

Service Tasmania Board

Annual Report

2008-2009



Published November 2009

© State of Tasmania

ISSN: 1832-2166

## CONTENTS

I Service Tasmania Profile .....	4
1.1 Strategic Vision .....	4
1.2 Mission Statement.....	4
1.3 The Board Charter .....	4
1.4 Background.....	4
2 Governance.....	5
2.1 Service Tasmania Board.....	5
2.2 Service Tasmania Unit.....	5
2.3 Operational Management.....	5
3 Service Delivery .....	6
3.1 Over the counter.....	6
3.2 Over the phone.....	7
3.3 Over the Internet.....	7
4 Service Development and Improvement .....	8
4.1 Customer Survey.....	8
4.2 Quest and the PIMS Project.....	8
4.3 Concessions Project.....	9
4.4 Service Level Agreements.....	10
4.5 Business Continuity Planning.....	10
4.6 Personal Information Cards.....	11
4.7 Change of Address.....	11
4.8 'Serve you Right' Government Service Delivery Summit .....	11
4.9 Electronic Channels.....	11
5 Partnerships.....	12
6 Marketing and Promotion .....	13
6.1 Marketing and Promotional Activities.....	13
7 Budget.....	14
Attachments.....	15
Service Tasmania Board Members .....	15
Service Tasmania Shop Locations and Opening Hours.....	16
Service Tasmania IVR & Internet Bill Payment Services.....	18
Service Tasmania Online Internet Requests .....	20
Service Tasmania Operating Budget 2008-09 .....	21

## I Service Tasmania Profile

### I.1 Strategic Vision

The Service Tasmania vision is to be acknowledged as a leader in providing innovative and personalised customer access to government information and services.

### I.2 Mission Statement

The Service Tasmania mission is to provide the community with access to government information and services.

### I.3 The Board Charter

The Charter of the Service Tasmania Board is to:

- Manage the provision of consistent high quality statewide services through the service delivery channels;
- Identify and implement new service delivery opportunities;
- Undertake marketing activities; and
- Ensure appropriate financial and budget control.

### I.4 Background

Service Tasmania was established to improve access to government services for Tasmanians, and to provide customers with convenient choices when accessing those services. Services are delivered over the counter through Service Tasmania shops located around Tasmania, through Service Tasmania over the phone using the One Number for Government and Phone bill payment services and through Service Tasmania over the Internet using the Service Tasmania website.

Service Tasmania provides improved customer service options for Tasmanian Government agencies, through a whole of government approach to service delivery. Increased inter-agency communication facilitates identification of cross-agency, customer focused service delivery within the overall government framework.

Since its inception, Service Tasmania has entered into a range of partnerships with Local and Commonwealth Government organisations to deliver services. These partnerships have enhanced the ability for customers to access a broad range of services from the three levels of government.

## 2 Governance

### 2.1 Service Tasmania Board

The Service Tasmania Board is comprised of a Chair and six members who are drawn from government on the basis of demonstrated expertise in management of government business. The Board is chaired by the Deputy Secretary of the Department of Premier and Cabinet (DPAC) and is appointed by and responsible to the Secretary of DPAC (see Attachment 1).

### 2.2 Service Tasmania Unit

The Service Tasmania Unit within DPAC undertakes a variety of functions. These include:

- The identification and development of new business opportunities across the three Service Tasmania service delivery channels;
- Administration to support the Service Tasmania Board; and
- The coordination of services across the Lead Agencies.

### 2.3 Operational Management

Operational management for Service Tasmania's three service delivery channels is provided through three 'Lead Agencies' – the Department of Primary Industries, Parks, Water and Environment (DPIPWE); TMD in the Department of Premier and Cabinet (DPAC) and; the Department of Education (DoE). The Board has a Master Level Agreement with each Lead Agency, covering operational and business standards across the Service Tasmania organisation.

#### **Shops**

DPIPWE is the Lead Agency for shop services. This Lead Agency manages the day-to-day operations of the 27 Service Tasmania shops around Tasmania. A list of Service Tasmania shops is provided at Attachment 2.

