%	18.0%	14.1%	16.2%	22.6%	25.2%	18.4%
Box Hill OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	11.3%	14.4%	15.2%	16.8%	4.8%	4.0%	3.6%	3.4%
Claim a Refund	25.8%	10.6%	5.2%	5.0%	3.8%	4.1%	2.3%	4.0%
Make a Claim or Enrol	8.0%	6.7%	4.0%	3.6%	4.2%	4.6%	3.7%	4.3%
Make an Enquiry or Lodge a Document	34.4%	36.2%	32.5%	30.6%	30.2%	19.1%	18.0%	17.7%
Other, or not assigned	3.6%	13.1%	22.1%	22.8%	30.5%	35.1%	34.4%	33.2%
Self Service Assistance	3.6%	4.7%	9.9%	8.9%	5.9%	7.8%	11.8%	13.0%
Update Personal Details	13.3%	14.4%	11.1%	12.4%	20.6%	25.4%	26.1%	24.5%
Braddon OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	8.3%	8.6%	8.5%	8.7%	2.4%	2.4%	2.2%	1.8%
Claim a Refund	19.8%	17.6%	18.3%	17.6%	17.2%	19.1%	13.5%	14.9%
Make a Claim or Enrol	8.2%	6.4%	5.4%	4.5%	3.7%	3.3%	4.1%	4.7%
Make an Enquiry or Lodge a Document	36.6%	37.3%	40.6%	40.2%	45.6%	43.0%	40.6%	35.5%
Other, or not assigned	16.3%	22.7%	18.7%	18.9%	16.7%	13.0%	20.3%	24.1%
Self Service Assistance	2.4%	0.4%	0.2%	0.9%	1.1%	2.3%	3.7%	7.6%
Update Personal Details	8.3%	7.0%	8.2%	9.1%	13.4%	16.9%	15.6%	11.4%
Bridgewater	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	14.0%	15.4%	13.1%	13.1%	4.1%	2.6%	2.5%	3.2%
Claim a Refund	0.0%			0.0%	0.0%	0.0%		0.0%
Make a Claim or Enrol	1.1%	1.5%	1.3%	1.1%	1.1%	0.6%	0.7%	0.7%
Make an Enquiry or Lodge a Document	41.6%	37.4%	39.5%	39.2%	51.2%	59.7%	56.6%	49.9%
Other, or not assigned	24.1%	22.4%	28.5%	26.9%	28.3%	26.3%	26.9%	26.7%
Self Service Assistance	7.3%	9.7%	6.4%	7.9%	5.0%	3.2%	4.2%	9.3%

Site	Q1 2014-15	Q2 2014-15	Q3 2014-15	Q4 2014-15	Q1 2015-16	Q2 2015-16	Q3 2015-16	Q4 2015-16
Update Personal Details	11.9%	13.7%	11.2%	11.7%	10.3%	7.6%	9.2%	10.2%
Broadmeadows OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	18.4%	21.4%	18.2%	18.8%	5.9%	5.1%	4.3%	4.1%
Claim a Refund	9.0%	2.2%	2.0%	1.6%	4.2%	4.4%	2.5%	5.3%
Make a Claim or Enrol	5.4%	5.4%	6.2%	5.5%	6.5%	5.4%	4.9%	5.6%
Make an Enquiry or Lodge a Document	32.7%	30.5%	26.7%	23.8%	31.3%	19.7%	18.1%	17.4%
Other, or not assigned	11.5%	15.6%	21.4%	22.7%	23.7%	27.1%	33.8%	28.0%
Self Service Assistance	9.0%	19.4%	16.9%	18.2%	12.3%	10.6%	10.0%	9.2%
Update Personal Details	13.9%	5.5%	8.7%	9.5%	16.0%	27.7%	26.4%	30.4%
Broken Hill OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	10.3%	10.2%	11.7%	11.2%	2.3%	1.8%	2.0%	2.1%
Claim a Refund	6.9%	6.4%	5.3%	4.7%	5.2%	4.8%	3.1%	3.1%
Make a Claim or Enrol	4.6%	4.3%	4.8%	4.1%	4.2%	4.8%	4.8%	4.1%
Make an Enquiry or Lodge a Document	34.8%	33.5%	32.5%	26.3%	24.9%	30.0%	29.9%	27.7%
Other, or not assigned	26.6%	27.5%	29.2%	31.1%	33.6%	29.2%	31.5%	29.6%
Self Service Assistance	1.9%	1.8%	2.0%	1.7%	3.2%	2.8%	3.7%	5.2%
Update Personal Details	14.9%	16.2%	14.6%	20.9%	26.6%	26.6%	24.9%	28.2%
Broome OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	4.3%	4.4%	3.5%	4.7%	0.9%	1.1%	1.5%	1.2%
Claim a Refund	2.2%	2.6%	1.2%	1.0%	0.5%	0.2%	0.0%	0.1%
Make a Claim or Enrol	4.4%	3.0%	3.1%	4.0%	3.0%	1.7%	1.1%	1.6%
Make an Enquiry or Lodge a Document	70.4%	69.0%	62.4%	57.4%	51.3%	52.6%	66.6%	69.4%
Other, or not assigned	7.7%	11.4%	20.2%	22.2%	26.6%	19.3%	12.3%	16.3%
Self Service Assistance	1.5%	1.0%	2.6%	1.0%	0.9%	0.4%	0.5%	0.6%
Update Personal Details	9.5%	8.7%	7.1%	9.7%	16.8%	24.7%	17.8%	10.7%
Browns Plains	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	21.6%	20.9%	19.2%	20.9%	6.1%	5.5%	5.0%	4.1%
Claim a Refund	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Make a Claim or Enrol	2.0%	1.7%	1.8%	1.9%	2.0%	1.5%	1.5%	1.5%
Make an Enquiry or Lodge a Document	41.7%	38.0%	38.6%	35.4%	35.1%	34.3%	29.3%	22.7%

Site	Q1 2014-15	Q2 2014-15	Q3 2014-15	Q4 2014-15	Q1 2015-16	Q2 2015-16	Q3 2015-16	Q4 2015-16
Other, or not assigned	7.7%	10.4%	13.5%	17.9%	26.6%	29.6%	35.5%	47.0%
Self Service Assistance	7.7%	13.4%	13.2%	13.0%	17.4%	16.9%	18.4%	16.5%
Update Personal Details	19.4%	15.6%	13.7%	11.0%	12.8%	12.1%	10.3%	8.1%
Brunswick Heads	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	21.8%	20.8%	21.9%	19.1%	4.7%	5.0%	5.0%	3.9%
Claim a Refund	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Make a Claim or Enrol	3.2%	5.5%	0.8%	1.0%	1.0%	1.3%	1.5%	0.5%
Make an Enquiry or Lodge a Document	32.2%	26.6%	25.5%	29.7%	28.7%	32.1%	28.9%	40.6%
Other, or not assigned	20.8%	24.4%	26.1%	29.8%	43.4%	39.7%	39.4%	43.2%
Self Service Assistance	1.4%	1.2%	1.8%	2.1%	3.4%	4.4%	3.2%	2.1%
Update Personal Details	20.6%	21.5%	23.9%	18.3%	18.8%	17.6%	22.0%	9.6%
Bunbury OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	16.5%	14.6%	13.8%	12.8%	2.1%	2.0%	2.3%	2.0%
Claim a Refund	9.7%	10.9%	7.5%	5.6%	4.6%	4.8%	3.3%	4.0%
Make a Claim or Enrol	6.9%	5.7%	4.9%	3.7%	4.0%	3.1%	3.6%	4.1%
Make an Enquiry or Lodge a Document	32.3%	31.2%	38.3%	37.8%	43.2%	47.1%	49.5%	51.7%
Other, or not assigned	10.1%	14.5%	17.2%	23.8%	32.6%	29.1%	24.5%	23.0%
Self Service Assistance	7.7%	10.2%	10.5%	9.3%	6.0%	7.7%	8.1%	7.0%
Update Personal Details	16.8%	12.9%	7.8%	7.0%	7.5%	6.3%	8.7%	8.1%
Bundaberg OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	16.8%	16.2%	16.8%	16.7%	3.9%	3.7%	3.9%	3.8%
Claim a Refund	14.5%	12.0%	9.6%	9.6%	8.0%	6.8%	4.4%	5.7%
Make a Claim or Enrol	4.9%	4.1%	3.2%	2.8%	3.5%	3.6%	3.2%	2.8%
Make an Enquiry or Lodge a Document	26.1%	29.2%	28.0%	27.4%	34.2%	34.6%	31.4%	32.8%
Other, or not assigned	9.0%	15.7%	20.5%	20.4%	23.9%	30.0%	37.2%	40.1%
Self Service Assistance	16.9%	11.2%	9.8%	11.5%	11.5%	8.1%	7.9%	5.2%
Update Personal Details	11.9%	11.7%	12.1%	11.6%	15.0%	13.1%	12.0%	9.5%
Burnie OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	16.1%	15.1%	15.4%	13.3%	6.6%	5.1%	4.8%	4.4%
Claim a Refund	9.7%	0.5%	0.1%	6.7%	8.1%	5.9%	4.4%	5.2%

Site	Q1 2014-15	Q2 2014-15	Q3 2014-15	Q4 2014-15	Q1 2015-16	Q2 2015-16	Q3 2015-16	Q4 2015-16
Make a Claim or Enrol	3.9%	4.0%	2.9%	3.5%	3.2%	1.7%	2.1%	2.0%
Make an Enquiry or Lodge a Document	27.5%	26.1%	23.9%	33.5%	42.6%	42.6%	37.7%	42.0%
Other, or not assigned	18.9%	20.2%	23.1%	17.4%	18.8%	23.1%	26.4%	25.8%
Self Service Assistance	14.2%	25.9%	26.9%	13.3%	5.3%	3.6%	8.9%	5.9%
Update Personal Details	9.8%	8.2%	7.6%	12.3%	15.4%	18.0%	15.8%	14.7%
Burwood OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	9.1%	9.4%	8.9%	7.6%	2.5%	2.9%	2.9%	2.6%
Claim a Refund	36.4%	37.9%	32.9%	33.6%	21.5%	17.1%	11.6%	14.6%
Make a Claim or Enrol	1.0%	1.8%	1.5%	2.4%	7.0%	8.7%	6.1%	8.2%
Make an Enquiry or Lodge a Document	28.4%	26.3%	29.3%	25.4%	21.5%	28.6%	25.0%	25.2%
Other, or not assigned	6.1%	5.9%	8.1%	12.6%	25.4%	20.5%	28.0%	25.4%
Self Service Assistance	10.2%	9.0%	6.9%	6.8%	6.2%	3.9%	5.1%	3.6%
Update Personal Details	8.8%	9.7%	12.3%	11.7%	15.8%	18.3%	21.2%	20.3%
Busselton	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	17.2%	15.5%	14.1%	15.8%	3.1%	2.4%	3.2%	1.9%
Claim a Refund		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Make a Claim or Enrol	6.8%	6.8%	6.6%	6.8%	6.2%	6.3%	8.4%	7.2%
Make an Enquiry or Lodge a Document	43.4%	38.6%	34.8%	32.3%	34.8%	32.5%	33.2%	31.1%
Other, or not assigned	5.1%	6.7%	20.5%	15.4%	16.7%	17.0%	16.1%	18.9%
Self Service Assistance	12.2%	11.8%	7.9%	8.6%	18.3%	14.0%	14.4%	18.2%
Update Personal Details	15.3%	20.5%	16.2%	21.1%	20.9%	27.8%	24.7%	22.8%
Byron Bay	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	9.4%	8.1%	9.4%	6.1%	1.0%	1.7%	1.2%	1.1%
Claim a Refund	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Make a Claim or Enrol	4.2%	4.4%	3.2%	1.0%	0.4%	0.8%	0.3%	0.3%
Make an Enquiry or Lodge a Document	37.2%	27.7%	35.2%	21.1%	13.8%	20.6%	17.5%	18.8%
Other, or not assigned	40.6%	53.0%	50.3%	69.6%	80.8%	71.8%	73.6%	71.0%
Self Service Assistance	2.6%	1.2%	0.5%	0.8%	1.9%	2.6%	3.5%	4.6%
Update Personal Details	6.0%	5.5%	1.3%	1.4%	2.2%	2.4%	3.9%	4.3%
Caboolture OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Site	Q1 2014-15	Q2 2014-15	Q3 2014-15	Q4 2014-15	Q1 2015-16	Q2 2015-16	Q3 2015-16	Q4 2015-16
Attend a Booked Appointment	14.2%	14.1%	16.4%	16.0%	3.4%	3.2%	3.3%	3.3%
Claim a Refund	22.3%	14.2%	9.1%	9.1%	7.7%	7.1%	5.6%	4.4%
Make a Claim or Enrol	7.0%	5.8%	4.8%	5.4%	5.7%	5.7%	5.8%	4.6%
Make an Enquiry or Lodge a Document	23.4%	21.5%	26.3%	25.0%	23.9%	21.8%	20.5%	28.6%
Other, or not assigned	9.5%	19.2%	24.1%	23.4%	37.0%	40.0%	38.5%	40.7%
Self Service Assistance	12.7%	11.4%	6.4%	7.5%	10.2%	8.7%	10.7%	5.0%
Update Personal Details	10.9%	13.8%	12.9%	13.7%	12.1%	13.5%	15.6%	13.4%
Cabramatta	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	17.6%	19.6%	18.8%	18.0%	3.8%	3.5%	3.1%	4.3%
Claim a Refund	0.0%		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Make a Claim or Enrol	1.5%	1.4%	1.1%	1.0%	0.8%	1.0%	1.3%	1.3%
Make an Enquiry or Lodge a Document	41.3%	38.5%	34.3%	36.6%	37.9%	29.2%	31.4%	36.4%
Other, or not assigned	10.0%	13.1%	18.6%	31.8%	27.8%	24.9%	31.2%	32.4%
Self Service Assistance	22.5%	20.8%	20.3%	5.3%	18.6%	23.6%	16.4%	7.7%
Update Personal Details	7.1%	6.6%	6.9%	7.3%	11.2%	17.8%	16.6%	17.9%
Cairns Aplin St	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	27.5%	26.2%	22.0%	24.8%	4.8%	4.5%	3.9%	3.2%
Claim a Refund	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	0.0%
Make a Claim or Enrol	2.3%	2.1%	1.9%	1.8%	2.2%	2.1%	2.9%	2.0%
Make an Enquiry or Lodge a Document	25.3%	24.1%	25.0%	23.2%	30.1%	36.6%	35.5%	34.7%
Other, or not assigned	21.5%	23.1%	28.5%	27.2%	29.8%	27.4%	29.2%	38.6%
Self Service Assistance	6.7%	6.3%	5.9%	4.7%	7.5%	6.7%	8.1%	4.5%
Update Personal Details	16.8%	18.3%	16.6%	18.4%	25.5%	22.8%	20.4%	17.0%
Cairns Grafton St OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	0.0%		0.0%	0.0%		0.0%		
Claim a Refund	29.8%	32.3%	11.6%	3.7%	1.4%	1.2%	1.1%	1.1%
Make a Claim or Enrol	10.0%	11.4%	12.7%	11.7%	11.0%	11.0%	13.0%	11.6%
Make an Enquiry or Lodge a Document	22.3%	21.5%	24.1%	20.2%	18.5%	21.3%	25.5%	29.1%
Other, or not assigned	12.1%	9.1%	22.3%	32.2%	29.2%	25.2%	22.9%	22.5%
Self Service Assistance	9.4%	6.3%	7.0%	3.0%	3.2%	5.1%	4.7%	5.5%

