

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
<b>Leichhardt OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	8.9%	9.9%	11.8%	10.8%	2.6%	2.6%	2.6%	2.3%
Claim a Refund	14.9%	2.7%	2.8%	7.1%	9.4%	10.5%	6.5%	7.8%
Make a Claim or Enrol	7.5%	8.1%	7.6%	7.3%	9.4%	9.5%	9.6%	9.3%
Make an Enquiry or Lodge a Document	34.3%	34.7%	35.9%	34.6%	35.6%	33.0%	34.4%	32.8%
Other, or not assigned	4.9%	6.0%	10.3%	13.0%	18.8%	19.3%	19.4%	26.9%
Self Service Assistance	16.6%	26.0%	20.6%	15.7%	11.2%	10.1%	12.6%	7.9%
Update Personal Details	12.8%	12.6%	11.0%	11.4%	13.0%	14.9%	14.9%	12.9%
<b>Lightning Ridge</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	3.9%	1.4%	2.6%	2.5%	1.0%	1.6%	1.2%	0.8%
Claim a Refund	0.0%	0.0%				0.0%		0.0%
Make a Claim or Enrol	6.1%	3.1%	3.6%	3.0%	2.6%	3.7%	3.3%	2.7%
Make an Enquiry or Lodge a Document	79.7%	83.0%	74.3%	67.5%	75.3%	73.5%	72.4%	74.3%
Other, or not assigned	6.0%	6.4%	12.3%	17.9%	14.5%	14.5%	16.6%	15.2%
Self Service Assistance	0.2%		0.0%	0.2%	0.2%	0.2%	0.1%	0.3%
Update Personal Details	4.1%	6.0%	7.1%	8.9%	6.4%	6.6%	6.4%	6.6%
<b>Lilydale OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	12.7%	12.7%	13.2%	12.2%	3.7%	3.0%	2.8%	2.6%
Claim a Refund	24.9%	25.4%	21.8%	23.1%	22.3%	20.7%	18.0%	20.7%
Make a Claim or Enrol	9.7%	5.7%	2.7%	2.5%	1.6%	2.1%	3.0%	2.8%
Make an Enquiry or Lodge a Document	24.6%	23.3%	28.7%	26.3%	31.9%	33.2%	33.8%	33.9%
Other, or not assigned	9.1%	13.0%	13.9%	16.0%	15.0%	16.2%	16.7%	14.9%
Self Service Assistance	3.7%	4.1%	6.2%	5.6%	12.4%	14.0%	15.8%	14.8%
Update Personal Details	15.3%	15.8%	13.6%	14.4%	13.1%	10.7%	9.9%	10.2%
<b>Lismore OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	10.3%	11.9%	14.8%	12.3%	3.1%	2.9%	3.1%	2.8%

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
Claim a Refund	15.9%	13.7%	13.5%	12.5%	6.4%	7.4%	5.3%	5.1%
Make a Claim or Enrol	2.7%	1.9%	2.0%	1.3%	1.1%	1.6%	1.9%	1.1%
Make an Enquiry or Lodge a Document	32.4%	30.2%	37.9%	36.0%	36.7%	35.8%	38.7%	36.5%
Other, or not assigned	26.1%	28.2%	20.8%	25.9%	39.2%	35.7%	33.8%	36.7%
Self Service Assistance	2.3%	2.6%	2.6%	3.1%	4.5%	4.8%	5.9%	4.0%
Update Personal Details	10.3%	11.6%	8.4%	8.9%	8.8%	11.7%	11.3%	13.6%
<b>Lithgow OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	10.1%	10.1%	10.3%	10.2%	1.9%	2.1%	2.0%	1.8%
Claim a Refund	21.2%	19.7%	17.9%	17.7%	15.7%	15.6%	10.5%	9.3%
Make a Claim or Enrol	3.8%	5.1%	4.7%	3.8%	4.1%	4.4%	5.0%	5.7%
Make an Enquiry or Lodge a Document	37.2%	34.8%	32.9%	37.4%	37.2%	38.6%	48.1%	53.5%
Other, or not assigned	4.1%	4.1%	7.7%	10.8%	15.1%	11.7%	18.1%	19.5%
Self Service Assistance	16.6%	19.3%	18.7%	13.6%	17.1%	21.9%	8.4%	2.0%
Update Personal Details	7.1%	6.9%	7.8%	6.5%	8.9%	5.7%	7.9%	8.2%
<b>Liverpool OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	11.6%	12.1%	13.2%	13.0%	3.6%	3.1%	3.3%	4.1%
Claim a Refund	24.4%	22.9%	20.1%	22.4%	21.1%	18.2%	11.9%	9.3%
Make a Claim or Enrol	5.6%	4.5%	4.7%	2.1%	1.8%	2.2%	4.1%	4.0%
Make an Enquiry or Lodge a Document	24.5%	29.5%	29.0%	27.1%	30.2%	30.1%	26.0%	21.8%
Other, or not assigned	6.7%	3.4%	9.2%	15.4%	18.5%	19.9%	22.8%	22.0%
Self Service Assistance	8.1%	14.0%	10.8%	3.5%	3.3%	4.7%	4.5%	8.0%
Update Personal Details	19.0%	13.6%	13.1%	16.5%	21.5%	21.8%	27.4%	30.8%
<b>Longreach</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	3.1%	3.6%	1.8%	2.3%	0.6%	0.7%	0.7%	0.7%
Claim a Refund					0.0%			
Make a Claim or Enrol	3.6%	3.5%	1.3%	1.1%	1.6%	1.5%	1.7%	2.3%
Make an Enquiry or Lodge a Document	71.6%	66.2%	47.4%	28.3%	34.8%	32.2%	33.7%	22.7%
Other, or not assigned	0.3%	10.3%	40.7%	54.4%	51.7%	56.4%	51.3%	59.6%
Self Service Assistance	10.7%	5.9%	1.6%	1.5%	0.5%	1.8%	0.2%	0.0%
Update Personal Details	10.7%	10.5%	7.2%	12.5%	10.7%	7.4%	12.5%	14.7%

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
<b>Mackay OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	11.8%	12.7%	11.8%	13.4%	3.9%	2.8%	2.3%	2.7%
Claim a Refund	20.3%	16.9%	8.8%	5.4%	5.1%	5.0%	2.7%	1.2%
Make a Claim or Enrol	3.8%	2.3%	1.4%	0.7%	0.9%	1.6%	2.4%	3.5%
Make an Enquiry or Lodge a Document	24.3%	26.6%	23.8%	18.7%	19.4%	23.9%	22.0%	21.3%
Other, or not assigned	10.0%	14.7%	30.9%	33.7%	32.3%	25.0%	27.7%	26.1%
Self Service Assistance	15.7%	13.9%	11.6%	9.5%	14.5%	18.3%	19.6%	14.8%
Update Personal Details	14.1%	12.9%	11.6%	18.7%	23.9%	23.4%	23.3%	30.4%
<b>Maitland OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	8.2%	9.3%	12.0%	10.9%	2.5%	3.4%	3.5%	2.7%
Claim a Refund	27.6%	26.4%	23.1%	7.9%	2.3%	2.5%	1.7%	2.1%
Make a Claim or Enrol	4.4%	3.9%	3.7%	4.0%	4.6%	4.6%	4.5%	4.8%
Make an Enquiry or Lodge a Document	22.9%	22.3%	23.7%	29.9%	24.5%	23.9%	21.8%	21.4%
Other, or not assigned	8.8%	9.3%	12.8%	26.9%	45.2%	41.2%	45.3%	48.7%
Self Service Assistance	14.5%	13.4%	10.0%	8.9%	10.7%	12.9%	12.7%	7.9%
Update Personal Details	13.6%	15.4%	14.6%	11.5%	10.2%	11.5%	10.5%	12.4%
<b>Mandurah OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	11.8%	12.9%	12.9%	10.9%	2.8%	2.9%	2.9%	3.0%
Claim a Refund	12.7%	10.5%	5.1%	2.4%	2.1%	2.3%	1.9%	1.8%
Make a Claim or Enrol	14.4%	4.8%	6.1%	5.6%	5.6%	4.8%	3.9%	3.5%
Make an Enquiry or Lodge a Document	37.2%	45.4%	30.7%	26.1%	30.0%	31.7%	34.5%	37.4%
Other, or not assigned	8.4%	7.9%	20.5%	29.0%	30.2%	31.3%	27.1%	27.2%
Self Service Assistance	6.3%	6.7%	8.3%	12.2%	13.7%	9.1%	10.4%	10.3%
Update Personal Details	9.3%	11.7%	16.4%	13.7%	15.5%	18.0%	19.3%	16.9%
<b>Maningrida</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment			0.0%	0.0%	0.1%	0.1%		
Make a Claim or Enrol	0.4%	0.4%	1.3%	0.7%	1.1%	0.9%	0.3%	0.8%
Make an Enquiry or Lodge a Document	99.3%	99.2%	91.6%	96.9%	97.2%	94.9%	98.7%	97.0%
Other, or not assigned	0.0%	0.0%	0.1%	0.0%	0.1%	0.2%	0.2%	0.6%
Self Service Assistance		0.2%	5.6%	1.7%	0.0%	0.1%	0.1%	0.3%

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	0.3%	0.1%	1.4%	0.6%	1.4%	3.9%	0.7%	1.4%
<b>Mareeba</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	11.3%	10.9%	11.0%	10.5%	0.7%	0.8%	0.7%	0.6%
Claim a Refund	0.0%	0.0%	0.0%			0.0%	0.0%	0.0%
Make a Claim or Enrol	4.1%	2.9%	2.7%	2.3%	2.1%	2.4%	2.7%	2.6%
Make an Enquiry or Lodge a Document	38.3%	36.7%	41.6%	28.8%	28.2%	30.7%	46.9%	51.7%
Other, or not assigned	18.0%	23.8%	25.4%	32.0%	34.8%	36.0%	28.1%	28.8%
Self Service Assistance	9.5%	9.9%	4.9%	4.1%	3.8%	2.8%	2.8%	2.2%
Update Personal Details	18.8%	15.8%	14.4%	22.3%	30.3%	27.3%	18.8%	14.1%
<b>Margate OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	2.3%	1.9%	1.6%	1.4%	1.2%	1.5%	1.3%	0.9%
Claim a Refund	19.0%	18.3%	12.0%	2.5%	4.0%	3.7%	2.4%	2.6%
Make a Claim or Enrol	3.8%	4.7%	4.9%	3.9%	3.7%	3.6%	4.1%	5.4%
Make an Enquiry or Lodge a Document	42.1%	41.6%	37.6%	37.4%	39.6%	38.6%	35.4%	35.1%
Other, or not assigned	15.1%	15.8%	25.7%	33.5%	29.7%	32.4%	38.3%	29.6%
Self Service Assistance	1.7%	2.4%	4.7%	7.9%	6.0%	5.6%	6.3%	6.4%
Update Personal Details	16.0%	15.4%	13.4%	13.5%	15.9%	14.6%	12.2%	20.0%
<b>Marion OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	17.1%	17.3%	18.2%	19.7%	4.2%	3.7%	3.5%	3.5%
Claim a Refund	5.5%	2.3%	1.2%	3.1%	3.0%	1.4%	1.8%	1.4%
Make a Claim or Enrol	5.6%	6.2%	5.9%	6.1%	5.7%	5.8%	5.1%	4.8%
Make an Enquiry or Lodge a Document	29.1%	30.0%	25.5%	30.1%	31.7%	11.9%	9.8%	8.4%
Other, or not assigned	25.3%	27.7%	29.8%	28.3%	29.3%	40.3%	32.9%	34.9%
Self Service Assistance	0.5%	3.5%	4.6%	1.9%	8.2%	10.2%	16.5%	10.0%
Update Personal Details	16.9%	12.9%	14.8%	10.9%	17.9%	26.5%	30.4%	36.9%
<b>Maroochydore OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	8.0%	9.7%	12.0%	11.7%	2.6%	3.2%	2.7%	2.5%
Claim a Refund	14.3%	3.5%	14.3%	9.9%	11.0%	3.6%	4.4%	7.0%
Make a Claim or Enrol	20.3%	25.6%	6.6%	6.6%	7.6%	5.1%	5.4%	5.4%
Make an Enquiry or Lodge a Document	26.8%	24.9%	25.7%	28.2%	33.5%	37.7%	35.7%	35.9%

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
Other, or not assigned	7.9%	13.9%	19.5%	21.8%	21.1%	25.2%	26.4%	24.7%
Self Service Assistance	3.8%	6.3%	8.3%	8.5%	7.0%	7.1%	8.0%	5.6%
Update Personal Details	18.9%	16.0%	13.6%	13.4%	17.2%	18.2%	17.5%	18.8%
<b>Maroubra OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	7.4%	7.8%	7.5%	7.2%	2.1%	2.7%	2.5%	2.5%
Claim a Refund	38.4%	38.1%	32.0%	35.5%	11.9%	17.0%	12.8%	13.5%
Make a Claim or Enrol	1.9%	2.2%	2.2%	2.0%	3.2%	4.1%	5.6%	5.1%
Make an Enquiry or Lodge a Document	24.6%	22.6%	20.8%	19.0%	18.9%	21.9%	26.3%	21.7%
Other, or not assigned	7.7%	8.1%	7.9%	8.8%	16.2%	17.5%	15.9%	19.6%
Self Service Assistance	8.3%	9.2%	14.6%	12.9%	23.8%	6.5%	7.4%	7.0%
Update Personal Details	11.7%	11.9%	15.0%	14.6%	23.9%	30.3%	29.4%	30.5%
<b>Marrickville</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	14.7%	12.8%	12.8%	10.0%	1.4%	1.1%	1.0%	1.2%
Claim a Refund	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	0.0%
Make a Claim or Enrol	3.3%	3.5%	3.2%	2.9%	2.6%	2.8%	1.9%	0.8%
Make an Enquiry or Lodge a Document	30.7%	28.8%	21.4%	15.8%	11.2%	12.7%	20.2%	20.5%
Other, or not assigned	11.5%	13.9%	17.9%	21.6%	23.9%	26.7%	31.8%	27.7%
Self Service Assistance	17.0%	20.0%	22.2%	26.1%	22.0%	27.6%	26.1%	21.3%
Update Personal Details	22.9%	21.0%	22.5%	23.6%	38.9%	29.1%	19.2%	28.5%
<b>Maryborough QLD OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	12.4%	13.0%	14.0%	15.1%	3.1%	2.9%	2.9%	2.7%
Claim a Refund	16.9%	13.0%	9.6%	9.2%	8.9%	8.2%	6.2%	6.7%
Make a Claim or Enrol	2.7%	1.4%	3.1%	2.9%	2.1%	2.5%	3.0%	2.5%
Make an Enquiry or Lodge a Document	30.8%	43.4%	36.4%	33.1%	42.9%	42.9%	45.1%	44.0%
Other, or not assigned	6.3%	9.5%	12.5%	13.8%	16.2%	16.0%	16.3%	19.5%
Self Service Assistance	2.1%	1.8%	3.5%	3.2%	2.6%	3.1%	3.5%	3.0%
Update Personal Details	28.8%	17.9%	20.9%	22.9%	24.1%	24.3%	23.0%	21.5%
<b>Maryborough VIC</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	11.4%	12.9%	13.6%	11.9%	1.9%	2.2%	1.8%	1.5%
Claim a Refund	0.0%	0.1%	0.0%	0.1%	0.1%	0.0%	0.0%	0.0%

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 a Claim or Enrol	4.2%	3.6%	3.3%	3.9%	3.3%	3.1%	2.6%	2.4%
Make an Enquiry or Lodge a Document	56.2%	53.3%	48.7%	40.2%	44.6%	44.7%	42.4%	43.4%
Other, or not assigned	4.4%	5.4%	9.7%	13.1%	15.1%	13.0%	17.3%	17.7%
Self Service Assistance	5.3%	12.9%	14.0%	18.7%	22.0%	24.7%	24.8%	24.0%
Update Personal Details	18.4%	11.8%	10.7%	12.0%	13.0%	12.3%	11.1%	11.1%
<b>Mayfield OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	8.3%	8.0%	9.2%	9.4%	2.7%	1.8%	2.0%	1.7%
Claim a Refund	34.5%	32.8%	33.0%	10.8%	1.5%	0.2%	0.1%	0.1%
Make a Claim or Enrol	3.0%	2.1%	3.4%	3.2%	2.6%	2.4%	1.5%	1.7%
Make an Enquiry or Lodge a Document	24.8%	29.2%	24.5%	26.1%	23.2%	33.6%	38.1%	44.1%
Other, or not assigned	8.6%	6.9%	8.8%	32.5%	38.3%	27.0%	26.7%	26.3%
Self Service Assistance	8.3%	6.9%	6.6%	7.7%	20.4%	24.8%	22.0%	14.4%
Update Personal Details	12.5%	14.1%	14.5%	10.3%	11.3%	10.2%	9.6%	11.5%
<b>Meekatharra</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	0.5%	0.4%	0.2%	0.2%			0.1%	
Claim a Refund	0.1%							
Make a Claim or Enrol	2.4%	3.4%	1.8%	1.3%	1.2%	0.9%	0.5%	0.5%
Make an Enquiry or Lodge a Document	62.3%	75.2%	82.3%	89.8%	97.5%	92.1%	92.0%	91.8%
Other, or not assigned	0.0%	0.0%	0.2%	0.2%	0.1%	1.0%	0.9%	0.3%
Self Service Assistance	28.7%	16.6%	9.1%	4.1%	0.2%	3.7%	0.2%	
Update Personal Details	6.0%	4.3%	6.4%	4.5%	1.1%	2.3%	6.3%	7.5%
<b>Melton OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	14.8%	15.1%	15.2%	15.1%	3.4%	3.0%	3.0%	2.7%
Claim a Refund	16.5%	14.5%	11.7%	12.4%	12.1%	9.5%	4.3%	4.3%
Make a Claim or Enrol	3.4%	2.7%	2.6%	2.7%	3.0%	2.8%	3.1%	2.5%
Make an Enquiry or Lodge a Document	33.8%	38.6%	40.4%	38.0%	43.3%	42.7%	40.3%	34.8%
Other, or not assigned	6.5%	5.7%	6.2%	7.5%	8.3%	12.6%	20.2%	23.5%
Self Service Assistance	13.6%	18.4%	19.3%	19.1%	22.8%	23.7%	21.6%	20.2%
Update Personal Details	11.3%	4.9%	4.7%	5.1%	7.2%	5.7%	7.6%	12.1%
<b>Merrylands OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