#### **Phone**

TMD is the Lead Agency for phone services. TMD is responsible for managing the day-to-day operations of the Service Tasmania 'One Number for Government', and for operational management of the phone and Internet bill payment services.

#### **Internet**

The Department of Education is the Lead Agency for Service Tasmania Online. This Lead Agency is responsible for day-to-day development and management of the Service Tasmania Online website.

## 3 Service Delivery

### 3.1 Over the counter

The number of State, Commonwealth and Local Government services available to customers using Service Tasmania shops decreased from 550 to 544<sup>1</sup> during 2008-09.

For the 2008-09 financial year, Service Tasmania shops experienced an eight per cent decrease to 1.2 million financial transactions. The decrease is in part attributed to the availability of motor vehicle registration payments through Australia Post and some other seasonal variations (such as Recreational Sea Fishing Licences). Approximately \$209 million in revenue was collected. During this period, non-financial transactions that were recorded increased from 219 338 to 223 355. The implementation of a web services interface between the Transaction Recording and Charging System (TRACS) and the Motor Registry System (MRS) will result in improved processes for the recording of financial and non-financial transactions for the future.

Achievements and issues relevant to services delivered over the counter in 2008-09 are as follows:

- Development and delivery of training for all staff on the new MRS
- Implementation of the new MRS
- Installation of new desktop printers at each workstation to meet the requirements of the new MRS (including testing)
- Development and implementation of the MRS and the Transaction Recording and Charging System (TRACS) interface
- Implementation of Personal Water Craft licences on behalf of Marine and Safety Tasmania
- Introduction of High Risk Licences on behalf of Workplace Standards Tasmania
- Implementation of new service on behalf of Seniors Bureau, with an interface developed which enables customer details to be entered in real time to the Seniors database
- Development and implementation of the Shop Management System (SMS) to manage OH&S tasks and reporting of identified issues
- Development and implementation of a self-paced training package for Customer Service Officers to deliver ticketing services for the Ten Days on the Island festival
- Modification of shop opening hours to meet community demand.

---

<sup>1</sup> The slight decrease between 2007-08 and 2008-09 can be attributed solely to a recent review of counting methodology and not to any services being withdrawn from shops. The new methodology will be applied to all future service counts.

## 3.2 Over the phone

Service Tasmania's phone services, the 'One Number for Government', include a range of telephone bill payment services through Interactive Voice Response (IVR) systems. In addition, a range of selected forms are available upon request.

The One Number for Government (1300 13 55 13) is a general enquiry number for customers wanting to obtain information or to contact the Tasmanian Government by phone. A total of 203 394 successful calls were made to this number in 2008-09.

Service Tasmania's telephone bill payment services are available to customers 24 hours a day, 7 days a week. As at 30 June 2009, 37 accounts could be paid through phone services operating under the Service Tasmania banner (see Attachment 3). A total of 132 750 bill payments were made through the Service Tasmania phone payment service in 2008-09.

Customers are able to request 13 different forms and publications over the phone via the One Number for Government. These include Births, Deaths and Marriages and Senior's Bureau forms and publications. During 2008-09 a total of 2 749 forms and publications were sent to customers. Distribution of these is primarily by mail, however customers can also nominate to have them sent by facsimile or email.

The Service Tasmania Contact Centre continued to provide call screening and resolution services for a number of government agencies. During 2008-09 the Contact Centre achieved an average rate of 50 per cent for resolving calls within the Centre.

The Tasmanian Emergency Information Service (TEIS) Call Centre was activated on Monday 27 April 2009 in response to the emerging threat of the H1N1 Influenza A virus (Human Swine Flu) outbreak. The impact of TEIS activation for 1800 FLU DOC significantly increased the average wait time for Service Tasmania callers during June 2009.

## 3.3 Over the Internet

The Service Tasmania Online (STO) website is a resource discovery site which customers can use to locate a wide range of key State, Local and Commonwealth Government web-based resources. There are approximately 3 500 such resources that can be accessed through Service Tasmania Online.

Customers can also pay a range of bills online, and can lodge enquiries or feedback via the Service Tasmania Help Desk email service (which is managed from within the Service Tasmania Unit).

