

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) for the period 1 April 2019 to 30 September 2019.

Service Tasmania Activities	Number
Distinct services provided over the counter ¹	597
Transactions provided over the counter (visits)	472,920
Calls answered by the Government Contact Centre	106,816
Online interactions	236,246
Applications received for Personal Information Cards (PIC)	3,507

Notes:

1. The methodology for calculating this number has recently changed, and as a result the number has slightly decreased from prior reports. Previously, Service Tasmania manually estimated the number of distinct services from a procedural information system. To generate a more representative and consistent number, Service Tasmania now uses automated data collection, based on aggregated transactional information.