



# SERVICE TASMANIA STRATEGIC PLAN

2015 - 2020

# ABOUT US

## Background

Service Tasmania is responsible for the delivery of government information and services through three service delivery 'channels' – a network of 27 service centres, a telephone contact centre, and the Service Tasmania Online website.

Service Tasmania works closely with State Government agencies to identify new services, and forms partnerships with Commonwealth and Local Government organisations and Government Business Enterprises (GBEs) to deliver their services through Service Tasmania.

On 1 July 2015, Service Tasmania's operational and strategic resources were consolidated into the Department of Premier and Cabinet (DPAC) to streamline the management and increase the efficiency of Service Tasmania. This was the most significant change to the governance and structure of Service Tasmania since its establishment in 1998.

The overall direction and major initiatives of Service Tasmania are overseen by Service Tasmania's Senior Management Team.

## Our Vision

To be the provider of choice for Government and Client Agencies in delivering services and information to the Tasmanian community.

## Our Purpose

Lead, innovate and reform the delivery of government information and services.

## Our Role

Deliver quality services to the Tasmanian community on behalf of government agencies and partners.

## Our Values

Service Tasmania shares the DPAC departmental values:

### Professional

We aim for excellence and act with integrity and impartiality

### Accountable

We are focused on achievement, open to questioning and responsible for our actions

### Collaborative

We respect and value the expertise of others and seek to work in partnership

### Forward looking

We plan so we can be responsive to future needs

### Connected to the community

We seek to understand and engage with the community and communities of interest

### Supportive

We seek to provide a family friendly and flexible workplace that fosters mutual respect and open communication

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# OUR PLAN

## Our Key Focus Areas

Our customers and the community  
Our people  
Our clients and partners  
Our business

## Our Goals

**Respond** to the changing needs and expectations of our customers

Deliver a seamless service delivery experience for customers across all channels through a **customer centric** approach to service design and delivery

Create **cost efficiencies and savings** for agencies and Government

Provide **flexible and responsive** delivery of Government Services, tailored to meet individual community needs

Encourage and promote **customer self-service** to provide capacity for dedicated in person contact for customers for more complex transactions

Maximise the value of **integrated service centres**

Deliver a more contemporary and scalable **ICT platform**

Ensure that our workforce is capable, agile and efficient and operates within a culture of **continuous improvement**

# Our Priorities

One unified organisation  
A focus on customer outcomes  
Customer centric service design  
Localised service delivery  
Digital strategy

# Our Strategies

## One Unified Organisation

Consolidate the existing operational and strategic resources of Service Tasmania into one agency – the Department of Premier and Cabinet (DPAC).

## A Focus on Customer Outcomes

Extend the current customer service delivery philosophy by providing full cross-agency service integration tailored to individual customer circumstances

## More Customer Centric Service Design

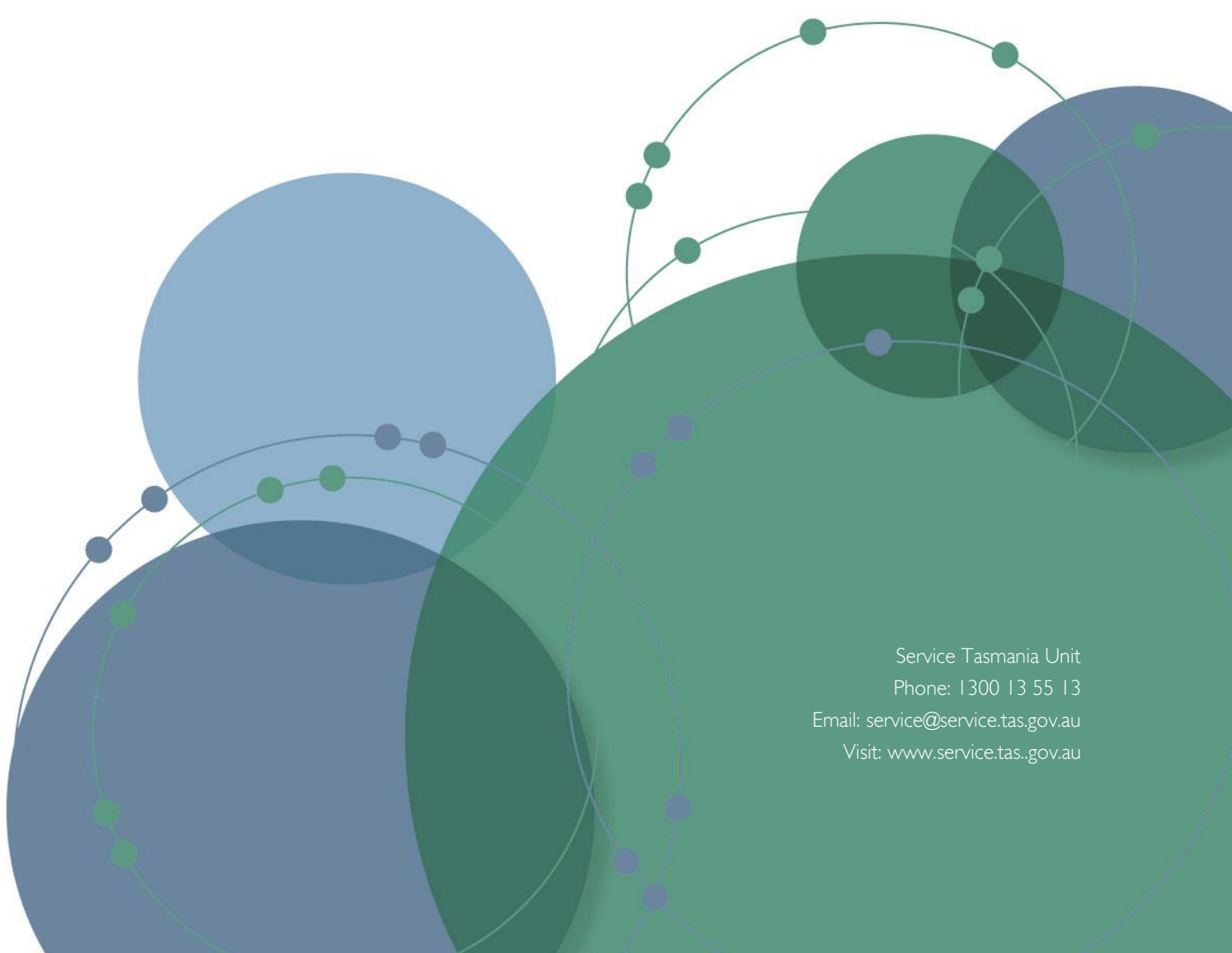
Enhance customer focused outcomes of Government services by utilising Service Tasmania's knowledge earlier and more frequently within the client agency service design and development process.

## Foster Localised Service Delivery

Create flexible, responsive and localised service delivery based on local community needs.

## Lead Development of a Digital Strategy

Service Tasmania will be leading the development of a digital strategy for the Tasmanian Government.



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