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	14.1%	14.2%	12.2%	11.6%	2.8%	2.8%	2.3%	2.3%
Claim a Refund	0.0%	0.0%	0.0%		0.2%	2.6%	1.6%	1.2%
Make a Claim or Enrol	1.5%	0.8%	0.5%	0.4%	0.6%	2.9%	4.1%	4.8%
Make an Enquiry or Lodge a Document	46.1%	48.9%	51.9%	49.2%	40.2%	37.5%	34.7%	32.4%
Other, or not assigned	9.3%	12.0%	15.7%	17.8%	25.4%	27.5%	31.0%	31.6%
Self Service Assistance	13.9%	13.7%	13.4%	14.0%	21.0%	19.0%	16.6%	16.9%
Update Personal Details	15.1%	10.3%	6.4%	7.1%	9.7%	7.8%	9.8%	10.8%
<b>Midland OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	7.5%	7.6%	8.3%	8.1%	1.8%	1.8%	1.7%	1.7%
Claim a Refund	17.9%	17.3%	11.1%	11.3%	7.9%	8.1%	5.7%	5.7%
Make a Claim or Enrol	7.6%	5.6%	5.1%	4.7%	4.2%	3.9%	4.2%	4.9%
Make an Enquiry or Lodge a Document	38.6%	39.0%	38.7%	39.1%	38.7%	39.2%	36.8%	39.5%
Other, or not assigned	9.1%	9.1%	16.7%	17.7%	26.2%	26.8%	29.9%	27.4%
Self Service Assistance	7.2%	8.7%	8.3%	7.7%	9.2%	7.9%	8.0%	7.4%
Update Personal Details	12.2%	12.7%	11.7%	11.5%	12.0%	12.3%	13.8%	13.4%
<b>Mildura OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	13.9%	15.1%	15.2%	14.3%	2.8%	2.5%	2.3%	2.3%
Claim a Refund	14.9%	13.4%	8.8%	5.6%	10.5%	9.3%	8.1%	9.6%
Make a Claim or Enrol	4.8%	4.3%	4.4%	3.9%	3.8%	3.7%	4.2%	3.5%
Make an Enquiry or Lodge a Document	26.0%	23.9%	22.1%	26.9%	47.3%	49.1%	51.0%	55.2%
Other, or not assigned	7.1%	7.1%	7.6%	14.8%	15.2%	15.9%	15.6%	11.9%
Self Service Assistance	27.8%	31.3%	37.0%	27.9%	9.5%	10.1%	7.6%	5.3%
Update Personal Details	5.5%	5.0%	4.8%	6.6%	11.0%	9.4%	11.2%	12.1%
<b>Mirraboooka</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	15.5%	17.0%	15.7%	15.0%	2.7%	3.7%	2.9%	2.7%
Claim a Refund	0.0%	0.0%		0.0%	0.0%	0.0%	0.0%	0.0%
Make a Claim or Enrol	1.2%	1.3%	0.9%	1.3%	1.6%	1.1%	1.2%	1.3%
Make an Enquiry or Lodge a Document	42.4%	37.4%	33.0%	32.3%	38.2%	37.7%	34.3%	36.7%
Other, or not assigned	17.2%	18.1%	22.9%	23.6%	21.8%	21.9%	28.1%	21.8%
Self Service Assistance	15.9%	16.3%	18.6%	17.3%	23.9%	22.1%	19.5%	21.6%

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	7.8%	9.9%	8.8%	10.5%	11.9%	13.4%	14.0%	15.9%
<b>Mitchelton OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	11.7%	11.6%	11.9%	12.0%	3.2%	2.9%	2.6%	2.5%
Claim a Refund	26.3%	24.0%	18.1%	19.3%	11.5%	13.8%	9.9%	9.7%
Make a Claim or Enrol	3.3%	4.1%	4.6%	5.0%	5.3%	5.3%	5.3%	4.3%
Make an Enquiry or Lodge a Document	30.2%	28.5%	24.0%	23.6%	26.3%	28.5%	29.6%	25.1%
Other, or not assigned	11.2%	12.2%	20.3%	19.8%	32.6%	28.4%	31.6%	35.3%
Self Service Assistance	5.1%	4.7%	8.7%	9.3%	11.2%	9.6%	9.8%	7.0%
Update Personal Details	12.3%	14.8%	12.3%	10.9%	10.0%	11.4%	11.2%	16.2%
<b>Modbury OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	15.1%	16.4%	14.2%	17.3%	3.7%	3.2%	3.3%	3.6%
Claim a Refund	4.0%	4.0%	2.6%	1.8%	2.3%	2.3%	1.1%	1.2%
Make a Claim or Enrol	9.0%	7.1%	6.3%	6.5%	7.8%	7.7%	8.2%	8.5%
Make an Enquiry or Lodge a Document	16.6%	19.9%	13.4%	10.1%	8.2%	9.5%	11.7%	18.7%
Other, or not assigned	44.9%	41.8%	54.7%	52.0%	46.0%	40.1%	39.0%	30.9%
Self Service Assistance	0.3%	0.1%	0.1%	0.2%	10.1%	15.9%	14.8%	14.3%
Update Personal Details	10.2%	10.7%	8.8%	12.1%	22.0%	21.4%	21.9%	22.8%
<b>Moree OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	13.5%	14.3%	14.8%	13.6%	2.9%	4.4%	3.4%	2.9%
Claim a Refund	8.2%	5.7%	4.8%	4.2%	4.4%	2.3%	1.2%	1.8%
Make a Claim or Enrol	5.5%	7.1%	5.2%	5.1%	5.3%	3.0%	2.2%	3.9%
Make an Enquiry or Lodge a Document	50.6%	47.4%	44.5%	45.6%	51.5%	52.7%	53.8%	51.3%
Other, or not assigned	19.0%	17.8%	25.1%	25.8%	29.4%	32.7%	35.8%	35.8%
Self Service Assistance	0.9%	5.4%	2.6%	2.1%	1.1%	2.0%	1.2%	1.5%
Update Personal Details	2.2%	2.2%	3.1%	3.6%	5.6%	3.0%	2.3%	2.9%
<b>Moreland OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	19.9%	21.8%	19.9%	20.9%	4.0%	4.0%	3.4%	2.6%
Claim a Refund	15.1%	14.6%	10.7%	8.2%	3.9%	5.9%	4.8%	8.8%
Make a Claim or Enrol	6.4%	5.0%	3.9%	4.2%	4.7%	4.1%	4.3%	5.5%
Make an Enquiry or Lodge a Document	33.5%	29.4%	30.8%	30.6%	35.8%	33.0%	36.3%	43.5%



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
Other, or not assigned	4.9%	7.6%	14.3%	16.2%	27.3%	24.2%	25.7%	22.4%
Self Service Assistance	8.1%	10.4%	9.1%	9.4%	8.3%	9.9%	6.8%	3.8%
Update Personal Details	12.1%	11.3%	11.3%	10.5%	16.0%	18.9%	18.7%	13.4%
<b>Morley OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	5.8%	6.1%	7.2%	7.8%	2.0%	1.8%	1.9%	1.6%
Claim a Refund	26.4%	29.4%	16.6%	14.9%	10.9%	8.8%	6.0%	6.2%
Make a Claim or Enrol	4.0%	3.8%	7.8%	7.9%	6.9%	5.2%	4.9%	5.8%
Make an Enquiry or Lodge a Document	28.4%	33.5%	36.6%	31.5%	35.6%	34.8%	38.7%	39.4%
Other, or not assigned	21.3%	11.4%	16.4%	20.4%	24.9%	27.6%	27.2%	28.3%
Self Service Assistance	5.2%	5.5%	6.6%	8.8%	8.6%	7.6%	10.0%	7.2%
Update Personal Details	8.8%	10.4%	8.6%	8.7%	11.1%	14.3%	11.3%	11.6%
<b>Mornington OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	5.2%	6.0%	6.3%	6.1%	1.8%	1.6%	1.7%	1.9%
Claim a Refund	39.8%	39.8%	36.2%	34.3%	26.7%	26.9%	18.4%	15.2%
Make a Claim or Enrol	6.6%	5.9%	5.8%	5.8%	4.2%	4.1%	4.8%	4.7%
Make an Enquiry or Lodge a Document	27.2%	28.0%	25.6%	22.7%	26.0%	25.0%	28.1%	30.5%
Other, or not assigned	5.9%	5.6%	10.2%	12.2%	17.0%	18.6%	23.4%	21.4%
Self Service Assistance	4.4%	3.6%	4.4%	7.2%	10.9%	11.8%	12.4%	13.4%
Update Personal Details	10.9%	11.1%	11.5%	11.6%	13.4%	12.1%	11.1%	12.8%
<b>Morwell OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	18.4%	19.1%	18.6%	21.9%	4.7%	4.7%	4.9%	4.3%
Claim a Refund	7.8%	8.0%	5.9%	3.0%	4.3%	6.4%	3.2%	3.4%
Make a Claim or Enrol	1.4%	1.1%	1.1%	2.1%	1.6%	1.4%	2.5%	2.4%
Make an Enquiry or Lodge a Document	27.6%	26.6%	26.2%	27.6%	28.8%	26.7%	31.6%	33.3%
Other, or not assigned	16.1%	23.1%	24.3%	21.4%	32.6%	29.9%	22.4%	20.7%
Self Service Assistance	6.2%	9.9%	11.6%	9.9%	19.0%	20.2%	21.7%	26.2%
Update Personal Details	22.4%	12.3%	12.3%	14.1%	9.0%	10.8%	13.8%	9.7%
<b>Mossman</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	10.8%	11.0%	11.0%	12.0%	1.6%	1.5%	1.5%	2.1%
Claim a Refund						0.0%		

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 a Claim or Enrol	3.2%	3.0%	2.7%	1.7%	1.8%	1.7%	1.8%	1.7%
Make an Enquiry or Lodge a Document	39.4%	37.1%	30.2%	26.4%	31.3%	31.6%	42.1%	45.3%
Other, or not assigned	16.7%	18.0%	26.4%	29.6%	33.1%	39.6%	28.8%	27.0%
Self Service Assistance	14.0%	12.1%	11.7%	12.0%	13.6%	9.3%	6.8%	5.5%
Update Personal Details	15.9%	18.7%	18.0%	18.4%	18.5%	16.3%	19.0%	18.4%
<b>Mount Isa OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	6.7%	7.0%	6.2%	6.9%	1.1%	1.3%	0.9%	1.1%
Claim a Refund	10.1%	7.2%	3.0%	0.8%	0.6%	0.9%	1.2%	1.2%
Make a Claim or Enrol	6.9%	5.6%	4.8%	2.1%	3.0%	2.6%	1.5%	2.0%
Make an Enquiry or Lodge a Document	32.8%	38.9%	42.4%	20.5%	15.5%	15.7%	17.6%	14.0%
Other, or not assigned	27.3%	25.2%	30.8%	36.2%	37.6%	33.4%	33.7%	35.2%
Self Service Assistance	9.4%	7.4%	5.8%	7.2%	5.8%	5.1%	5.5%	6.7%
Update Personal Details	6.8%	8.7%	7.0%	26.3%	36.4%	41.0%	39.5%	39.9%
<b>MSU 1 Desert Pea</b>		<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment			0.4%	0.5%		1.2%	2.2%	0.9%
Claim a Refund		2.8%	0.7%	0.9%	0.3%	0.1%	1.3%	0.9%
Make a Claim or Enrol		11.8%	13.9%	9.7%	7.1%	22.0%	6.4%	3.9%
Make an Enquiry or Lodge a Document		74.8%	66.1%	57.1%	41.0%	38.5%	47.7%	52.6%
Other, or not assigned		0.3%	1.9%	9.5%	19.7%	19.9%	29.2%	24.1%
Self Service Assistance		1.7%	2.6%	4.1%	16.4%	4.0%	2.5%	1.8%
Update Personal Details		8.7%	14.4%	18.2%	15.6%	14.3%	10.6%	15.8%
<b>MSU 2 Kangaroo Paw</b>		<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>				
Attend a Booked Appointment		0.3%	0.5%	0.6%				
Claim a Refund		0.6%	1.1%	2.2%				
Make a Claim or Enrol		13.5%	12.8%	11.6%				
Make an Enquiry or Lodge a Document		66.2%	66.3%	45.8%				
Other, or not assigned		0.3%	2.2%	11.5%				
Self Service Assistance		1.5%	0.9%	12.6%				
Update Personal Details		17.5%	16.3%	15.7%				
<b>MSU 3 Golden Wattle</b>		<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

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		1.0%	1.7%	0.4%	0.2%	2.5%	0.8%	1.4%
Claim a Refund		1.7%	2.1%	1.0%	1.1%	1.1%	0.3%	1.0%
Make a Claim or Enrol		15.2%	12.9%	18.6%	6.4%	7.3%	8.4%	7.9%
Make an Enquiry or Lodge a Document		62.8%	63.6%	43.3%	43.7%	50.7%	53.8%	51.6%
Other, or not assigned		12.2%	0.1%	17.2%	26.8%	19.5%	20.0%	22.2%
Self Service Assistance		3.0%	2.7%	5.4%	7.8%	6.3%	2.4%	3.2%
Update Personal Details		4.1%	16.9%	14.2%	14.0%	12.5%	14.3%	12.8%
<b>Mt Barker</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	14.1%	16.3%	15.2%	15.8%	3.5%	3.4%	3.0%	3.9%
Claim a Refund		0.0%					0.0%	
Make a Claim or Enrol	2.5%	2.7%	1.9%	2.5%	2.4%	1.9%	3.2%	2.2%
Make an Enquiry or Lodge a Document	25.4%	25.7%	25.4%	19.2%	19.7%	20.3%	11.1%	9.6%
Other, or not assigned	46.2%	41.1%	39.4%	41.3%	47.0%	41.7%	46.8%	43.1%
Self Service Assistance	2.4%	5.1%	8.5%	8.3%	12.1%	14.9%	16.0%	14.5%
Update Personal Details	9.4%	9.1%	9.6%	12.8%	15.3%	17.8%	19.9%	26.7%
<b>Mt Druiitt</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	14.5%	12.2%	12.7%	12.4%	3.5%	3.2%	3.1%	3.0%
Claim a Refund	0.8%	0.3%	0.2%	0.1%	0.1%	0.1%	0.1%	0.3%
Make a Claim or Enrol	4.0%	2.9%	3.4%	3.3%	2.6%	2.3%	2.8%	4.3%
Make an Enquiry or Lodge a Document	47.6%	43.6%	34.6%	34.3%	37.4%	36.3%	38.6%	37.4%
Other, or not assigned	10.7%	13.6%	22.0%	25.0%	29.8%	27.1%	24.6%	20.9%
Self Service Assistance	8.7%	13.3%	14.8%	15.2%	17.7%	22.9%	23.7%	23.3%
Update Personal Details	13.8%	14.1%	12.4%	9.7%	8.9%	8.0%	7.1%	10.9%
<b>Mt Gambier OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	19.3%	19.2%	20.9%	17.5%	4.0%	4.0%	4.3%	3.6%
Claim a Refund	1.5%	1.6%	0.6%	0.6%	0.4%	0.3%	0.2%	0.1%
Make a Claim or Enrol	4.4%	4.1%	2.8%	1.4%	1.6%	1.0%	0.9%	0.7%
Make an Enquiry or Lodge a Document	26.1%	23.8%	27.1%	22.5%	27.8%	30.7%	35.8%	27.0%
Other, or not assigned	43.5%	46.0%	43.0%	52.7%	53.1%	50.8%	46.1%	58.2%
Self Service Assistance	0.3%	0.6%	1.3%	0.5%	8.2%	7.7%	7.7%	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
Update Personal Details	4.9%	4.8%	4.2%	4.8%	4.9%	5.5%	5.0%	4.6%
<b>Mt Gravatt OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	12.1%	13.0%	13.1%	13.0%	3.4%	3.0%	2.6%	2.6%
Claim a Refund	18.7%	19.3%	12.6%	12.4%	6.4%	5.4%	2.9%	2.9%
Make a Claim or Enrol	7.0%	7.3%	7.5%	7.6%	6.6%	5.9%	7.1%	6.8%
Make an Enquiry or Lodge a Document	27.3%	30.2%	28.4%	28.6%	27.6%	23.9%	27.4%	21.7%
Other, or not assigned	13.7%	11.5%	16.2%	17.9%	29.1%	30.8%	32.1%	39.7%
Self Service Assistance	5.6%	5.5%	8.0%	6.2%	9.3%	8.0%	9.6%	9.6%
Update Personal Details	15.7%	13.2%	14.2%	14.2%	17.6%	23.0%	18.3%	16.7%
<b>Mudgee OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	8.4%	9.7%	9.2%	9.3%	1.4%	1.0%	1.7%	1.2%
Claim a Refund	21.2%	20.5%	18.0%	18.7%	17.6%	16.8%	14.0%	17.4%
Make a Claim or Enrol	4.2%	3.5%	3.4%	2.9%	3.3%	3.6%	3.6%	3.7%
Make an Enquiry or Lodge a Document	32.0%	29.7%	28.4%	28.1%	32.8%	31.3%	33.9%	34.2%
Other, or not assigned	8.2%	10.0%	14.3%	15.1%	13.7%	12.9%	15.1%	14.0%
Self Service Assistance	11.6%	12.8%	13.4%	12.8%	15.2%	15.9%	14.3%	9.3%
Update Personal Details	14.5%	13.9%	13.1%	13.1%	16.0%	18.5%	17.4%	20.3%
<b>Murray Bridge</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	14.0%	15.7%	17.3%	14.9%	3.5%	3.2%	3.1%	3.3%
Claim a Refund	0.0%	0.0%	0.0%					0.0%
Make a Claim or Enrol	0.5%	0.8%	0.9%	1.8%	1.5%	1.7%	0.5%	0.3%
Make an Enquiry or Lodge a Document	21.7%	23.1%	25.5%	17.6%	16.0%	14.1%	10.6%	4.3%
Other, or not assigned	55.9%	52.6%	46.2%	48.6%	48.3%	48.6%	49.8%	46.0%
Self Service Assistance	0.3%	0.3%	1.8%	2.3%	4.3%	6.9%	10.7%	9.8%
Update Personal Details	7.6%	7.5%	8.3%	14.8%	26.3%	25.4%	25.3%	36.2%
<b>Murwillumbah</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	14.6%	14.2%	12.9%	14.3%	3.3%	3.5%	3.4%	3.1%
Claim a Refund		0.0%			0.0%	0.0%		0.0%
Make a Claim or Enrol	2.7%	2.5%	1.9%	2.7%	2.3%	1.7%	2.0%	1.9%
Make an Enquiry or Lodge a Document	41.4%	45.0%	30.9%	22.2%	22.2%	31.1%	30.8%	31.9%