As at 30 June 2009, 37 different payments could be made for State Government agencies and local government organisations (see Attachment 3). During 2008-09, 77 045 payments were made through the Service Tasmania Internet payment service.

There were 984 192 requests for information received through Service Tasmania Online in 2008-09, which is an increase of approximately 2 per cent since the previous financial year.

In addition, 1 774 enquiries were made to the 'Ask Service Tasmania' online enquiry service during 2008-09. This represents a decrease of 4.6 per cent since 2007-08. The Government Contact Centre assumed responsibility for the operation of the 'Ask Service Tasmania' enquiry service in late October 2008.

The following was achieved in 2008-09:

- Acquisition of new search engine software (Funnelback).
- Setup of new Service Tasmania Online servers at TMD in preparation for hosting of the website at TMD.
- Business Continuity Plan developed for Service Tasmania Online.

## 4 Service Development and Improvement

### 4.1 Customer Survey

The next customer survey is planned for mid-2010 and results will be incorporated in the 2009-10 Annual Report.

### 4.2 Quest and the PIMS Project

Quest (Query Service Tasmania) is a business critical, web-based content management system (CMS) providing procedural, service and associated information to Service Tasmania shop, phone and back office and administrative staff, in addition to the Transport Enquiry Service (TES).

Whilst Quest meets Service Tasmania's current business requirements, consideration has been given to Service Tasmania's future business needs and use and deployment of online information, as well as ongoing technical support.

After taking into consideration the age, programming language and the issue of ownership of a key component of the system by the original developer, it was decided replace the existing system outright. The progression of the replacement of Quest is a key priority for 2009-10.

In May 2008, Deloitte Growth Solutions Pty Limited was engaged by the Department to develop a business requirements specification encompassing the replacement of Quest.

These specifications formed the basis for a two stage tender process. A Request for Expressions of Interest was released in November 2008, pre-qualifying four companies for the closed Request for Tender round, released in July 2009.

The Procedural Information Management System (PIMS) Project commenced in early 2009. The project will be undertaken in a number of phases. *Stage One (Planning and Project Initiation)* has been completed, including:

- Initial project agreement and funding
- Research, and the development of, Business Requirement Specifications



- Preparation and release of a Request for Expressions of Interest (REOI), to test the market
- Evaluation of REOI responses and selection of a shortlist to respond to a Request for Tender.

*Stage Two (Development)* commenced in the latter part of the 2008-09 year and is scheduled to be completed in November 2009:

- Development of Request for Tender (RFT) documentation and release to the shortlisted companies
- Formulation of Steering Committee (as proposed in the Project Business Plan) and Tender Evaluation Panel
- Evaluation of responses to RFT, including Proofs of Concept
- Formal contract and agreement with selected supplier.

*Stage Three (Implementation)* is planned for 2009-10, and will include the preparation of a detailed Project Implementation Plan, drawn up in collaboration with the successful Tenderer, for the development, testing, data migration, delivery and implementation of the replacement system. Training of users will also be factored into this timeline. Some milestones in this Stage will be reached concurrently.

*Stage Four (Transition)* is scheduled to be completed just prior to the end of the 2009-10 reporting period and will include the formal handover of the new system, the decommissioning of Quest, outcome realisation, the evaluation of the project and the project's closure.

### 4.3 Concessions Project

In 2008 Treasury wrote to DPAC advising that the Treasurer had requested that "DPAC and Service Tasmania, in consultation with other relevant agencies, evaluate and identify opportunities for Service Tasmania to enhance its role in relation to the promotion and delivery of concessions on a cost effective basis."

The Service Tasmania Unit prepared a Concessions options paper which was endorsed by the Board in December for submission to the Budget Sub-Committee of Cabinet. A Project Business Plan was provided to the Board at the August 2009 meeting; the plan was endorsed and is currently being implemented in two phases.

- Phase I (complete) involves the design, build, test and deployment of a concessions information web site using a static data set.
- Phase II involves the integration of the web site with the forthcoming PIMS application to enable dynamic generation of content by concession providers to ensure currency. This phase is dependent on the PIMS Project implementation schedule.

The site has been successfully deployed to the production environment and is now available for public use at [www.concessions.tas.gov.au](http://www.concessions.tas.gov.au).

