

Service Tasmania Services and Transactions

Service Tasmania is the place to go for government services and transactions in Tasmania. Its aim is to make it easier for all Tasmanians, especially those in rural and regional areas, to do their everyday business with government either online, over-the-counter or over-the-phone.

As part of the Department of Premier and Cabinet, Service Tasmania works closely with State Government agencies, local government and Australian Government organisations to help deliver transactions and information for the community. Service Tasmania operates a website, a digital portal called myServiceTas, a network of 27 service centres located around Tasmania, and the Government Contact Centre.

Service Tasmania also manages the Tasmanian Government's Personal Information Card (PIC), the Seniors Card and Companion Card programs, the Concessions and Discounts Guide, and incorporates the department's Community Grants unit.

The information below relates to service and transaction numbers for Service Tasmania's over-the-counter, over-the-phone and online channels from **1 October 2024 to 31 March 2025**.

Service Tasmania Activities	Number	
	Services	Transactions
Distinct services and number of transactions provided over the counter at service centres	522 ¹	372,389
myServiceTas account registrations and transactions	Registrations 75,342	Transactions 66,384
Calls answered by the Government Contact Centre	81,099	
Website activity	Unique views ² 1,633,669	Sessions ³ 1,023,992
Social media reach – Facebook	1,829,218	

¹ Two new services include the ability to 're-issue an expired Tasmanian motor boat licence', and a 'fee waiver option for Personal Information Cards (PIC)'.
² Number of individual pages viewed.
³ Number of visits to the Service Tasmania website.

Service Tasmania Activities	Number		
New card applications – Personal Information Card (PIC), Seniors Card, Companion Card	PIC 3,789	Seniors 3,477	Companion 216
Revenue collected – All channels	\$142,942,417 ⁴		
Full-time equivalent (FTE) staff in Service Tasmania	171.36 ⁵		

⁴ Increase in revenue is directly related to the marked increase in myServiceTas registrations and transactions.

⁵ Increase relates to two recent intakes of frontline staff and higher paid hours due to training requirement. Also includes additional paid hours on a non-ongoing basis for digital service support.