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
Other, or not assigned	20.8%	20.7%	34.9%	41.2%	54.2%	43.8%	44.1%	49.6%
Self Service Assistance	0.8%	0.8%	1.6%	1.1%	0.8%	0.9%	1.5%	1.6%
Update Personal Details	19.7%	16.9%	17.8%	18.5%	17.2%	19.1%	18.2%	11.9%
<b>Muswellbrook OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	10.0%	10.3%	11.1%	13.3%	2.1%	2.7%	2.2%	1.8%
Claim a Refund	12.8%	8.4%	8.0%	3.7%	2.1%	3.4%	3.2%	3.6%
Make a Claim or Enrol	3.3%	2.9%	4.0%	2.4%	4.5%	3.0%	2.9%	3.3%
Make an Enquiry or Lodge a Document	39.5%	33.6%	30.3%	31.3%	40.1%	37.6%	35.4%	31.0%
Other, or not assigned	9.1%	13.5%	20.6%	27.2%	24.6%	24.9%	32.4%	37.5%
Self Service Assistance	13.8%	21.6%	15.4%	8.2%	8.4%	7.4%	8.5%	9.0%
Update Personal Details	11.5%	9.7%	10.6%	14.0%	18.2%	21.1%	15.4%	13.8%
<b>myGov Adelaide</b>				<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment				2.7%	2.5%	2.9%	2.7%	2.5%
Claim a Refund				1.3%	0.0%	0.0%	0.0%	0.0%
Make a Claim or Enrol				4.1%	0.5%	0.0%	0.0%	0.1%
Make an Enquiry or Lodge a Document				7.9%	3.2%	2.2%	3.5%	1.2%
Other, or not assigned				19.7%	18.8%	19.1%	12.7%	8.9%
Self Service Assistance				62.3%	74.4%	75.3%	80.8%	87.1%
Update Personal Details				2.0%	0.6%	0.4%	0.4%	0.1%
<b>myGov Brisbane</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	6.0%	4.2%	3.5%	2.9%	3.9%	2.3%	3.3%	2.2%
Claim a Refund	25.1%	25.4%	27.8%	28.3%	21.8%	22.3%	22.4%	24.1%
Make a Claim or Enrol	3.1%	3.1%	6.8%	7.6%	7.9%	8.1%	11.0%	10.7%
Make an Enquiry or Lodge a Document	18.7%	13.2%	11.0%	9.1%	7.9%	7.9%	8.9%	8.0%
Other, or not assigned	27.6%	31.3%	23.8%	23.1%	22.1%	31.3%	20.9%	21.5%
Self Service Assistance	13.8%	17.3%	20.0%	23.1%	31.6%	24.2%	27.1%	26.4%
Update Personal Details	5.8%	5.5%	7.2%	5.8%	4.9%	3.9%	6.4%	7.1%
<b>myGov Perth</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment			0.0%	0.1%	3.9%	4.6%	5.2%	3.2%
Claim a Refund	29.7%	33.3%	27.9%	26.2%	9.6%	12.0%	11.8%	13.2%

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	12.7%	15.0%	15.6%	14.4%	7.8%	9.6%	11.7%	11.6%
Make an Enquiry or Lodge a Document	37.6%	37.9%	37.8%	36.1%	6.6%	8.2%	10.9%	12.4%
Other, or not assigned	8.0%	0.7%	4.7%	9.5%	28.4%	20.2%	15.5%	13.6%
Self Service Assistance	0.0%		0.0%	1.7%	41.6%	42.9%	41.1%	41.3%
Update Personal Details	12.0%	13.1%	14.0%	11.9%	2.1%	2.5%	3.8%	4.7%
<b>myGov Sydney</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	6.5%	5.0%	0.1%	0.0%	0.3%	0.6%	1.0%	1.1%
Claim a Refund	51.3%	51.9%	23.6%	29.8%	24.3%	20.3%	21.4%	26.3%
Make a Claim or Enrol	21.2%	5.8%	4.9%	1.5%	0.7%	0.4%	0.3%	0.5%
Make an Enquiry or Lodge a Document	11.7%	9.4%	19.7%	17.4%	20.8%	20.2%	19.8%	15.6%
Other, or not assigned	0.8%	17.6%	19.9%	17.4%	15.5%	18.8%	19.0%	15.4%
Self Service Assistance	1.6%	4.5%	26.8%	27.9%	33.6%	33.6%	30.5%	33.1%
Update Personal Details	7.0%	5.9%	5.1%	5.9%	4.9%	5.9%	8.0%	8.1%
<b>Nambour OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	13.9%	14.7%	15.7%	16.5%	3.7%	3.2%	3.8%	3.3%
Claim a Refund	9.9%	8.6%	7.5%	5.9%	6.6%	7.0%	6.2%	8.7%
Make a Claim or Enrol	8.0%	8.2%	6.9%	6.4%	4.3%	2.8%	3.8%	2.8%
Make an Enquiry or Lodge a Document	36.7%	33.6%	21.9%	18.2%	25.1%	27.3%	29.1%	29.2%
Other, or not assigned	10.3%	13.8%	27.4%	31.7%	39.3%	38.9%	37.8%	32.1%
Self Service Assistance	2.8%	3.2%	4.3%	4.6%	6.2%	7.6%	4.0%	7.9%
Update Personal Details	18.3%	17.9%	16.3%	16.7%	14.8%	13.2%	15.3%	16.0%
<b>Nambucca Heads OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	8.6%	10.8%	12.3%	11.0%	2.0%	2.2%	2.5%	3.0%
Claim a Refund	1.9%	2.0%	1.4%	1.6%	1.1%	0.5%	0.3%	0.3%
Make a Claim or Enrol	6.1%	4.7%	3.0%	2.6%	2.1%	1.9%	2.1%	3.4%
Make an Enquiry or Lodge a Document	36.5%	30.2%	26.4%	23.2%	23.9%	26.9%	30.4%	41.1%
Other, or not assigned	20.8%	28.8%	24.2%	28.8%	39.0%	37.9%	38.5%	30.0%
Self Service Assistance	4.0%	8.5%	16.9%	18.7%	20.0%	17.0%	13.3%	6.3%
Update Personal Details	22.1%	15.1%	15.7%	14.0%	11.9%	13.6%	13.0%	15.9%
<b>Narooma OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

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	8.6%	8.7%	7.4%	7.3%	1.0%	0.8%	0.8%	0.5%
Claim a Refund	13.8%	11.4%	8.9%	13.8%	8.1%	10.1%	10.4%	8.5%
Make a Claim or Enrol	4.7%	4.9%	8.0%	3.9%	4.7%	3.7%	3.7%	3.0%
Make an Enquiry or Lodge a Document	58.0%	57.2%	61.7%	44.6%	43.0%	49.5%	56.3%	35.7%
Other, or not assigned	1.9%	5.7%	3.8%	11.4%	22.8%	21.4%	13.9%	42.3%
Self Service Assistance	1.6%	0.8%	0.9%	2.4%	3.9%	2.8%	1.4%	1.5%
Update Personal Details	11.4%	11.4%	9.4%	16.6%	16.6%	11.8%	13.5%	8.5%
<b>Narrabri OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	7.1%	11.0%	12.3%	7.2%	1.9%	1.5%	1.9%	1.2%
Claim a Refund	19.7%	19.9%	17.0%	4.0%	0.8%	4.2%	3.7%	3.1%
Make a Claim or Enrol	6.3%	3.6%	3.1%	2.4%	2.7%	4.1%	5.3%	4.3%
Make an Enquiry or Lodge a Document	50.6%	51.5%	49.5%	57.5%	71.3%	73.0%	65.8%	62.8%
Other, or not assigned	5.8%	8.7%	13.0%	21.0%	18.2%	12.6%	16.8%	18.8%
Self Service Assistance	2.1%	1.1%	0.7%	3.8%	1.5%	0.9%	0.4%	0.8%
Update Personal Details	8.5%	4.2%	4.5%	4.1%	3.7%	3.8%	6.0%	9.0%
<b>Nelson Bay</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	11.1%	10.7%	11.5%	12.2%	2.4%	1.8%	2.6%	2.1%
Claim a Refund	0.4%	0.5%	0.3%	0.4%	0.6%	0.3%	0.1%	0.0%
Make a Claim or Enrol	2.9%	3.0%	3.1%	2.0%	2.1%	2.1%	1.2%	0.9%
Make an Enquiry or Lodge a Document	37.3%	39.4%	38.4%	37.1%	31.5%	39.7%	33.1%	35.9%
Other, or not assigned	18.4%	18.2%	22.6%	26.3%	41.4%	32.9%	35.2%	34.9%
Self Service Assistance	8.3%	7.2%	6.6%	5.5%	3.5%	7.5%	14.6%	8.0%
Update Personal Details	21.5%	21.0%	17.5%	16.5%	18.4%	15.7%	13.2%	18.2%
<b>Nerang</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	29.4%	29.6%	28.1%	28.2%	5.6%	5.1%	4.8%	5.1%
Claim a Refund	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Make a Claim or Enrol	1.9%	1.9%	2.8%	2.1%	2.9%	3.7%	6.8%	5.3%
Make an Enquiry or Lodge a Document	31.0%	24.3%	25.0%	23.8%	29.3%	33.2%	26.4%	28.0%
Other, or not assigned	20.3%	25.7%	23.9%	24.9%	30.3%	26.5%	28.4%	28.1%
Self Service Assistance	4.9%	5.7%	7.2%	7.4%	11.8%	10.3%	10.9%	10.5%

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	12.4%	12.8%	13.0%	13.7%	20.0%	21.1%	22.7%	23.1%
<b>Newcastle OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	15.2%	14.4%	16.4%	15.9%	4.6%	3.8%	3.8%	3.6%
Claim a Refund	6.9%	1.2%	3.7%	1.7%	2.0%	2.2%	1.2%	0.7%
Make a Claim or Enrol	3.9%	2.6%	3.9%	3.9%	3.8%	2.7%	2.6%	3.6%
Make an Enquiry or Lodge a Document	31.2%	23.2%	26.9%	21.4%	22.2%	24.5%	27.0%	34.8%
Other, or not assigned	16.2%	17.2%	21.7%	26.3%	43.3%	34.0%	32.2%	36.2%
Self Service Assistance	15.8%	33.1%	19.7%	24.1%	17.3%	26.5%	26.3%	11.8%
Update Personal Details	10.8%	8.4%	7.7%	6.7%	6.8%	6.3%	7.0%	9.4%
<b>Newman</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	0.8%	0.4%	0.2%	0.4%	0.2%	0.1%		
Claim a Refund						0.1%		
Make a Claim or Enrol	4.2%	3.6%	7.5%	4.8%	3.8%	4.3%	2.6%	3.6%
Make an Enquiry or Lodge a Document	87.5%	93.4%	77.1%	80.1%	56.4%	47.4%	56.9%	67.6%
Other, or not assigned	0.0%	0.2%	0.2%	0.1%	4.6%	32.8%	24.8%	14.6%
Self Service Assistance	4.1%	1.6%	12.4%	10.9%	26.0%	12.4%	12.5%	10.0%
Update Personal Details	3.3%	0.9%	2.5%	3.6%	9.1%	3.0%	3.2%	4.3%
<b>Newmarket OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	9.8%	10.7%	11.2%	12.0%	2.7%	2.0%	1.5%	1.7%
Claim a Refund	33.6%	33.3%	27.4%	21.7%	2.1%	1.5%	0.5%	4.4%
Make a Claim or Enrol	2.4%	0.7%	1.5%	2.5%	4.2%	4.6%	3.2%	5.4%
Make an Enquiry or Lodge a Document	32.8%	28.6%	22.5%	15.3%	26.6%	30.2%	28.0%	26.3%
Other, or not assigned	1.7%	6.3%	8.0%	12.0%	22.4%	21.5%	29.9%	20.0%
Self Service Assistance	9.1%	12.3%	11.7%	13.3%	7.8%	9.1%	8.7%	5.9%
Update Personal Details	10.6%	8.2%	17.8%	23.1%	34.1%	31.1%	28.3%	36.3%
<b>Newport OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	8.3%	8.4%	8.5%	8.9%	1.9%	2.2%	2.1%	1.9%
Claim a Refund	36.2%	35.4%	32.6%	32.7%	13.2%	10.4%	8.8%	11.5%
Make a Claim or Enrol	5.8%	7.0%	7.5%	6.9%	5.8%	6.1%	4.8%	5.9%
Make an Enquiry or Lodge a Document	26.3%	22.8%	24.5%	22.5%	23.7%	28.0%	21.2%	21.6%



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
Other, or not assigned	8.8%	11.9%	11.3%	10.6%	28.8%	22.6%	16.3%	15.9%
Self Service Assistance	3.1%	4.2%	5.0%	5.8%	8.7%	10.3%	7.1%	8.6%
Update Personal Details	11.5%	10.3%	10.6%	12.6%	17.9%	20.4%	39.6%	34.6%
<b>Nhulunbuy</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	0.1%		0.0%	0.0%	0.0%	0.1%	0.0%	0.0%
Claim a Refund				0.0%				
Make a Claim or Enrol	2.0%	1.5%	2.9%	2.4%	1.6%	2.4%	3.2%	3.5%
Make an Enquiry or Lodge a Document	92.2%	94.5%	91.4%	87.8%	88.7%	84.7%	81.1%	85.0%
Other, or not assigned	3.4%	2.0%	3.1%	6.8%	7.6%	8.3%	10.4%	7.2%
Self Service Assistance	0.2%	0.5%	1.5%	0.7%	0.7%	1.9%	2.5%	1.3%
Update Personal Details	2.1%	1.5%	1.0%	2.3%	1.4%	2.6%	2.7%	3.0%
<b>Noarlunga OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	22.5%	22.4%	20.9%	19.6%	4.5%	3.7%	3.5%	3.9%
Claim a Refund	5.7%	5.1%	3.2%	1.6%	1.2%	0.6%	0.6%	0.5%
Make a Claim or Enrol	5.5%	4.5%	3.7%	3.2%	3.5%	3.5%	3.0%	3.6%
Make an Enquiry or Lodge a Document	24.6%	23.0%	21.8%	18.2%	21.7%	19.3%	16.0%	14.0%
Other, or not assigned	20.4%	21.6%	37.1%	44.4%	52.4%	52.8%	51.8%	48.7%
Self Service Assistance	5.2%	8.4%	1.0%	0.3%	1.9%	3.2%	4.3%	7.4%
Update Personal Details	16.1%	15.1%	12.3%	12.6%	14.8%	16.8%	20.8%	22.0%
<b>Noosa</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	15.7%	16.7%	16.5%	15.8%	2.9%	2.7%	2.4%	2.4%
Claim a Refund	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Make a Claim or Enrol	2.9%	3.7%	2.9%	2.6%	2.5%	2.6%	3.2%	3.3%
Make an Enquiry or Lodge a Document	21.3%	24.3%	24.5%	21.5%	21.1%	26.4%	24.3%	22.9%
Other, or not assigned	30.9%	20.6%	23.7%	26.3%	35.9%	34.2%	38.9%	39.2%
Self Service Assistance	11.6%	8.8%	9.8%	9.2%	10.5%	5.5%	2.4%	4.2%
Update Personal Details	17.5%	25.9%	22.6%	24.6%	27.0%	28.7%	28.8%	27.9%
<b>Normanton</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	3.8%	2.1%	1.6%	2.6%	0.2%	0.3%	0.4%	0.2%
Claim a Refund							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	6.9%	6.5%	4.6%	3.5%	4.1%	5.5%	3.1%	1.5%
Make an Enquiry or Lodge a Document	55.0%	47.7%	33.5%	21.6%	34.9%	27.3%	15.4%	5.2%
Other, or not assigned	0.3%	16.9%	42.5%	51.9%	31.1%	32.0%	54.0%	77.3%
Self Service Assistance	19.7%	15.8%	8.6%	9.2%	17.8%	9.6%	1.0%	0.0%
Update Personal Details	14.3%	11.0%	9.3%	11.3%	11.8%	25.3%	26.0%	15.8%
<b>Northam</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	22.2%	21.5%	14.1%	12.1%	1.9%	1.6%	1.6%	2.3%
Claim a Refund		0.0%						
Make a Claim or Enrol	4.2%	3.4%	2.4%	2.0%	2.5%	2.0%	2.0%	2.9%
Make an Enquiry or Lodge a Document	37.7%	41.7%	45.4%	41.8%	41.4%	41.3%	48.0%	48.8%
Other, or not assigned	3.2%	2.4%	4.2%	11.9%	13.5%	16.3%	10.5%	10.1%
Self Service Assistance	22.4%	23.3%	26.0%	24.8%	32.6%	29.7%	29.0%	24.5%
Update Personal Details	10.3%	7.6%	7.9%	7.4%	8.0%	9.2%	9.0%	11.3%
<b>Northern Beaches OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	7.9%	9.3%	9.1%	9.9%	2.4%	2.8%	3.1%	2.9%
Claim a Refund	23.5%	21.1%	2.3%	4.7%	9.2%	10.6%	4.8%	7.4%
Make a Claim or Enrol	9.1%	15.1%	21.2%	18.6%	9.7%	7.6%	7.8%	7.2%
Make an Enquiry or Lodge a Document	10.7%	7.5%	8.8%	13.0%	13.7%	13.5%	13.9%	16.9%
Other, or not assigned	22.5%	20.8%	26.6%	19.2%	27.1%	23.3%	29.8%	25.5%
Self Service Assistance	11.1%	10.3%	18.0%	21.5%	16.2%	12.8%	13.9%	10.7%
Update Personal Details	15.1%	15.8%	14.0%	13.2%	21.6%	29.4%	26.7%	29.4%
<b>Northern Peninsula</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	1.2%	1.9%	2.3%	2.5%	1.5%	1.4%	0.6%	0.4%
Make a Claim or Enrol	4.7%	4.2%	1.6%	0.5%	0.5%	0.1%	0.1%	0.3%
Make an Enquiry or Lodge a Document	76.5%	80.2%	47.8%	34.2%	1.8%	4.8%	2.1%	7.3%
Other, or not assigned	0.2%	4.1%	41.2%	40.8%	42.0%	41.8%	35.7%	51.5%
Self Service Assistance	14.3%	8.9%	6.5%	6.5%	5.3%	3.0%	4.1%	3.7%
Update Personal Details	3.1%	0.8%	0.5%	15.4%	48.9%	49.0%	57.3%	36.8%
<b>Northern Remote Servicing Teams</b>			<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment			0.1%		0.1%	0.0%		