## 4.4 Service Level Agreements

Service Level Agreements have been established for the delivery of agency services through Service Tasmania Shops, commencing on 1 January 2009. These Agreements are for an initial three year period, and provide for an annual review.

The administrative section of the Agreements is the same for all agencies. Variations exist for each agency in the attached schedules relating to agreed services to be delivered, communication and performance standards.

## 4.5 Business Continuity Planning

During 2008, the Service Tasmania Unit commenced the development of the Service Tasmania Business Continuity Plan in the event of a human influenza pandemic. The Service Tasmania Business Continuity Plan – Human Influenza Pandemic (BCP-HIP) was developed in collaboration with Service Tasmania Lead Agencies and was endorsed by the Service Tasmania Board in December 2008.

In 2009, the Service Tasmania Unit commenced the development of a communication plan (BCCP) and agreed levels of service documents to support the BCP-HIP. The Service Tasmania Business Continuity Communication Plan – HIP (BCCP-HIP) and Agreed Levels of Service documents were developed in collaboration with Service Tasmania Client Agencies and Partner organisations. Agreed Level of Service documents with key Client Agencies and Partners are currently under development.

In the event of an influenza pandemic, emergency or disaster situation, the purpose of the Service Tasmania Unit Business Continuity Planning – HIP Essential Processes document is to:

- Provide the Service Tasmania Unit with the operational procedural documentation to support the Service Tasmania Business Continuity Plan – Human Influenza Pandemic (BCP-HIP) and the Service Tasmania Business Continuity Communication Plan – HIP):
- Identify the essential processes and services that must be provided and maintained during the emergency/disaster/influenza pandemic situation; and to
- Identify and document the procedures and protocols required to maintain the essential processes for as long as possible during the emergency/disaster/influenza pandemic situation.

The management, planning and review of the Service Tasmania Business Continuity documentation will be ongoing and reviewed regularly to reflect any changes that may occur in the business environment.

## 4.6 Personal Information Cards

Service Tasmania is responsible for the ongoing administration of the Tasmanian Government Personal Information Card (PIC) system. The total number of PICs issued by Service Tasmania has now exceeded 10 000 and the number of PIC applications processed in 2008-09 (3,650) was more than 70 per cent greater than the number processed in 2007-08.

## 4.7 Change of Address

Service Tasmania continues to operate the Tasmanian Government Change of Address (CoA) email notification system, pending the implementation of a new Client Update Service which is being developed in another business unit of the Agency. The CoA system allows customers to notify 14 separate services of their new address details, using a single form. During 2008-09 the Service Tasmania Unit processed 5,691 CoA forms. This is about 10 per cent less than the number of forms processed in the previous financial year.

## 4.8 'Serve you Right' Government Service Delivery Summit

In May 2009 Service Tasmania hosted the annual 'Serve You Right' Summit, during which more than 30 representatives from government service delivery organisations around Australia met in Hobart to share their knowledge and expertise. The two day event was highly successful in terms of delegates being able to share information and past experiences, and to explore potential opportunities for cross-jurisdictional collaboration in future.

## 4.9 Electronic Channels

Customers continue to be encouraged to use electronic channels (telephone and internet) primarily for simple financial transactions such as bill payments. Following the completion of the Channel Shift Project in 2008, Service Tasmania has continued to monitor customers' use of electronic channels. During 2008-09, the proportion of government bills being paid over the phone and internet ranged from 32 to 38 per cent per calendar month. In comparison, figures for 2007-08 ranged from 27 to 35 per cent per calendar month. Channel use for bill payments will continue to be monitored.

## 5 Partnerships

The Service Tasmania Board continues to offer a wide range of services over the counter to Tasmanians. The collaborative and cooperative approach between Service Tasmania and Local and Australian Government organisations and Tasmanian State Government business entities continued in 2008-09.

Routine reviews of 18 Partnership Agreements were conducted during 2008-09. The Insolvency and Trustee Service Australia decided not to renew its agreement, citing increased development of its online services. A new partnership was established with the Common Services Corporation (Onstream), representing the three regional water and sewerage corporations.

