| **Table 2**: Department of Human Services and Australian Taxation Office co-located sites | |
| --- | --- |
| **Location** | **Type of ATO services offered** |
| Albury and Rockdale (New South Wales), Biggera Waters (Queensland) and Geelong (Victoria) | Full service1 |
| Chatswood (New South Wales) and Joondalup (Western Australia) | Interview by appointment two days per week2 |
| Launceston (Tasmania) and Penrith (New South Wales) | Self-service3 and interview by appointment two days per week2 |

1. Full service replicates the full service in an ATO shopfront. The service includes:

* full-time ATO staff presence
* access to self-help tools, and to e-tax and [ato.gov.au](http://www.ato.gov.au/) sites via stand-alone computers
* walk-in and pre-booked appointments.

2. Interview by appointment pre-booked by ATO call centre staff. ATO provides staff as required for an appointment service.

3. Self-service is availability of interview by appointment, a range of ATO publications, phones programmed to ATO infolines, and access to e-tax and [ato.gov.au](http://www.ato.gov.au/) sites via stand-alone computers.