

Right to Information – Routine Disclosure

(1 April 2026 to 30 September 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 April 2026 to 30 September 2026**.

Service Tasmania Activities	Number		
Distinct services and number of transactions provided over the counter at service centres	Services 532	Transactions 377,893	
myServiceTas account registrations and transactions	Registrations 41,076	Transactions 183,583	
Calls answered by the Government Contact Centre	74,656		
Website activity	Unique views ¹ 1,468,881	Sessions ² 934,704	
Social media reach – Facebook ³	388,733		
New card applications – Personal Information Card (PIC), Seniors Card, Companion Card	PIC 3,039	Seniors 2,653	Companion 156
Revenue collected – All channels	\$153,924,312		

¹ Number of individual pages viewed.

² Number of visits to the Service Tasmania website.

³ Meta has discontinued this metric. This number reflects activity until 15 June 2026.

Service Tasmania Activities	Number
Full-time equivalent (FTE) staff in Service Tasmania	151.8