Business relationships between Service Tasmania and its partners operate on the basis of open communication and the shared objective of achieving quality customer service. The partnerships are formalised in contracts and agreements or, in some cases, by exchange of letters between the parties.

As at 30 June 2009, partnerships for the delivery of services over the counter were in place between Service Tasmania and the following organisations:

### Commonwealth Government

- Australian Taxation Office
- Centrelink
- Commonwealth Ombudsman
- Department of Immigration And Citizenship
- Department of Veterans' Affairs
- Family Court of Australia
- Medicare Australia

### Local Government

- George Town Council
- Kentish Council
- Meander Valley Council
- Northern Midlands Council

### Other Organisations

- Aurora Energy
- Community Based Support South (CBSS)
- Forest Practices Board
- Inland Fisheries Service (IFS)
- Marine and Safety Tasmania (MAST)
- Motor Accident Insurance Board (MAIB)
- Teachers Registration Board
- The Public Trustee
- Westpac Banking Corporation
- Common Services Corporation (Onstream)

## 6 Marketing and Promotion

### 6.1 Marketing and Promotional Activities

In the wake of negative publicity surrounding the introduction of the new MRS, followed by the Global Financial Crisis, marketing and promotional activities were relatively low-key in 2008-09. Marketing activities were focused on consolidation and maintaining the flow of essential information, rather than out-and-out promotion.

There were four main aims in the 2008-09 Marketing Plan, but the priority was to continue to build up the awareness and use of Service Tasmania's electronic service delivery channels through:

- Increasing public awareness of Service Tasmania's electronic channels (phone and Internet);
- Increasing public awareness of types of services available through Service Tasmania;
- Increasing usage of STO and the One Number for Government (including Forms by Phone); and
- Promoting usage of Service Tasmania's electronic bill payment services, with a focus on engagement with the customer at time of invoicing.

The other aims were:

- To maintain the Service Tasmania identity, and to instill Service Tasmania as a key contact point between Tasmanians and Government;
- To develop a better understanding of Service Tasmania's customers and their expectations and needs for accessing government services; and
- To continue to increase awareness of Service Tasmania's wide range of services.

The second of these points was to be the focus of additional research in the 2008-09 year but was deferred due to scheduling and resource issues. It now becomes the main platform of the 'Community Engagement Program' proposed for 2009-10.

Highlights from the year included:

- The receipt of the final report for the 2008 Service Tasmania Customer Satisfaction Survey, indicating a continued high level of customer satisfaction with Service Tasmania overall. 96 per cent of respondents indicated they were either "very satisfied" or "quite satisfied" with Service Tasmania.
- A low-level campaign promoting Personal Information Card (PIC) renewals for people holding cards issued five years ago, expiring in 2008-09.
- Provision of more than 15 000 flyers to the Department of Treasury and Finance for their annual Land Tax mail out.
- The development of new, more extensive White Pages listings for Service Tasmania shops.
- Commissioning of new photos for the Government photo library to illustrate Service Tasmania at work.

- A series of presentations about Service Tasmania, its service delivery options and services was made to new “Tasmanians” who recently commenced work with Forestry Tasmania.
- Notepads and pens were printed and supplied for delegates of the ‘Serve you Right’ conference held in Hobart in May 2009.
- Advertisements were placed for a variety of issues, ranging from the usual Christmas and Easter ads, the move of the Bridgewater shop, and short closures due to refurbishments at Launceston and Devonport.

Show bags, flyers, pens and/or other promotional material were distributed to a number of groups and forums during 2008-09, including:

- Devonport and Districts Junior Football Association, to assist with the club’s fortieth anniversary celebrations
- Clarence Plains Online Access Centre for giveaways at the Clarence Plains Community day
- Ringarooma Swimming Pool Club
- “Focus on Franklin” Committee for distribution during a tie-in with the Ten Days on the Island Festival

## 7 Budget

The Service Tasmania Board is responsible for allocating budgets across Service Tasmania for the delivery of customer services. The Board receives its funding from a combination of the Consolidated Fund, agency contributions and commercial revenue raised through partnership arrangements.

Significant changes were implemented in relation to the funding model for Service Tasmania shops. New arrangements see Client Agencies billed in accordance with the time taken to deliver their transactions. After a two year transitional phase, the new model will take full effect in 2009-10.