Site	Q1 2014-15	Q2 2014-15	Q3 2014-15	Q4 2014-15	Q1 2015-16	Q2 2015-16	Q3 2015-16	Q4 2015-16
Update Personal Details	16.5%	19.5%	22.3%	29.1%	36.7%	36.2%	32.7%	30.1%
Cairns Remote Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	81.6%	65.4%	67.3%	49.3%	5.6%	11.6%	11.3%	8.8%
Make a Claim or Enrol	3.7%	6.0%	4.2%	8.2%	6.7%	11.0%	9.0%	3.1%
Make an Enquiry or Lodge a Document	12.0%	26.4%	26.7%	38.3%	81.8%	61.1%	43.9%	46.3%
Other, or not assigned	0.3%	0.4%	0.4%	0.6%	0.0%	0.3%	0.1%	0.1%
Self Service Assistance	1.6%	1.2%	0.2%		3.9%	14.0%	16.5%	13.8%
Update Personal Details	0.8%	0.5%	1.3%	3.6%	2.1%	2.0%	19.2%	27.8%
Caloundra OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	10.9%	12.5%	12.5%	12.9%	2.5%	2.7%	2.4%	2.4%
Claim a Refund	13.2%	12.5%	5.5%	1.0%	1.3%	0.7%	0.5%	0.3%
Make a Claim or Enrol	2.8%	3.6%	2.9%	2.5%	2.6%	2.2%	2.5%	2.3%
Make an Enquiry or Lodge a Document	34.6%	32.4%	32.6%	34.5%	39.9%	44.5%	37.9%	32.8%
Other, or not assigned	11.3%	13.6%	24.2%	27.6%	25.5%	21.0%	30.3%	32.2%
Self Service Assistance	9.3%	9.6%	10.1%	8.8%	8.3%	7.7%	7.0%	6.0%
Update Personal Details	17.9%	15.8%	12.0%	12.7%	19.9%	21.2%	19.4%	24.0%
Camberwell OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	0.0%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%
Claim a Refund	60.0%	59.8%	19.7%	9.3%	37.7%	36.4%	25.0%	29.1%
Make a Claim or Enrol	5.0%	5.3%	7.3%	6.6%	6.8%	6.1%	7.8%	7.0%
Make an Enquiry or Lodge a Document	16.1%	14.5%	12.2%	10.9%	14.4%	15.0%	16.5%	17.2%
Other, or not assigned	8.8%	9.1%	16.0%	23.1%	30.5%	32.6%	38.8%	34.1%
Self Service Assistance	3.1%	4.1%	37.9%	43.4%	3.3%	2.4%	2.7%	2.9%
Update Personal Details	6.9%	7.2%	6.8%	6.5%	7.3%	7.4%	9.1%	9.7%
Camden OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	8.8%	8.6%	9.1%	8.7%	2.5%	2.4%	2.6%	2.7%
Claim a Refund	30.2%	30.4%	25.2%	28.0%	24.8%	10.9%	7.9%	8.3%
Make a Claim or Enrol	4.2%	3.0%	2.8%	3.0%	3.3%	4.2%	5.8%	5.7%
Make an Enquiry or Lodge a Document	26.3%	25.8%	26.9%	23.8%	28.0%	32.4%	34.4%	32.1%
Other, or not assigned	8.1%	10.2%	14.1%	14.5%	17.1%	23.9%	22.1%	25.2%

Site	Q1 2014-15	Q2 2014-15	Q3 2014-15	Q4 2014-15	Q1 2015-16	Q2 2015-16	Q3 2015-16	Q4 2015-16
Self Service Assistance	4.6%	3.6%	4.2%	3.5%	5.5%	6.6%	7.7%	5.5%
Update Personal Details	17.8%	18.3%	17.8%	18.5%	18.8%	19.6%	19.5%	20.5%
Campbelltown OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	14.9%	15.8%	15.9%	14.5%	2.8%	3.5%	3.5%	3.2%
Claim a Refund	19.4%	11.1%	8.4%	8.8%	6.0%	5.4%	2.4%	2.4%
Make a Claim or Enrol	4.0%	4.2%	4.0%	4.3%	4.4%	4.2%	4.3%	4.6%
Make an Enquiry or Lodge a Document	37.6%	27.4%	27.6%	31.2%	44.6%	42.9%	42.6%	45.6%
Other, or not assigned	6.8%	8.5%	17.9%	20.6%	25.1%	22.9%	23.7%	24.8%
Self Service Assistance	5.8%	9.3%	7.4%	4.0%	5.3%	5.8%	10.9%	9.2%
Update Personal Details	11.5%	23.8%	18.8%	16.5%	11.8%	15.3%	12.6%	10.2%
Campsie OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	10.4%	8.8%	11.4%	11.2%	3.1%	3.7%	3.6%	3.5%
Claim a Refund	25.4%	26.0%	22.5%	24.1%	8.5%	9.9%	6.8%	7.2%
Make a Claim or Enrol	4.7%	4.7%	4.5%	5.0%	3.0%	4.0%	4.3%	3.7%
Make an Enquiry or Lodge a Document	31.8%	31.8%	32.1%	28.3%	35.7%	36.5%	36.5%	42.0%
Other, or not assigned	6.0%	8.3%	8.6%	11.4%	23.3%	17.3%	17.7%	16.2%
Self Service Assistance	14.2%	13.1%	13.3%	11.9%	13.6%	9.8%	12.9%	10.5%
Update Personal Details	7.5%	7.2%	7.7%	8.1%	12.6%	18.9%	18.2%	17.0%
Cannington OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	9.9%	10.7%	9.9%	9.7%	2.1%	1.8%	2.0%	1.9%
Claim a Refund	12.2%	8.9%	7.5%	6.9%	3.9%	3.7%	2.2%	2.4%
Make a Claim or Enrol	6.5%	6.2%	7.8%	6.9%	7.4%	6.3%	6.5%	7.1%
Make an Enquiry or Lodge a Document	36.9%	38.5%	40.4%	39.3%	39.9%	34.0%	31.6%	37.0%
Other, or not assigned	17.0%	15.6%	15.1%	19.3%	23.8%	30.5%	32.9%	29.7%
Self Service Assistance	7.9%	9.8%	7.8%	6.7%	7.8%	6.6%	7.6%	6.0%
Update Personal Details	9.6%	10.3%	11.5%	11.3%	15.0%	17.0%	17.3%	15.8%
Cannonvale	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	16.8%	18.1%	17.1%	17.8%	2.2%	2.4%	2.2%	3.6%
Claim a Refund	0.0%		0.0%		0.0%	0.0%		0.0%
Make a Claim or Enrol	4.3%	3.9%	2.3%	2.1%	3.3%	2.9%	4.0%	1.8%

Site	Q1 2014-15	Q2 2014-15	Q3 2014-15	Q4 2014-15	Q1 2015-16	Q2 2015-16	Q3 2015-16	Q4 2015-16
Make an Enquiry or Lodge a Document	44.6%	42.7%	42.9%	36.2%	30.2%	28.9%	31.5%	45.6%
Other, or not assigned	12.9%	21.2%	28.8%	29.8%	42.6%	41.5%	32.9%	27.5%
Self Service Assistance	4.2%	2.5%	1.9%	3.5%	5.3%	4.4%	5.5%	3.5%
Update Personal Details	17.2%	11.6%	6.9%	10.7%	16.5%	20.0%	23.9%	18.0%
Capalaba OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	7.4%	9.6%	11.5%	12.2%	2.7%	2.4%	2.6%	2.9%
Claim a Refund	30.6%	20.9%	14.1%	10.3%	12.0%	12.8%	8.3%	8.2%
Make a Claim or Enrol	4.4%	4.2%	4.3%	4.4%	3.3%	3.1%	3.2%	2.5%
Make an Enquiry or Lodge a Document	31.9%	34.2%	35.4%	27.1%	27.6%	21.4%	25.2%	25.5%
Other, or not assigned	3.8%	10.2%	12.1%	16.8%	19.9%	17.6%	17.7%	16.3%
Self Service Assistance	9.1%	8.8%	5.2%	2.8%	4.4%	5.2%	5.8%	4.0%
Update Personal Details	12.8%	12.1%	17.4%	26.4%	30.0%	37.6%	37.2%	40.5%
Carindale	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment		0.0%		0.0%	0.0%			
Claim a Refund	67.0%	68.7%	65.6%	60.4%	38.5%	40.8%	42.3%	31.4%
Make a Claim or Enrol	11.5%	12.4%	12.5%	6.7%	7.2%	7.3%	10.2%	8.8%
Make an Enquiry or Lodge a Document	12.4%	10.3%	11.4%	8.5%	8.3%	8.7%	10.6%	9.6%
Other, or not assigned	0.0%	0.0%	0.0%	14.7%	35.9%	32.4%	25.1%	38.3%
Self Service Assistance	0.6%	0.4%	0.5%	1.0%	1.9%	3.4%	1.6%	1.9%
Update Personal Details	8.5%	8.2%	10.0%	8.7%	8.1%	7.4%	10.2%	9.9%
Caringbah OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	3.9%	4.5%	4.8%	7.2%	2.2%	2.6%	2.3%	2.5%
Claim a Refund	49.7%	50.9%	46.1%	38.2%	32.8%	34.7%	28.9%	29.4%
Make a Claim or Enrol	7.5%	8.2%	7.3%	5.5%	5.0%	6.0%	6.2%	5.6%
Make an Enquiry or Lodge a Document	21.5%	20.4%	20.2%	23.3%	26.3%	28.6%	28.4%	26.3%
Other, or not assigned	4.6%	3.2%	7.6%	10.5%	13.6%	9.2%	12.4%	14.6%
Self Service Assistance	3.4%	3.6%	4.0%	3.9%	7.1%	5.5%	6.3%	6.3%
Update Personal Details	9.5%	9.2%	9.9%	11.4%	13.0%	13.4%	15.5%	15.2%
Carnarvon	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	0.9%	0.3%	0.1%	0.0%	0.0%			0.2%

Site	Q1 2014-15	Q2 2014-15	Q3 2014-15	Q4 2014-15	Q1 2015-16	Q2 2015-16	Q3 2015-16	Q4 2015-16
Claim a Refund	0.0%	0.0%		0.0%	0.0%	0.1%		0.1%
Make a Claim or Enrol	5.2%	5.9%	7.8%	5.6%	4.3%	3.9%	4.8%	2.5%
Make an Enquiry or Lodge a Document	52.6%	54.0%	61.2%	67.6%	69.6%	64.4%	56.0%	62.2%
Other, or not assigned	8.9%	11.2%	7.7%	8.2%	7.7%	11.4%	15.9%	11.5%
Self Service Assistance	7.8%	5.9%	2.8%	2.3%	4.9%	0.9%	0.9%	0.2%
Update Personal Details	24.5%	22.6%	20.4%	16.2%	13.4%	19.3%	22.3%	23.4%
Casino OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	9.2%	9.6%	9.1%	7.6%	1.8%	1.8%	2.1%	2.0%
Claim a Refund	20.2%	18.0%	14.8%	10.0%	5.7%	3.2%	3.5%	3.5%
Make a Claim or Enrol	1.7%	1.8%	2.2%	1.8%	2.3%	1.4%	1.5%	1.3%
Make an Enquiry or Lodge a Document	40.0%	40.5%	37.6%	34.3%	36.5%	44.1%	51.0%	51.7%
Other, or not assigned	21.1%	25.2%	30.0%	40.8%	46.1%	43.7%	33.7%	31.5%
Self Service Assistance	0.4%	0.4%	0.2%	0.5%	0.9%	0.7%	0.5%	0.6%
Update Personal Details	7.5%	4.5%	6.2%	5.0%	6.7%	5.1%	7.7%	9.4%
Castle Hill	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	0.4%	0.3%	0.5%	0.4%	0.3%	0.5%	0.4%	0.3%
Claim a Refund	72.3%	72.6%	69.3%	66.5%	56.7%	56.0%	40.6%	36.6%
Make a Claim or Enrol	10.4%	11.5%	11.6%	11.5%	5.0%	5.7%	5.9%	4.4%
Make an Enquiry or Lodge a Document	11.1%	10.1%	11.3%	10.2%	7.0%	6.3%	5.9%	9.9%
Other, or not assigned	0.0%	0.0%	0.0%	5.4%	24.8%	26.8%	44.2%	45.1%
Self Service Assistance	0.6%	0.5%	0.6%	0.4%	2.8%	1.7%	0.3%	0.4%
Update Personal Details	5.1%	5.1%	6.6%	5.5%	3.4%	3.0%	2.8%	3.3%
Casuarina OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	4.3%	5.2%	5.4%	5.8%	1.8%	1.9%	1.7%	1.3%
Claim a Refund	15.7%	13.6%	11.6%	11.1%	7.8%	9.1%	4.3%	4.2%
Make a Claim or Enrol	4.0%	4.1%	3.6%	2.9%	3.1%	2.9%	3.7%	4.2%
Make an Enquiry or Lodge a Document	52.3%	51.8%	46.4%	43.2%	49.2%	60.8%	60.6%	51.7%
Other, or not assigned	2.5%	2.4%	5.3%	5.6%	12.3%	9.8%	11.4%	13.4%
Self Service Assistance	10.4%	15.0%	19.1%	21.6%	20.1%	10.9%	13.5%	17.3%
Update Personal Details	10.8%	7.8%	8.6%	9.8%	5.7%	4.6%	4.8%	8.0%

Site	Q1 2014-15	Q2 2014-15	Q3 2014-15	Q4 2014-15	Q1 2015-16	Q2 2015-16	Q3 2015-16	Q4 2015-16
Ceduna	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	1.0%	1.4%	2.7%	1.3%	0.6%	0.2%	0.2%	0.5%
Make a Claim or Enrol	4.3%	3.7%	4.5%	3.0%	3.5%	4.2%	4.4%	3.8%
Make an Enquiry or Lodge a Document	86.3%	84.2%	58.3%	28.0%	23.3%	21.8%	19.5%	23.2%
Other, or not assigned	0.5%	3.4%	27.8%	63.1%	67.4%	67.4%	68.2%	64.0%
Self Service Assistance	0.9%	0.7%	0.7%	0.2%	1.8%	2.2%	1.4%	1.4%
Update Personal Details	7.0%	6.6%	6.0%	4.3%	3.4%	4.2%	6.3%	7.1%
Central Remote Servicing Teams	#DIV/0!	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment		0.0%						
Make a Claim or Enrol			5.0%					0.0%
Make an Enquiry or Lodge a Document		100.0%	82.5%	30.8%	42.9%	100.0%	50.0%	100.0%
Other, or not assigned	#DIV/0!	0.0%	0.0%	0.0%	0.0%		33.3%	0.0%
Self Service Assistance		0.0%		61.5%	14.3%			
Update Personal Details		0.0%	12.5%	7.7%	42.9%		16.7%	
Cessnock OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	10.6%	11.0%	13.8%	12.9%	2.8%	2.4%	2.3%	2.1%
Claim a Refund	15.9%	14.0%	8.7%	7.0%	3.2%	1.8%	1.7%	1.7%
Make a Claim or Enrol	2.1%	1.9%	1.7%	0.9%	1.0%	1.2%	1.1%	1.0%
Make an Enquiry or Lodge a Document	44.2%	37.8%	34.9%	32.0%	29.9%	32.7%	37.9%	40.0%
Other, or not assigned	9.7%	12.2%	17.1%	22.8%	42.9%	42.1%	38.8%	40.0%
Self Service Assistance	5.6%	12.0%	11.5%	13.3%	9.9%	8.0%	6.8%	7.7%
Update Personal Details	11.8%	11.2%	12.3%	11.1%	10.4%	11.9%	11.2%	7.4%
Charlestown Hilltop Medicare	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Claim a Refund	66.2%	61.5%	34.2%	22.6%	8.4%	2.7%	0.6%	0.4%
Make a Claim or Enrol	6.7%	6.6%	8.0%	6.6%	8.4%	8.2%	3.5%	0.7%
Make an Enquiry or Lodge a Document	18.7%	14.6%	6.8%	7.1%	7.9%	6.2%	4.0%	2.7%
Other, or not assigned	0.0%	8.6%	38.0%	53.5%	66.9%	73.9%	84.2%	92.0%
Self Service Assistance		1.3%	6.4%	3.4%	2.7%	4.4%	6.3%	3.4%
Update Personal Details	8.4%	7.4%	6.6%	6.7%	5.7%	4.6%	1.3%	0.8%

