| **Table 1h:** Key performance indicator results1 | | | | |
| --- | --- | --- | --- | --- |
| **Key performance indicator** | **Target 2013–14** | **Result 2012–13** | **Performance 2013–14** | **Met 2013–14** |
| **Increase in the proportion of self-managed transactions and electronic interactions** | 1% increase on 2012–13 | Achieved | Achieved | Yes |

1. Percentages in this table may have been rounded to the nearest decimal point.