

Right to Information – Routine Disclosure

(1 October 2025 to 31 March 2026)

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 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 Tasmanian 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 2025 to 31 March 2026**.

| Service Tasmania Activities | Number | |
|---|--|------------------------------------|
| | Services | Transactions |
| Distinct services and number of transactions provided over the counter at service centres | 533 ¹ | 380,711 |
| myServiceTas account registrations and transactions | Registrations 44,709 ² | Transactions 120,587 |
| Calls answered by the Government Contact Centre | 77,916 | |
| Website activity | Unique views ³ 1,600,233 | Sessions ⁴ 1,024,911 |

¹ Increase in the number of services – Embedded Network Electricity Concession, National Livestock ID System (NLIS) Registration, Request to Obtain a Property Identification Code, Ticket to Wellbeing application, Identity Verification (DVS) for Australian Government Security Clearance, Tasmanian Multicultural Advisory Council and Older Tasmanians Ministerial Advisory Council applications, Recycle Rewards bag sales, and six new variations of decorative birth certificates.

² Reduction in myServiceTas registrations reflects a group of duplicate registrations that were incorrectly included in previous reporting.

³ Number of individual pages viewed.

⁴ Number of visits to the Service Tasmania website.

| Service Tasmania Activities | Number | | |
|---|----------------------------|------------------|------------------|
| Social media reach – Facebook | 977,052 ⁵ | | |
| New card applications – Personal Information Card (PIC), Seniors Card, Companion Card | PIC 3,957 | Seniors 3,176 | Companion 215 |
| Revenue collected – All channels | \$149,152,389 ⁶ | | |
| Full-time equivalent (FTE) staff in Service Tasmania | 158.7 | | |

⁵ Increase in reach relates to promotion associated with the launch of myServiceTas app.

⁶ Increase in revenue collected largely relates to the rise in transactions over the counter and through myServiceTas.