Site	Q1 2014-15	Q2 2014-15	Q3 2014-15	Q4 2014-15	Q1 2015-16	Q2 2015-16	Q3 2015-16	Q4 2015-16
Charlestown Road OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	12.8%	14.1%	14.6%	14.1%	3.6%	3.5%	3.4%	4.1%
Claim a Refund	15.2%	12.1%	13.5%	3.7%	0.0%	0.0%	0.0%	0.0%
Make a Claim or Enrol	3.5%	5.0%	2.2%	1.0%	0.6%	0.3%	0.1%	0.4%
Make an Enquiry or Lodge a Document	28.1%	25.9%	23.7%	21.4%	18.2%	16.7%	13.0%	19.6%
Other, or not assigned	14.8%	18.0%	19.1%	34.7%	59.3%	60.2%	64.2%	52.6%
Self Service Assistance	16.4%	15.5%	16.6%	16.2%	10.3%	11.4%	11.3%	12.0%
Update Personal Details	9.2%	9.4%	10.2%	9.0%	7.9%	7.9%	8.1%	11.5%
Charleville	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	1.4%	1.8%	1.2%	2.9%	1.2%	2.1%	1.8%	0.6%
Claim a Refund		0.1%			0.1%	0.0%		
Make a Claim or Enrol	9.9%	8.6%	5.8%	4.2%	6.2%	4.5%	3.7%	2.3%
Make an Enquiry or Lodge a Document	58.6%	49.5%	71.2%	66.4%	73.9%	83.7%	81.4%	81.9%
Other, or not assigned	0.7%	15.3%	12.1%	16.6%	4.1%	2.1%	7.7%	11.9%
Self Service Assistance	5.2%	5.6%	1.0%	1.9%	1.0%	1.6%	1.3%	0.4%
Update Personal Details	24.1%	19.1%	8.7%	8.1%	13.5%	6.0%	4.0%	2.9%
Charters Towers	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	10.6%	11.0%	10.0%	11.9%	0.5%	0.4%	0.2%	0.3%
Claim a Refund		0.1%	0.0%			0.0%		0.0%
Make a Claim or Enrol	2.7%	2.5%	1.3%	1.4%	1.0%	1.3%	0.8%	2.1%
Make an Enquiry or Lodge a Document	68.0%	70.5%	54.5%	38.0%	56.2%	59.4%	63.6%	53.5%
Other, or not assigned	0.8%	3.7%	26.7%	26.6%	27.2%	28.2%	20.1%	24.4%
Self Service Assistance	5.7%	3.0%	0.3%	0.4%	0.2%	0.5%	0.5%	0.7%
Update Personal Details	12.2%	9.2%	7.2%	21.7%	14.9%	10.2%	14.7%	19.0%
Chatswood OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	4.8%	5.8%	5.6%	5.9%	1.4%	1.6%	1.5%	1.2%
Claim a Refund	37.9%	38.7%	33.3%	32.5%	33.8%	15.9%	8.1%	17.0%
Make a Claim or Enrol	12.3%	12.9%	12.0%	7.4%	5.5%	8.6%	7.3%	9.0%
Make an Enquiry or Lodge a Document	9.5%	10.2%	16.0%	12.7%	12.9%	15.1%	13.7%	14.6%
Other, or not assigned	16.9%	12.0%	9.3%	14.3%	22.1%	31.8%	37.7%	30.5%

Site	Q1 2014-15	Q2 2014-15	Q3 2014-15	Q4 2014-15	Q1 2015-16	Q2 2015-16	Q3 2015-16	Q4 2015-16
Self Service Assistance	4.0%	6.9%	10.8%	12.9%	7.9%	9.1%	12.5%	8.5%
Update Personal Details	14.6%	13.5%	13.0%	14.3%	16.4%	17.9%	19.2%	19.2%
Cheltenham OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	11.2%	13.6%	15.4%	15.2%	4.3%	3.8%	3.9%	3.2%
Claim a Refund	23.2%	27.3%	23.6%	24.1%	22.7%	23.3%	15.3%	19.4%
Make a Claim or Enrol	0.6%	2.4%	3.7%	3.2%	2.9%	3.2%	3.5%	3.9%
Make an Enquiry or Lodge a Document	25.4%	24.9%	26.0%	21.2%	24.5%	27.1%	26.9%	24.4%
Other, or not assigned	25.5%	12.2%	9.0%	11.5%	18.1%	16.6%	20.5%	20.5%
Self Service Assistance	6.3%	7.9%	9.5%	11.6%	14.6%	12.8%	16.9%	16.2%
Update Personal Details	7.7%	11.7%	12.8%	13.3%	12.9%	13.2%	12.9%	12.3%
Cherbourg	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	6.2%	7.0%	8.4%	6.2%	0.5%	0.2%	0.6%	0.4%
Claim a Refund		0.0%				0.1%		
Make a Claim or Enrol	2.3%	3.0%	2.2%	1.5%	2.0%	2.1%	0.7%	1.1%
Make an Enquiry or Lodge a Document	69.0%	70.9%	76.8%	74.1%	69.8%	70.5%	70.5%	68.8%
Other, or not assigned	0.1%	0.2%	0.1%	0.0%	0.0%	4.3%	3.6%	3.1%
Self Service Assistance	0.1%	0.1%	0.2%	0.3%	0.9%	0.4%	0.2%	0.3%
Update Personal Details	22.3%	18.8%	12.2%	18.0%	26.8%	22.4%	24.4%	26.3%
Chermside OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	7.3%	9.9%	9.9%	10.2%	2.0%	2.0%	1.9%	2.1%
Claim a Refund	34.2%	29.6%	21.4%	18.8%	17.9%	17.5%	11.7%	12.3%
Make a Claim or Enrol	5.8%	5.6%	4.8%	4.4%	4.6%	5.0%	5.6%	5.7%
Make an Enquiry or Lodge a Document	33.6%	38.5%	34.9%	30.6%	38.3%	41.2%	34.9%	31.9%
Other, or not assigned	10.0%	4.5%	15.1%	19.3%	17.0%	14.4%	23.1%	25.6%
Self Service Assistance	2.7%	3.4%	5.1%	5.0%	5.6%	5.8%	8.4%	6.9%
Update Personal Details	6.4%	8.5%	8.7%	11.6%	14.7%	14.2%	14.5%	15.5%
Childers	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	0.1%						0.2%	
Claim a Refund		0.1%	0.1%	0.2%	0.1%	0.3%	0.2%	0.1%
Make a Claim or Enrol	5.4%	2.3%	10.8%	5.8%	4.5%	4.0%	4.9%	3.4%

Site	Q1 2014-15	Q2 2014-15	Q3 2014-15	Q4 2014-15	Q1 2015-16	Q2 2015-16	Q3 2015-16	Q4 2015-16
Make an Enquiry or Lodge a Document	41.1%	53.5%	63.3%	65.4%	53.6%	70.4%	56.8%	68.7%
Other, or not assigned	0.1%	0.1%	0.2%	0.1%	0.0%	0.1%	0.0%	0.0%
Self Service Assistance	0.2%	0.1%	0.1%	0.6%	2.4%	0.8%	2.9%	0.4%
Update Personal Details	53.1%	44.0%	25.6%	27.9%	39.4%	24.4%	35.0%	27.4%
Cleveland OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	12.1%	11.0%	11.8%	12.1%	3.2%	2.9%	3.0%	2.7%
Claim a Refund	11.3%	14.0%	10.6%	10.3%	11.7%	13.3%	7.6%	6.8%
Make a Claim or Enrol	5.0%	4.1%	3.1%	3.1%	4.5%	5.3%	4.5%	5.0%
Make an Enquiry or Lodge a Document	25.5%	20.3%	19.1%	21.2%	25.0%	31.4%	28.8%	27.1%
Other, or not assigned	13.4%	21.4%	25.8%	20.6%	20.7%	13.4%	22.6%	24.4%
Self Service Assistance	11.5%	11.0%	9.4%	12.8%	15.2%	14.4%	12.3%	12.8%
Update Personal Details	21.3%	18.4%	20.2%	19.9%	19.6%	19.3%	21.3%	21.2%
Coffs Harbour OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	13.3%	16.4%	18.5%	16.8%	4.1%	4.5%	4.2%	4.0%
Claim a Refund	3.2%	3.1%	2.7%	1.9%	1.1%	1.1%	1.1%	1.4%
Make a Claim or Enrol	2.8%	3.3%	2.5%	1.5%	1.7%	2.8%	3.0%	2.0%
Make an Enquiry or Lodge a Document	28.2%	27.5%	29.8%	27.9%	27.2%	32.3%	29.7%	26.5%
Other, or not assigned	38.5%	30.0%	25.1%	31.3%	40.5%	34.8%	39.2%	44.8%
Self Service Assistance	2.5%	4.0%	5.3%	4.9%	5.7%	4.7%	5.3%	3.7%
Update Personal Details	11.5%	15.8%	16.0%	15.8%	19.6%	19.7%	17.4%	17.7%
Colac OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	7.6%	8.4%	8.7%	9.1%	1.8%	1.6%	1.7%	1.9%
Claim a Refund	29.6%	26.7%	21.5%	19.0%	6.7%	4.4%	3.4%	3.9%
Make a Claim or Enrol	2.6%	1.6%	2.3%	1.9%	1.4%	1.7%	2.6%	2.4%
Make an Enquiry or Lodge a Document	36.5%	43.8%	48.8%	46.0%	54.8%	62.0%	53.9%	52.3%
Other, or not assigned	3.5%	3.7%	6.8%	10.4%	22.3%	17.3%	18.0%	19.6%
Self Service Assistance	5.8%	4.5%	3.9%	3.5%	2.9%	1.8%	0.7%	0.9%
Update Personal Details	14.4%	11.2%	7.9%	10.0%	10.1%	11.2%	19.8%	19.1%
Coober Pedy	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	0.9%	1.3%	0.9%	1.6%	0.2%	0.2%	0.1%	0.1%

Site	Q1 2014-15	Q2 2014-15	Q3 2014-15	Q4 2014-15	Q1 2015-16	Q2 2015-16	Q3 2015-16	Q4 2015-16
Make a Claim or Enrol	3.4%	1.9%	2.4%	3.3%	2.3%	3.5%	4.5%	3.1%
Make an Enquiry or Lodge a Document	79.8%	82.3%	72.4%	72.6%	82.1%	83.0%	72.1%	77.8%
Other, or not assigned	0.2%	0.3%	3.9%	6.1%	3.4%	3.1%	1.2%	13.7%
Self Service Assistance	0.4%	1.9%	10.9%	6.7%	4.4%	3.8%	6.2%	1.6%
Update Personal Details	15.4%	12.2%	9.5%	9.8%	7.6%	6.4%	15.9%	3.7%
Cooma OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	10.7%	10.4%	11.9%	11.7%	1.1%	1.1%	1.2%	1.4%
Claim a Refund	19.8%	18.0%	14.7%	18.0%	18.1%	19.5%	17.7%	17.8%
Make a Claim or Enrol	8.5%	5.0%	4.7%	3.6%	3.7%	5.3%	6.2%	4.8%
Make an Enquiry or Lodge a Document	39.7%	41.0%	32.3%	39.4%	45.3%	45.3%	49.3%	41.6%
Other, or not assigned	2.8%	3.9%	7.4%	9.6%	10.5%	9.0%	7.6%	14.3%
Self Service Assistance	0.6%	0.2%	0.7%	0.7%	1.3%	0.9%	0.3%	0.7%
Update Personal Details	17.9%	21.5%	28.2%	16.9%	20.1%	18.9%	17.7%	19.3%
Corio OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	15.3%	15.7%	16.5%	17.2%	4.0%	3.9%	4.0%	3.8%
Claim a Refund	15.0%	12.9%	11.2%	6.8%	0.7%	1.0%	1.0%	1.1%
Make a Claim or Enrol	3.5%	4.3%	4.4%	4.9%	4.6%	3.8%	3.5%	3.2%
Make an Enquiry or Lodge a Document	19.0%	19.0%	26.9%	24.8%	37.0%	34.3%	35.9%	32.6%
Other, or not assigned	7.8%	7.3%	8.2%	13.9%	16.5%	19.8%	19.3%	25.4%
Self Service Assistance	30.3%	28.6%	20.6%	21.9%	27.8%	25.7%	23.6%	20.8%
Update Personal Details	9.1%	12.2%	12.2%	10.5%	9.4%	11.5%	12.7%	13.1%
Corrimal	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	14.3%	13.9%	13.8%	14.7%	2.0%	2.1%	2.6%	3.5%
Claim a Refund	0.0%		0.0%	0.0%	0.0%	0.0%		0.0%
Make a Claim or Enrol	1.0%	1.3%	1.6%	2.0%	1.3%	2.0%	2.7%	1.7%
Make an Enquiry or Lodge a Document	32.0%	41.5%	44.3%	39.3%	53.6%	61.8%	61.2%	60.7%
Other, or not assigned	14.3%	12.9%	18.5%	20.8%	24.1%	19.3%	18.9%	19.6%
Self Service Assistance	11.5%	10.8%	10.0%	12.7%	8.4%	2.6%	2.3%	2.8%
Update Personal Details	27.0%	19.6%	11.9%	10.5%	10.6%	12.3%	12.3%	11.7%
Cowra OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Site	Q1 2014-15	Q2 2014-15	Q3 2014-15	Q4 2014-15	Q1 2015-16	Q2 2015-16	Q3 2015-16	Q4 2015-16
Attend a Booked Appointment	9.6%	11.3%	11.7%	10.3%	2.1%	1.6%	1.8%	2.1%
Claim a Refund	14.7%	10.5%	13.0%	5.7%	3.0%	8.1%	6.8%	7.4%
Make a Claim or Enrol	3.8%	5.0%	3.4%	1.9%	2.8%	3.4%	3.5%	2.6%
Make an Enquiry or Lodge a Document	40.1%	39.3%	38.4%	32.7%	50.9%	45.1%	51.9%	42.9%
Other, or not assigned	9.6%	10.4%	10.5%	28.5%	28.6%	24.8%	17.9%	28.1%
Self Service Assistance	10.4%	12.4%	13.6%	11.4%	3.3%	5.0%	7.4%	6.9%
Update Personal Details	11.8%	11.1%	9.5%	9.6%	9.4%	12.0%	10.7%	9.9%
Cranbourne OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	16.3%	17.1%	15.8%	15.6%	3.9%	3.3%	3.2%	2.6%
Claim a Refund	15.6%	15.6%	8.4%	7.8%	9.0%	11.1%	8.2%	8.7%
Make a Claim or Enrol	3.2%	4.1%	2.9%	4.2%	6.9%	7.4%	7.6%	8.3%
Make an Enquiry or Lodge a Document	40.6%	27.1%	16.3%	16.3%	19.9%	20.9%	18.1%	18.7%
Other, or not assigned	7.7%	11.3%	24.3%	19.7%	21.9%	19.6%	24.8%	26.6%
Self Service Assistance	12.2%	17.2%	20.5%	20.3%	18.4%	18.0%	17.3%	14.6%
Update Personal Details	4.4%	7.5%	11.7%	16.1%	20.0%	19.8%	20.8%	20.5%
Dalby OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	11.8%	11.7%	14.3%	14.2%	3.4%	3.4%	3.6%	3.9%
Claim a Refund	14.8%	9.2%	6.8%	9.4%	12.6%	14.1%	11.5%	12.6%
Make a Claim or Enrol	5.9%	3.9%	3.6%	3.7%	5.5%	5.5%	3.9%	3.6%
Make an Enquiry or Lodge a Document	36.4%	35.2%	32.2%	31.3%	34.6%	44.8%	54.4%	50.1%
Other, or not assigned	8.7%	11.1%	15.3%	15.3%	17.1%	14.2%	12.4%	12.5%
Self Service Assistance	9.7%	17.8%	17.1%	11.2%	2.1%	1.3%	1.0%	1.3%
Update Personal Details	12.7%	11.2%	10.6%	15.0%	24.6%	16.7%	13.2%	16.0%
Dandenong OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	11.8%	11.9%	13.6%	14.7%	3.4%	2.2%	1.9%	2.5%
Claim a Refund	17.7%	18.3%	7.1%	6.6%	4.6%	4.1%	2.4%	3.2%
Make a Claim or Enrol	6.0%	6.4%	5.6%	4.9%	4.8%	5.1%	4.2%	5.8%
Make an Enquiry or Lodge a Document	20.8%	16.7%	17.1%	17.1%	22.0%	24.6%	30.2%	28.2%
Other, or not assigned	17.8%	16.9%	20.4%	23.3%	32.5%	32.8%	30.6%	28.2%
Self Service Assistance	12.4%	13.3%	16.1%	13.6%	15.1%	11.0%	13.7%	11.9%

