

Annual Report 2012-2013

SERVICE TASMANIA BOARD

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A Message from the Chair

2012-13 saw the culmination of several projects, ranging from changes to shop opening hours to the funding for a major new project looking to improve contact centre management across government.

January 2013 heralded the introduction of new shop opening hours across the Service Tasmania network, the result of the Service Provision Review. The new hours affected 22 of the 27 shops and were based on extensive analysis and planning to better align customer demands to resources. A comprehensive promotional campaign and the hard work and cooperation of staff ensured customers were prepared for the change.

In the technology improvements, the new Procedural Information Management System (PIMS) was implemented in February 2013. PIMS provides staff across the Service Tasmania network with a source of detailed operational and transactional information that is efficient and reliable when dealing directly with customers. Additionally, a new interface between the Client Update Service and the Motor Registry System, allowing a single update for both systems, was launched in December 2012. The very successful interface has resulted in a massive 177% increase in changed detail notifications since its implementation.

A major redevelopment of Service Tasmania Online is currently underway, and I look forward to its release later this year. The new improved system seeks to improve customer satisfaction and accessibility and provide a mobile device friendly interface.

In May, the Premier announced the funding of the Integrated Tasmanian Government Contact Centre project in the State budget. The major project will take up to four years to complete and will focus on reviewing and improving how government centres across government are currently managed. This is an exciting project which will look to leverage on new technologies and provide flexible options for future contact centre operations.

With signs of another busy year ahead, I thank everyone for their contribution to Service Tasmania and wish them well for 2013-14.

Rebekah Burton
Chair
Service Tasmania Board

Service Tasmania Profile

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.

MISSION STATEMENT

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

THE BOARD CHARTER

The Charter of the Service Tasmania Board is to:

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

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.

GOVERNANCE AND ORGANISATIONAL CONTEXT

SERVICE TASMANIA BOARD

The overall direction and major initiatives of Service Tasmania are governed by the Service Tasmania Board. These activities are carried out or overseen by the Service Tasmania Unit within the Department of Premier and Cabinet (DPAC).

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.

As at 30 June 2013, the Board membership was as follows:

Chair

Rebekah Burton

Deputy Secretary, Department of Premier and Cabinet

Members

Robert Cockerell

General Manager, Corporate Services, Department of Primary Industries, Parks, Water and Environment

Scott Tilyard

Deputy Commissioner, Department of Police and Emergency Management

Michael Stevens

Deputy Secretary, Department of Premier and Cabinet

Penny Nicholls

General Manager, Land Transport Safety, Department of Infrastructure, Energy and Resources

Noelene Kelly

Manager, Regional Services, Department of Education

Peter White

Director, Housing Tasmania, Department of Health & Human Services

SERVICE TASMANIA UNIT

The Service Tasmania Unit in DPAC works closely with the Lead Agencies responsible for operational management of Service Tasmania's three service delivery channels. The Board has a Master Level Agreement with each Lead Agency, covering operational and business standards across the Service Tasmania organisation.

The Service Tasmania Unit undertakes a variety of functions including:

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

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

The Department of Primary Industries, Parks, Water and Environment (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 I. The Shops are supported by the Shop Operations Group which provides administrative and systems support.

Phone

The Telecommunications Management Division (TMD) in DPAC is currently the Lead Agency for phone services, and is responsible for managing the day-to-day operations of the Service Tasmania 'One Number for Government', including the Government Contact Centre which handles enquiries to government made over the telephone and through the online 'Ask Service Tasmania' help desk.

In 2013-14 responsibility for the phone channel will transfer to the Department of Primary Industries, Parks, Water and Environment (DPIPWE) as part of the Integrated Government Contact Centre project.

Online

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

Service Delivery

The number of electronic payments remained fairly static with just a 0.83% increase on last year's figures thanks to an increase in Internet payments. Over-the-counter transaction numbers continued to drop in 2012-13, with approximately 75 500 less transactions recorded than the previous year. Phone payment transaction numbers also decreased, but only by 1 236.

OVER THE COUNTER

The number of State, Commonwealth and Local Government services available to customers over the counter using Service Tasmania shops increased to 574 during 2012-13. Some additional services were introduced during the year, including Guardianship and Administration Board services, and an increase in government courier services to the North West Region.

During the 2012-13 financial year, the total number of over-the-counter transactions was 1 751 043, including 955,499 financial transactions (down approximately 75,500 from 2011-12), 536,388 non-financial transactions, and 259,206 customer interactions.