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 a Claim or Enrol			4.1%	6.0%	3.4%	4.1%	4.4%	2.9%
Make an Enquiry or Lodge a Document			89.4%	87.4%	92.2%	92.2%	91.3%	94.6%
Other, or not assigned			1.0%	1.0%	0.6%	1.1%	0.0%	0.2%
Self Service Assistance			0.4%	0.1%	0.3%	0.0%	0.4%	0.2%
Update Personal Details			4.9%	5.6%	3.4%	2.5%	3.9%	2.1%
<b>Norwood</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	8.7%	11.2%	19.0%	22.1%	10.2%	11.4%	3.4%	5.0%
Claim a Refund	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Make a Claim or Enrol	3.6%	6.2%	5.2%	0.5%	0.2%	0.4%	1.2%	1.5%
Make an Enquiry or Lodge a Document	17.3%	13.3%	6.9%	5.3%	1.7%	1.8%	3.4%	6.2%
Other, or not assigned	67.5%	64.3%	64.1%	68.2%	78.2%	70.3%	63.4%	56.1%
Self Service Assistance	0.1%	0.2%	0.2%	0.1%	8.7%	10.4%	12.4%	10.3%
Update Personal Details	2.8%	4.7%	4.6%	3.8%	1.0%	5.6%	16.3%	20.9%
<b>Nowra OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	12.6%	13.7%	14.6%	11.7%	4.0%	3.6%	3.2%	3.3%
Claim a Refund	20.3%	20.5%	16.8%	17.4%	18.6%	17.7%	12.0%	13.5%
Make a Claim or Enrol	3.1%	3.4%	2.4%	2.3%	2.4%	2.6%	3.7%	2.1%
Make an Enquiry or Lodge a Document	29.3%	30.4%	28.2%	30.3%	34.6%	36.4%	36.7%	33.2%
Other, or not assigned	8.0%	5.1%	11.7%	12.3%	11.0%	13.7%	18.7%	21.6%
Self Service Assistance	13.6%	14.1%	17.1%	15.7%	17.6%	15.4%	16.9%	17.9%
Update Personal Details	13.0%	12.8%	9.1%	10.2%	11.7%	10.5%	8.9%	8.3%
<b>Nundah OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	10.1%	12.8%	11.3%	9.2%	2.1%	2.5%	2.8%	2.4%
Claim a Refund	21.2%	15.4%	12.3%	12.1%	9.8%	7.6%	4.1%	4.3%
Make a Claim or Enrol	3.7%	4.5%	4.0%	3.1%	2.3%	2.6%	1.7%	1.8%
Make an Enquiry or Lodge a Document	37.5%	41.7%	38.8%	37.4%	41.3%	37.6%	43.0%	38.5%
Other, or not assigned	11.9%	11.2%	20.4%	21.9%	21.1%	21.3%	25.2%	35.3%
Self Service Assistance	2.7%	3.7%	5.2%	5.9%	6.6%	7.2%	9.7%	7.3%
Update Personal Details	13.0%	10.7%	8.0%	10.3%	16.8%	21.2%	13.5%	10.3%
<b>Oakleigh OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

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	6.6%	7.6%	9.1%	8.1%	1.2%	1.0%	2.3%	2.4%
Claim a Refund	48.9%	38.5%	23.3%	26.2%	22.3%	27.7%	21.6%	18.6%
Make a Claim or Enrol	3.5%	2.6%	3.4%	3.6%	5.2%	5.4%	5.4%	5.4%
Make an Enquiry or Lodge a Document	22.8%	21.0%	20.9%	16.7%	18.7%	21.8%	26.4%	28.0%
Other, or not assigned	3.2%	16.5%	25.2%	27.4%	26.6%	18.7%	15.8%	15.7%
Self Service Assistance	4.0%	5.0%	8.7%	9.5%	15.4%	15.5%	18.7%	20.3%
Update Personal Details	10.9%	8.8%	9.3%	8.6%	10.5%	9.9%	9.8%	9.6%
<b>Orange OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	7.5%	8.0%	8.3%	8.2%	2.5%	2.3%	2.6%	2.6%
Claim a Refund	30.3%	28.4%	24.0%	23.3%	13.9%	14.6%	9.6%	9.8%
Make a Claim or Enrol	2.0%	2.0%	2.7%	2.6%	4.1%	3.2%	3.9%	3.3%
Make an Enquiry or Lodge a Document	38.7%	37.6%	36.6%	34.3%	38.9%	42.0%	39.4%	43.1%
Other, or not assigned	12.2%	12.2%	15.4%	13.6%	20.5%	15.7%	21.9%	20.5%
Self Service Assistance	3.8%	3.9%	5.5%	6.3%	7.7%	6.9%	7.4%	7.3%
Update Personal Details	5.5%	7.9%	7.5%	11.7%	12.5%	15.2%	15.1%	13.5%
<b>Pakenham OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	11.7%	14.4%	13.5%	16.7%	3.1%	2.8%	3.0%	2.8%
Claim a Refund			0.0%	0.0%	1.8%	1.7%	1.4%	2.1%
Make a Claim or Enrol	2.6%	4.2%	2.6%	1.4%	3.5%	3.0%	4.3%	5.1%
Make an Enquiry or Lodge a Document	33.6%	38.8%	23.9%	28.3%	34.7%	32.8%	33.6%	43.9%
Other, or not assigned	19.0%	6.2%	13.5%	19.8%	31.4%	27.2%	22.3%	17.6%
Self Service Assistance	1.2%	6.7%	25.0%	14.0%	10.8%	13.6%	16.3%	9.8%
Update Personal Details	31.8%	29.8%	21.5%	19.8%	14.9%	18.9%	19.0%	18.6%
<b>Palm Beach</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	24.3%	23.6%	22.6%	24.2%	4.6%	4.2%	3.4%	3.5%
Claim a Refund	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Make a Claim or Enrol	0.5%	0.7%	0.6%	0.6%	1.2%	1.0%	1.0%	0.9%
Make an Enquiry or Lodge a Document	29.4%	36.4%	36.6%	32.3%	30.8%	21.7%	17.4%	15.2%
Other, or not assigned	23.5%	23.8%	26.1%	27.1%	34.3%	35.1%	35.7%	37.7%
Self Service Assistance	9.3%	7.6%	10.2%	9.5%	10.6%	9.2%	10.6%	8.4%

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	13.0%	7.8%	4.0%	6.4%	18.4%	28.7%	31.8%	34.3%
<b>Palm Island OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	2.1%	1.7%	1.2%	1.6%	0.3%	0.1%	0.1%	0.1%
Make a Claim or Enrol	6.1%	4.3%	3.9%	0.6%	0.3%	0.0%	0.5%	0.4%
Make an Enquiry or Lodge a Document	68.3%	64.5%	49.2%	33.3%	35.6%	20.8%	32.5%	37.5%
Other, or not assigned	0.2%	11.0%	31.4%	35.4%	28.4%	57.9%	33.8%	16.8%
Self Service Assistance	15.3%	13.3%	9.3%	20.2%	22.5%	15.6%	21.3%	35.7%
Update Personal Details	8.0%	5.2%	5.0%	8.9%	13.0%	5.6%	11.9%	9.4%
<b>Palmerston OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	4.9%	5.4%	6.2%	5.9%	2.7%	2.7%	2.7%	2.3%
Claim a Refund	11.8%	15.2%	14.8%	15.0%	13.4%	10.8%	9.0%	7.2%
Make a Claim or Enrol	6.5%	5.0%	3.1%	3.5%	3.3%	1.7%	1.4%	3.1%
Make an Enquiry or Lodge a Document	57.2%	62.8%	49.8%	45.6%	51.6%	56.2%	49.8%	47.0%
Other, or not assigned	1.9%	2.1%	6.4%	7.7%	8.6%	8.4%	15.7%	18.0%
Self Service Assistance	13.3%	7.0%	17.0%	19.2%	16.9%	17.0%	18.5%	18.0%
Update Personal Details	4.3%	2.6%	2.7%	3.0%	3.4%	3.3%	2.9%	4.3%
<b>Papunya</b>	<b>16.7%</b>							
Make an Enquiry or Lodge a Document	16.7%							
<b>Parkes OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	12.6%	11.6%	10.7%	13.0%	3.0%	2.5%	2.7%	3.0%
Claim a Refund	18.4%	17.6%	17.2%	16.3%	15.0%	13.3%	5.4%	2.5%
Make a Claim or Enrol	5.3%	5.1%	2.7%	3.0%	3.9%	2.8%	2.8%	2.5%
Make an Enquiry or Lodge a Document	38.6%	38.9%	40.0%	36.4%	43.4%	49.9%	53.3%	53.5%
Other, or not assigned	7.3%	7.3%	11.6%	15.9%	14.4%	11.5%	12.6%	13.0%
Self Service Assistance	2.6%	3.5%	3.5%	3.4%	4.9%	4.3%	5.4%	5.2%
Update Personal Details	15.1%	16.1%	14.4%	12.0%	15.3%	15.7%	17.8%	20.4%
<b>Parramatta OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	7.8%	8.1%	7.3%	7.7%	4.4%	3.7%	2.6%	1.7%
Claim a Refund	29.4%	27.4%	14.6%	11.1%	12.6%	2.1%	1.1%	1.1%
Make a Claim or Enrol	9.8%	10.0%	11.5%	10.0%	8.8%	7.1%	7.2%	9.2%

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 an Enquiry or Lodge a Document	28.5%	28.5%	23.2%	25.4%	32.9%	35.4%	25.3%	25.6%
Other, or not assigned	4.9%	8.6%	23.6%	31.5%	28.9%	37.8%	44.5%	33.0%
Self Service Assistance	7.4%	7.2%	5.4%	1.5%	3.1%	4.3%	5.6%	14.8%
Update Personal Details	12.3%	10.2%	14.5%	12.8%	9.3%	9.6%	13.7%	14.7%
<b>Penrith OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	8.5%	9.5%	8.9%	9.1%	2.2%	1.9%	1.9%	2.2%
Claim a Refund	27.1%	25.9%	16.1%	10.1%	13.2%	10.8%	7.8%	9.4%
Make a Claim or Enrol	5.5%	6.0%	4.9%	4.5%	4.3%	4.1%	3.7%	3.6%
Make an Enquiry or Lodge a Document	29.8%	29.5%	28.7%	30.0%	30.7%	31.8%	33.7%	33.3%
Other, or not assigned	14.0%	9.6%	21.0%	27.3%	26.9%	26.5%	30.2%	26.1%
Self Service Assistance	5.2%	5.6%	4.3%	3.0%	5.9%	8.4%	9.8%	8.5%
Update Personal Details	10.0%	13.9%	16.1%	16.0%	16.8%	16.5%	12.9%	17.0%
<b>Pilbara Remote Servicing Team</b>								<b>#DIV/0!</b>
Make an Enquiry or Lodge a Document								<b>#DIV/0!</b>
<b>Port Adelaide OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	10.9%	12.8%	11.5%	13.5%	3.7%	2.6%	2.6%	3.4%
Claim a Refund	0.5%	0.7%	0.5%	0.2%	0.1%	0.2%	0.1%	0.1%
Make a Claim or Enrol	5.6%	6.8%	4.7%	2.9%	3.3%	4.0%	3.0%	2.5%
Make an Enquiry or Lodge a Document	23.0%	21.2%	22.5%	21.5%	25.4%	23.6%	18.0%	16.0%
Other, or not assigned	39.9%	37.4%	48.4%	52.7%	54.2%	48.9%	54.1%	40.6%
Self Service Assistance	7.5%	7.9%	2.9%	0.1%	1.9%	4.5%	4.4%	8.2%
Update Personal Details	12.4%	13.2%	9.3%	9.0%	11.4%	16.3%	17.8%	29.2%
<b>Port Augusta OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	9.6%	8.6%	7.4%	10.2%	2.0%	2.7%	2.8%	3.0%
Claim a Refund	2.8%	2.5%	2.0%	2.1%	2.2%	1.5%	1.9%	2.6%
Make a Claim or Enrol	4.3%	3.5%	3.1%	3.1%	3.2%	3.3%	4.2%	3.5%
Make an Enquiry or Lodge a Document	31.2%	38.2%	33.1%	24.9%	26.0%	31.4%	34.7%	24.1%
Other, or not assigned	48.6%	43.6%	52.6%	56.5%	49.8%	37.8%	35.1%	31.9%
Self Service Assistance	0.1%	0.3%	0.2%	0.1%	13.5%	16.3%	11.7%	13.0%
Update Personal Details	3.4%	3.3%	1.6%	3.0%	3.3%	6.9%	9.5%	21.9%

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
<b>Port Lincoln OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	6.8%	9.5%	9.2%	9.4%	2.4%	2.3%	2.1%	2.2%
Claim a Refund	1.1%	0.6%	0.1%	0.1%	0.1%	0.1%	0.4%	0.6%
Make a Claim or Enrol	3.2%	3.5%	2.4%	1.9%	1.0%	2.4%	2.2%	1.9%
Make an Enquiry or Lodge a Document	49.1%	47.2%	50.8%	54.4%	54.9%	47.5%	48.1%	53.1%
Other, or not assigned	26.8%	24.3%	22.5%	19.3%	20.3%	26.9%	19.6%	17.0%
Self Service Assistance	1.0%	1.0%	1.0%	0.6%	0.5%	0.3%	0.3%	0.4%
Update Personal Details	11.9%	13.9%	14.0%	14.3%	20.8%	20.4%	27.2%	25.0%
<b>Port Macquarie OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	14.7%	17.4%	15.1%	14.5%	5.2%	4.8%	5.0%	4.8%
Claim a Refund	4.1%	5.3%	3.4%	3.3%	0.8%	0.3%	0.2%	0.3%
Make a Claim or Enrol	3.9%	4.4%	3.5%	2.7%	1.4%	0.9%	0.5%	0.8%
Make an Enquiry or Lodge a Document	32.9%	37.3%	41.9%	34.8%	37.5%	32.4%	35.3%	42.1%
Other, or not assigned	32.3%	23.8%	24.1%	28.7%	41.6%	49.6%	48.5%	41.8%
Self Service Assistance	0.5%	0.4%	0.5%	0.2%	0.7%	0.2%	0.6%	0.9%
Update Personal Details	11.7%	11.4%	11.5%	15.7%	12.8%	11.8%	9.8%	9.4%
<b>Port Pirie OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	16.6%	14.8%	19.1%	16.7%	2.9%	3.2%	3.2%	3.3%
Claim a Refund	8.2%	8.9%	8.7%	10.8%	7.7%	9.1%	7.5%	9.1%
Make a Claim or Enrol	5.5%	6.0%	5.4%	3.1%	3.5%	4.3%	6.4%	5.7%
Make an Enquiry or Lodge a Document	34.8%	35.4%	24.1%	19.6%	25.9%	30.3%	28.6%	25.9%
Other, or not assigned	26.0%	25.4%	34.4%	41.3%	46.8%	36.3%	33.0%	35.3%
Self Service Assistance	0.9%	0.9%	0.8%	0.3%	3.6%	2.0%	2.4%	2.0%
Update Personal Details	7.9%	8.6%	7.4%	8.1%	9.8%	14.8%	18.9%	18.8%
<b>Portland OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	12.7%	14.4%	15.7%	13.8%	3.9%	2.7%	3.2%	3.8%
Claim a Refund	1.1%	0.6%	1.2%	2.0%	1.1%	1.3%	0.4%	0.9%
Make a Claim or Enrol	5.1%	3.2%	2.5%	1.9%	3.1%	1.6%	1.7%	2.4%
Make an Enquiry or Lodge a Document	67.5%	63.0%	59.5%	55.6%	58.9%	60.6%	58.1%	56.5%
Other, or not assigned	1.9%	1.9%	3.9%	12.5%	13.3%	13.6%	15.4%	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
Self Service Assistance	2.8%	6.0%	5.9%	5.3%	5.3%	4.3%	3.9%	4.6%
Update Personal Details	9.0%	10.9%	11.3%	8.9%	14.5%	16.0%	17.2%	19.9%
<b>Queanbeyan OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	6.0%	6.0%	6.9%	7.0%	1.3%	1.2%	1.0%	1.2%
Claim a Refund	33.5%	30.3%	28.4%	23.9%	20.0%	23.8%	19.0%	18.2%
Make a Claim or Enrol	10.2%	3.4%	3.5%	3.3%	2.6%	2.2%	4.1%	4.2%
Make an Enquiry or Lodge a Document	35.5%	37.7%	39.1%	36.6%	30.6%	33.8%	40.2%	37.0%
Other, or not assigned	3.9%	7.9%	7.1%	12.8%	24.2%	12.5%	10.0%	15.5%
Self Service Assistance	1.9%	1.3%	1.0%	5.2%	11.9%	15.5%	10.0%	13.0%
Update Personal Details	9.0%	13.4%	14.0%	11.3%	9.4%	11.0%	15.6%	11.0%
<b>Raymond Terrace OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	12.1%	13.7%	14.6%	13.3%	3.1%	2.6%	2.7%	2.2%
Claim a Refund	19.0%	7.5%	6.3%	4.5%	1.8%	2.0%	1.5%	1.4%
Make a Claim or Enrol	4.3%	3.0%	3.2%	2.3%	2.3%	2.0%	3.6%	3.5%
Make an Enquiry or Lodge a Document	35.0%	28.0%	29.5%	30.8%	25.0%	30.1%	34.7%	34.3%
Other, or not assigned	5.0%	8.4%	12.2%	26.2%	49.1%	23.6%	26.8%	29.4%
Self Service Assistance	9.2%	26.1%	21.6%	13.0%	7.2%	28.2%	11.3%	8.2%
Update Personal Details	15.5%	13.4%	12.6%	9.9%	11.6%	11.6%	19.4%	20.9%
<b>Redfern</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	13.7%	14.8%	15.0%	14.6%	3.4%	3.3%	2.9%	2.6%
Claim a Refund	0.0%	0.0%	0.0%	0.0%		0.0%		0.0%
Make a Claim or Enrol	2.2%	1.4%	0.9%	1.0%	0.9%	1.3%	0.7%	0.7%
Make an Enquiry or Lodge a Document	35.7%	31.4%	33.5%	29.7%	34.9%	42.3%	38.8%	48.2%
Other, or not assigned	17.6%	16.2%	18.5%	24.0%	16.4%	19.8%	25.6%	27.9%
Self Service Assistance	16.6%	23.1%	20.6%	17.9%	29.7%	23.4%	23.5%	9.1%
Update Personal Details	14.2%	13.0%	11.6%	12.8%	14.7%	10.0%	8.6%	11.5%
<b>Ringwood OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	10.3%	12.8%	13.6%	13.6%	3.7%	3.0%	2.9%	3.1%
Claim a Refund	34.9%	26.1%	20.8%	22.1%	19.8%	18.2%	16.6%	18.6%
Make a Claim or Enrol	6.4%	4.8%	4.0%	4.3%	4.9%	9.4%	5.6%	6.7%