Attachment 6 shows the expenditure and source of funds for 2008-09.

## Attachments

*Attachment 1*

### *Service Tasmania Board Members*

(as at 30 June 2009)

CHAIR	Ms Rebekah Burton Deputy Secretary DEPARTMENT OF PREMIER AND CABINET
MEMBERS	Ms Siobhan Gaskell Director, State Library of Tasmania DEPARTMENT OF EDUCATION  Mr David Hudson Deputy Secretary, DEPARTMENT OF PRIMARY INDUSTRIES, PARKS, WATER AND ENVIRONMENT  Mr David Peters Deputy Secretary, Infrastructure DEPARTMENT OF INFRASTRUCTURE, ENERGY AND RESOURCES  Ms Jules Carroll Director, Learning & Technology, Tasmanian Polytechnic, DEPARTMENT OF EDUCATION  Mr Scott Tilyard A/Deputy Commissioner DEPARTMENT OF POLICE AND EMERGENCY MANAGEMENT  Mr Stephen Godfrey (resigned June 2009) General Manager, Information and Land Services DEPARTMENT OF PRIMARY INDUSTRIES, PARKS, WATER AND ENVIRONMENT

### Service Tasmania Shop Locations and Opening Hours

Shop	Address	Opening hours
Beaconsfield	West Tamar Council Chambers Beaconsfield 7270	10:00am – 4:00pm
Bridgewater	28 Green Point Road Bridgewater 7030	9:00am – 5:00pm
Burnie	Reece House 48 Cattley Street Burnie 7320	8:15am – 5:00pm
Campbell Town	Town Hall Main Road Campbell Town 7210	10:00am – 4:00pm
Currie	15 George Street Currie, King Island 7256	10:00am – 4:00pm 11:00am – 5:00pm Thursdays
Deloraine	Council Chambers 8 Emu Bay Road Deloraine 7304	8:30am – 4:30pm
Devonport	Library Building, 21 Oldaker Street Access off Fenton Way Devonport 7310	8:15am – 5:00pm
George Town	Council Chambers 16-18 Anne Street George Town 7253	9:00am – 5:00pm
Glenorchy	Library Building, 4 Terry Street Glenorchy 7010	8:30:am – 5:00pm
Hobart	134 Macquarie Street Hobart 7000	8:15am – 5:30pm
Huonville	LINC Building 14 Skinner Drive Huonville 7109	8:30am – 4:30pm
Kingston	Shop 87A Channel Court Shopping Centre Kingston 7051	9:00am – 5:00pm
Launceston	Henty House 1 Civic Square Launceston 7250	8:15am – 5:00pm
Longford	Shop 3/10 Marlborough Street Longford 7301	9:00am – 5:00pm
New Norfolk	Police Station 14 Bathurst Street New Norfolk 7140	9:00am – 5:00pm
Oatlands	Council Chamber 71 High Street Oatlands 7120	10:00am – 4:30 pm
Queenstown	Court Building 2 Sticht Street Queenstown 7467	9:00am – 5:00pm



Shop	Address	Opening hours
Rosny	Rosny Library Building Bligh Street Rosny Park 7018	8:30am – 5:00pm
Scottsdale	Council Chambers 3 Ellenor Street Scottsdale 7260	9:00am – 5:00pm
Sheffield	64 High Street Sheffield 7306	9:00am – 12:30pm 1:00pm – 4:30pm
Smithton	130 Nelson Street Smithton 7330	9:00am – 5:00pm
Sorell	Shop 3/5 Fitzroy Street Sorell 7172	9:00am – 5:00pm
St Helens	65 Cecilia Street St Helens 7216	8:30am – 4:30pm
Triabunna	17 Vicary Street Triabunna 7190	10:00am – 4:00pm
Ulverstone	54-56 King Edward Street Ulverstone 7315	9:00am – 4:45pm
Whitemark	Public Buildings Lagoon Road Whitemark 7255	10:00am – 4:00pm
Wynyard	72 Goldie Street Wynyard 7325	9:30am – 4:00pm