Site	Q1 2014-15	Q2 2014-15	Q3 2014-15	Q4 2014-15	Q1 2015-16	Q2 2015-16	Q3 2015-16	Q4 2015-16
Update Personal Details	13.4%	16.4%	20.1%	19.7%	17.5%	20.2%	16.9%	20.2%
Dapto	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	17.5%	17.8%	18.2%	15.5%	4.2%	2.6%	3.0%	2.9%
Claim a Refund	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	
Make a Claim or Enrol	4.1%	3.9%	3.0%	3.7%	3.9%	4.1%	5.2%	4.4%
Make an Enquiry or Lodge a Document	41.2%	48.2%	46.6%	46.6%	50.3%	51.3%	48.2%	46.0%
Other, or not assigned	18.5%	14.0%	16.4%	14.3%	18.8%	18.4%	19.4%	20.1%
Self Service Assistance	12.0%	13.3%	13.1%	14.0%	10.0%	9.5%	6.9%	6.7%
Update Personal Details	6.8%	2.9%	2.8%	5.9%	12.9%	14.0%	17.3%	19.9%
Darebin OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	7.9%	8.6%	9.7%	9.9%	1.8%	2.1%	1.9%	1.8%
Claim a Refund	35.2%	27.8%	18.3%	14.8%	5.3%	3.6%	5.3%	12.0%
Make a Claim or Enrol	6.6%	6.8%	6.2%	5.8%	5.5%	5.7%	5.0%	5.4%
Make an Enquiry or Lodge a Document	22.1%	18.9%	20.4%	20.6%	20.3%	28.2%	31.4%	28.9%
Other, or not assigned	5.4%	17.0%	27.3%	29.9%	38.3%	24.9%	21.5%	16.2%
Self Service Assistance	7.7%	8.0%	6.7%	8.1%	7.6%	9.5%	8.1%	8.4%
Update Personal Details	15.0%	12.8%	11.4%	10.9%	21.1%	26.0%	26.9%	27.2%
Darlinghurst OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	15.2%	15.9%	15.5%	15.3%	2.7%	2.4%	1.8%	1.9%
Claim a Refund	0.0%	0.0%	1.5%	4.2%	3.6%	2.3%	1.5%	2.0%
Make a Claim or Enrol	1.9%	2.2%	6.6%	9.8%	10.9%	25.2%	29.6%	26.0%
Make an Enquiry or Lodge a Document	40.1%	40.6%	36.5%	35.2%	38.2%	33.3%	30.0%	28.9%
Other, or not assigned	15.7%	12.9%	15.6%	13.8%	18.4%	17.8%	18.3%	20.9%
Self Service Assistance	21.2%	26.1%	19.7%	17.9%	20.6%	15.9%	15.6%	17.1%
Update Personal Details	5.9%	2.3%	4.5%	3.8%	5.6%	3.2%	3.2%	3.1%
Darwin OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	3.7%	3.6%	3.9%	3.1%	1.0%	0.9%	1.0%	0.8%
Claim a Refund	18.7%	14.5%	12.3%	12.2%	9.0%	8.5%	6.8%	5.7%
Make a Claim or Enrol	9.4%	8.3%	6.3%	7.0%	5.3%	4.2%	4.2%	5.7%
Make an Enquiry or Lodge a Document	53.3%	57.8%	52.6%	55.6%	55.3%	52.1%	51.6%	53.3%

Site	Q1 2014-15	Q2 2014-15	Q3 2014-15	Q4 2014-15	Q1 2015-16	Q2 2015-16	Q3 2015-16	Q4 2015-16
Other, or not assigned	3.8%	6.2%	12.1%	12.8%	19.8%	18.6%	23.0%	22.5%
Self Service Assistance	5.3%	3.1%	4.0%	2.7%	2.5%	9.7%	9.9%	8.5%
Update Personal Details	5.9%	6.6%	8.9%	6.6%	7.0%	6.1%	3.6%	3.5%
Deception Bay OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	20.9%	22.6%	21.3%	17.0%	2.5%	3.8%	4.5%	3.8%
Claim a Refund	7.7%	8.3%	7.0%	3.3%	1.8%	1.3%	1.7%	1.7%
Make a Claim or Enrol	4.1%	3.2%	2.9%	3.5%	3.1%	3.9%	5.7%	4.5%
Make an Enquiry or Lodge a Document	35.6%	35.5%	27.0%	21.2%	24.2%	33.3%	34.2%	38.2%
Other, or not assigned	6.4%	6.8%	19.5%	30.1%	42.0%	29.7%	22.9%	25.7%
Self Service Assistance	5.1%	3.7%	4.6%	12.9%	11.3%	10.0%	9.5%	6.8%
Update Personal Details	20.2%	19.9%	17.7%	12.0%	15.1%	17.9%	21.4%	19.3%
Deniliquin	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	8.0%	11.3%	8.9%	8.9%	1.5%	1.9%	1.2%	0.5%
Claim a Refund			0.0%		0.0%	0.0%	0.2%	0.5%
Make a Claim or Enrol	7.1%	5.7%	3.7%	5.9%	6.4%	7.7%	11.2%	7.7%
Make an Enquiry or Lodge a Document	52.9%	55.2%	44.5%	40.1%	43.1%	39.1%	37.2%	50.3%
Other, or not assigned	0.1%	0.2%	21.1%	23.5%	21.9%	25.0%	13.5%	0.2%
Self Service Assistance	6.5%	6.1%	5.0%	6.0%	4.3%	5.0%	19.0%	19.6%
Update Personal Details	25.4%	21.5%	16.9%	15.5%	22.8%	21.3%	17.7%	21.2%
Derby	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	0.6%	0.4%	0.3%	0.1%	0.2%	0.0%	0.0%	0.0%
Claim a Refund	0.0%	0.0%		0.0%		0.0%		0.0%
Make a Claim or Enrol	2.7%	2.2%	2.1%	0.9%	1.5%	1.6%	1.2%	1.3%
Make an Enquiry or Lodge a Document	77.9%	75.0%	70.6%	54.6%	60.5%	67.5%	66.1%	57.4%
Other, or not assigned	13.1%	20.6%	26.1%	43.0%	34.9%	28.7%	31.9%	38.9%
Self Service Assistance	0.6%	0.5%	0.2%	0.4%	1.0%	0.6%	0.3%	0.7%
Update Personal Details	5.1%	1.3%	0.8%	0.9%	1.9%	1.6%	0.5%	1.6%
Devonport OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	15.2%	15.7%	14.4%	12.9%	3.7%	4.0%	3.6%	3.8%
Claim a Refund	4.6%	0.4%	1.5%	5.8%	10.4%	8.3%	5.3%	5.7%

Site	Q1 2014-15	Q2 2014-15	Q3 2014-15	Q4 2014-15	Q1 2015-16	Q2 2015-16	Q3 2015-16	Q4 2015-16
Make a Claim or Enrol	3.0%	1.5%	1.4%	3.2%	2.7%	1.9%	1.9%	1.8%
Make an Enquiry or Lodge a Document	21.6%	20.7%	23.0%	30.6%	39.2%	31.3%	32.0%	28.6%
Other, or not assigned	16.6%	17.8%	25.5%	24.3%	22.1%	27.7%	33.4%	30.0%
Self Service Assistance	21.6%	27.2%	23.4%	11.2%	2.4%	7.7%	9.4%	10.6%
Update Personal Details	17.4%	16.7%	10.8%	12.0%	19.5%	19.2%	14.3%	19.5%
Dubbo OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	11.6%	11.8%	13.1%	12.7%	2.7%	2.3%	3.1%	2.9%
Claim a Refund	11.4%	12.3%	9.3%	10.4%	8.8%	6.5%	3.0%	4.4%
Make a Claim or Enrol	4.9%	4.6%	3.6%	3.4%	3.3%	2.6%	3.4%	3.9%
Make an Enquiry or Lodge a Document	36.8%	33.1%	33.8%	28.0%	31.6%	37.0%	33.6%	38.4%
Other, or not assigned	22.0%	21.6%	23.2%	24.8%	31.7%	28.8%	35.5%	31.7%
Self Service Assistance	5.3%	6.5%	5.9%	7.0%	8.6%	6.8%	5.7%	5.3%
Update Personal Details	8.1%	10.1%	11.1%	13.8%	13.4%	15.9%	15.6%	13.4%
Earlville	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	4.3%	4.7%	4.7%	4.5%	2.7%	3.4%	3.2%	2.8%
Claim a Refund	4.1%	4.5%	2.2%	0.5%	0.3%	0.2%	0.0%	0.1%
Make a Claim or Enrol	8.3%	6.3%	5.6%	4.1%	3.1%	2.1%	1.7%	2.3%
Make an Enquiry or Lodge a Document	20.0%	20.7%	18.6%	19.0%	18.5%	18.5%	18.7%	18.7%
Other, or not assigned	25.2%	25.9%	30.7%	36.7%	31.6%	36.2%	36.5%	39.1%
Self Service Assistance	7.7%	7.3%	8.2%	5.2%	7.4%	6.9%	6.4%	4.9%
Update Personal Details	30.4%	30.5%	30.1%	30.0%	36.5%	32.8%	33.6%	32.1%
Echuca OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	7.5%	9.2%	8.1%	8.1%	2.0%	1.8%	1.2%	1.2%
Claim a Refund	27.0%	16.4%	16.7%	15.9%	16.5%	15.8%	14.1%	10.3%
Make a Claim or Enrol	9.6%	11.9%	8.0%	10.9%	10.1%	8.3%	5.8%	6.7%
Make an Enquiry or Lodge a Document	32.9%	29.6%	23.6%	20.6%	23.2%	22.4%	22.1%	19.3%
Other, or not assigned	5.0%	10.1%	14.3%	14.0%	16.8%	18.5%	24.4%	34.3%
Self Service Assistance	6.8%	10.8%	8.7%	10.3%	11.7%	11.2%	9.7%	8.7%
Update Personal Details	11.2%	12.0%	20.5%	20.2%	19.6%	22.1%	22.7%	19.4%
Elizabeth OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Site	Q1 2014-15	Q2 2014-15	Q3 2014-15	Q4 2014-15	Q1 2015-16	Q2 2015-16	Q3 2015-16	Q4 2015-16
Attend a Booked Appointment	15.4%	15.3%	13.8%	17.2%	5.6%	4.4%	4.8%	3.9%
Claim a Refund	4.0%	1.9%	0.4%	0.4%	0.5%	0.4%	0.4%	0.2%
Make a Claim or Enrol	4.8%	5.6%	4.0%	2.4%	2.7%	2.2%	2.4%	2.6%
Make an Enquiry or Lodge a Document	34.9%	32.2%	28.9%	27.8%	31.8%	26.3%	25.6%	27.6%
Other, or not assigned	17.0%	24.1%	34.0%	35.4%	42.9%	43.1%	42.5%	40.3%
Self Service Assistance	8.4%	8.1%	6.3%	6.0%	5.0%	7.5%	8.4%	8.7%
Update Personal Details	15.5%	12.9%	12.7%	10.8%	11.4%	16.2%	16.0%	16.8%
Emerald OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	11.3%	12.7%	11.7%	11.8%	0.7%	0.3%	0.4%	0.7%
Claim a Refund	13.5%	16.5%	3.9%	0.7%	0.3%	0.1%	0.1%	1.3%
Make a Claim or Enrol	11.9%	5.6%	5.4%	3.8%	2.9%	2.9%	3.4%	8.4%
Make an Enquiry or Lodge a Document	41.2%	40.9%	45.5%	34.7%	44.1%	56.1%	53.8%	43.4%
Other, or not assigned	9.9%	15.0%	26.2%	40.5%	42.6%	29.4%	20.2%	23.7%
Self Service Assistance	3.6%	1.8%	1.8%	2.3%	0.9%	1.2%	5.4%	8.8%
Update Personal Details	8.5%	7.5%	5.5%	6.2%	8.5%	10.1%	16.8%	13.7%
Enfield	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	16.2%	17.7%	19.3%	20.1%	3.2%	3.9%	3.7%	3.6%
Claim a Refund	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Make a Claim or Enrol	1.4%	0.7%	0.8%	0.7%	0.5%	0.9%	1.0%	1.7%
Make an Enquiry or Lodge a Document	14.1%	13.2%	14.3%	13.2%	18.5%	18.1%	20.7%	15.4%
Other, or not assigned	53.6%	53.7%	52.6%	52.8%	48.7%	42.2%	39.5%	43.2%
Self Service Assistance	0.2%	0.2%	0.2%	0.2%	9.4%	8.0%	6.7%	7.8%
Update Personal Details	14.5%	14.5%	12.8%	13.0%	19.7%	26.9%	28.4%	28.3%
Epping	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	21.4%	23.5%	22.3%	21.0%	4.4%	4.0%	3.6%	3.6%
Claim a Refund	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Make a Claim or Enrol	2.8%	2.2%	1.3%	0.9%	0.8%	1.0%	0.6%	0.5%
Make an Enquiry or Lodge a Document	34.1%	28.4%	27.1%	25.1%	29.5%	26.9%	26.8%	23.6%
Other, or not assigned	13.4%	17.6%	21.2%	23.5%	33.2%	28.4%	32.0%	31.6%
Self Service Assistance	13.1%	17.1%	16.2%	18.5%	8.5%	9.7%	11.3%	9.8%