Revenue collected was \$194,623,153 (2012-13).

These figures represent a 5.75% reduction overall in transactions from the previous year. The reductions reflect the trends anticipated in the transactional analysis for the Service Provision Review.

IMPROVEMENTS TO SERVICES FOR CUSTOMERS

The Scottsdale Service Tasmania shop relocated to the new Scottsdale LINC in April 2013. The LINC brings together a range of services under one roof making it easier for the local communities to interact with Government.

The Sheffield and Burnie shops were refurbished during 2012-13 providing customers with a more inviting environment while conducting their business with government, and improving the workplace for staff.

Minor works were carried out at Whitemark, Campbell Town, Beaconsfield and George Town to address identified OH&S matters.

The Smithton shop was connected to the NBN in March 2013 and the Scottsdale LINC had the NBN installed for their opening in April 2013.

STREAMLINING SERVICE DELIVERY

Quarterly upgrades to the Motor Registry System by the Department of Infrastructure Energy and Resources continued during in 2012-13, to improve the functionality of the MRS. Improvements such as the interface between the MRS and the Client Update Service (CUS), allowing a single input of a customer's change of details to update two systems, were implemented. System changes that impacted on shops operations included Abolition of Registration Labels and changes to allow for the introduction of the Mandatory Alcohol Interlocking Project.

The past year saw the continued involvement of the Shop Operations Group (SOG) in the tender for Software Development, Modification, Maintenance and Support Contract of the Motor Registry System; and involvement in the LINC and Hub establishment programs - government initiatives to improve access to a wide range of government services by

bringing together services such as Child and Family Centre, LINC Tasmania and Service Tasmania in the one location.

Service Provision Review (SPR)

In 2011, the Service Tasmania Board initiated the SPR to ensure the Service Tasmania operational resources were meeting customer demands across the shop environment. The review was co-ordinated by the Service Tasmania Unit in DPAC, with extensive input from DPIPWE staff, and considered a number of factors including:

- analysis of transaction statistics and trends
- community needs and expectations
- staffing profiles and rostering; and
- current and future budget constraints

The following recommendations were agreed by the Service Tasmania Board:

1. introduction of four shop categories based on shop transaction levels with corresponding, consistent opening hours;
2. phase out of the nine-day fortnight and 19-day month working arrangements; and
3. establishment of consistent pre-opening and post-closing times across the network.

The implementation of the SPR recommendations commenced in 2012. A Change Manager was appointed in May to assist staff through the change process, and the new shop opening hours commenced on 2nd January 2013.

Outcomes

- The opening hours of 22 shops were reduced, but there were no shop closures, and all 27 shops were retained.
- There was an overall reduction in the total opening hours for the 27 shops from 203 hours 15 minutes per day to 182 hours 30 minutes per day.
- There were no job losses. However Full Time Equivalent (FTE) staff resources were reduced due to reduction in shop opening hours and therefore a

corresponding reduction in working hours for existing staff. The number of relief staff was increased, allowing more flexibility in staff resources.

The Service Tasmania Unit in DPAC conducted a communications campaign to ensure the public were aware of the changes in shop opening hours.

SERVICE DELIVERY PARTNERSHIPS

Service Tasmania shops have been able to provide a “deposit service” to certain client agencies located in remote locations. These agencies handle small amounts of cash and previously required staff to travel long distances to undertake their banking. This service has reduced this risk to their Agency staff.

The Commonwealth Department of Human Services continued phasing out *easyclaim* Medicare booths from Service Tasmania shops with the removal of all booths except for Ulverstone which is due for removal in 2013-14.

OVER THE PHONE

Service Tasmania provides call handling and resolution services for a number of diverse government units, including Housing, Births Deaths and Marriages, Crown Land Services, MAST, 26TEN, DHHS Reception and the Seniors Card Program through its Contact Centre.

The Tasmanian Government Contact Centre (TMD) is located in Hobart and Launceston, forming one virtual team.

ONE NUMBER FOR GOVERNMENT

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 181 057 calls were received in 2012-13, an increase from 176 928 calls answered in 2011-12.

BILL PAYMENTS BY PHONE

Service Tasmania's phone services include a range of telephone bill payment services through Interactive Voice Response (IVR) systems. Currently 40 different bills can be paid over the phone, and a total volume of 175 692 payments were made in 2012-13, a slight drop in last year's total of 176 928 payments. A list of phone payment services is in Attachment 2.