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 an Enquiry or Lodge a Document	23.5%	25.8%	28.0%	28.6%	29.0%	28.2%	27.1%	25.8%
Other, or not assigned	6.4%	8.2%	9.7%	10.8%	15.8%	18.3%	22.0%	20.1%
Self Service Assistance	4.0%	6.8%	9.4%	9.1%	14.6%	12.4%	14.0%	12.1%
Update Personal Details	14.6%	15.6%	14.5%	11.6%	12.3%	10.6%	11.7%	13.5%
<b>Robina OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	0.8%	0.9%	0.9%	0.7%	0.9%	0.8%	0.9%	1.0%
Claim a Refund	44.3%	44.6%	33.0%	28.8%	29.9%	27.6%	20.9%	23.2%
Make a Claim or Enrol	10.6%	10.6%	9.6%	9.1%	8.6%	8.1%	8.4%	8.6%
Make an Enquiry or Lodge a Document	16.2%	17.4%	18.9%	16.0%	18.1%	16.8%	18.4%	20.1%
Other, or not assigned	8.5%	8.0%	16.3%	22.9%	15.7%	22.0%	24.4%	21.9%
Self Service Assistance	3.1%	2.0%	4.3%	4.6%	8.2%	6.7%	8.1%	6.4%
Update Personal Details	16.5%	16.6%	17.0%	17.9%	18.6%	18.0%	18.8%	18.9%
<b>Rockdale</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	14.7%	16.1%	15.9%	15.9%	3.1%	2.9%	3.4%	3.7%
Claim a Refund	0.1%	0.1%	0.2%	0.3%	0.1%	0.0%	0.0%	0.0%
Make a Claim or Enrol	2.8%	2.2%	2.2%	3.2%	2.3%	2.4%	2.5%	1.8%
Make an Enquiry or Lodge a Document	46.9%	43.0%	38.9%	39.2%	39.2%	38.5%	36.9%	38.6%
Other, or not assigned	15.5%	13.6%	17.1%	16.0%	21.6%	21.9%	25.7%	26.8%
Self Service Assistance	7.3%	15.9%	15.0%	13.3%	21.4%	22.9%	9.5%	7.7%
Update Personal Details	12.7%	9.2%	10.7%	12.2%	12.3%	11.5%	22.1%	21.4%
<b>Rockhampton OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	12.9%	13.1%	11.8%	11.6%	4.0%	4.5%	4.4%	3.7%
Claim a Refund	29.7%	22.2%	11.8%	8.3%	10.4%	8.6%	5.7%	7.8%
Make a Claim or Enrol	5.5%	2.5%	2.6%	2.3%	5.2%	7.3%	7.7%	6.8%
Make an Enquiry or Lodge a Document	24.1%	25.5%	24.3%	19.7%	27.0%	22.1%	25.3%	25.5%
Other, or not assigned	12.4%	18.8%	33.1%	42.9%	28.0%	24.0%	22.5%	24.8%
Self Service Assistance	6.2%	9.8%	7.9%	4.6%	10.5%	7.1%	8.2%	6.4%
Update Personal Details	9.2%	8.0%	8.4%	10.6%	15.0%	26.3%	26.2%	24.9%
<b>Rockingham OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	11.9%	11.9%	12.0%	13.0%	2.4%	2.3%	2.3%	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
Claim a Refund	20.9%	20.7%	12.4%	9.5%	6.6%	7.5%	4.8%	4.4%
Make a Claim or Enrol	4.5%	5.3%	5.7%	4.9%	5.0%	4.8%	3.7%	3.6%
Make an Enquiry or Lodge a Document	35.3%	34.2%	26.7%	27.1%	34.1%	32.9%	27.9%	26.3%
Other, or not assigned	8.2%	9.3%	21.6%	22.1%	24.4%	25.8%	30.1%	31.2%
Self Service Assistance	4.7%	4.8%	7.9%	8.9%	9.2%	6.9%	8.5%	8.0%
Update Personal Details	14.5%	13.8%	13.7%	14.6%	18.4%	19.8%	22.6%	24.5%
<b>Roma</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	5.0%	5.4%	6.9%	2.4%	0.8%	0.7%	0.8%	1.3%
Claim a Refund	0.1%		0.0%				0.2%	0.4%
Make a Claim or Enrol	13.7%	15.0%	13.9%	10.9%	6.2%	7.8%	10.3%	4.3%
Make an Enquiry or Lodge a Document	68.2%	69.6%	71.1%	75.0%	58.0%	56.8%	51.1%	53.8%
Other, or not assigned	0.7%	4.5%	2.6%	1.1%	20.6%	15.1%	15.5%	9.2%
Self Service Assistance	3.8%	1.4%	1.5%	4.0%	3.5%	1.5%	2.4%	3.6%
Update Personal Details	8.5%	4.1%	4.0%	6.5%	10.9%	18.0%	19.7%	27.5%
<b>Rosebud OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	11.1%	11.9%	11.6%	10.5%	2.0%	1.9%	1.8%	1.9%
Claim a Refund	23.5%	23.3%	18.6%	17.5%	11.6%	15.9%	14.5%	15.4%
Make a Claim or Enrol	5.0%	4.5%	5.7%	3.5%	1.1%	1.5%	1.9%	1.6%
Make an Enquiry or Lodge a Document	24.4%	29.9%	33.1%	27.8%	35.2%	37.4%	36.6%	37.3%
Other, or not assigned	13.2%	11.1%	11.7%	18.3%	16.3%	17.5%	18.6%	15.1%
Self Service Assistance	2.6%	3.1%	4.3%	6.5%	15.3%	14.1%	13.4%	15.9%
Update Personal Details	20.3%	16.1%	15.0%	15.9%	18.5%	11.6%	13.2%	12.7%
<b>Rosny Park OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	11.9%	12.8%	14.5%	12.9%	4.0%	3.4%	3.7%	4.2%
Claim a Refund	4.0%	2.3%	2.2%	9.3%	16.9%	19.8%	9.8%	12.0%
Make a Claim or Enrol	2.1%	2.1%	2.3%	4.8%	7.0%	3.7%	3.2%	3.1%
Make an Enquiry or Lodge a Document	25.5%	25.7%	24.5%	23.8%	25.7%	27.7%	26.7%	30.3%
Other, or not assigned	18.6%	20.5%	22.4%	22.1%	21.8%	20.5%	28.1%	26.1%
Self Service Assistance	26.6%	27.1%	25.4%	16.0%	5.8%	5.3%	11.4%	8.8%
Update Personal Details	11.3%	9.7%	8.7%	11.0%	18.7%	19.5%	17.1%	15.5%

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
<b>Rouse Hill</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	0.0%	0.0%	0.0%			0.0%		0.0%
Claim a Refund	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Make a Claim or Enrol	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	3.1%
Make an Enquiry or Lodge a Document	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%
Other, or not assigned	98.9%	99.4%	99.3%	99.6%	99.4%	98.6%	98.8%	96.5%
Self Service Assistance	1.0%	0.6%	0.7%	0.4%	0.6%	1.4%	1.2%	0.3%
Update Personal Details	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Rowville OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	13.2%	13.6%	14.1%	12.5%	2.2%	1.6%	1.6%	1.9%
Claim a Refund	0.0%	0.0%		1.3%	9.5%	8.8%	6.5%	8.8%
Make a Claim or Enrol	5.7%	3.6%	3.3%	4.0%	4.7%	4.1%	5.0%	4.3%
Make an Enquiry or Lodge a Document	38.4%	39.5%	33.5%	32.8%	34.9%	32.5%	31.0%	32.2%
Other, or not assigned	22.1%	19.4%	18.2%	15.2%	15.1%	19.4%	21.9%	19.2%
Self Service Assistance	4.9%	8.5%	12.2%	12.8%	16.1%	14.0%	17.1%	15.7%
Update Personal Details	15.7%	15.5%	18.8%	21.4%	17.5%	19.5%	17.0%	17.8%
<b>Ryde OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	5.8%	6.5%	6.4%	7.2%	1.8%	1.6%	1.8%	2.9%
Claim a Refund	31.5%	21.0%	0.1%	1.8%	21.0%	30.3%	21.3%	6.8%
Make a Claim or Enrol	3.2%	19.7%	40.9%	50.3%	19.8%	8.5%	11.2%	8.6%
Make an Enquiry or Lodge a Document	18.5%	15.3%	9.9%	8.0%	13.3%	15.1%	18.8%	26.5%
Other, or not assigned	24.6%	23.7%	26.7%	11.4%	24.5%	23.6%	21.5%	22.3%
Self Service Assistance	7.4%	6.6%	11.2%	14.5%	9.5%	9.0%	8.5%	11.1%
Update Personal Details	8.9%	7.2%	4.8%	6.8%	10.2%	11.9%	16.9%	21.7%
<b>Sale OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	8.0%	9.7%	10.2%	10.1%	2.6%	2.7%	2.3%	3.0%
Claim a Refund	27.0%	22.2%	20.9%	14.0%	5.4%	2.7%	1.5%	1.6%
Make a Claim or Enrol	2.6%	3.2%	2.9%	3.2%	3.8%	3.3%	3.7%	3.2%
Make an Enquiry or Lodge a Document	29.2%	23.3%	24.9%	28.4%	31.2%	33.1%	37.1%	37.1%
Other, or not assigned	17.6%	22.5%	20.2%	27.5%	35.5%	33.0%	32.5%	31.9%

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
Self Service Assistance	1.1%	10.0%	12.8%	10.5%	14.6%	16.3%	13.4%	14.7%
Update Personal Details	14.6%	9.1%	8.2%	6.3%	6.8%	8.9%	9.5%	8.6%
<b>Salisbury</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	19.6%	20.2%	19.0%	19.8%	3.8%	3.7%	3.6%	3.2%
Claim a Refund	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	0.0%
Make a Claim or Enrol	0.5%	0.3%	0.2%	0.1%	0.1%	0.1%	0.1%	0.2%
Make an Enquiry or Lodge a Document	14.1%	13.5%	16.0%	14.7%	17.4%	13.6%	10.9%	9.3%
Other, or not assigned	43.0%	46.9%	52.7%	52.8%	60.3%	57.4%	57.2%	56.4%
Self Service Assistance	10.5%	7.4%	1.6%	2.3%	8.7%	8.0%	9.2%	7.7%
Update Personal Details	12.3%	11.8%	10.5%	10.3%	9.7%	17.3%	19.0%	23.3%
<b>Santa Teresa</b>						<b>100.0%</b>		
Self Service Assistance						100.0%		
<b>Seymour</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	19.2%	21.2%	18.6%	18.8%	3.3%	4.0%	2.9%	3.5%
Claim a Refund	0.0%	0.0%	0.0%			0.0%	0.0%	0.0%
Make a Claim or Enrol	2.8%	2.1%	1.5%	1.0%	1.5%	2.5%	1.9%	0.9%
Make an Enquiry or Lodge a Document	43.0%	38.5%	43.7%	45.8%	57.7%	58.3%	48.5%	51.7%
Other, or not assigned	9.1%	8.0%	13.4%	16.7%	22.9%	20.2%	25.6%	23.9%
Self Service Assistance	15.7%	19.9%	14.6%	12.0%	7.4%	6.9%	12.0%	10.3%
Update Personal Details	10.2%	10.4%	8.1%	5.5%	7.2%	8.0%	9.0%	9.7%
<b>Shellharbour OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	12.0%	12.6%	12.1%	11.3%	3.4%	3.3%	2.9%	2.7%
Claim a Refund	22.6%	27.6%	25.5%	25.5%	20.9%	20.8%	15.3%	14.8%
Make a Claim or Enrol	3.4%	2.9%	3.2%	3.7%	3.6%	1.7%	3.2%	1.6%
Make an Enquiry or Lodge a Document	36.7%	35.5%	32.5%	31.3%	42.0%	46.2%	45.9%	44.1%
Other, or not assigned	4.5%	3.2%	8.2%	9.7%	14.0%	11.8%	13.9%	21.2%
Self Service Assistance	9.6%	9.2%	10.7%	8.6%	5.2%	6.7%	7.0%	5.8%
Update Personal Details	11.1%	9.0%	7.8%	9.9%	11.0%	9.5%	11.6%	9.7%
<b>Shepparton OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	12.9%	13.5%	11.9%	11.1%	4.3%	3.6%	3.1%	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
Claim a Refund	18.9%	16.4%	14.4%	14.8%	13.9%	12.8%	10.9%	11.3%
Make a Claim or Enrol	3.9%	2.5%	3.9%	3.2%	2.8%	2.5%	2.9%	2.5%
Make an Enquiry or Lodge a Document	30.8%	32.5%	31.0%	30.9%	38.8%	40.3%	43.7%	41.8%
Other, or not assigned	5.3%	8.4%	14.0%	12.6%	15.6%	16.9%	16.9%	19.0%
Self Service Assistance	17.3%	17.8%	18.0%	19.4%	4.6%	4.0%	4.1%	3.1%
Update Personal Details	10.8%	8.8%	6.8%	8.0%	20.1%	20.0%	18.5%	19.2%
<b>Singleton OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	7.0%	6.8%	7.7%	9.2%	1.1%	1.1%	1.1%	1.0%
Claim a Refund	23.2%	12.1%	6.6%	4.3%	1.8%	0.8%	0.3%	0.5%
Make a Claim or Enrol	3.1%	3.2%	4.0%	3.2%	2.2%	2.4%	1.7%	2.4%
Make an Enquiry or Lodge a Document	42.3%	42.3%	45.0%	38.6%	40.8%	37.6%	44.0%	40.9%
Other, or not assigned	8.0%	14.2%	17.7%	28.4%	39.5%	41.4%	36.5%	39.1%
Self Service Assistance	2.7%	10.0%	6.5%	4.1%	3.6%	3.4%	4.2%	3.7%
Update Personal Details	13.8%	11.5%	12.5%	12.3%	10.8%	13.4%	12.3%	12.4%
<b>Smithfield</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Claim a Refund	42.5%	42.8%	10.3%	0.4%	0.2%	0.2%	0.1%	0.1%
Make a Claim or Enrol	4.5%	5.6%	6.1%	4.1%	4.7%	3.9%	0.4%	0.8%
Make an Enquiry or Lodge a Document	14.4%	11.7%	9.6%	4.9%	3.2%	1.5%	0.7%	3.2%
Other, or not assigned	26.0%	29.0%	62.4%	85.5%	89.2%	91.2%	96.7%	93.5%
Self Service Assistance	9.2%	7.9%	8.0%	1.5%	0.1%	0.0%	0.1%	0.1%
Update Personal Details	3.5%	2.9%	3.6%	3.6%	2.6%	3.2%	2.1%	2.2%
<b>Sorell</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Claim a Refund				0.0%		0.0%		
Make a Claim or Enrol	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%		0.0%
Make an Enquiry or Lodge a Document	13.0%	1.6%	1.3%	0.2%	0.1%	0.1%	1.8%	0.0%
Other, or not assigned	74.3%	97.2%	95.9%	99.0%	99.7%	99.7%	95.0%	99.7%
Self Service Assistance	11.6%	0.9%	1.9%	0.9%	0.2%	0.2%	3.1%	0.3%
Update Personal Details	1.1%	0.1%	0.9%	0.0%	0.0%	0.0%	0.1%	
<b>South Brisbane</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	18.2%	18.6%	17.0%	16.5%	3.1%	2.8%	2.9%	2.1%

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
Claim a Refund	0.6%	0.4%	1.3%	1.6%	1.9%	2.3%	0.8%	0.7%
Make a Claim or Enrol	2.4%	1.6%	3.4%	3.8%	3.5%	2.7%	9.6%	8.1%
Make an Enquiry or Lodge a Document	48.0%	47.2%	51.4%	49.6%	59.3%	59.9%	42.9%	44.9%
Other, or not assigned	7.6%	5.5%	7.4%	10.7%	14.2%	14.7%	11.4%	17.0%
Self Service Assistance	3.6%	1.4%	2.1%	3.1%	4.4%	2.9%	0.5%	0.2%
Update Personal Details	19.5%	25.3%	17.4%	14.6%	13.6%	14.5%	31.9%	27.0%
<b>South Hedland</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	1.5%	1.0%	1.4%	1.4%	0.7%	0.4%	0.8%	1.1%
Claim a Refund	0.1%	0.0%	0.0%			0.0%		
Make a Claim or Enrol	7.0%	7.1%	6.7%	2.3%	3.4%	2.2%	1.6%	3.3%
Make an Enquiry or Lodge a Document	51.5%	51.4%	66.9%	62.8%	61.4%	52.8%	56.2%	46.2%
Other, or not assigned	29.3%	34.0%	16.7%	19.7%	16.4%	39.4%	32.3%	31.8%
Self Service Assistance	0.8%	0.1%	1.8%	7.2%	7.4%	1.6%	1.2%	10.8%
Update Personal Details	9.8%	6.4%	6.5%	6.6%	10.7%	3.6%	7.9%	6.8%
<b>Southport OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	2.3%	1.9%	2.1%	2.3%	1.4%	1.6%	1.6%	1.6%
Claim a Refund	5.6%	0.7%	1.6%	4.3%	5.0%	3.2%	1.4%	1.8%
Make a Claim or Enrol	5.6%	5.4%	5.7%	6.6%	6.9%	6.5%	7.8%	10.7%
Make an Enquiry or Lodge a Document	22.3%	23.9%	26.0%	30.0%	30.3%	28.4%	27.2%	25.4%
Other, or not assigned	24.9%	25.5%	34.9%	31.6%	33.4%	38.0%	43.8%	43.1%
Self Service Assistance	27.9%	31.8%	18.1%	12.5%	9.9%	9.0%	7.0%	5.7%
Update Personal Details	11.4%	10.6%	11.7%	12.7%	13.2%	13.2%	11.2%	11.6%
<b>Springvale OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	12.1%	13.2%	13.9%	13.3%	3.9%	3.1%	2.3%	2.3%
Claim a Refund	21.5%	10.9%	0.0%	10.0%	5.0%	6.1%	4.5%	3.7%
Make a Claim or Enrol	2.5%	9.9%	17.7%	9.2%	4.6%	6.4%	5.9%	6.8%
Make an Enquiry or Lodge a Document	31.5%	31.1%	28.2%	26.9%	31.4%	32.7%	34.1%	34.4%
Other, or not assigned	15.8%	16.2%	18.0%	15.3%	18.3%	17.3%	21.7%	22.0%
Self Service Assistance	8.1%	11.6%	14.2%	14.9%	21.5%	19.0%	20.4%	18.0%
Update Personal Details	8.5%	7.1%	7.9%	10.5%	15.3%	15.4%	11.2%	12.8%