Site	Q1 2014-15	Q2 2014-15	Q3 2014-15	Q4 2014-15	Q1 2015-16	Q2 2015-16	Q3 2015-16	Q4 2015-16
Update Personal Details	15.2%	11.1%	11.9%	11.0%	23.6%	30.0%	25.6%	31.0%
Esperance	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	9.4%	5.7%	8.3%	6.6%	0.7%	1.1%	1.1%	1.1%
Claim a Refund	0.0%		0.0%	0.1%	0.0%	0.0%	0.0%	0.0%
Make a Claim or Enrol	7.2%	5.8%	3.5%	2.5%	1.9%	2.5%	4.3%	3.0%
Make an Enquiry or Lodge a Document	49.8%	55.9%	49.6%	54.1%	37.1%	33.3%	34.1%	32.3%
Other, or not assigned	6.1%	5.3%	13.3%	18.0%	28.6%	22.8%	21.9%	30.3%
Self Service Assistance	7.9%	4.9%	7.3%	4.5%	12.0%	25.2%	23.7%	21.0%
Update Personal Details	19.6%	22.5%	18.0%	14.2%	19.7%	15.2%	14.9%	12.3%
Ettalong	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	14.8%	13.4%	16.7%	15.8%	1.9%	1.8%	1.6%	1.8%
Claim a Refund		0.0%			0.0%	0.0%	0.0%	0.0%
Make a Claim or Enrol	4.7%	3.7%	2.6%	4.2%	2.5%	4.5%	3.3%	2.9%
Make an Enquiry or Lodge a Document	36.9%	45.1%	37.7%	28.5%	34.9%	30.5%	37.6%	42.5%
Other, or not assigned	13.4%	10.5%	11.5%	23.6%	42.6%	41.5%	36.0%	31.6%
Self Service Assistance	14.4%	8.7%	10.6%	7.4%	4.1%	3.3%	3.3%	1.6%
Update Personal Details	15.9%	18.6%	20.7%	20.5%	14.0%	18.4%	18.1%	19.5%
Fairfield OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	11.3%	12.8%	13.9%	10.3%	3.0%	3.3%	3.4%	3.7%
Claim a Refund	18.3%	13.7%	15.8%	14.6%	14.0%	14.3%	10.2%	6.5%
Make a Claim or Enrol	3.8%	3.3%	5.7%	3.6%	2.7%	2.7%	1.7%	3.9%
Make an Enquiry or Lodge a Document	17.5%	19.0%	20.2%	22.0%	22.5%	24.1%	32.7%	38.8%
Other, or not assigned	1.9%	2.8%	6.9%	19.4%	17.4%	12.2%	13.2%	23.3%
Self Service Assistance	16.9%	20.6%	13.6%	6.1%	5.1%	8.3%	12.8%	10.0%
Update Personal Details	30.2%	27.7%	23.8%	23.9%	35.3%	35.2%	26.1%	13.9%
Fitzroy Crossing	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	0.4%	0.2%	0.1%	0.2%	0.0%	0.0%	0.0%	
Make a Claim or Enrol	1.1%	1.0%	1.2%	1.2%	0.8%	0.9%	0.8%	1.3%
Make an Enquiry or Lodge a Document	96.2%	97.9%	96.0%	93.1%	92.0%	97.2%	93.3%	84.7%
Other, or not assigned	0.1%	0.1%	0.2%	2.3%	4.5%	1.4%	4.1%	11.2%

Site	Q1 2014-15	Q2 2014-15	Q3 2014-15	Q4 2014-15	Q1 2015-16	Q2 2015-16	Q3 2015-16	Q4 2015-16
Self Service Assistance	0.2%	0.2%	0.9%	1.0%	1.4%	0.0%	0.2%	0.1%
Update Personal Details	1.9%	0.6%	1.5%	2.2%	1.2%	0.4%	1.6%	2.7%
Footscray OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	7.6%	8.2%	9.4%	9.6%	1.8%	1.7%	2.6%	3.8%
Claim a Refund	34.4%	33.7%	28.5%	19.7%	1.4%	20.3%	11.9%	6.1%
Make a Claim or Enrol	7.7%	7.3%	6.4%	4.5%	4.8%	6.6%	5.4%	4.5%
Make an Enquiry or Lodge a Document	24.8%	24.2%	22.3%	16.7%	25.4%	25.4%	32.5%	35.8%
Other, or not assigned	6.2%	6.0%	11.3%	26.0%	35.9%	18.1%	19.3%	20.7%
Self Service Assistance	8.0%	9.6%	9.9%	11.4%	13.9%	12.8%	14.6%	18.1%
Update Personal Details	11.4%	11.0%	12.2%	12.2%	16.9%	15.2%	13.8%	10.9%
Fortitude Valley	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	15.7%	15.5%	14.1%	13.9%	2.3%	2.1%	1.8%	2.0%
Claim a Refund	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Make a Claim or Enrol	2.2%	2.5%	1.0%	1.1%	1.0%	1.3%	1.3%	1.0%
Make an Enquiry or Lodge a Document	52.5%	55.1%	48.4%	48.3%	58.1%	54.7%	59.4%	53.5%
Other, or not assigned	9.5%	8.3%	18.5%	22.1%	20.1%	22.9%	20.0%	19.9%
Self Service Assistance	2.6%	2.0%	5.4%	5.2%	4.9%	5.3%	7.8%	8.3%
Update Personal Details	17.5%	16.7%	12.6%	9.4%	13.7%	13.7%	9.7%	15.3%
Fountain Gate OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	11.6%	12.0%	11.7%	12.0%	4.3%	3.5%	3.5%	3.3%
Claim a Refund	28.4%	27.2%	22.0%	23.4%	11.7%	2.4%	5.6%	9.7%
Make a Claim or Enrol	4.9%	4.7%	4.9%	4.9%	3.9%	3.4%	4.2%	4.5%
Make an Enquiry or Lodge a Document	21.2%	22.1%	22.8%	18.6%	24.9%	26.6%	28.0%	32.3%
Other, or not assigned	11.3%	11.2%	14.2%	15.8%	21.1%	30.9%	24.2%	17.0%
Self Service Assistance	7.6%	7.5%	9.0%	12.0%	15.4%	17.6%	14.9%	13.7%
Update Personal Details	15.1%	15.3%	15.4%	13.3%	18.6%	15.6%	19.5%	19.4%
Frankston OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	16.6%	17.4%	18.2%	18.0%	4.5%	3.9%	3.6%	3.3%
Claim a Refund	17.8%	16.5%	13.8%	14.4%	15.4%	16.2%	11.9%	14.0%
Make a Claim or Enrol	7.4%	6.1%	5.8%	5.1%	4.0%	3.0%	5.2%	4.6%

Site	Q1 2014-15	Q2 2014-15	Q3 2014-15	Q4 2014-15	Q1 2015-16	Q2 2015-16	Q3 2015-16	Q4 2015-16
Make an Enquiry or Lodge a Document	34.6%	33.3%	33.6%	29.1%	31.7%	30.4%	30.3%	28.7%
Other, or not assigned	6.3%	7.1%	9.6%	14.6%	21.0%	22.0%	23.6%	21.1%
Self Service Assistance	5.9%	6.6%	8.0%	7.3%	8.3%	12.4%	15.1%	16.0%
Update Personal Details	11.3%	13.0%	11.1%	11.5%	15.0%	12.1%	10.3%	12.4%
Fremantle	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	14.6%	14.7%	14.8%	13.5%	1.9%	1.9%	2.0%	2.0%
Claim a Refund	0.0%	0.0%	0.0%	0.0%			0.0%	
Make a Claim or Enrol	2.1%	1.7%	1.0%	1.3%	1.6%	1.5%	1.0%	0.8%
Make an Enquiry or Lodge a Document	45.1%	38.3%	36.7%	28.8%	20.1%	20.4%	20.1%	23.1%
Other, or not assigned	9.1%	11.6%	13.4%	12.2%	19.9%	18.0%	21.8%	23.4%
Self Service Assistance	18.2%	23.8%	24.9%	31.7%	39.7%	38.8%	31.0%	27.8%
Update Personal Details	10.9%	9.9%	9.1%	12.4%	16.8%	19.5%	24.3%	22.8%
Fremantle Medicare	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Claim a Refund	61.5%	61.3%	53.5%	58.0%	55.3%	61.5%	59.3%	67.0%
Make a Claim or Enrol	11.8%	12.6%	16.5%	11.9%	9.1%	9.6%	10.7%	9.2%
Make an Enquiry or Lodge a Document	17.6%	16.6%	18.3%	16.4%	15.6%	15.3%	16.4%	13.5%
Other, or not assigned	0.1%	0.0%	0.1%	3.1%	13.5%	5.9%	3.8%	2.8%
Self Service Assistance	0.5%	0.8%	0.6%	0.6%	0.0%	0.1%	0.1%	0.0%
Update Personal Details	8.6%	8.7%	10.9%	10.0%	6.5%	7.7%	9.7%	7.5%
Galiwinku	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	0.0%		0.0%					0.0%
Claim a Refund				0.0%			0.0%	
Make a Claim or Enrol	2.3%	0.3%	1.3%	1.6%	0.6%	0.7%	1.1%	1.1%
Make an Enquiry or Lodge a Document	96.1%	96.7%	94.3%	94.9%	97.0%	88.4%	92.2%	95.4%
Other, or not assigned	0.0%	0.0%	0.0%	0.1%	0.2%	0.1%	0.2%	0.0%
Self Service Assistance	0.2%		0.1%	0.5%	0.1%			
Update Personal Details	1.3%	3.0%	4.3%	2.9%	2.1%	10.7%	6.4%	3.4%
Galleria	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment						0.0%	0.0%	0.0%
Claim a Refund	60.5%	58.8%	51.8%	38.3%	22.6%	21.6%	24.2%	33.6%

Site	Q1 2014-15	Q2 2014-15	Q3 2014-15	Q4 2014-15	Q1 2015-16	Q2 2015-16	Q3 2015-16	Q4 2015-16
Make a Claim or Enrol	4.8%	5.7%	9.9%	17.5%	14.7%	18.5%	21.1%	18.5%
Make an Enquiry or Lodge a Document	20.5%	24.1%	26.9%	20.4%	10.3%	8.0%	8.2%	10.3%
Other, or not assigned	0.0%	0.0%	0.2%	14.6%	42.4%	39.5%	33.1%	18.9%
Self Service Assistance	4.5%	2.4%	1.3%	1.3%	2.9%	4.0%	2.3%	5.4%
Update Personal Details	9.6%	9.0%	9.9%	7.9%	7.1%	8.4%	11.1%	13.4%
Gawler OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	18.4%	17.5%	16.6%	15.2%	3.5%	3.3%	3.7%	3.4%
Claim a Refund	2.9%	2.4%	0.8%	0.4%	0.2%	0.3%	0.2%	0.1%
Make a Claim or Enrol	5.1%	3.4%	2.4%	1.9%	2.1%	2.2%	1.8%	1.3%
Make an Enquiry or Lodge a Document	26.5%	24.6%	23.2%	15.8%	14.5%	18.3%	19.7%	15.7%
Other, or not assigned	34.6%	41.4%	44.4%	58.6%	57.8%	50.5%	49.0%	50.0%
Self Service Assistance	2.4%	1.9%	5.2%	0.3%	9.5%	10.8%	11.7%	8.8%
Update Personal Details	10.0%	8.8%	7.4%	7.7%	12.4%	14.6%	14.0%	20.8%
Geelong OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	16.4%	17.8%	17.4%	14.5%	3.2%	2.9%	2.6%	3.0%
Claim a Refund	7.4%	4.0%	3.1%	6.2%	1.8%	1.5%	1.7%	2.1%
Make a Claim or Enrol	4.5%	4.5%	3.1%	3.2%	2.8%	2.5%	1.9%	3.4%
Make an Enquiry or Lodge a Document	31.0%	31.0%	31.0%	31.1%	33.7%	36.9%	30.8%	31.3%
Other, or not assigned	11.7%	9.2%	16.1%	20.4%	23.9%	29.9%	37.2%	32.1%
Self Service Assistance	14.9%	18.3%	16.1%	13.6%	22.0%	12.8%	14.4%	13.5%
Update Personal Details	14.1%	15.2%	13.2%	11.0%	12.6%	13.4%	11.4%	14.6%
Geraldton OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	11.3%	10.0%	10.2%	9.3%	1.6%	1.5%	1.7%	1.9%
Claim a Refund	3.8%	3.6%	2.2%	1.6%	0.9%	1.9%	1.4%	1.2%
Make a Claim or Enrol	5.6%	6.7%	6.7%	4.7%	4.0%	4.2%	3.9%	3.1%
Make an Enquiry or Lodge a Document	49.9%	50.9%	51.2%	51.3%	42.6%	47.6%	43.6%	46.6%
Other, or not assigned	11.7%	14.2%	15.9%	17.4%	32.2%	23.4%	27.7%	29.4%
Self Service Assistance	7.1%	6.1%	7.0%	8.2%	5.1%	5.8%	9.7%	7.5%
Update Personal Details	10.6%	8.5%	6.7%	7.5%	13.6%	15.6%	12.0%	10.3%
Gin Gin	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Site	Q1 2014-15	Q2 2014-15	Q3 2014-15	Q4 2014-15	Q1 2015-16	Q2 2015-16	Q3 2015-16	Q4 2015-16
Attend a Booked Appointment		0.1%			0.1%			
Claim a Refund								0.1%
Make a Claim or Enrol	1.5%	0.6%	0.8%	0.1%	0.9%	0.3%	0.2%	0.4%
Make an Enquiry or Lodge a Document	53.8%	55.9%	47.8%	33.2%	35.0%	25.8%	17.4%	22.9%
Other, or not assigned	0.1%	0.5%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Self Service Assistance					0.1%	0.2%	0.2%	0.2%
Update Personal Details	44.7%	42.8%	51.4%	66.7%	64.0%	73.7%	82.3%	76.4%
Gladstone OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	15.1%	16.6%	10.9%	12.3%	1.2%	1.6%	1.4%	1.3%
Claim a Refund	20.3%	13.9%	2.0%	2.9%	2.5%	2.9%	1.7%	1.6%
Make a Claim or Enrol	7.1%	4.7%	3.6%	4.4%	4.5%	4.5%	4.1%	4.1%
Make an Enquiry or Lodge a Document	30.9%	31.2%	27.0%	22.8%	30.0%	31.4%	29.5%	23.2%
Other, or not assigned	7.2%	16.1%	36.9%	33.7%	32.8%	31.3%	33.3%	41.9%
Self Service Assistance	10.7%	10.1%	10.1%	8.0%	14.4%	8.9%	9.4%	7.1%
Update Personal Details	8.7%	7.5%	9.5%	15.9%	14.6%	19.4%	20.5%	20.8%
Glen Innes	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	18.1%	15.8%	13.9%	20.4%	10.6%	10.3%	10.2%	7.1%
Claim a Refund	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Make a Claim or Enrol	0.7%	0.7%	0.7%	0.7%	0.4%	0.2%	0.6%	0.6%
Make an Enquiry or Lodge a Document	14.7%	14.4%	11.7%	33.6%	49.2%	45.8%	40.0%	40.9%
Other, or not assigned	49.2%	53.3%	53.8%	32.7%	25.5%	28.4%	31.0%	22.3%
Self Service Assistance	10.2%	8.1%	4.4%	1.1%	1.5%	1.7%	1.5%	0.7%
Update Personal Details	7.0%	7.7%	15.5%	11.5%	12.6%	13.7%	16.7%	28.5%
Glen Waverley OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	7.1%	8.7%	8.7%	10.0%	2.7%	2.4%	2.5%	2.5%
Claim a Refund	36.4%	36.7%	29.2%	20.0%	21.6%	23.5%	21.0%	22.8%
Make a Claim or Enrol	7.7%	7.6%	7.0%	7.0%	6.6%	6.0%	8.1%	8.6%
Make an Enquiry or Lodge a Document	27.4%	25.5%	26.9%	21.6%	27.4%	21.5%	24.2%	24.2%
Other, or not assigned	4.6%	5.8%	10.2%	21.7%	13.5%	15.0%	15.7%	15.2%
Self Service Assistance	4.4%	5.2%	7.5%	7.0%	11.1%	13.2%	13.9%	10.4%