The telephone bill payment service is available to customers 24 hours a day, 7 days a week, providing more choice for our customers.

FORMS BY PHONE

Customers are still able to request a variety of different forms and publications over the phone via the One Number for Government. These include Births, Deaths and Marriages, Seniors Card Program and Housing forms and publications. During 2012-13 a total of 1844 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.

TASMANIAN EMERGENCY INFORMATION SERVICE

The Tasmanian Emergency Information Service (TEIS) is also delivered via the contact centre and maintained in a constant state of readiness, with monthly checks and updates of equipment and manuals, and ongoing training of coordinators. TEIS Coordinators from TMD are responsible for managing the daily operations of the telephone service when activated and also for ongoing maintenance when inactive. During activation, the TEIS is primarily staffed by a pool of volunteers from across government agencies and supported by the Tasmanian Government Contact Centre.

The TEIS provides an information and assistance service only. It has no role in the operational response to an emergency and does not replace '000' or other emergency contact arrangements.

The service was activated at 8pm on 4 January 2013 in response to the unfolding bushfire emergency. Over the course of this activation, 9 282 calls were received, handled by the Contact Centre staff and 109 volunteers from across Government.

Initially, the TEIS worked to provide information to the public in response to the active fire situation, and was also the initial point of contact for recording Missing Persons details prior to the establishment of the Red Cross register. Later, the TEIS was used to provide information and a registration point to assist the public in relation to Hazell Brothers property clean-ups; clean-up grants for primary producers, small business and non-profit organisations; as well as information regarding the Red Cross Appeal distribution of funds.

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. Approximately 3200 resources are currently accessible through Service Tasmania Online.

Enquiries or feedback can be lodged via the Service Tasmania Help Desk email service on the website, which is managed by the Government Contact Centre (see above).

Highlights for the year included:

- Research, planning and usage analysis for major website redevelopment.
- Commencement of the redevelopment of the Service Tasmania Interface, including a scalable interface for mobile devices, due for completion in early 2014.
- Contribution to a range of government online projects including Business Tasmania Online, Quest redevelopment and the implementation of its replacement PIMS, and analysis on whole of government public facing websites.
- Minor updates and system changes to the underlying infrastructure of Service Tasmania Online.

ONLINE BILL PAYMENTS

Customers can also pay a range of 40 government bills online. During 2012-13, 157 854 payments were made through the Service Tasmania Internet payment service, which is a modest increase on 2011-12's figure of 141 095 payments.

The combined value of electronic payments (payments made over the phone and online) through Service Tasmania's services was \$105 795 296 an increase of the 2011-12 figure of \$91 625 898.

A full list of payments available through Service Tasmania Online is in Attachment 2.

In addition to Service Tasmania's online and telephone payment services, an increasing number of customers are using BPay to pay their government bills. Service Tasmania collects transaction data from agencies and it is evident that around 47% of government bills are being paid electronically.

REQUEST FOR INFORMATION

There were 2 028 889 requests for information received through Service Tasmania Online, a 23% increase on the 2011-12 totals. A table showing the requests for information from Service Tasmania Online since establishment is available in Attachment 3.

ASK SERVICE TASMANIA

Tasmanian Government Contact Centre staff administer the 'Ask Service Tasmania' email helpdesk service. This allows customers to ask questions through Service Tasmania Online, which are then referred or resolved by Contact Centre staff. In 2012-13, 1 783 queries were handled by staff.

QUEST

Quest (Query Service Tasmania) was a business critical, web-based content management system providing procedural, service and associated information to Service Tasmania shop, phone, administrative staff, and officers working at the Transport Enquiry Service. The Quest system was administered by the Service Tasmania Unit in DPAC.

During 2012-13 work was completed on the replacement for Quest, PIMS (see next page). Extensive work went into the preparation of Quest data for transfer to the new system, including establishing new fields, creating new user accounts and verifying data.

From December 2012 to February 2013, a moratorium was implemented on the update of services in Quest, to ensure the data migrated between systems was verified and stable. PIMS began operation in February 2013, and the Quest system has now been archived.

Service Development and Improvement

THE PROCEDURAL INFORMATION MANAGEMENT SYSTEM (PIMS) PROJECT

The PIMS Project was the development of a new system for managing procedural information. PIMS provides customer service related information, links and forms to Service Tasmania shop and phone staff and Transport Enquiry Service phone operators.