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
<b>Springwood OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	5.4%	6.4%	6.3%	4.9%	1.7%	1.7%	1.3%	1.7%
Claim a Refund	31.1%	30.4%	26.1%	26.7%	4.9%	8.3%	1.6%	4.9%
Make a Claim or Enrol	5.3%	3.8%	4.1%	3.3%	2.5%	2.4%	3.0%	2.9%
Make an Enquiry or Lodge a Document	33.1%	33.1%	33.7%	28.7%	33.3%	33.3%	33.0%	31.7%
Other, or not assigned	3.8%	5.2%	11.2%	15.1%	30.9%	25.7%	31.1%	31.3%
Self Service Assistance	3.0%	3.4%	2.9%	3.6%	5.2%	3.6%	5.4%	3.3%
Update Personal Details	18.3%	17.7%	15.7%	17.7%	21.6%	24.9%	24.5%	24.3%
<b>St Marys</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	10.2%	12.4%	12.1%	10.2%	1.8%	1.8%	1.6%	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	2.9%	3.4%	1.4%	1.4%	2.4%	2.7%	2.4%	1.6%
Make an Enquiry or Lodge a Document	58.0%	50.6%	46.3%	45.8%	49.3%	44.0%	38.8%	40.0%
Other, or not assigned	10.8%	12.6%	17.6%	24.9%	27.1%	25.9%	27.1%	29.7%
Self Service Assistance	6.3%	5.8%	6.3%	3.1%	3.8%	8.2%	9.0%	7.2%
Update Personal Details	11.7%	15.3%	16.2%	14.5%	15.5%	17.4%	21.1%	19.8%
<b>Stanthorpe</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	12.5%	10.7%	12.3%	12.5%	2.6%	2.5%	4.0%	3.4%
Claim a Refund	0.0%	0.0%		0.0%		0.0%	0.0%	
Make a Claim or Enrol	6.7%	6.3%	12.8%	8.9%	6.3%	8.7%	7.2%	7.4%
Make an Enquiry or Lodge a Document	55.8%	44.0%	37.1%	29.0%	45.4%	42.1%	46.4%	47.1%
Other, or not assigned	1.7%	18.1%	16.3%	31.1%	31.8%	27.4%	26.8%	24.3%
Self Service Assistance	2.3%	1.7%	0.9%	3.2%	2.3%	2.8%	1.2%	1.6%
Update Personal Details	20.9%	19.1%	20.7%	15.2%	11.6%	16.6%	14.4%	16.2%
<b>Stawell</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	7.2%	8.4%	7.0%	5.6%	1.2%	0.7%	0.9%	0.7%
Claim a Refund	0.4%	0.4%	0.5%	0.2%	0.3%	0.4%	0.4%	0.3%
Make a Claim or Enrol	2.8%	2.7%	3.0%	2.2%	2.3%	2.7%	3.5%	2.5%
Make an Enquiry or Lodge a Document	64.9%	69.1%	72.7%	72.8%	70.7%	72.8%	72.3%	66.9%
Other, or not assigned	2.2%	2.4%	2.6%	6.5%	4.6%	3.5%	5.3%	10.7%

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
Self Service Assistance	9.6%	6.4%	4.7%	4.5%	7.6%	7.2%	6.7%	6.0%
Update Personal Details	12.8%	10.7%	9.4%	8.4%	13.4%	12.7%	11.0%	12.9%
<b>Sth Melbourne</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	11.5%	14.4%	14.1%	14.6%	0.2%	0.1%	0.1%	0.1%
Claim a Refund	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Make a Claim or Enrol	2.0%	1.7%	2.0%	4.8%	2.6%	2.5%	1.9%	2.1%
Make an Enquiry or Lodge a Document	38.2%	34.6%	24.9%	23.2%	22.8%	13.3%	12.0%	7.6%
Other, or not assigned	15.9%	18.4%	27.4%	23.0%	26.9%	28.6%	30.2%	28.0%
Self Service Assistance	8.8%	10.3%	15.2%	18.2%	12.3%	11.5%	13.4%	12.3%
Update Personal Details	23.5%	20.7%	16.3%	16.3%	35.2%	44.0%	42.4%	50.0%
<b>Stones Corner</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	14.1%	15.6%	17.1%	16.3%	2.9%	2.8%	2.4%	2.9%
Claim a Refund	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Make a Claim or Enrol	0.9%	0.6%	0.5%	0.4%	0.6%	0.9%	2.2%	1.0%
Make an Enquiry or Lodge a Document	47.1%	53.5%	48.6%	48.4%	57.1%	51.7%	44.7%	50.0%
Other, or not assigned	6.5%	5.7%	10.6%	12.8%	19.3%	28.3%	32.8%	31.3%
Self Service Assistance	9.7%	8.8%	10.3%	8.1%	5.2%	1.4%	0.2%	0.4%
Update Personal Details	21.6%	15.7%	13.0%	14.1%	14.9%	15.0%	17.7%	14.2%
<b>Strathpine OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	12.0%	11.7%	11.8%	12.2%	2.8%	2.6%	2.7%	2.7%
Claim a Refund	15.6%	17.0%	12.8%	12.0%	5.8%	4.5%	2.8%	3.0%
Make a Claim or Enrol	3.3%	3.1%	2.9%	2.8%	3.1%	2.6%	2.5%	3.9%
Make an Enquiry or Lodge a Document	36.0%	36.7%	34.7%	31.4%	41.3%	43.0%	41.8%	40.8%
Other, or not assigned	14.4%	16.3%	23.2%	27.4%	28.6%	32.5%	33.0%	33.1%
Self Service Assistance	4.3%	3.9%	4.7%	4.2%	5.4%	4.9%	6.5%	5.7%
Update Personal Details	14.4%	11.2%	9.9%	10.2%	13.1%	9.9%	10.6%	10.9%
<b>Subiaco</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	0.0%	0.0%	0.0%	0.0%	0.0%			
Claim a Refund	42.3%	50.5%	28.2%	41.2%	42.7%	49.5%	45.8%	47.9%
Make a Claim or Enrol	8.3%	11.0%	34.3%	16.9%	9.4%	9.8%	13.8%	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
Make an Enquiry or Lodge a Document	11.0%	11.3%	11.1%	8.1%	8.6%	9.4%	11.3%	12.7%
Other, or not assigned	32.6%	22.1%	20.5%	26.0%	30.8%	22.9%	18.7%	19.8%
Self Service Assistance	1.4%	0.1%	0.0%	0.1%	0.1%	0.0%	0.1%	0.0%
Update Personal Details	4.4%	4.9%	5.8%	7.8%	8.3%	8.3%	10.3%	8.3%
<b>Success</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	11.6%	13.5%	14.7%	12.7%	2.6%	1.9%	1.7%	2.1%
Claim a Refund	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Make a Claim or Enrol	1.5%	1.3%	1.6%	3.4%	2.9%	3.0%	2.1%	2.0%
Make an Enquiry or Lodge a Document	49.2%	43.8%	33.2%	33.5%	36.2%	42.9%	40.7%	34.7%
Other, or not assigned	6.2%	11.4%	12.4%	18.1%	17.9%	12.1%	15.8%	23.7%
Self Service Assistance	12.6%	10.2%	15.3%	17.7%	22.1%	23.6%	20.4%	18.1%
Update Personal Details	18.9%	19.8%	22.8%	14.5%	18.5%	16.5%	19.3%	19.4%
<b>Sunbury</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	18.5%	21.4%	18.5%	17.4%	4.3%	4.1%	3.4%	3.4%
Claim a Refund		0.0%		0.0%		0.0%	0.0%	0.0%
Make a Claim or Enrol	2.6%	1.7%	1.9%	1.6%	0.8%	0.6%	0.5%	1.0%
Make an Enquiry or Lodge a Document	55.4%	52.5%	41.6%	33.7%	29.8%	31.3%	33.8%	30.2%
Other, or not assigned	9.7%	10.4%	18.1%	25.3%	37.6%	44.0%	41.2%	37.2%
Self Service Assistance	4.0%	8.0%	10.3%	9.0%	9.6%	8.9%	10.1%	9.8%
Update Personal Details	9.8%	6.0%	9.7%	12.9%	18.0%	11.1%	11.2%	18.4%
<b>Sunshine OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	24.1%	23.0%	21.9%	20.0%	5.6%	4.3%	4.0%	3.4%
Claim a Refund	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.2%	0.4%
Make a Claim or Enrol	1.0%	0.8%	0.6%	0.7%	0.4%	0.2%	1.8%	2.7%
Make an Enquiry or Lodge a Document	35.4%	39.1%	40.8%	35.6%	32.8%	37.8%	30.3%	33.7%
Other, or not assigned	13.6%	11.4%	15.6%	18.8%	33.0%	34.5%	38.1%	37.1%
Self Service Assistance	17.4%	15.2%	12.9%	11.0%	16.4%	11.4%	9.8%	7.3%
Update Personal Details	8.6%	10.5%	8.2%	14.0%	11.9%	11.7%	14.8%	15.4%
<b>Sutherland OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	7.4%	8.8%	9.0%	6.7%	1.2%	1.2%	1.2%	1.5%

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
Claim a Refund	31.9%	30.0%	25.4%	36.5%	36.5%	28.3%	22.6%	25.8%
Make a Claim or Enrol	4.9%	6.7%	4.2%	4.6%	4.8%	4.9%	3.7%	3.3%
Make an Enquiry or Lodge a Document	28.2%	21.7%	25.9%	19.4%	18.0%	25.5%	26.3%	26.8%
Other, or not assigned	7.5%	9.4%	12.4%	13.6%	20.9%	17.5%	19.8%	16.0%
Self Service Assistance	6.1%	12.8%	13.4%	11.5%	9.0%	9.6%	11.3%	6.7%
Update Personal Details	14.0%	10.6%	9.8%	7.8%	9.6%	13.0%	15.1%	19.9%
<b>Swan Hill OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	9.8%	12.6%	11.7%	12.8%	3.0%	2.5%	2.2%	2.4%
Claim a Refund	18.1%	15.8%	14.1%	15.0%	14.3%	13.5%	11.9%	11.7%
Make a Claim or Enrol	3.5%	2.5%	2.4%	2.4%	2.9%	2.7%	3.0%	2.9%
Make an Enquiry or Lodge a Document	41.6%	42.4%	44.2%	38.6%	43.4%	45.9%	45.1%	43.0%
Other, or not assigned	6.1%	4.3%	6.7%	9.2%	10.9%	9.3%	15.8%	19.8%
Self Service Assistance	6.5%	6.3%	8.0%	8.7%	8.6%	9.7%	6.6%	6.8%
Update Personal Details	14.3%	16.1%	12.9%	13.4%	16.9%	16.3%	15.5%	13.6%
<b>Tamworth OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	8.2%	9.1%	9.4%	9.7%	2.9%	2.6%	2.3%	2.4%
Claim a Refund	0.8%	0.6%	0.3%	0.2%	0.2%	0.2%	0.1%	0.1%
Make a Claim or Enrol	1.8%	1.8%	1.5%	1.2%	0.8%	0.9%	0.8%	1.4%
Make an Enquiry or Lodge a Document	38.4%	42.7%	42.1%	48.7%	61.1%	60.5%	60.6%	49.6%
Other, or not assigned	40.0%	36.2%	35.6%	29.6%	23.4%	24.5%	25.0%	31.1%
Self Service Assistance	0.1%	0.1%	0.2%	0.1%	0.1%	0.0%	0.1%	0.0%
Update Personal Details	10.8%	9.6%	10.9%	10.5%	11.4%	11.4%	11.0%	15.3%
<b>Tangentyere</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment			0.2%			0.0%		
Claim a Refund						0.0%	0.0%	
Make a Claim or Enrol	1.3%		0.4%	0.4%	0.2%	0.0%	0.1%	0.0%
Make an Enquiry or Lodge a Document	26.1%	16.7%	6.2%	10.8%	17.6%	1.8%	12.0%	9.7%
Other, or not assigned	4.3%	3.0%	0.6%	2.3%	19.0%	92.6%	85.8%	37.2%
Self Service Assistance	58.7%	80.0%	92.5%	86.4%	61.0%	5.5%	1.8%	52.6%
Update Personal Details	9.6%	0.3%	0.2%	0.1%	2.1%	0.2%	0.3%	0.5%

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
<b>Taree OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	12.9%	14.1%	16.1%	15.2%	5.3%	5.2%	4.9%	4.0%
Claim a Refund	0.6%	0.4%	0.4%	0.4%	0.3%	0.2%	0.1%	0.1%
Make a Claim or Enrol	1.8%	1.5%	1.5%	1.3%	0.9%	1.0%	1.0%	0.4%
Make an Enquiry or Lodge a Document	28.3%	35.3%	31.4%	30.1%	36.2%	32.7%	34.6%	39.5%
Other, or not assigned	44.4%	33.7%	35.2%	39.0%	43.3%	45.6%	44.1%	43.5%
Self Service Assistance	0.2%	1.0%	1.9%	2.8%	6.2%	5.2%	1.8%	1.6%
Update Personal Details	11.8%	14.0%	13.5%	11.2%	7.9%	10.2%	13.5%	10.9%
<b>Tennant Creek</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	0.5%	0.7%	0.8%	0.5%	0.2%	0.3%	0.2%	0.2%
Claim a Refund	0.0%				0.0%			
Make a Claim or Enrol	1.9%	0.7%	0.8%	0.6%	2.1%	2.3%	2.1%	2.2%
Make an Enquiry or Lodge a Document	74.5%	75.5%	70.5%	75.4%	70.4%	57.2%	54.3%	52.1%
Other, or not assigned	19.8%	17.7%	22.8%	18.9%	21.6%	33.8%	38.9%	40.6%
Self Service Assistance	0.9%	3.8%	3.7%	2.2%	4.3%	4.4%	2.9%	2.6%
Update Personal Details	2.3%	1.6%	1.4%	2.4%	1.5%	2.0%	1.7%	2.4%
<b>The Entrance OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	12.4%	13.7%	14.9%	13.3%	3.1%	3.1%	2.4%	2.4%
Claim a Refund	12.6%	12.1%	9.9%	8.2%	5.5%	2.5%	3.0%	4.4%
Make a Claim or Enrol	2.5%	2.5%	2.2%	2.1%	3.4%	2.0%	2.2%	2.5%
Make an Enquiry or Lodge a Document	30.8%	29.3%	31.5%	29.5%	36.0%	35.4%	39.2%	47.0%
Other, or not assigned	14.9%	16.9%	17.5%	25.2%	34.2%	38.3%	32.3%	25.4%
Self Service Assistance	8.4%	10.5%	10.6%	7.6%	4.6%	6.4%	5.8%	2.8%
Update Personal Details	18.3%	15.1%	13.3%	14.0%	13.2%	12.2%	15.0%	15.5%
<b>Thursday Island</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	1.5%	1.6%	1.1%	2.4%	1.2%	0.7%	0.1%	0.5%
Make a Claim or Enrol	4.9%	3.6%	0.6%	0.1%	0.1%	0.1%	0.3%	0.2%
Make an Enquiry or Lodge a Document	71.4%	72.4%	53.0%	25.0%	2.9%	3.4%	10.9%	18.7%
Other, or not assigned	0.5%	6.9%	41.6%	40.0%	43.0%	48.2%	38.4%	40.5%
Self Service Assistance	20.0%	14.2%	2.2%	10.5%	15.4%	11.0%	10.9%	12.4%

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	1.7%	1.3%	1.5%	22.1%	37.5%	36.6%	39.5%	27.6%
<b>Tiwi Islands</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	0.1%	0.0%	0.1%	0.0%	0.0%	0.1%		
Make a Claim or Enrol	0.4%	1.0%	0.7%	0.6%	0.4%	0.8%	0.6%	0.5%
Make an Enquiry or Lodge a Document	97.1%	97.8%	90.7%	97.2%	98.1%	96.1%	97.2%	97.9%
Other, or not assigned	0.9%	0.1%	1.0%	0.2%	0.1%	0.1%	0.0%	0.0%
Self Service Assistance	0.4%	0.3%	6.2%	1.3%	0.5%	0.6%	0.2%	0.1%
Update Personal Details	1.2%	0.9%	1.3%	0.7%	0.9%	2.4%	2.0%	1.5%
<b>Toowong OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	9.8%	11.1%	10.8%	10.9%	1.8%	1.9%	1.7%	1.6%
Claim a Refund	20.3%	22.2%	18.2%	20.1%	17.7%	17.5%	5.3%	1.8%
Make a Claim or Enrol	7.1%	5.4%	5.9%	5.1%	6.7%	6.3%	6.5%	5.9%
Make an Enquiry or Lodge a Document	35.4%	33.6%	31.8%	29.3%	31.7%	30.3%	27.9%	27.4%
Other, or not assigned	13.7%	13.3%	18.6%	18.3%	19.7%	20.5%	32.5%	37.3%
Self Service Assistance	2.4%	2.6%	4.0%	5.3%	8.4%	8.5%	13.1%	12.0%
Update Personal Details	11.3%	11.8%	10.8%	11.0%	14.1%	15.1%	12.9%	14.0%
<b>Toowoomba OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	10.5%	12.0%	13.5%	14.9%	4.5%	3.7%	3.9%	4.1%
Claim a Refund	30.0%	26.8%	21.8%	16.3%	4.5%	4.4%	2.7%	3.1%
Make a Claim or Enrol	4.5%	3.8%	4.4%	5.2%	4.7%	5.5%	4.6%	5.1%
Make an Enquiry or Lodge a Document	19.6%	18.2%	22.3%	22.4%	25.7%	29.6%	24.4%	25.1%
Other, or not assigned	15.5%	14.0%	14.1%	15.2%	24.7%	26.7%	33.8%	30.7%
Self Service Assistance	12.3%	15.3%	13.2%	13.5%	19.4%	17.1%	18.8%	15.9%
Update Personal Details	7.5%	9.9%	10.8%	12.5%	16.6%	13.0%	11.9%	16.0%
<b>Top End Remote Services Team</b>	<b>100.0%</b>	<b>100.0%</b>						
Attend a Booked Appointment	0.1%							
Make a Claim or Enrol	4.3%	4.6%						
Make an Enquiry or Lodge a Document	91.1%	91.0%						
Other, or not assigned	0.1%	0.1%						
Self Service Assistance	0.5%							