Site	Q1 2014-15	Q2 2014-15	Q3 2014-15	Q4 2014-15	Q1 2015-16	Q2 2015-16	Q3 2015-16	Q4 2015-16
Update Personal Details	12.3%	10.4%	10.5%	12.8%	17.2%	18.5%	14.7%	16.3%
Glenelg	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	13.9%	13.2%	16.2%	16.0%	3.3%	3.4%	3.2%	3.1%
Claim a Refund	0.1%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	
Make a Claim or Enrol	4.4%	4.7%	4.8%	4.1%	4.7%	6.6%	3.1%	2.2%
Make an Enquiry or Lodge a Document	29.2%	29.9%	26.0%	28.5%	34.9%	28.4%	29.2%	33.0%
Other, or not assigned	32.6%	31.4%	30.5%	31.0%	38.6%	34.9%	31.6%	37.6%
Self Service Assistance	2.3%	2.9%	5.3%	5.4%	2.7%	6.6%	11.9%	5.2%
Update Personal Details	17.6%	17.7%	17.2%	15.1%	15.8%	20.2%	20.9%	19.0%
Glenorchy OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	7.7%	7.8%	9.3%	10.2%	4.5%	3.8%	3.3%	4.1%
Claim a Refund	28.2%	27.5%	19.4%	5.0%	16.4%	16.0%	10.3%	10.1%
Make a Claim or Enrol	3.5%	3.6%	2.8%	2.4%	4.1%	1.5%	2.1%	2.1%
Make an Enquiry or Lodge a Document	30.3%	28.3%	26.3%	27.7%	34.6%	35.9%	39.6%	40.9%
Other, or not assigned	12.7%	16.8%	22.5%	20.4%	23.4%	24.9%	26.9%	25.0%
Self Service Assistance	4.9%	6.5%	9.9%	23.2%	4.5%	3.7%	4.6%	6.0%
Update Personal Details	12.8%	9.4%	9.8%	11.1%	12.5%	14.2%	13.1%	11.9%
Goodna OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	20.3%	17.3%	18.9%	19.1%	3.9%	3.8%	3.0%	4.3%
Claim a Refund	0.0%	0.0%	0.0%	0.5%	0.6%	0.4%	0.1%	0.0%
Make a Claim or Enrol	1.1%	1.0%	0.8%	3.1%	4.4%	4.1%	2.7%	2.4%
Make an Enquiry or Lodge a Document	26.5%	28.4%	23.5%	12.5%	12.7%	21.4%	20.6%	17.8%
Other, or not assigned	13.5%	14.3%	19.3%	17.3%	26.5%	35.1%	35.5%	32.6%
Self Service Assistance	16.5%	16.6%	18.1%	21.5%	24.2%	11.5%	16.4%	23.1%
Update Personal Details	22.0%	22.5%	19.5%	25.9%	27.5%	23.8%	21.8%	19.9%
Goondiwindi	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	6.7%	12.0%	12.4%	10.3%	0.8%	1.2%	1.0%	1.6%
Claim a Refund	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	
Make a Claim or Enrol	5.5%	5.9%	4.5%	2.3%	3.5%	4.6%	6.2%	7.9%
Make an Enquiry or Lodge a Document	50.7%	45.8%	43.5%	46.2%	55.2%	68.4%	71.8%	71.8%

Site	Q1 2014-15	Q2 2014-15	Q3 2014-15	Q4 2014-15	Q1 2015-16	Q2 2015-16	Q3 2015-16	Q4 2015-16
Other, or not assigned	6.1%	10.3%	19.0%	20.7%	21.0%	12.4%	9.0%	4.2%
Self Service Assistance	21.3%	16.8%	14.1%	12.4%	13.8%	6.6%	6.5%	4.7%
Update Personal Details	9.6%	9.2%	6.5%	8.0%	5.7%	6.9%	5.5%	9.9%
Gosford OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	9.2%	9.8%	11.1%	9.1%	2.1%	2.9%	2.8%	3.2%
Claim a Refund	34.7%	34.1%	30.9%	28.7%	22.7%	2.4%	1.5%	1.6%
Make a Claim or Enrol	2.5%	2.0%	2.3%	2.3%	2.5%	3.5%	3.2%	3.0%
Make an Enquiry or Lodge a Document	31.5%	31.0%	30.8%	28.9%	27.6%	37.0%	36.9%	28.3%
Other, or not assigned	5.4%	7.2%	8.1%	17.3%	29.9%	40.9%	39.3%	34.4%
Self Service Assistance	3.0%	3.0%	2.7%	1.4%	2.8%	2.3%	3.2%	15.0%
Update Personal Details	13.6%	13.0%	14.1%	12.4%	12.4%	11.0%	13.0%	14.5%
Gosnells	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	12.8%	12.1%	11.0%	12.5%	2.1%	2.2%	1.8%	1.5%
Claim a Refund	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Make a Claim or Enrol	3.1%	3.4%	2.6%	1.8%	1.3%	1.5%	1.4%	1.5%
Make an Enquiry or Lodge a Document	33.9%	30.3%	27.5%	28.2%	24.5%	25.7%	24.9%	28.9%
Other, or not assigned	18.2%	18.2%	24.4%	22.2%	21.9%	22.2%	26.3%	26.0%
Self Service Assistance	8.3%	15.1%	18.6%	23.6%	31.2%	30.2%	29.4%	28.9%
Update Personal Details	23.8%	20.9%	16.0%	11.7%	19.1%	18.1%	16.2%	13.1%
Goulburn OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	9.1%	11.1%	11.2%	8.9%	2.8%	2.7%	2.3%	2.3%
Claim a Refund	26.6%	25.1%	20.9%	23.3%	21.5%	21.4%	19.1%	19.4%
Make a Claim or Enrol	3.4%	4.0%	4.8%	3.9%	3.8%	3.8%	5.3%	4.1%
Make an Enquiry or Lodge a Document	34.6%	33.9%	37.5%	33.5%	40.9%	45.9%	47.1%	40.8%
Other, or not assigned	2.8%	1.7%	3.2%	7.1%	7.7%	7.6%	6.8%	13.2%
Self Service Assistance	11.3%	12.7%	11.3%	15.3%	8.8%	1.7%	2.0%	3.7%
Update Personal Details	12.3%	11.6%	11.1%	8.0%	14.6%	16.9%	17.3%	16.5%
Grafton OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	6.9%	9.3%	11.2%	10.5%	2.4%	2.9%	2.7%	2.7%
Claim a Refund	4.3%	4.4%	4.4%	4.4%	3.2%	3.4%	1.8%	1.3%

Site	Q1 2014-15	Q2 2014-15	Q3 2014-15	Q4 2014-15	Q1 2015-16	Q2 2015-16	Q3 2015-16	Q4 2015-16
Make a Claim or Enrol	2.2%	2.4%	2.5%	1.1%	0.5%	0.7%	0.8%	0.5%
Make an Enquiry or Lodge a Document	43.2%	51.9%	51.1%	49.9%	43.1%	57.4%	63.1%	56.9%
Other, or not assigned	36.6%	22.9%	22.7%	24.9%	38.0%	25.4%	25.4%	33.9%
Self Service Assistance	2.9%	1.9%	2.0%	1.7%	7.3%	4.7%	1.7%	1.2%
Update Personal Details	3.8%	7.3%	6.0%	7.4%	5.4%	5.6%	4.4%	3.4%
Greensborough OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	9.0%	12.2%	11.9%	12.4%	2.4%	2.2%	2.2%	1.9%
Claim a Refund	28.0%	24.5%	19.5%	20.3%	19.2%	18.7%	7.2%	15.2%
Make a Claim or Enrol	9.7%	7.5%	5.4%	4.0%	5.0%	3.1%	3.7%	4.6%
Make an Enquiry or Lodge a Document	24.5%	23.6%	20.8%	22.3%	17.9%	18.0%	22.3%	23.2%
Other, or not assigned	6.1%	10.3%	16.9%	15.4%	20.4%	21.3%	27.3%	21.3%
Self Service Assistance	8.4%	6.6%	8.0%	7.2%	7.1%	7.0%	8.3%	5.1%
Update Personal Details	14.2%	15.4%	17.4%	18.5%	28.1%	29.6%	29.0%	28.6%
Griffith OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	7.0%	7.4%	8.1%	6.1%	1.5%	1.5%	1.3%	1.5%
Claim a Refund	28.9%	18.2%	16.2%	13.2%	13.1%	15.0%	12.4%	10.5%
Make a Claim or Enrol	11.0%	12.7%	7.2%	8.9%	6.1%	3.1%	5.1%	6.3%
Make an Enquiry or Lodge a Document	41.5%	43.4%	44.2%	45.3%	49.0%	46.9%	45.8%	35.8%
Other, or not assigned	4.5%	8.2%	12.4%	15.2%	13.9%	15.2%	15.8%	33.5%
Self Service Assistance	0.7%	3.0%	1.4%	2.1%	1.7%	1.4%	2.1%	2.0%
Update Personal Details	6.5%	7.1%	10.5%	9.2%	14.6%	16.9%	17.5%	10.4%
Groote Eylandt	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	0.2%	0.0%	0.0%	0.0%	0.2%			
Make a Claim or Enrol	1.8%	1.4%	1.6%	1.8%	1.4%	1.4%	1.4%	1.7%
Make an Enquiry or Lodge a Document	94.0%	96.8%	96.9%	96.9%	97.2%	98.1%	98.3%	97.1%
Other, or not assigned	0.2%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.1%
Self Service Assistance	1.0%	0.6%	0.3%	0.0%	0.2%		0.1%	0.1%
Update Personal Details	2.9%	1.1%	1.2%	1.2%	1.0%	0.3%	0.2%	1.1%
Gungahlin OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	4.4%	4.7%	5.3%	5.0%	0.7%	0.9%	0.6%	0.4%

Site	Q1 2014-15	Q2 2014-15	Q3 2014-15	Q4 2014-15	Q1 2015-16	Q2 2015-16	Q3 2015-16	Q4 2015-16
Claim a Refund	34.9%	34.3%	28.3%	28.7%	15.7%	15.3%	16.4%	13.0%
Make a Claim or Enrol	5.8%	5.4%	5.3%	5.3%	4.3%	4.6%	5.2%	3.6%
Make an Enquiry or Lodge a Document	36.8%	37.1%	38.7%	34.3%	33.8%	39.2%	41.7%	28.6%
Other, or not assigned	1.6%	2.8%	6.3%	11.4%	15.5%	11.2%	11.1%	22.8%
Self Service Assistance	1.0%	0.9%	1.3%	1.6%	16.7%	12.9%	5.4%	17.0%
Update Personal Details	15.4%	14.8%	14.7%	13.7%	13.3%	15.9%	19.6%	14.7%
Gunnedah OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	7.2%	6.8%	7.3%	8.3%	1.4%	1.6%	1.3%	1.0%
Claim a Refund	3.3%	3.4%	2.5%	7.8%	5.8%	2.5%	2.2%	3.6%
Make a Claim or Enrol	2.5%	2.1%	2.8%	2.4%	1.7%	1.4%	1.6%	1.3%
Make an Enquiry or Lodge a Document	39.9%	43.8%	42.9%	46.4%	49.2%	48.6%	49.7%	52.2%
Other, or not assigned	35.4%	35.5%	36.4%	26.4%	31.6%	32.4%	33.9%	32.5%
Self Service Assistance	1.8%	1.0%	1.0%	0.8%	1.5%	1.5%	1.2%	1.1%
Update Personal Details	9.8%	7.5%	7.3%	7.9%	8.9%	12.1%	10.2%	8.3%
Gympie OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	15.6%	16.0%	17.3%	16.2%	3.8%	3.8%	4.4%	4.2%
Claim a Refund	10.6%	10.6%	8.8%	5.1%	1.7%	0.6%	0.4%	0.3%
Make a Claim or Enrol	5.1%	3.9%	3.1%	3.9%	2.8%	3.0%	2.0%	2.8%
Make an Enquiry or Lodge a Document	36.9%	37.4%	39.7%	39.5%	46.4%	42.8%	44.6%	34.8%
Other, or not assigned	7.8%	9.6%	10.2%	14.8%	24.5%	30.5%	31.6%	36.7%
Self Service Assistance	4.3%	3.4%	4.0%	4.3%	3.6%	2.9%	3.4%	2.8%
Update Personal Details	19.8%	19.1%	17.0%	16.4%	17.2%	16.4%	13.6%	18.4%
Halls Creek	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment		0.1%						
Claim a Refund							0.0%	
Make a Claim or Enrol	1.3%	1.3%	1.3%	1.2%	0.4%	1.7%	1.8%	1.5%
Make an Enquiry or Lodge a Document	98.1%	96.8%	97.7%	93.3%	95.7%	92.5%	93.3%	94.2%
Other, or not assigned	0.1%	0.1%	0.2%	4.8%	3.1%	5.0%	4.6%	3.6%
Self Service Assistance	0.0%		0.0%	0.0%	0.0%	0.0%	0.1%	0.1%
Update Personal Details	0.4%	1.7%	0.8%	0.7%	0.8%	0.9%	0.3%	0.7%