**Service Tasmania IVR & Internet Bill Payment Services**  
(as at 30 June 2009)

Client	BPay	IVR	Internet
<b>Department of Treasury &amp; Finance</b>			
Land Tax	✓	✓	✓
Payroll Tax	✓	✓	✓
Stamp duty loan payments	✓	✓	✓
Motor vehicle stamp duty		✓	✓
Liquor Licences		✓	✓
<b>Marine &amp; Safety Tasmania</b>			
Boat registration renewals	✓	✓	✓
Mooring registration renewals	✓	✓	✓
Commercial Vessel Invoices	✓	✓	✓
Motor Boat Licence Renewals	✓	✓	✓
<b>Department of Justice</b>			
Court fines	✓	✓	✓
Tasmanian police infringement notices	✓	✓	✓
Other infringements	✓	✓	✓
<b>Department of Infrastructure Energy &amp; Resources</b>			
Motor vehicle registration	✓	✓	✓
<b>Department of Health &amp; Human Services</b>			
Dental Health		✓	✓
General Health Accounts	✓	✓	✓
<b>Department of Education</b>			
Hobart College		✓	✓
Elizabeth College		✓	✓
Rosny College		✓	✓
Claremont College		✓	✓
Teachers Registration Board	✓		
<b>Department of Primary Industries, Parks Water and Environment</b>			
Selected invoices only	✓	✓	✓
<b>Inland Fisheries Service</b>			
Inland Fisheries Licence Renewals		✓	✓
<b>Tasmania Polytechnic, Tasmania Academy &amp; Skills Institute</b>			
Student Fees	✓	✓	✓
Commercial Fees	✓	✓	✓
Sponsor Fees	✓	✓	✓

## Service Tasmania IVR & Internet Bill Payment Services

(as at 30 June 2009)

Client	IVR	Internet
<b>Local government</b>		
Central Highlands Council <ul style="list-style-type: none"> <li>• Rates</li> </ul>	✓	✓
Clarence City Council <ul style="list-style-type: none"> <li>• Rates</li> <li>• Dog Registration</li> </ul>	✓ ✓	✓ ✓
Derwent Valley Council <ul style="list-style-type: none"> <li>• Rates</li> </ul>	✓	✓
Dorset Council <ul style="list-style-type: none"> <li>• Rates</li> <li>• Water</li> </ul>	✓ ✓	✓ ✓
Flinders Island Council <ul style="list-style-type: none"> <li>• Rates</li> <li>• Dog Registration</li> </ul>	✓ ✓	✓ ✓
Glamorgan/Spring Bay Council <ul style="list-style-type: none"> <li>• Rates</li> <li>• Dog Registration</li> <li>• Water Consumption</li> </ul>	✓ ✓ ✓	✓ ✓ ✓
Northern Midlands <ul style="list-style-type: none"> <li>• Rates</li> <li>• Water</li> <li>• Dog Registration</li> </ul>	✓ ✓ ✓	✓ ✓ ✓
Southern Midlands Council <ul style="list-style-type: none"> <li>• Rates</li> <li>• Water</li> </ul>	✓ ✓	✓ ✓

*Service Tasmania Online Internet Requests*

Month	1998-99	1999-2000	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09
July		24 940	43 643	49 102	64 971	53 170	55 465	67 368	71 358	77 454	88 667
August		39 021	50 824	42 771	62 805	54 546	60 834	70 235	74 714	68 517	82 786
September		36 416	48 004	44 198	65 634	52 445	56 798	67 445	68 895	72 299	76 252
October		32 264	35 903	51 174	51 179	58 080	67 403	73 182	78 215	83 312	81 400
November		11 091	42 297	46 493	49 422	51 165	71 693	71 334	77 442	83 017	77 162
December		10 912	28 333	32 588	42 756	48 437	54 142	60 820	66 380	77 204	77 846
January		11 735	37 801	48 901	49 768	60 359	58 738	69 186	78 190	85 989	83 409
February		12 080	39 605	58 619	47 314	67 615	59 201	67 568	73 740	79 458	75 343
March		12 125	42 618	52 602	54 153	66 222	70 346	74 699	85 182	81 903	89 945
April		19 197	38 749	62 224	48 282	52 640	70 634	64 146	76 406	81 632	79 836
May		55 634	51 082	61 627	54 436	55 916	71 232	74 530	83 617	88 732	85 505
June		39 089	44 914	54 437	50 071	53 265	65 351	69 452	72 813	85 232	86 039
<b>ANNUAL TOTAL</b>	<b>106 004</b>	<b>304 504</b>	<b>503 773</b>	<b>604 736</b>	<b>640 791</b>	<b>673 860</b>	<b>761 837</b>	<b>829 965</b>	<b>906 952</b>	<b>964 749</b>	<b>984 192</b>
<i>Cumulative Total</i>	<i>106 004</i>	<i>410 508</i>	<i>914 281</i>	<i>1 519 017</i>	<i>2 159 808</i>	<i>2 833 668</i>	<i>3 595 505</i>	<i>4 425 470</i>	<i>5 332 422</i>	<i>6 297 191</i>	<i>7 281 383</i>