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	3.8%	4.4%						
<b>Toronto OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	11.2%	13.6%	16.7%	14.8%	2.7%	2.3%	2.9%	3.2%
Claim a Refund	11.9%	1.6%	1.8%	0.9%	0.5%	0.4%	0.1%	0.1%
Make a Claim or Enrol	2.1%	2.2%	3.1%	1.8%	1.8%	1.4%	0.9%	1.0%
Make an Enquiry or Lodge a Document	26.7%	25.6%	26.8%	22.7%	16.5%	17.2%	14.4%	16.3%
Other, or not assigned	18.9%	22.0%	25.0%	35.7%	50.4%	39.2%	41.4%	41.9%
Self Service Assistance	19.1%	24.5%	14.4%	15.2%	21.2%	31.5%	32.6%	27.4%
Update Personal Details	10.0%	10.3%	12.1%	9.0%	6.8%	7.9%	7.6%	10.2%
<b>Torrensville OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	8.3%	9.8%	12.6%	12.1%	3.1%	2.6%	2.7%	2.9%
Claim a Refund	2.6%	2.2%	1.7%	0.3%	2.3%	1.1%	0.1%	0.1%
Make a Claim or Enrol	18.5%	21.6%	19.4%	18.3%	13.5%	7.9%	1.6%	1.3%
Make an Enquiry or Lodge a Document	22.1%	22.3%	17.8%	21.5%	20.9%	20.5%	21.3%	19.5%
Other, or not assigned	25.3%	19.5%	21.7%	21.0%	27.2%	34.1%	50.1%	50.8%
Self Service Assistance	2.0%	1.9%	1.7%	2.0%	4.5%	10.5%	6.8%	8.4%
Update Personal Details	21.2%	22.7%	25.2%	24.8%	28.4%	23.3%	17.5%	16.9%
<b>Town Hall Medicare</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>					
Attend a Booked Appointment	6.4%	5.0%						
Claim a Refund	55.8%	42.8%	37.4%					
Make a Claim or Enrol	0.3%	2.1%	17.8%					
Make an Enquiry or Lodge a Document	25.7%	16.0%	24.5%					
Other, or not assigned	0.1%	23.4%	9.2%					
Self Service Assistance	1.3%	1.5%	0.0%					
Update Personal Details	10.4%	9.2%	11.0%					
<b>Townsville City (Shopfront)</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	0.0%							
Claim a Refund						0.0%		
Make a Claim or Enrol	0.0%	0.5%	0.1%	0.0%	0.0%	0.0%	0.0%	
Make an Enquiry or Lodge a Document	1.7%	2.8%	1.5%	1.1%		0.0%		

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
Other, or not assigned	98.0%	95.9%	96.5%	95.0%	99.7%	99.0%	100.0%	99.4%
Self Service Assistance	0.4%	0.0%	0.0%	0.0%	0.0%	1.0%	0.0%	0.6%
Update Personal Details	0.0%	0.8%	1.8%	3.9%	0.3%	0.0%		
<b>Townsville OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	2.8%	2.2%	1.4%	2.4%	2.6%	2.0%	1.8%	2.9%
Claim a Refund	22.5%	25.7%	3.8%	0.3%	0.5%	0.4%	0.2%	0.1%
Make a Claim or Enrol	9.1%	16.0%	10.1%	9.3%	8.4%	7.7%	8.2%	6.4%
Make an Enquiry or Lodge a Document	20.2%	17.1%	27.6%	28.0%	27.2%	27.9%	31.3%	32.3%
Other, or not assigned	10.4%	13.6%	27.0%	35.5%	35.4%	33.9%	30.9%	30.4%
Self Service Assistance	13.3%	6.1%	9.2%	2.8%	4.9%	5.2%	4.7%	5.1%
Update Personal Details	21.7%	19.2%	21.0%	21.7%	21.0%	22.9%	22.9%	22.8%
<b>Traralgon</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	0.0%							
Claim a Refund	78.7%	78.0%	77.3%	71.0%	64.3%	68.0%	62.2%	56.7%
Make a Claim or Enrol	3.8%	2.3%	2.8%	2.8%	2.3%	2.7%	3.8%	2.9%
Make an Enquiry or Lodge a Document	12.4%	11.7%	12.7%	14.1%	9.3%	8.8%	10.1%	11.3%
Other, or not assigned	1.6%	3.0%	2.2%	4.4%	17.7%	14.1%	15.2%	14.7%
Self Service Assistance	0.1%		0.0%	0.2%	0.5%	1.4%	1.9%	4.3%
Update Personal Details	3.3%	5.1%	5.0%	7.5%	5.9%	5.0%	6.8%	10.1%
<b>Tuggeranong OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	6.9%	8.5%	8.0%	8.0%	1.8%	1.6%	1.9%	1.4%
Claim a Refund	31.1%	31.2%	29.6%	23.4%	12.4%	14.2%	17.6%	18.9%
Make a Claim or Enrol	5.2%	4.1%	3.7%	2.7%	2.9%	2.9%	4.7%	3.9%
Make an Enquiry or Lodge a Document	36.9%	36.3%	33.5%	32.6%	29.3%	32.0%	32.6%	35.5%
Other, or not assigned	7.2%	5.3%	10.0%	18.7%	30.6%	18.8%	12.1%	16.3%
Self Service Assistance	0.6%	0.3%	0.2%	0.4%	7.2%	11.3%	8.4%	3.9%
Update Personal Details	12.1%	14.4%	15.1%	14.2%	15.7%	19.2%	22.7%	20.2%
<b>Tumut</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	14.5%	13.8%	14.4%	13.6%	2.5%	1.6%	2.0%	1.5%
Claim a Refund	0.1%	0.2%	0.5%	0.2%	0.5%	0.4%	0.2%	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	7.6%	6.8%	7.7%	5.9%	5.4%	6.0%	6.3%	6.2%
Make an Enquiry or Lodge a Document	48.2%	49.8%	47.3%	42.1%	44.9%	39.7%	37.7%	38.0%
Other, or not assigned	5.0%	7.0%	7.5%	15.4%	16.9%	18.6%	16.5%	23.1%
Self Service Assistance	3.8%	2.5%	1.7%	3.6%	2.1%	3.3%	2.9%	2.4%
Update Personal Details	20.8%	19.8%	20.9%	19.3%	27.7%	30.5%	34.4%	28.6%
<b>Tuncurry OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	8.9%	11.4%	12.7%	13.5%	3.2%	3.7%	3.0%	2.6%
Claim a Refund	6.2%	3.9%	2.1%	0.7%	0.9%	0.9%	0.7%	0.9%
Make a Claim or Enrol	2.3%	2.0%	2.9%	3.4%	2.8%	3.6%	5.7%	4.2%
Make an Enquiry or Lodge a Document	28.2%	33.8%	34.1%	31.5%	34.2%	33.0%	36.0%	39.5%
Other, or not assigned	35.6%	29.6%	30.9%	33.7%	42.1%	41.9%	38.2%	39.1%
Self Service Assistance	2.9%	2.7%	2.1%	2.3%	4.0%	4.1%	2.7%	2.7%
Update Personal Details	16.0%	16.8%	15.1%	14.9%	12.8%	13.0%	13.8%	11.1%
<b>Tweed Heads OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	13.2%	13.3%	15.5%	11.2%	4.8%	5.2%	4.5%	4.8%
Claim a Refund	7.7%	10.6%	7.0%	5.3%	3.5%	3.5%	1.6%	2.4%
Make a Claim or Enrol	3.2%	3.3%	4.5%	3.4%	3.7%	3.9%	2.9%	2.4%
Make an Enquiry or Lodge a Document	24.5%	33.0%	27.1%	26.8%	26.1%	27.8%	25.1%	25.2%
Other, or not assigned	40.7%	24.0%	31.8%	37.5%	42.0%	39.0%	46.8%	48.4%
Self Service Assistance	0.5%	1.3%	1.4%	2.7%	5.4%	5.6%	5.8%	4.1%
Update Personal Details	10.1%	14.5%	12.6%	13.0%	14.5%	15.1%	13.2%	12.7%
<b>Ulladulla OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	8.9%	8.8%	9.9%	9.4%	1.1%	0.9%	1.0%	0.7%
Claim a Refund	21.7%	17.7%	18.2%	15.8%	16.3%	15.8%	12.4%	14.0%
Make a Claim or Enrol	2.3%	1.6%	1.3%	1.0%	1.8%	1.8%	2.2%	3.1%
Make an Enquiry or Lodge a Document	32.4%	30.3%	33.3%	23.8%	30.2%	34.7%	33.4%	30.6%
Other, or not assigned	8.1%	11.6%	8.4%	17.8%	20.8%	15.8%	18.5%	19.3%
Self Service Assistance	5.4%	5.3%	3.6%	9.4%	7.7%	6.5%	8.9%	9.8%
Update Personal Details	21.2%	24.9%	25.2%	22.8%	22.2%	24.6%	23.7%	22.7%
<b>Victor Harbor</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

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	15.3%	13.9%	18.8%	14.7%	3.5%	3.3%	3.6%	3.4%
Claim a Refund	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Make a Claim or Enrol	2.5%	2.2%	1.5%	1.8%	1.7%	2.4%	3.8%	2.9%
Make an Enquiry or Lodge a Document	43.5%	33.7%	32.2%	27.3%	31.4%	31.6%	27.4%	22.9%
Other, or not assigned	23.4%	33.1%	34.5%	45.0%	50.0%	43.0%	44.0%	44.4%
Self Service Assistance	3.1%	5.1%	5.4%	3.6%	3.5%	4.2%	1.7%	5.5%
Update Personal Details	12.1%	12.0%	7.6%	7.6%	9.9%	15.5%	19.4%	20.9%
<b>Victoria Park</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	19.3%	18.4%	17.7%	15.8%	2.7%	2.6%	1.9%	1.9%
Claim a Refund	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Make a Claim or Enrol	1.3%	1.1%	1.8%	4.2%	4.8%	7.4%	6.7%	6.4%
Make an Enquiry or Lodge a Document	48.0%	40.2%	35.9%	33.4%	31.0%	27.5%	25.9%	27.9%
Other, or not assigned	10.9%	17.2%	20.7%	22.6%	27.5%	26.2%	38.7%	35.4%
Self Service Assistance	9.2%	15.7%	17.1%	17.4%	23.4%	21.2%	17.9%	18.8%
Update Personal Details	11.3%	7.5%	6.9%	6.7%	10.7%	15.1%	8.8%	9.6%
<b>Wadeye</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	0.1%	0.0%	0.0%					0.0%
Claim a Refund								0.0%
Make a Claim or Enrol	0.2%	0.9%	0.8%	1.1%	0.9%	0.6%	0.4%	1.3%
Make an Enquiry or Lodge a Document	90.8%	98.7%	89.8%	94.2%	96.9%	98.5%	98.7%	96.3%
Other, or not assigned	6.7%	0.2%	0.3%	0.0%	0.0%	0.2%	0.1%	0.2%
Self Service Assistance		0.1%	5.8%	2.4%	0.1%	0.1%		0.9%
Update Personal Details	2.2%	0.1%	3.3%	2.3%	2.0%	0.6%	0.8%	1.2%
<b>Wagga Wagga OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	7.7%	7.8%	9.3%	9.0%	2.6%	2.5%	2.3%	2.1%
Claim a Refund	32.3%	26.9%	22.1%	22.9%	20.6%	14.7%	11.1%	17.2%
Make a Claim or Enrol	3.6%	3.6%	3.3%	2.4%	3.4%	5.3%	5.1%	5.3%
Make an Enquiry or Lodge a Document	29.6%	31.8%	34.4%	36.1%	31.7%	30.1%	32.6%	23.5%
Other, or not assigned	11.4%	19.9%	23.8%	22.8%	30.1%	31.4%	30.0%	32.0%
Self Service Assistance	0.6%	0.1%	0.0%	0.1%	0.2%	0.7%	2.7%	2.9%



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	15.0%	10.0%	7.1%	6.8%	11.5%	15.3%	16.0%	16.9%
<b>Walgett</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	1.9%	1.9%	1.8%	1.4%	0.2%	0.3%	0.2%	0.4%
Claim a Refund	0.1%	0.0%	0.0%	0.0%				
Make a Claim or Enrol	7.5%	4.7%	5.4%	5.0%	3.7%	3.1%	3.9%	3.8%
Make an Enquiry or Lodge a Document	86.0%	87.8%	86.5%	86.6%	90.5%	82.8%	71.1%	78.6%
Other, or not assigned	2.4%	1.4%	4.0%	2.1%	1.8%	6.2%	6.4%	5.0%
Self Service Assistance	0.1%	0.1%	0.2%	0.9%	0.1%	0.2%	0.2%	0.3%
Update Personal Details	2.1%	4.0%	2.0%	4.0%	3.8%	7.3%	18.2%	11.9%
<b>Wallsend OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	13.2%	15.7%	17.4%	13.9%	2.9%	3.1%	3.0%	3.1%
Claim a Refund	5.5%	3.2%	1.9%	2.1%	1.0%	0.9%	0.2%	0.4%
Make a Claim or Enrol	3.4%	2.5%	2.7%	2.4%	2.1%	3.0%	0.9%	1.0%
Make an Enquiry or Lodge a Document	27.9%	21.7%	19.4%	19.7%	16.6%	19.0%	16.0%	22.3%
Other, or not assigned	20.8%	21.1%	18.7%	22.1%	48.9%	35.3%	40.0%	35.1%
Self Service Assistance	18.0%	27.1%	31.7%	31.8%	17.2%	28.4%	31.3%	30.7%
Update Personal Details	11.3%	8.6%	8.2%	8.0%	11.2%	10.4%	8.6%	7.4%
<b>Wangaratta OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	13.6%	15.8%	15.1%	14.9%	3.5%	3.8%	3.9%	4.0%
Claim a Refund	10.1%	8.9%	7.4%	8.3%	7.6%	5.9%	5.5%	6.1%
Make a Claim or Enrol	2.8%	3.1%	3.7%	4.4%	5.2%	3.4%	4.1%	4.8%
Make an Enquiry or Lodge a Document	41.7%	37.4%	35.6%	32.7%	38.4%	34.5%	37.0%	44.0%
Other, or not assigned	7.2%	9.9%	14.7%	19.4%	23.7%	27.3%	23.8%	21.5%
Self Service Assistance	8.3%	10.6%	7.8%	7.9%	5.3%	4.8%	4.8%	3.4%
Update Personal Details	16.3%	14.3%	15.8%	12.2%	16.4%	20.3%	20.9%	16.2%
<b>Warragul OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	11.5%	11.4%	12.8%	14.1%	3.1%	3.0%	3.6%	3.5%
Claim a Refund	14.4%	8.9%	1.4%	0.4%	3.6%	7.4%	4.1%	1.2%
Make a Claim or Enrol	3.2%	2.5%	2.4%	2.6%	3.0%	2.7%	2.7%	2.6%
Make an Enquiry or Lodge a Document	32.4%	31.8%	26.3%	33.4%	32.7%	39.0%	34.3%	31.2%

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
Other, or not assigned	21.1%	27.2%	38.2%	27.6%	32.5%	24.3%	26.7%	29.2%
Self Service Assistance	3.9%	5.4%	6.8%	12.1%	15.9%	12.6%	18.9%	22.5%
Update Personal Details	13.5%	12.8%	12.2%	9.8%	9.2%	11.1%	9.7%	9.8%
<b>Warrawong OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	0.7%	0.5%	0.5%	0.1%	0.0%	0.0%	0.0%	0.0%
Claim a Refund	27.1%	25.2%	23.2%	27.2%	23.3%	24.0%	18.2%	18.9%
Make a Claim or Enrol	7.2%	16.6%	12.4%	4.1%	2.3%	3.0%	3.9%	4.3%
Make an Enquiry or Lodge a Document	35.4%	24.4%	28.0%	38.3%	43.6%	42.9%	42.5%	36.4%
Other, or not assigned	7.3%	9.9%	11.6%	10.6%	22.5%	18.0%	20.4%	25.4%
Self Service Assistance	13.0%	18.5%	15.5%	8.0%	1.7%	3.6%	3.2%	3.8%
Update Personal Details	9.2%	4.9%	8.9%	11.7%	6.6%	8.5%	11.8%	11.2%
<b>Warriewood</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	0.0%	0.8%	1.6%	0.4%	0.0%			0.0%
Claim a Refund	72.3%	48.5%	28.6%	43.6%	6.1%	0.7%	0.6%	0.8%
Make a Claim or Enrol	8.6%	11.5%	9.1%	15.4%	12.1%	5.6%	7.3%	5.6%
Make an Enquiry or Lodge a Document	12.4%	7.0%	0.1%	2.0%	8.7%	12.2%	10.8%	13.3%
Other, or not assigned	0.2%	3.5%	2.6%	0.0%	53.4%	73.5%	69.7%	70.6%
Self Service Assistance	0.4%	25.2%	57.8%	38.0%	12.1%	2.9%	3.4%	1.7%
Update Personal Details	6.0%	3.4%	0.1%	0.6%	7.6%	5.0%	8.3%	8.0%
<b>Warrnambool OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	12.0%	11.6%	11.5%	11.6%	3.2%	2.7%	3.0%	3.5%
Claim a Refund	12.5%	12.7%	11.1%	6.6%	3.3%	3.4%	2.8%	3.3%
Make a Claim or Enrol	4.7%	3.5%	3.0%	3.1%	3.2%	3.2%	3.5%	3.1%
Make an Enquiry or Lodge a Document	38.9%	35.9%	34.3%	30.2%	37.3%	36.6%	37.5%	39.6%
Other, or not assigned	10.9%	11.8%	13.1%	20.9%	20.2%	21.0%	17.7%	17.4%
Self Service Assistance	10.2%	11.4%	12.4%	12.2%	18.0%	18.2%	21.5%	19.7%
Update Personal Details	10.8%	13.0%	14.6%	15.5%	14.8%	14.8%	13.9%	13.5%
<b>Warwick Grove OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	3.9%	4.4%	5.3%	5.1%	0.9%	1.3%	1.0%	0.8%
Claim a Refund	32.5%	31.0%	22.2%	22.4%	16.0%	8.2%	3.4%	3.5%