PIMS replaced the Quest system, which previously performed a similar function. Quest was custom-built for Service Tasmania over ten years ago. It had become increasingly difficult to support, was relatively limited in capacity and functionality, and was unable to be upgraded without major investment.

The PIMS developer, Eclipse Computing, commenced development of PIMS in February 2012. Development was completed and the system was deployed for testing in September 2012. Testing was completed in December 2012, and PIMS was fully deployed, replacing the Quest system, in February 2013.

PIMS was developed using Microsoft's SharePoint platform. The benefits and functionality of the software deliver a much more flexible and comprehensive system. This may also provide broader opportunities across Government through the potential take up of the SharePoint platform across Government.

INTEGRATED TASMANIAN GOVERNMENT CONTACT CENTRE (ITGCC) INITIATIVE

The ITGCC initiative is focused on reviewing how Government contact centres are currently managed. It aims to ensure that consistent products, services and processes are

employed in contact centres. It seeks to provide effective and flexible options for future contact centre inter-operation and integration that meet the needs of the Tasmanian public and each State Government Agency (Government).

Contact centres across Government are currently managed in a “siloes” manner. There is little collaboration across Government on how contact centres are operated. This results in inefficiencies in terms of management of staffing levels and contact centre infrastructure. From the public’s point of view, this means that service levels are inconsistent when they deal with different areas in Government.

A number of different strategies for improving contact centre management and structures were assessed under the ITGCC initiative during 2011-12. This assessment included investigations of how contact centres are managed in other jurisdictions. This initiative is being progressed through Treasury’s Structured Infrastructure Investment Review Process (SIIRP), which is a gated process.

The project was funded as part of the 2013-14 Tasmanian State budget. The first stages of planning and consultation will commence in the 2012-13 financial year.

REMOTE ISLAND MINI-HUBS PROPOSAL

The Hub model – where LINC Tasmania and Service Tasmania operate from a shared site with other service providers - is delivering benefits for regional communities (West Coast, Huon Valley, Bridgewater and Scottsdale).

The Mini-Hubs project is investigating the scope to adapt the Hub concept to improve service delivery in remote communities (King and Flinders Islands); alleviate the difficulties experienced by service providers and customers in remote locations; and deliver better outcomes for government and the community.

The Mini-Hubs project is being progressed under the Department of Treasury and Finance’s Structured Infrastructure Investment Review Process (SIIRP), which is a ‘gated process’. Approval for Stage 1 was received in November 2012. The SIIRP Stage 2 submission will be submitted to Treasury in July 2013. If successful, the Project Team will then develop a Business Case for King and Flinders Islands for consideration in the 2014/15 Budget process.

The Stage 2 Submission proposes Mini-Hubs in Currie and Whitemark that include the following functions:

- Service Tasmania,;
- LINC Tasmania library;
- flexible multi-purpose spaces for use by visiting services and the community including videoconferencing capability and out-of-hours access; and
- A tourism/visitor information and display zone.

Customer services will be delivered from a shared counter, like that in the recently opened Scottsdale LINC, which will support the development of 'joined-up' or integrated services.

The Mini-Hub project has been undertaken as collaboration between the Service Tasmania Unit (STU) and the Policy Division. STU has provided the lead during Stage 2. Should the project proceed to Stage 3, the lead will pass to the Policy Division (DPAC).

Whole of Government Service Delivery Programs

PERSONAL INFORMATION CARD

The Tasmanian Government Personal Information Card (PIC) was introduced in December 2003 to replace the Proof of Age Card. The PIC can be used by persons of all ages for providing evidence of identity and age – most commonly in situations where an applicant cannot obtain (or retain) a driver licence.

The demand for PICs has increased each year since inception, with the total number of cards issued since commencement reaching 27 181 at 30 June 2013. During the 2012-13

financial year, 4 323 PICs were issued. This is a 4.9% decrease on the 4 544 cards issued in the 2011-12 financial year.

CLIENT UPDATE SERVICE (CUS) CHANGE OF ADDRESS SYSTEM

The Client Update Service (CUS) was deployed through both the shop and telephone channels on 11 July 2011 and replaced the previous Change of Address (CoA) system. CUS was launched online through the Service Tasmania website on 29 November 2011.

Since its deployment, CUS has captured 41 405 notifications for the 2012-13 financial year, which is a significant increase (176%) from the 14 959 notifications processed through CUS during the 2011-12 financial year.