Site	Q1 2014-15	Q2 2014-15	Q3 2014-15	Q4 2014-15	Q1 2015-16	Q2 2015-16	Q3 2015-16	Q4 2015-16
Hamilton OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	9.3%	10.0%	8.7%	9.1%	2.6%	2.4%	1.9%	2.6%
Claim a Refund	17.5%	12.8%	14.6%	9.8%	5.1%	4.0%	2.6%	3.3%
Make a Claim or Enrol	4.5%	5.4%	5.6%	5.6%	4.3%	3.6%	2.0%	2.9%
Make an Enquiry or Lodge a Document	48.6%	47.8%	42.0%	42.9%	47.3%	52.3%	57.9%	54.3%
Other, or not assigned	8.5%	8.5%	8.1%	14.0%	18.8%	16.7%	18.1%	19.7%
Self Service Assistance	1.2%	0.2%	0.5%	1.3%	1.0%	0.7%	1.0%	3.8%
Update Personal Details	10.4%	15.1%	20.5%	17.3%	20.9%	20.3%	16.5%	13.5%
Hastings OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	11.2%	11.4%	11.9%	10.9%	2.0%	1.8%	1.7%	1.9%
Claim a Refund	14.7%	16.1%	12.8%	12.7%	13.0%	14.1%	11.9%	14.4%
Make a Claim or Enrol	3.1%	2.3%	3.1%	2.5%	2.9%	1.8%	2.9%	1.9%
Make an Enquiry or Lodge a Document	39.8%	39.1%	32.6%	27.0%	30.9%	28.5%	27.9%	27.3%
Other, or not assigned	14.3%	9.8%	14.7%	19.5%	20.8%	20.5%	21.1%	18.0%
Self Service Assistance	5.9%	7.1%	8.3%	9.3%	14.6%	16.9%	18.7%	22.6%
Update Personal Details	11.0%	14.2%	16.5%	18.2%	15.7%	16.3%	15.8%	13.7%
Hawkesbury OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	9.2%	10.8%	11.0%	10.1%	2.7%	2.2%	2.3%	2.3%
Claim a Refund	35.1%	24.5%	22.8%	21.5%	13.4%	13.7%	10.7%	14.4%
Make a Claim or Enrol	4.5%	3.9%	2.6%	3.5%	4.0%	2.9%	3.0%	3.3%
Make an Enquiry or Lodge a Document	26.7%	31.4%	27.8%	32.3%	39.8%	37.9%	37.2%	42.9%
Other, or not assigned	4.8%	10.4%	14.9%	15.8%	21.6%	27.9%	29.2%	23.8%
Self Service Assistance	5.4%	5.3%	5.1%	2.6%	1.5%	1.8%	1.8%	2.6%
Update Personal Details	14.2%	13.6%	15.8%	14.2%	17.0%	13.6%	15.7%	10.7%
Heidelberg OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	6.1%	7.1%	7.6%	7.7%	1.7%	2.0%	2.1%	2.8%
Claim a Refund	45.1%	44.0%	40.9%	40.2%	27.7%	14.0%	9.5%	10.9%
Make a Claim or Enrol	9.9%	10.6%	8.1%	6.5%	4.4%	4.1%	4.4%	3.3%
Make an Enquiry or Lodge a Document	23.8%	20.3%	20.8%	18.6%	20.5%	23.9%	27.0%	23.3%
Other, or not assigned	3.1%	5.3%	8.6%	11.5%	23.7%	25.5%	27.0%	28.1%

Site	Q1 2014-15	Q2 2014-15	Q3 2014-15	Q4 2014-15	Q1 2015-16	Q2 2015-16	Q3 2015-16	Q4 2015-16
Self Service Assistance	4.7%	5.0%	6.3%	7.7%	13.1%	21.2%	21.2%	19.9%
Update Personal Details	7.4%	7.6%	7.6%	7.8%	8.9%	9.4%	8.7%	11.6%
Hervey Bay OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	12.5%	15.6%	16.5%	18.5%	3.3%	3.6%	3.4%	2.9%
Claim a Refund	12.4%	11.1%	7.7%	6.0%	4.1%	3.4%	1.5%	1.5%
Make a Claim or Enrol	3.9%	3.1%	3.0%	2.0%	2.6%	2.3%	2.9%	2.6%
Make an Enquiry or Lodge a Document	36.7%	34.0%	30.8%	31.8%	33.1%	34.1%	31.6%	33.1%
Other, or not assigned	6.0%	9.3%	19.9%	22.3%	34.2%	32.3%	28.0%	28.9%
Self Service Assistance	3.9%	3.6%	5.1%	3.6%	3.9%	4.5%	4.7%	4.5%
Update Personal Details	24.7%	23.3%	17.0%	15.7%	18.8%	19.9%	27.9%	26.5%
Hobart OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	12.7%	12.4%	14.0%	12.1%	4.1%	4.2%	3.7%	3.2%
Claim a Refund	7.8%	1.2%	0.2%	2.3%	23.8%	23.8%	16.0%	12.6%
Make a Claim or Enrol	1.8%	1.0%	1.0%	0.9%	3.4%	3.1%	4.7%	4.6%
Make an Enquiry or Lodge a Document	28.3%	25.7%	25.8%	23.5%	31.0%	31.4%	30.1%	32.1%
Other, or not assigned	9.5%	12.1%	17.3%	17.4%	16.6%	13.1%	20.7%	26.5%
Self Service Assistance	27.4%	33.6%	29.7%	29.8%	3.0%	4.3%	5.0%	3.5%
Update Personal Details	12.6%	13.9%	11.9%	14.1%	18.0%	20.1%	19.7%	17.6%
Hornsby OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	6.1%	6.5%	6.9%	8.4%	2.4%	1.9%	1.9%	1.8%
Claim a Refund	48.9%	48.8%	43.6%	31.5%	34.8%	29.1%	17.7%	34.8%
Make a Claim or Enrol	9.1%	10.6%	9.4%	8.9%	5.9%	5.1%	7.1%	4.6%
Make an Enquiry or Lodge a Document	16.5%	15.0%	18.7%	21.0%	21.8%	19.4%	23.7%	22.8%
Other, or not assigned	4.3%	5.6%	5.8%	7.6%	13.5%	24.6%	28.6%	15.9%
Self Service Assistance	4.2%	2.8%	3.7%	8.9%	6.1%	4.1%	5.9%	4.6%
Update Personal Details	10.8%	10.8%	11.8%	13.7%	15.4%	15.8%	15.1%	15.4%
Horsham OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	11.1%	10.8%	12.7%	11.5%	2.6%	2.1%	1.7%	1.4%
Claim a Refund	14.0%	15.4%	13.2%	12.7%	10.8%	12.0%	10.5%	10.9%
Make a Claim or Enrol	10.6%	8.8%	6.9%	6.2%	7.4%	7.6%	6.4%	3.0%

Site	Q1 2014-15	Q2 2014-15	Q3 2014-15	Q4 2014-15	Q1 2015-16	Q2 2015-16	Q3 2015-16	Q4 2015-16
Make an Enquiry or Lodge a Document	33.5%	32.6%	33.9%	30.2%	40.0%	41.1%	42.6%	46.9%
Other, or not assigned	4.1%	5.9%	5.6%	15.0%	16.2%	11.3%	12.5%	16.7%
Self Service Assistance	18.6%	18.1%	19.0%	15.5%	7.7%	5.9%	6.1%	6.5%
Update Personal Details	8.1%	8.4%	8.6%	9.0%	15.3%	19.9%	20.3%	14.7%
Huonville	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	7.6%	7.4%	8.5%	8.9%	0.4%	0.8%	0.3%	0.5%
Claim a Refund						0.0%	0.0%	0.0%
Make a Claim or Enrol	1.8%	1.3%	0.6%	1.4%	0.6%	0.4%	0.2%	8.8%
Make an Enquiry or Lodge a Document	59.1%	63.1%	64.8%	57.4%	72.2%	58.3%	58.7%	35.1%
Other, or not assigned	0.1%	0.0%	0.0%	0.1%	11.5%	16.8%	17.4%	30.2%
Self Service Assistance	7.2%	16.7%	9.1%	13.2%	1.3%	3.8%	4.6%	3.2%
Update Personal Details	24.1%	11.4%	17.0%	18.9%	14.1%	19.8%	18.8%	22.2%
Hurstville	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	19.6%	17.4%	19.5%	18.1%	5.1%	5.2%	4.5%	5.1%
Claim a Refund			0.0%	0.0%		0.0%	0.0%	0.0%
Make a Claim or Enrol	4.9%	4.7%	4.4%	5.4%	5.8%	5.9%	5.7%	4.1%
Make an Enquiry or Lodge a Document	30.9%	15.6%	23.4%	27.3%	40.4%	42.6%	43.2%	52.3%
Other, or not assigned	8.3%	14.2%	15.6%	16.1%	17.7%	20.2%	19.7%	17.2%
Self Service Assistance	13.0%	36.1%	28.4%	22.1%	16.5%	9.1%	7.9%	5.8%
Update Personal Details	23.3%	11.8%	8.6%	11.0%	14.5%	17.1%	19.1%	15.5%
Hurstville Medicare	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment			0.0%			0.0%	0.0%	
Claim a Refund	46.9%	47.9%	44.2%	55.5%	53.9%	54.5%	40.9%	49.4%
Make a Claim or Enrol	26.9%	27.7%	27.2%	19.1%	10.6%	9.6%	10.5%	10.9%
Make an Enquiry or Lodge a Document	16.7%	15.4%	17.7%	16.1%	9.7%	7.2%	8.6%	10.3%
Other, or not assigned	0.3%	0.4%	0.1%	0.0%	13.9%	15.2%	23.9%	14.6%
Self Service Assistance	0.7%	0.8%	1.0%	0.8%	2.9%	4.4%	2.3%	1.7%
Update Personal Details	8.4%	7.9%	9.7%	8.5%	8.9%	9.2%	13.9%	13.2%
Inala OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	12.4%	11.0%	10.3%	12.3%	3.4%	3.4%	2.5%	3.2%

Site	Q1 2014-15	Q2 2014-15	Q3 2014-15	Q4 2014-15	Q1 2015-16	Q2 2015-16	Q3 2015-16	Q4 2015-16
Claim a Refund	23.8%	19.8%	16.9%	8.3%	4.6%	4.3%	2.5%	1.9%
Make a Claim or Enrol	3.6%	3.2%	3.4%	3.2%	3.2%	4.0%	4.4%	4.6%
Make an Enquiry or Lodge a Document	24.4%	26.5%	31.6%	30.9%	38.7%	40.3%	33.5%	33.9%
Other, or not assigned	10.6%	12.3%	16.8%	24.2%	20.2%	19.7%	26.4%	27.4%
Self Service Assistance	9.9%	12.1%	8.6%	10.3%	17.5%	18.8%	18.0%	15.6%
Update Personal Details	15.4%	15.1%	12.4%	10.7%	12.4%	9.6%	12.7%	13.4%
Ingham OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	13.0%	12.2%	12.3%	12.4%	1.5%	1.1%	2.4%	3.8%
Claim a Refund	14.3%	15.3%	1.2%	0.2%	0.0%	0.0%	0.0%	0.0%
Make a Claim or Enrol	5.7%	4.0%	2.6%	2.1%	2.1%	1.4%	0.7%	1.7%
Make an Enquiry or Lodge a Document	31.4%	36.4%	27.8%	16.4%	16.3%	18.0%	14.5%	19.6%
Other, or not assigned	11.7%	15.0%	42.0%	47.8%	51.4%	52.9%	53.5%	39.3%
Self Service Assistance	8.0%	4.7%	4.8%	8.1%	11.8%	8.1%	10.0%	2.2%
Update Personal Details	15.9%	12.4%	9.3%	13.1%	16.8%	18.5%	18.8%	33.4%
Ingleburn	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	15.5%	16.1%	16.6%	14.8%	2.5%	2.5%	2.3%	2.4%
Claim a Refund	1.8%	2.7%	3.2%	4.9%	5.2%	4.9%	2.9%	3.4%
Make a Claim or Enrol	3.6%	3.7%	3.4%	5.1%	4.4%	4.1%	4.8%	4.7%
Make an Enquiry or Lodge a Document	52.3%	49.9%	41.5%	46.2%	41.4%	42.9%	40.1%	38.8%
Other, or not assigned	7.1%	9.7%	14.8%	10.5%	16.0%	15.8%	18.8%	17.8%
Self Service Assistance	11.7%	9.2%	10.1%	6.8%	7.1%	8.5%	10.0%	7.3%
Update Personal Details	8.0%	8.7%	10.3%	11.7%	23.4%	21.3%	21.3%	25.4%
Innaloo OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	6.8%	8.2%	7.7%	7.2%	2.1%	2.1%	2.0%	1.8%
Claim a Refund	39.0%	38.9%	30.2%	23.4%	2.6%	5.8%	4.8%	4.8%
Make a Claim or Enrol	8.3%	7.3%	8.4%	5.9%	7.1%	8.5%	6.7%	6.5%
Make an Enquiry or Lodge a Document	21.5%	21.5%	24.9%	19.8%	28.6%	35.5%	34.7%	30.7%
Other, or not assigned	7.5%	7.7%	11.0%	21.9%	29.2%	19.5%	23.9%	25.2%
Self Service Assistance	5.9%	6.4%	7.5%	11.2%	17.0%	13.7%	14.1%	15.8%
Update Personal Details	11.1%	10.1%	10.4%	10.6%	13.5%	14.8%	13.9%	15.0%

Site	Q1 2014-15	Q2 2014-15	Q3 2014-15	Q4 2014-15	Q1 2015-16	Q2 2015-16	Q3 2015-16	Q4 2015-16
Innisfail OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	17.6%	18.2%	15.1%	13.4%	1.5%	1.4%	1.6%	2.0%
Claim a Refund	14.0%	12.3%	1.0%	0.0%	0.0%	0.1%	0.0%	0.0%
Make a Claim or Enrol	5.3%	5.4%	3.8%	2.1%	1.7%	2.1%	2.4%	2.4%
Make an Enquiry or Lodge a Document	36.7%	34.9%	26.4%	13.8%	19.5%	25.9%	34.4%	33.9%
Other, or not assigned	9.7%	12.7%	35.8%	56.0%	65.2%	58.4%	50.2%	43.9%
Self Service Assistance	6.3%	4.9%	6.6%	3.2%	2.7%	2.6%	1.8%	4.5%
Update Personal Details	10.5%	11.6%	11.4%	11.3%	9.4%	9.5%	9.5%	13.3%
Inverell OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	11.7%	10.9%	12.6%	13.4%	3.4%	4.0%	4.2%	3.8%
Claim a Refund	5.9%	6.9%	4.9%	8.5%	10.1%	9.9%	9.2%	11.1%
Make a Claim or Enrol	1.2%	1.1%	1.9%	2.2%	1.4%	1.3%	0.9%	1.5%
Make an Enquiry or Lodge a Document	43.6%	38.5%	41.4%	44.8%	53.7%	57.1%	60.0%	59.3%
Other, or not assigned	17.8%	25.4%	23.5%	17.7%	19.5%	14.9%	14.7%	13.2%
Self Service Assistance	8.5%	6.8%	7.5%	6.5%	4.1%	4.5%	3.1%	2.5%
Update Personal Details	11.4%	10.4%	8.3%	6.9%	7.7%	8.2%	8.0%	8.6%
Ipswich OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	17.0%	17.6%	20.4%	18.4%	4.4%	4.7%	4.4%	4.8%
Claim a Refund	19.4%	4.4%	5.7%	7.4%	7.6%	6.1%	3.6%	4.5%
Make a Claim or Enrol	3.1%	4.8%	4.3%	3.5%	3.2%	4.0%	3.7%	3.6%
Make an Enquiry or Lodge a Document	6.7%	5.8%	6.5%	9.8%	4.8%	2.6%	4.8%	7.1%
Other, or not assigned	12.3%	27.0%	17.2%	16.0%	17.5%	19.1%	23.1%	21.4%
Self Service Assistance	12.8%	13.6%	17.2%	18.8%	23.7%	20.3%	20.2%	18.8%
Update Personal Details	28.7%	26.9%	28.8%	25.9%	38.8%	43.2%	40.1%	39.8%
Joondalup OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	12.6%	10.4%	11.8%	13.0%	3.1%	2.8%	2.4%	2.3%
Claim a Refund	6.0%	4.5%	4.9%	3.2%	3.9%	6.4%	3.5%	4.5%
Make a Claim or Enrol	6.7%	8.8%	6.7%	7.0%	7.1%	9.9%	9.0%	9.0%
Make an Enquiry or Lodge a Document	33.1%	32.8%	29.4%	20.9%	23.8%	29.3%	26.4%	24.4%
Other, or not assigned	18.4%	21.2%	24.1%	29.5%	28.3%	20.4%	23.2%	26.6%