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
Make a Claim or Enrol	4.9%	4.6%	4.3%	4.1%	4.9%	5.6%	5.0%	4.6%
Make an Enquiry or Lodge a Document	38.3%	37.0%	33.8%	28.7%	31.3%	34.3%	33.0%	27.8%
Other, or not assigned	5.9%	8.8%	16.7%	19.3%	21.7%	18.5%	25.5%	28.6%
Self Service Assistance	5.9%	5.1%	5.5%	5.2%	7.5%	8.9%	13.1%	9.3%
Update Personal Details	8.5%	9.1%	12.1%	15.2%	17.6%	23.2%	19.1%	25.4%
<b>Warwick OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	9.0%	9.6%	9.8%	9.7%	2.3%	2.0%	2.4%	2.3%
Claim a Refund	22.7%	19.4%	16.1%	15.6%	16.0%	15.4%	9.1%	8.5%
Make a Claim or Enrol	4.8%	3.9%	3.7%	4.9%	4.1%	4.2%	4.3%	4.6%
Make an Enquiry or Lodge a Document	36.4%	37.3%	34.8%	28.6%	32.2%	37.2%	38.8%	37.7%
Other, or not assigned	5.8%	6.3%	14.3%	23.2%	27.5%	21.5%	25.6%	29.1%
Self Service Assistance	6.6%	4.3%	3.9%	3.3%	3.2%	1.4%	2.3%	1.3%
Update Personal Details	14.7%	19.2%	17.5%	14.8%	14.8%	18.2%	17.6%	16.4%
<b>Watergardens</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	20.8%	23.5%	23.5%	22.3%	5.7%	4.9%	3.9%	4.3%
Claim a Refund	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Make a Claim or Enrol	1.3%	1.0%	0.7%	1.1%	1.4%	1.6%	1.5%	1.2%
Make an Enquiry or Lodge a Document	34.0%	37.0%	37.8%	39.1%	41.2%	37.6%	33.8%	36.0%
Other, or not assigned	16.2%	8.6%	9.4%	10.2%	14.6%	20.3%	27.0%	25.7%
Self Service Assistance	19.4%	23.0%	21.8%	21.5%	29.3%	29.5%	26.9%	25.3%
Update Personal Details	8.4%	6.8%	6.8%	5.9%	7.8%	6.0%	7.0%	7.4%
<b>Waurm Ponds</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment					0.0%	0.0%	0.0%	
Claim a Refund	66.2%	69.1%	66.5%	52.2%	2.6%	5.1%	20.7%	26.3%
Make a Claim or Enrol	6.9%	7.7%	8.6%	8.1%	4.3%	4.8%	10.7%	5.2%
Make an Enquiry or Lodge a Document	18.2%	14.9%	15.5%	17.8%	20.0%	22.4%	27.0%	26.9%
Other, or not assigned	0.0%	0.1%		12.8%	70.1%	63.0%	34.6%	37.3%
Self Service Assistance	0.1%	0.1%	0.0%	0.2%	0.9%	0.8%	0.7%	0.3%
Update Personal Details	8.6%	8.0%	9.4%	8.9%	2.2%	3.9%	6.3%	4.0%
<b>Werribee OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

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	19.4%	20.1%	19.6%	17.0%	4.7%	4.7%	4.3%	4.2%
Claim a Refund	7.4%	9.0%	6.6%	4.8%	2.2%	2.1%	0.7%	0.5%
Make a Claim or Enrol	2.4%	1.1%	1.3%	2.3%	2.6%	2.7%	2.5%	3.0%
Make an Enquiry or Lodge a Document	28.1%	32.3%	30.5%	23.3%	29.9%	28.1%	24.3%	23.8%
Other, or not assigned	10.9%	12.6%	16.9%	27.2%	26.0%	27.3%	34.6%	34.6%
Self Service Assistance	21.9%	16.7%	17.2%	17.9%	25.3%	26.0%	24.2%	25.4%
Update Personal Details	9.9%	8.1%	7.9%	7.5%	9.4%	9.0%	9.4%	8.6%
<b>Western Cape</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	3.0%	5.4%	2.3%	2.7%	1.4%	0.7%	0.3%	0.5%
Claim a Refund		0.1%						
Make a Claim or Enrol	2.7%	5.4%	0.6%	1.1%	0.8%	2.6%	0.0%	
Make an Enquiry or Lodge a Document	64.0%	69.3%	23.7%	10.6%	5.6%	10.7%	4.8%	7.7%
Other, or not assigned	0.0%	8.9%	70.5%	72.6%	77.6%	58.7%	68.2%	13.8%
Self Service Assistance	10.6%	6.7%	2.3%	0.6%	1.0%	2.3%	11.5%	40.9%
Update Personal Details	19.8%	4.2%	0.7%	12.5%	13.6%	25.1%	15.2%	37.1%
<b>Whyalla OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	15.4%	13.8%	14.3%	16.1%	3.2%	2.8%	1.9%	1.9%
Claim a Refund	1.9%	1.8%	1.4%	1.6%	1.3%	0.6%	0.6%	0.2%
Make a Claim or Enrol	4.8%	3.9%	3.2%	3.1%	2.6%	3.4%	2.7%	2.2%
Make an Enquiry or Lodge a Document	33.9%	32.9%	26.7%	23.9%	27.1%	26.8%	25.2%	26.9%
Other, or not assigned	31.3%	33.8%	43.2%	41.4%	48.1%	43.3%	46.5%	48.9%
Self Service Assistance	3.0%	3.3%	4.4%	3.9%	3.0%	3.5%	5.3%	4.6%
Update Personal Details	9.7%	10.6%	6.7%	10.0%	14.7%	19.6%	17.8%	15.3%
<b>Windsor OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	9.4%	11.1%	11.9%	11.3%	2.7%	2.7%	2.4%	2.7%
Claim a Refund	41.3%	35.5%	26.1%	25.4%	20.9%	9.4%	8.6%	10.7%
Make a Claim or Enrol	6.0%	6.8%	6.6%	7.3%	8.5%	9.2%	10.8%	9.7%
Make an Enquiry or Lodge a Document	25.2%	25.9%	25.1%	20.9%	20.5%	11.1%	11.1%	9.5%
Other, or not assigned	2.7%	3.1%	9.7%	13.0%	19.8%	24.6%	21.7%	22.5%
Self Service Assistance	4.3%	7.4%	9.7%	11.1%	5.3%	11.8%	13.5%	7.6%

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	11.1%	10.1%	10.9%	11.0%	22.3%	31.2%	32.0%	37.3%
<b>Woden OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	1.7%	3.4%	6.3%	5.9%	1.3%	1.2%	1.4%	1.0%
Claim a Refund	30.5%	34.4%	25.5%	20.2%	16.0%	17.4%	19.6%	23.1%
Make a Claim or Enrol	3.8%	3.4%	4.0%	3.3%	3.5%	3.0%	4.3%	4.3%
Make an Enquiry or Lodge a Document	15.4%	23.7%	27.2%	27.5%	27.4%	38.2%	44.4%	31.9%
Other, or not assigned	41.8%	27.0%	22.6%	33.5%	40.4%	32.4%	18.6%	18.8%
Self Service Assistance	0.7%	0.7%	0.4%	0.4%	0.5%	0.4%	0.5%	0.6%
Update Personal Details	6.0%	7.4%	14.0%	9.3%	10.9%	7.4%	11.2%	20.3%
<b>Wollongong OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	9.2%	10.2%	11.0%	10.1%	2.4%	2.2%	2.0%	2.3%
Claim a Refund	27.5%	18.1%	13.8%	21.2%	20.7%	19.9%	14.6%	14.2%
Make a Claim or Enrol	5.7%	5.4%	4.6%	2.4%	2.6%	2.8%	2.8%	4.5%
Make an Enquiry or Lodge a Document	32.6%	30.7%	32.5%	36.0%	40.1%	40.1%	43.1%	33.0%
Other, or not assigned	5.5%	12.8%	14.7%	11.5%	14.3%	13.7%	16.3%	20.8%
Self Service Assistance	9.1%	11.1%	9.8%	9.7%	4.1%	3.6%	3.5%	4.8%
Update Personal Details	10.4%	11.7%	13.6%	9.2%	15.8%	17.7%	17.6%	20.4%
<b>Wonthaggi</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	17.2%	16.6%	15.6%	15.5%	1.7%	1.5%	2.2%	3.1%
Claim a Refund		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Make a Claim or Enrol	1.7%	1.5%	1.1%	1.4%	2.2%	2.9%	1.0%	1.7%
Make an Enquiry or Lodge a Document	27.3%	32.0%	30.5%	34.3%	32.7%	29.1%	30.8%	31.2%
Other, or not assigned	11.6%	14.1%	17.3%	18.5%	21.3%	23.2%	21.6%	20.3%
Self Service Assistance	1.9%	5.9%	10.1%	13.0%	25.1%	18.5%	19.9%	25.6%
Update Personal Details	40.4%	30.0%	25.4%	17.3%	17.0%	24.8%	24.5%	18.2%
<b>Woodridge OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	13.5%	13.9%	14.4%	12.7%	4.9%	4.8%	3.9%	4.8%
Claim a Refund	12.9%	11.3%	9.0%	8.2%	5.8%	2.5%	1.6%	1.6%
Make a Claim or Enrol	2.4%	7.2%	7.4%	7.4%	6.5%	6.3%	7.7%	5.8%
Make an Enquiry or Lodge a Document	20.4%	24.7%	22.4%	18.2%	24.6%	26.2%	27.1%	27.0%

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
Other, or not assigned	13.9%	11.1%	15.7%	16.6%	23.0%	24.7%	25.8%	22.7%
Self Service Assistance	16.1%	12.8%	11.1%	10.6%	10.8%	10.9%	9.5%	8.8%
Update Personal Details	20.8%	19.0%	20.0%	26.3%	24.3%	24.7%	24.4%	29.4%
<b>Woy Woy OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	7.4%	7.6%	8.3%	8.2%	1.7%	1.5%	1.4%	1.5%
Claim a Refund	25.4%	25.6%	24.7%	18.7%	8.8%	5.9%	5.8%	5.7%
Make a Claim or Enrol	4.0%	4.0%	3.6%	3.0%	2.5%	1.6%	2.7%	2.5%
Make an Enquiry or Lodge a Document	39.0%	41.1%	42.5%	38.7%	46.3%	37.6%	38.4%	45.1%
Other, or not assigned	10.9%	8.5%	10.5%	17.8%	25.2%	37.3%	33.6%	28.5%
Self Service Assistance	4.9%	4.7%	2.9%	5.2%	5.2%	5.5%	5.7%	5.2%
Update Personal Details	8.5%	8.5%	7.5%	8.5%	10.3%	10.6%	12.3%	11.5%
<b>Wynnum OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	10.0%	9.6%	9.5%	8.9%	2.0%	2.3%	2.1%	2.8%
Claim a Refund	23.0%	23.2%	18.2%	13.4%	17.8%	12.5%	9.9%	10.0%
Make a Claim or Enrol	2.1%	2.4%	2.0%	2.5%	2.3%	1.7%	1.8%	1.8%
Make an Enquiry or Lodge a Document	39.3%	42.2%	46.2%	46.9%	50.4%	50.7%	53.0%	54.2%
Other, or not assigned	11.0%	11.1%	15.4%	19.3%	12.6%	11.9%	7.8%	6.2%
Self Service Assistance	5.2%	5.0%	4.8%	4.3%	5.2%	4.7%	5.8%	5.0%
Update Personal Details	9.4%	6.7%	4.0%	4.8%	9.8%	16.2%	19.7%	19.9%
<b>Wynyard</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>					
Attend a Booked Appointment	4.3%	3.7%	0.0%					
Claim a Refund	59.0%	43.7%	38.9%					
Make a Claim or Enrol	0.1%	3.2%	16.0%					
Make an Enquiry or Lodge a Document	24.6%	13.8%	13.7%					
Other, or not assigned	0.0%	23.7%	17.0%					
Self Service Assistance	0.9%	0.8%	0.3%					
Update Personal Details	11.1%	11.0%	14.1%					
<b>Wyong OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	8.2%	7.6%	8.3%	7.5%	2.6%	2.3%	1.9%	2.2%
Claim a Refund	29.8%	30.8%	27.5%	26.4%	11.7%	7.2%	2.5%	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 a Claim or Enrol	4.8%	4.5%	4.8%	4.5%	3.1%	2.6%	2.6%	4.4%
Make an Enquiry or Lodge a Document	31.2%	30.1%	30.7%	31.1%	36.6%	37.7%	32.6%	43.5%
Other, or not assigned	10.1%	11.7%	12.9%	16.2%	33.7%	31.6%	31.7%	26.2%
Self Service Assistance	5.0%	3.9%	3.8%	3.4%	1.5%	1.8%	4.1%	4.5%
Update Personal Details	10.9%	11.4%	12.0%	10.9%	10.9%	16.9%	24.6%	16.2%
<b>Yamba</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	11.2%	11.5%	10.7%	12.6%	2.2%	3.2%	2.7%	1.7%
Claim a Refund	0.0%		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Make a Claim or Enrol	1.6%	0.7%	0.9%	0.5%	1.1%	1.2%	1.5%	1.2%
Make an Enquiry or Lodge a Document	32.6%	41.2%	36.9%	45.7%	41.2%	47.4%	49.7%	47.8%
Other, or not assigned	36.3%	34.5%	40.0%	31.6%	41.0%	34.9%	35.3%	40.4%
Self Service Assistance	2.5%	1.8%	1.4%	0.9%	3.9%	4.1%	1.0%	0.9%
Update Personal Details	16.0%	10.3%	10.1%	8.7%	10.5%	9.2%	9.8%	8.0%
<b>Yarra OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	20.5%	22.5%	23.7%	21.4%	4.4%	3.8%	3.6%	3.7%
Claim a Refund		0.0%	0.0%	0.0%	0.9%	3.8%	2.9%	3.0%
Make a Claim or Enrol	3.3%	2.4%	2.0%	1.4%	1.6%	3.2%	4.3%	5.2%
Make an Enquiry or Lodge a Document	42.9%	40.3%	35.8%	35.3%	35.6%	32.8%	28.3%	27.5%
Other, or not assigned	10.0%	10.2%	15.5%	14.6%	21.5%	25.2%	25.2%	30.6%
Self Service Assistance	7.3%	14.1%	12.8%	12.9%	16.6%	12.8%	12.7%	5.8%
Update Personal Details	16.1%	10.5%	10.2%	14.4%	19.4%	18.4%	22.9%	24.1%
<b>Yarrabah</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	10.6%	19.5%	10.6%	9.7%	0.3%	0.2%	0.4%	0.2%
Make a Claim or Enrol	3.7%	4.1%	2.8%	2.1%	2.0%	3.1%	2.0%	2.9%
Make an Enquiry or Lodge a Document	61.3%	36.2%	16.4%	20.4%	18.7%	16.1%	26.9%	20.0%
Other, or not assigned	0.2%	12.5%	45.0%	46.4%	46.0%	55.0%	41.9%	45.1%
Self Service Assistance	13.7%	17.1%	16.4%	10.9%	13.6%	9.0%	9.3%	12.9%
Update Personal Details	10.4%	10.7%	8.7%	10.5%	19.4%	16.5%	19.6%	19.0%
<b>Yass</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	5.1%	5.7%	6.3%	8.0%	0.9%	2.4%	3.3%	1.9%

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
Claim a Refund	0.0%			0.0%		0.4%	0.0%	0.1%
Make a Claim or Enrol	1.9%	1.1%	1.9%	1.1%	0.8%	2.2%	1.3%	1.4%
Make an Enquiry or Lodge a Document	33.8%	27.9%	30.0%	31.3%	38.3%	40.7%	31.6%	48.1%
Other, or not assigned	3.9%	6.5%	10.0%	10.1%	9.6%	7.6%	23.7%	31.4%
Self Service Assistance	3.9%	2.5%	2.7%	2.9%	3.0%	7.8%	8.4%	2.6%
Update Personal Details	51.4%	56.3%	49.1%	46.6%	47.5%	38.9%	31.6%	14.6%
<b>Yeppoon</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	15.1%	16.8%	12.9%	15.0%	2.6%	2.1%	2.1%	2.2%
Claim a Refund			0.0%	0.1%	0.2%	0.0%	0.0%	0.0%
Make a Claim or Enrol	1.8%	2.1%	3.3%	1.7%	1.3%	1.1%	0.7%	0.5%
Make an Enquiry or Lodge a Document	37.5%	36.2%	30.3%	13.7%	6.2%	8.5%	7.6%	6.5%
Other, or not assigned	15.1%	16.1%	27.9%	29.0%	34.4%	33.8%	30.8%	29.6%
Self Service Assistance	15.0%	12.2%	8.2%	9.1%	10.4%	9.7%	10.7%	8.8%
Update Personal Details	15.6%	16.6%	17.4%	31.5%	44.9%	44.7%	48.1%	52.4%
<b>Young OSS</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	14.0%	14.7%	15.0%	15.9%	5.6%	4.9%	4.6%	4.0%
Claim a Refund	17.5%	12.9%	15.2%	10.4%	8.0%	6.4%	4.8%	7.9%
Make a Claim or Enrol	3.9%	4.0%	2.0%	5.1%	2.1%	2.0%	2.3%	1.9%
Make an Enquiry or Lodge a Document	32.8%	28.7%	29.0%	27.6%	30.1%	33.8%	36.0%	30.0%
Other, or not assigned	12.1%	13.6%	12.8%	20.1%	29.1%	26.9%	27.3%	38.1%
Self Service Assistance	2.6%	3.3%	2.5%	4.9%	6.0%	5.7%	8.7%	6.6%
Update Personal Details	17.1%	22.7%	23.5%	16.0%	19.1%	20.3%	16.4%	11.6%
<b>Yuendumu</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Attend a Booked Appointment	0.2%	0.1%	0.1%				0.1%	
Claim a Refund							0.0%	
Make a Claim or Enrol	0.5%	0.4%	0.5%	0.2%	0.2%	0.1%	0.4%	0.8%
Make an Enquiry or Lodge a Document	96.8%	96.9%	96.2%	97.0%	97.5%	96.8%	93.9%	98.5%
Other, or not assigned	0.1%	0.1%	0.0%	0.0%	0.0%	0.1%	0.8%	0.0%
Self Service Assistance	0.3%	0.2%	0.1%	0.1%	0.3%		2.0%	
Update Personal Details	2.1%	2.4%	3.0%	2.7%	2.0%	3.1%	2.7%	0.7%