This increase can be attributed to the implementation of a two-way interface between CUS and DIER's Motor Registry System, which was launched on 8 December 2012. The number of CUS notifications received from MRS ranged from 4 470 to 5 772 notifications per month for the period of January to June 2013. While 32 670 notifications were received via MRS since December 2012, it is anticipated that in excess of 50 000 notifications will be received via MRS for the 2013-14 financial year.

The CUS Online service, via Service Tasmania Online, processed 4 950 notifications in this period. This figure is more than double than that of the 2011-12 financial year which saw 2 432 notifications processed online through the Service Tasmania website.

PARTNERSHIPS

Service Tasmania 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 2012-13.

Routine reviews of 23 Partnership Agreements were conducted during 2012-13.

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 2013, partnerships for the delivery of services over the counter were in place between Service Tasmania and the following organisations:

COMMONWEALTH GOVERNMENT

- Australian Taxation Office
- Department of Veterans' Affairs
- Commonwealth Ombudsman
- Department of Human Services
(Centrelink and Medicare services)
(NB Medicare services still available at Ulverstone)

LOCAL GOVERNMENT

- George Town Council
- Kentish Council
- Meander Valley Council
- Northern Midlands Council
- Dorset 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 (to become TasWater)
- UTAS (University of Tasmania)
- Momentum Energy

MARKETING AND PROMOTION

Service Tasmania carried out a major communications campaign in 2012-13 in support of the Service Provision Review implementation of changed shop opening hours. The campaign aimed to make the public aware of the changes to shop opening hours (22 of the 27 shops changed their opening hours effective 2 January 2013), and ran from late October 2012 until mid-February 2013.

The campaign included press ads, posters and flyers inserted in government invoices, and a range of in-store displays; such as signage on shop doors advising of upcoming changes to the shop's opening hours, posters on shop walls and noticeboards, and prominent call-out signage on counter tops, shelves and display furniture and PCs.

The cost of the communications campaign was \$30 949.

Other marketing, promotion and community engagement activities during the 2012-13 financial year included:

- Essential 'public awareness' advertising was carried out, such as public notifications regarding Easter and Christmas closures, and shop refurbishment notices.
- Advertising and public awareness messages were prepared for the Scottsdale shop relocation, and for closures due to refurbishments for Burnie, Oatlands and Sheffield.
- The development of a booklet for business promotion, designed for meeting with potential partners and clients.

PUBLICATIONS

The following document was published by the Service Tasmania Unit in 2011-12.

Service Tasmania Board Annual Report 2011-2012	September 2012
Service Tasmania Business Prospectus	December 2012

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 revenue raised through partnership arrangements.

Attachment 4 shows the expenditure and source of funds for 2012-13.

Attachments

ATTACHMENT I

SERVICE TASMANIA SHOP LOCATIONS (AS AT 30 JUNE 2013)