*Service Tasmania Operating Budget 2008-09  
as at 30 June 2009*

Details	SHOP (75121)			ONLINE (75141)			PHONE (75161)			BOARD (75151)			QUEST REPLACEMENT (75152)			RESERVE			TOTAL		
	\$ Original Budget 19/4/08	\$ Revised Budget	Actual as at 30 June 2009	\$ Original Budget 19/4/08	\$ Revised Budget	Actual as at 30 June 2009	\$ Original Budget 19/4/08	\$ Revised Budget	Actual as at 30 June 2009	\$ Original Budget 19/4/08	\$ Revised Budget	Actual as at 30 June 2009	\$ Original Budget 19/4/08	\$ Revised Budget	Actual as at 30 June 2009	\$ Original Budget 19/4/08	\$ Revised Budget	Actual as at 30 June 2009	\$ Original Budget 19/4/08	\$ Revised Budget	Actual as at 30 June 2009
<b>Expenditure</b>																					
Marketing										65,000	77,436	20,629							65,000	77,436	20,629
Miscellaneous (1)	9,819,736	9,842,768	9,842,773	427,387	427,387	427,387	140,130	140,130	140,130	28,000	28,000	37,401	0	300,000	4,795	198,490	134,215	28,224	10,613,743	10,872,500	10,480,709
Other Employee Related Expenses										41,639	41,639	47,869							41,639	41,639	47,869
Consultants Other Admin Expenses																			0	0	0
Salaries & Wages										259,195	285,301	269,996							259,195	285,301	269,996
<b>Total Expenditure</b>	<b>9,819,736</b>	<b>9,842,768</b>	<b>9,842,773</b>	<b>427,387</b>	<b>427,387</b>	<b>427,387</b>	<b>140,130</b>	<b>140,130</b>	<b>140,130</b>	<b>393,834</b>	<b>432,376</b>	<b>375,896</b>	<b>0</b>	<b>300,000</b>	<b>4,795</b>	<b>198,490</b>	<b>134,215</b>	<b>28,224</b>	<b>10,979,577</b>	<b>11,276,876</b>	<b>10,819,204</b>
<b>Receipts</b>																					
Opening Balance as at 1/7/2008																			0	438,316	438,316
Agency Fees (2)																			1,549,000	1,521,932	1,512,704
Partnership Fees Transfer Consolidated Fund																			427,076	487,106	489,588
<b>Total Receipts</b>																			<b>9,003,501</b>	<b>8,824,011</b>	<b>8,824,000</b>
<b>(Under)/Over Spend</b>																			<b>0</b>	<b>5,511</b>	<b>(445,404)</b>

**Notes:**

(1) (a) Revised budgets reflect 1.3% efficiency dividend cuts and \$125,000 transferred from reserve fund to shop budget. Reserve Fund further reduced as a result of no non-salary indexation in 2008-09.

(1) (b) Board (75151) Overspent due to increased Quest Maintenance and server costs.

(2) There is a reduction in Agency Fees of an expected \$63,000 as a result of Registration Renewals now being made through Australia Post agencies.

Note: Carry Forward of \$445,404 includes: PIMS Development \$300,000, Marketing \$50,000 and Reserve Fund \$95,000.