

# 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.

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 web portal, 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), a photo identity card.

The information below relates to service and transaction numbers for Service Tasmania's over-the-counter, over-the-phone and Internet channels; in addition to the PIC program. All of the information below relates to the period 1 October 2018 to 31 March 2019.

Service Tasmania Activities	Number
Distinct services provided over the counter	653
Transactions provided over the counter (visits)	483,275
Calls answered by the Government Contact Centre	104,011
Online interactions	259,411
Applications received for Personal Information Cards (PIC)	3,152