Beaconsfield

West Tamar Council Chambers

Longford

Shop 6/ 9 Wellington Street

Bridgewater

Bridgewater LINC
Green Point Road

New Norfolk

Police Station
14 Bathurst Street

Burnie

Reece House
48 Cattley Street

Oatlands

Council Chamber
71 High Street

Campbell Town

Town Hall
Main Road

Queenstown

Government Services Hub
9-13 Driffield Street

Currie

15 George Street
King Island

Rosny

Rosny Library Building
Bligh Street

Deloraine

Council Chambers
8 Emu Bay Road

Scottsdale

51 King Street

Sheffield

64 High Street

Devonport

Library Building,
21 Oldaker Street

George Town

Council Chambers
16-18 Anne Street

Glenorchy

Library Building,
4 Terry Street

Hobart

134 Macquarie Street

Huonville

LINC Building
1 Skinner Drive

Kingston

Shop 87A
Channel Court Shopping Centre

Launceston

Henty House
1 Civic Square

Smithton

134 Nelson Street

Sorell

Shop 3/5 Fitzroy Street

St Helens

65 Cecilia Street

Triabunna

17 Vicary Street

Ulverstone

54-56 King Edward Street

Whitemark

Public Buildings
Lagoon Road
Flinders Island

Wynyard

72 Goldie Street

ATTACHMENT 2

IVR AND INTERNET BILL PAYMENTS AVAILABLE THROUGH SERVICE TASMANIA, AS AT 30 JUNE 2013

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

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Commercial Fees	✓	✓	✓
Sponsor Fees	✓	✓	✓
Tasmanian Electoral Commission			
Failure to vote		✓	✓
Central Highlands Council			
Rates		✓	✓
Clarence City Council			
Rates		✓	✓
Dog Registration		✓	✓
Derwent Valley Council			
Rates		✓	✓
Dorset Council			
Rates		✓	✓
Water		✓	✓
Flinders Island Council			
Rates		✓	✓
Dog Registration		✓	✓
Glamorgan/Spring Bay Council			
Rates		✓	✓
Dog Registration		✓	✓
Northern Midlands			
Rates		✓	✓
Water		✓	✓
Dog Registration		✓	✓
Southern Midlands Council			
Rates		✓	✓
Water		✓	✓
Water Payments (On Behalf of Onstream)			
Southern Water		✓	✓
Ben Lomond Water		✓	✓
Cradle Mountain Water		✓	✓

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ATTACHMENT 3

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	2009-10	2010-11	2011-12	2012-13
July		24 940	43 643	49 102	64 971	53 170	55 465	67 368	71 358	77 454	88 667	83 867	91 529	114 700	138 870
August		39 021	50 824	42 771	62 805	54 546	60 834	70 235	74 714	68 517	82 786	82 772	81 785	129 491	134 674
September		36 416	48 004	44 198	65 634	52 445	56 798	67 445	68 895	72 299	76 252	76 698	79 896	126 987	108 097
October		32 264	35 903	51 174	51 179	58 080	67 403	73 182	78 215	83 312	81 400	100 944	86 549	133 912	169 714
November		11 091	42 297	46 493	49 422	51 165	71 693	71 334	77 442	83 017	77 162	97 393	85 000*	151 326	200 277
December		10 912	28 333	32 588	42 756	48 437	54 142	60 820	66 380	77 204	77 846	88 150	85 000*	132 280	168 742
January		11 735	37 801	48 901	49 768	60 359	58 738	69 186	78 190	85 989	83 409	91 754	85 000*	145 312	180 085
February		12 080	39 605	58 619	47 314	67 615	59 201	67 568	73 740	79 458	75 343	90 601	120 254	144 913	177 201
March		12 125	42 618	52 602	54 153	66 222	70 346	74 699	85 182	81 903	89 945	110 516	148 082	147 784	256 446
April		19 197	38 749	62 224	48 282	52 640	70 634	64 146	76 406	81 632	79 836	88 058	123 627	127 090	157 553
May		55 634	51 082	61 627	54 436	55 916	71 232	74 530	83 617	88 732	85 505	91 663	140 398	142 555	183 984
June		39 089	44 914	54 437	50 071	53 265	65 351	69 452	72 813	85 232	86 039	88 449	140 195	148 066	153 246
ANNUAL TOTAL	106 004	304 504	503 773	604 736	640 791	673 860	761 837	829 965	906 952	964 749	984 192	1 090 865	1 267 315	1 644 416	2 028 889
<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>	<i>8 372 248</i>	<i>9 639 563</i>	<i>11 283 979</i>	13 312 868

* Estimate based on average of preceding 4 months. Stats missing due to move to Funnelback

ATTACHMENT 4

SERVICE TASMANIA OPERATING BUDGET 2011-12 AS AT 30 JUNE 2012

Details	SHOP	ONLINE	PHONE	BOARD	QUEST REPLACEMENT	BOARD DISCRETIONARY FUND	TOTAL
	Actual as at 30 June 2013	Actual as at 30 June 2013	Actual as at 30 June 2013	Actual as at 30 June 2013	Actual as at 30 June 2013	Actual as at 30 June 2013	Actual as at 30 June 2013
Expenditure							
Marketing				52,397			52,397
Miscellaneous Other Employee Related Expenses	10,658,231	441,102	140,415	1,462	251,159	133,243	11,625,613
Consultants				54,086			54,086
Information Technology				37,848			37,848
Salaries & Wages				367,792			367,792
Total Expenditure	10,658,231	441,102	140,415	513,585	251,159	133,243	12,137,736
Receipts							
Opening Balance as at 01/07/2012							931,781
Agency Fees							2,079,224
Partnership Fees							521,118
Transfer Consolidated Fund							9,247,000
Total Receipts							12,779,122
Carry Forward (1)							641,386

(1) Carry forward relates to funding for projects to be completed in 2013-14.



SERVICE TASMANIA BOARD
ANNUAL REPORT 2012-13

Service Tasmania Unit
Department of Premier and Cabinet
Level 7, 144 Macquarie Street
HOBART TASMANIA 7000