Site	Q1 2014-15	Q2 2014-15	Q3 2014-15	Q4 2014-15	Q1 2015-16	Q2 2015-16	Q3 2015-16	Q4 2015-16
Self Service Assistance	11.8%	13.6%	13.3%	16.2%	20.4%	16.6%	20.1%	15.9%
Update Personal Details	11.5%	8.7%	9.9%	10.1%	13.3%	14.5%	15.4%	17.3%
Kadina	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	15.0%	14.7%	15.9%	12.9%	4.9%	5.2%	4.2%	3.9%
Claim a Refund	0.0%		0.0%					
Make a Claim or Enrol	2.8%	3.2%	2.9%	3.0%	2.9%	3.1%	2.9%	3.2%
Make an Enquiry or Lodge a Document	21.1%	23.7%	26.2%	27.9%	30.5%	31.1%	31.4%	27.3%
Other, or not assigned	36.8%	30.7%	27.8%	28.8%	32.2%	29.6%	32.1%	38.1%
Self Service Assistance	0.5%	0.2%	0.1%	0.2%	0.2%	0.6%	0.4%	0.2%
Update Personal Details	23.9%	27.5%	27.1%	27.2%	29.3%	30.4%	29.0%	27.4%
Kalgoorlie OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	9.4%	9.3%	8.9%	8.1%	2.6%	1.9%	1.9%	1.9%
Claim a Refund	2.8%	1.8%	2.5%	1.5%	0.8%	0.4%	0.1%	0.2%
Make a Claim or Enrol	6.7%	4.4%	4.6%	3.8%	4.0%	4.2%	4.9%	4.6%
Make an Enquiry or Lodge a Document	44.8%	50.3%	48.5%	49.5%	45.4%	48.9%	53.7%	49.6%
Other, or not assigned	10.9%	16.3%	16.2%	22.1%	26.6%	24.7%	19.1%	24.1%
Self Service Assistance	7.5%	5.4%	7.5%	6.5%	9.6%	8.0%	8.1%	5.9%
Update Personal Details	17.9%	12.5%	11.7%	8.5%	10.9%	11.9%	12.1%	13.6%
Karratha	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	2.0%	1.2%	2.1%	2.0%	0.8%	0.7%	0.8%	1.2%
Claim a Refund	0.0%		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Make a Claim or Enrol	8.8%	12.3%	10.4%	6.4%	9.4%	13.4%	9.6%	11.9%
Make an Enquiry or Lodge a Document	64.8%	56.9%	58.4%	60.9%	49.3%	46.4%	67.5%	63.0%
Other, or not assigned	10.8%	14.1%	14.5%	20.2%	23.8%	28.3%	12.0%	15.1%
Self Service Assistance	1.4%	1.7%	0.5%	0.3%	0.5%	0.1%	0.3%	0.4%
Update Personal Details	12.3%	13.8%	14.2%	10.2%	16.1%	11.0%	9.7%	8.4%
Katherine OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	1.0%	0.9%	1.0%	0.8%	0.9%	0.7%	1.1%	1.0%
Claim a Refund	0.0%	0.0%	0.0%	0.0%		0.0%		
Make a Claim or Enrol	2.7%	3.2%	2.0%	2.0%	1.9%	1.9%	2.1%	2.0%

Site	Q1 2014-15	Q2 2014-15	Q3 2014-15	Q4 2014-15	Q1 2015-16	Q2 2015-16	Q3 2015-16	Q4 2015-16
Make an Enquiry or Lodge a Document	68.7%	73.7%	67.1%	59.9%	64.2%	39.2%	31.0%	33.2%
Other, or not assigned	10.8%	7.9%	13.8%	23.2%	18.9%	22.4%	23.6%	13.8%
Self Service Assistance	7.3%	11.5%	10.7%	6.4%	2.7%	2.5%	2.4%	0.7%
Update Personal Details	9.4%	2.8%	5.3%	7.7%	11.3%	33.3%	39.9%	49.3%
Katoomba OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	8.1%	9.9%	10.0%	9.2%	1.8%	1.5%	2.1%	1.6%
Claim a Refund	23.6%	23.8%	21.7%	22.4%	12.5%	7.5%	4.7%	6.5%
Make a Claim or Enrol	4.4%	4.0%	4.6%	4.2%	4.4%	4.3%	5.2%	5.9%
Make an Enquiry or Lodge a Document	41.2%	40.3%	38.6%	34.9%	38.3%	37.6%	40.5%	40.4%
Other, or not assigned	2.7%	3.3%	9.2%	12.7%	19.9%	20.9%	17.8%	16.2%
Self Service Assistance	6.2%	8.3%	4.5%	3.9%	7.2%	7.5%	6.4%	4.2%
Update Personal Details	13.8%	10.4%	11.3%	12.8%	16.0%	20.8%	23.2%	25.2%
Kawana Waters OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	9.3%	10.2%	10.6%	11.5%	3.1%	3.2%	2.7%	3.4%
Claim a Refund	18.4%	17.3%	11.3%	4.5%	2.4%	1.4%	0.8%	0.5%
Make a Claim or Enrol	3.5%	3.8%	3.3%	3.2%	4.1%	4.0%	2.7%	3.0%
Make an Enquiry or Lodge a Document	34.6%	36.2%	38.8%	34.4%	37.9%	42.0%	33.0%	38.2%
Other, or not assigned	6.9%	8.2%	11.2%	22.6%	31.1%	28.2%	37.4%	33.7%
Self Service Assistance	10.2%	7.6%	9.5%	10.0%	7.0%	6.4%	8.3%	6.0%
Update Personal Details	17.0%	16.6%	15.3%	13.8%	14.3%	14.8%	15.2%	15.2%
Kempsey OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	6.8%	10.2%	9.8%	10.1%	2.6%	2.6%	3.1%	2.7%
Claim a Refund	1.5%	2.5%	1.7%	0.6%	0.3%	0.4%	0.2%	0.1%
Make a Claim or Enrol	2.6%	2.6%	1.9%	1.0%	1.0%	1.1%	1.9%	1.3%
Make an Enquiry or Lodge a Document	32.3%	37.8%	38.5%	36.3%	35.9%	30.3%	35.5%	32.9%
Other, or not assigned	41.7%	28.1%	29.2%	31.1%	41.7%	44.5%	34.6%	39.8%
Self Service Assistance	1.3%	2.3%	1.6%	3.5%	7.5%	8.2%	10.1%	11.6%
Update Personal Details	13.8%	16.4%	17.4%	17.3%	11.0%	13.0%	14.7%	11.6%
Kilkenny	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	15.2%	16.3%	18.1%	18.3%	2.3%	2.9%	2.9%	3.4%

Site	Q1 2014-15	Q2 2014-15	Q3 2014-15	Q4 2014-15	Q1 2015-16	Q2 2015-16	Q3 2015-16	Q4 2015-16
Claim a Refund	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Make a Claim or Enrol	0.5%	0.9%	0.4%	0.1%	0.1%	0.8%	0.4%	0.6%
Make an Enquiry or Lodge a Document	13.9%	12.8%	9.9%	9.2%	9.9%	21.8%	17.1%	14.8%
Other, or not assigned	62.1%	62.8%	65.0%	66.4%	69.9%	49.0%	57.5%	56.5%
Self Service Assistance	0.3%	0.5%	0.3%	0.3%	10.9%	7.6%	4.3%	4.4%
Update Personal Details	8.0%	6.6%	6.2%	5.7%	6.9%	18.1%	17.8%	20.4%
Kimberley	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	0.9%		0.0%					
Make a Claim or Enrol	3.9%	2.7%	2.2%	1.9%	3.4%	1.3%	10.5%	1.9%
Make an Enquiry or Lodge a Document	84.1%	92.2%	95.0%	92.3%	90.5%	95.0%	73.7%	87.0%
Other, or not assigned	2.6%	0.5%	1.1%	0.7%	1.8%	0.0%	0.0%	0.0%
Self Service Assistance	0.9%	0.5%		1.2%	0.5%			
Update Personal Details	7.8%	4.1%	1.7%	4.0%	3.7%	3.8%	15.8%	11.1%
Kingaroy OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	12.2%	13.2%	14.1%	13.3%	2.4%	3.0%	2.5%	2.7%
Claim a Refund	14.2%	10.6%	6.1%	11.1%	10.5%	9.1%	7.6%	8.7%
Make a Claim or Enrol	2.9%	5.9%	10.1%	2.4%	3.1%	3.1%	1.8%	0.7%
Make an Enquiry or Lodge a Document	40.3%	44.7%	31.7%	37.6%	40.0%	39.5%	43.9%	44.8%
Other, or not assigned	11.4%	8.5%	16.8%	12.7%	19.1%	18.1%	16.5%	16.9%
Self Service Assistance	2.4%	2.3%	4.9%	1.9%	3.5%	3.3%	2.2%	1.1%
Update Personal Details	16.6%	14.9%	16.4%	21.0%	21.5%	23.8%	25.6%	25.1%
Kingston	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	0.1%	0.1%	0.1%	0.0%	0.0%		0.0%	0.0%
Claim a Refund	48.9%	24.7%	19.0%	27.2%	37.9%	42.3%	32.7%	32.5%
Make a Claim or Enrol	1.5%	1.2%	0.8%	1.4%	2.9%	2.6%	4.5%	3.6%
Make an Enquiry or Lodge a Document	25.0%	26.5%	25.8%	29.5%	31.2%	27.8%	29.2%	27.7%
Other, or not assigned	0.1%	0.5%	0.1%	5.3%	14.1%	12.1%	14.8%	18.7%
Self Service Assistance	8.5%	34.2%	43.2%	23.7%	0.5%	1.4%	2.2%	2.1%
Update Personal Details	15.8%	12.8%	11.0%	12.9%	13.3%	13.8%	16.7%	15.4%
Knox City	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Site	Q1 2014-15	Q2 2014-15	Q3 2014-15	Q4 2014-15	Q1 2015-16	Q2 2015-16	Q3 2015-16	Q4 2015-16
Attend a Booked Appointment	0.0%	0.0%	0.0%		0.0%			
Claim a Refund	76.0%	75.4%	71.1%	68.7%	66.5%	63.8%	64.5%	64.4%
Make a Claim or Enrol	8.1%	7.5%	8.3%	6.7%	5.2%	4.8%	6.0%	4.5%
Make an Enquiry or Lodge a Document	10.5%	11.0%	12.7%	11.3%	9.5%	8.8%	10.7%	9.6%
Other, or not assigned	0.1%	0.2%	0.0%	5.4%	12.6%	9.1%	7.8%	9.1%
Self Service Assistance	0.3%	0.1%	0.0%	0.6%	0.8%	7.8%	3.0%	4.5%
Update Personal Details	5.0%	5.8%	7.9%	7.2%	5.5%	5.8%	7.9%	7.9%
Kununurra	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	0.4%	0.2%	0.4%	0.3%	0.3%	0.2%	0.1%	0.1%
Claim a Refund			0.0%	0.0%	0.0%		0.0%	0.0%
Make a Claim or Enrol	2.3%	2.2%	1.6%	1.3%	1.3%	5.9%	5.4%	4.7%
Make an Enquiry or Lodge a Document	72.7%	76.9%	72.5%	77.0%	76.4%	63.8%	61.7%	65.1%
Other, or not assigned	16.7%	17.1%	23.4%	18.7%	18.6%	25.0%	28.5%	25.6%
Self Service Assistance	0.6%	0.0%		0.1%	0.1%	0.4%	0.6%	0.3%
Update Personal Details	7.3%	3.6%	2.0%	2.5%	3.3%	4.6%	3.7%	4.3%
Kurri Kurri	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	14.5%	15.9%	16.0%	15.3%	3.2%	3.0%	2.0%	1.7%
Claim a Refund	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Make a Claim or Enrol	3.4%	3.1%	2.6%	1.5%	1.8%	1.1%	1.1%	0.3%
Make an Enquiry or Lodge a Document	36.4%	37.4%	37.0%	36.1%	35.9%	34.6%	29.4%	28.7%
Other, or not assigned	13.5%	14.4%	16.4%	20.3%	34.8%	34.2%	49.9%	54.4%
Self Service Assistance	16.6%	16.2%	13.5%	13.4%	8.3%	17.7%	11.0%	7.6%
Update Personal Details	15.7%	13.0%	14.5%	13.4%	16.1%	9.5%	6.5%	7.4%
Lake Haven OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	12.4%	12.8%	13.2%	14.4%	3.7%	3.3%	3.2%	2.6%
Claim a Refund	18.8%	19.5%	17.3%	12.1%	2.3%	1.1%	1.2%	1.0%
Make a Claim or Enrol	4.3%	4.2%	3.4%	3.4%	1.9%	1.4%	1.4%	1.6%
Make an Enquiry or Lodge a Document	27.0%	27.1%	23.5%	28.9%	26.2%	21.3%	19.2%	25.6%
Other, or not assigned	12.3%	11.0%	17.9%	23.2%	36.9%	38.9%	42.6%	34.0%
Self Service Assistance	9.4%	9.9%	7.6%	1.3%	12.0%	16.6%	16.5%	17.6%

Site	Q1 2014-15	Q2 2014-15	Q3 2014-15	Q4 2014-15	Q1 2015-16	Q2 2015-16	Q3 2015-16	Q4 2015-16
Update Personal Details	15.9%	15.5%	17.0%	16.8%	17.1%	17.5%	15.9%	17.6%
Launceston OSS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	19.8%	19.3%	18.8%	18.0%	5.0%	3.5%	3.3%	3.5%
Claim a Refund	3.7%	2.5%	1.9%	3.3%	6.0%	4.6%	3.1%	4.6%
Make a Claim or Enrol	2.6%	2.4%	2.6%	3.9%	2.9%	3.4%	3.0%	2.9%
Make an Enquiry or Lodge a Document	22.9%	23.6%	18.6%	19.5%	27.9%	22.9%	26.1%	28.5%
Other, or not assigned	8.6%	10.2%	18.5%	20.0%	28.2%	38.3%	38.6%	30.2%
Self Service Assistance	29.4%	28.6%	25.5%	20.4%	7.5%	3.6%	3.5%	9.9%
Update Personal Details	13.0%	13.4%	14.1%	14.9%	22.5%	23.7%	22.4%	20.4%
Laverton	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	2.1%	3.4%	2.4%	1.3%	0.5%	0.2%	0.3%	0.3%
Make a Claim or Enrol	2.7%	2.0%	2.0%	1.5%	1.6%	0.8%	1.4%	2.0%
Make an Enquiry or Lodge a Document	59.0%	67.3%	85.5%	90.3%	86.1%	72.2%	55.7%	45.0%
Other, or not assigned	0.5%	0.2%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%
Self Service Assistance	28.7%	8.3%	1.1%	0.8%	0.3%	0.8%	1.4%	1.4%
Update Personal Details	7.0%	18.7%	8.7%	6.1%	11.5%	26.0%	41.3%	51.2%
Leeton	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Attend a Booked Appointment	14.1%	15.2%	14.8%	14.2%	2.3%	2.2%	2.0%	1.8%
Claim a Refund	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Make a Claim or Enrol	5.7%	4.7%	4.4%	4.6%	4.6%	0.6%	0.5%	0.5%
Make an Enquiry or Lodge a Document	49.8%	52.0%	48.5%	44.5%	52.2%	64.3%	53.7%	50.8%
Other, or not assigned	14.7%	10.0%	17.6%	18.9%	21.0%	12.4%	22.0%	27.7%
Self Service Assistance	4.3%	4.7%	4.6%	6.8%	9.5%	6.8%	7.3%	10.0%
Update Personal Details	11.3%	13.5%	10.1%	11.0%	10.4%	13.7%	14.6%	9.2%