

Annual Report 2011-2012

SERVICE TASMANIA BOARD

© Published by the Service Tasmania Board 2012

This work is a copyright, but sections may be reproduced without the written permission of the Service Tasmania Board. Acknowledgement of the source would be appreciated. Any queries should be directed to the Chair, Service Tasmania Board, GPO Box 123, Hobart, Tasmania, Australia, 7001.

(ISSN number to be updated upon publication)

Service Tasmania Unit
Level 7
144 Macquarie Street
HOBART TAS 7000

Contents

A MESSAGE FROM THE CHAIR.....	5
SERVICE TASMANIA PROFILE	6
Strategic Vision.....	6
Mission Statement.....	6
The Board Charter.....	6
Background.....	6
Governance and Organisational Context.....	7
Service Tasmania Board.....	7
Service Tasmania Unit.....	8
Operational Management.....	8
SERVICE DELIVERY	9
Over the Counter.....	9
Improvements to Services for Customers.....	10
Streamlining Service Delivery.....	10
Service Delivery partnerships	12
Over the Phone.....	12
One Number for Government.....	12
Bill Payments by Phone.....	12
Forms by Phone.....	13
Other Services.....	13
Over the Internet	13
Online Bill Payments.....	14
Request for Information	14

Ask Service Tasmania.....	14
Quest.....	14
SERVICE DEVELOPMENT AND IMPROVEMENT.....	15
The Procedural Information Management System (PIMS) Project.....	15
Integrated Tasmanian Government Contact Centre (ITGCC) Project.....	16
WHOLE OF GOVERNMENT SERVICE DELIVERY PROGRAMS..	17
Personal Information Card.....	17
Client Update Service (CUS) Change of Address System	17
Customer Survey	18
Partnerships.....	19
Commonwealth Government.....	20
Local Government.....	20
Other Organisations.....	20
Marketing and Promotion	20
Publications.....	21
Budget.....	22
ATTACHMENTS	23
Attachment 1	23
Service Tasmania Shop Locations (as at 30 June 2012).....	23
Attachment 2	25
IVR and Internet Bill Payments Available Through Service Tasmania, as at 30 June 2012	25
Attachment 3	27
Service Tasmania Online Internet Requests.....	27
Attachment 4.....	28
Service Tasmania Operating Budget 2011-12 As At 30 June 2012.....	28

A Message from the Chair

The customer has always been at the heart of Service Tasmania's charter - the network was established 14 years ago with the aim of making Tasmanian Government services accessible to all Tasmanians.

Initially this was achieved through a combination of independent shops, supported by a phone network and an online presence. But many things have changed in 14 years – people's expectations and needs, technology – and Service Tasmania has adapted to this change. In some cases, this has meant collocating our services – as part of the Community Services Hub already established in Queenstown and a similar facility soon to be operating in George Town. It has also meant increasing the services available electronically, as our customers continue to show a preference for using the phone, BPay and online channels.

Work continues to better align Service Tasmania's resources with customer needs and preferences. The recommendations of the Service Provision Review will be implemented in 2012-13, and opportunities for improved contact centre management are being explored through the Integrated Tasmanian Government Contact Centre initiative.

As Chair of the Service Tasmania Board since its inception, I continue to be impressed by the professionalism of Service Tasmania's staff across its three delivery channels, and behind the scenes in the administration of the network. The positive results of our customer surveys – most recently an overall satisfaction rating of 95.5% - are hard-earned and well-deserved.

I thank everyone for their contribution to Service Tasmania and wish them well for the year ahead.

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 2012, 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

Elizabeth Jack

Deputy Secretary, Culture, Recreation and Sport, Department of Economic Development, Tourism and the Arts

Michael Stevens

Deputy Secretary, Corporate Services, Department of Justice

Penny Nicholls

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

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 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.

Internet

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

Once again the number of electronic payments maintained a moderate increase. Both over-the-counter and phone transaction numbers dropped in 2011-12, with 72 495 less shop transactions in the past year, a 3.7% reduction, and phone payments dropping 2.6%.

OVER THE COUNTER

The number of State, Commonwealth and Local Government services available to customers over the counter using Service Tasmania shops remained steady at 570, during 2011-12. Some additional services were introduced during the year, (including payments for Momentum Energy, and the introduction of government courier services to new areas).

During the 2011-12 financial year, the total number of over-the-counter transactions was 1 857 800, made up of 1.031 million financial transactions (down approximately 11 600 from 2010-11), 547 077 non-financial transactions, and 279 401 customer interactions.

Revenue collected was \$204 743 829 a decrease from last year's figure of \$214 934 702 (2010-2011).

These figures represent a 1.11% reduction in financial transactions, a 7.3% reduction in non-financial transactions and a 5.98% variance in customer interactions. The reductions were noted as part of the Service Provision Review, and have been reflected in the decision to reduce shop hours from early 2013, as customer numbers decrease.

IMPROVEMENTS TO SERVICES FOR CUSTOMERS

The Queenstown Service Tasmania shop relocated to the new West Coast Community Services Hub in September 2011. The Hub brings together a range of Government services under one roof making it easier for the local communities to interact with government.

The Bridgewater shop also relocated to new premises, moving in to the new Bridgewater LINC in March 2012. The LINC brings together Library and the full range of LINC services and Service Tasmania into a single location providing improved access to Government services for the local community.

The refurbishment of the Hobart shop was completed in November 2011, and has resulted in an improved work place for staff and provides customers with a more friendly and inviting environment while conducting their business with government.

DPIPWE's Information Land Services Division (ILS) arranged for the placement of the "Living Treasures" display in the shop space which has greatly enhanced the shop space. The display will be officially opened by the Deputy Premier, Bryan Green and Paul O'Halloran, MP, in July 2012.

A major refurbishment to the Oatlands shop was completed in June 2012. These works were carried out with the approval of the Southern Midlands Council (SMC). Works included realigning the customer service area and a new counter to be used by both Service Tasmania and SMC staff.

New cameras, signature pads and ABiD software were rolled out to all shops across the State. The new equipment and software has greatly improved the photo quality for photo licensing services.

STREAMLINING SERVICE DELIVERY

Frequent upgrades to the Motor Registry System were made by the Department of Infrastructure Energy and Resources in 2011-12, to address issues and improve the

functionality of the MRS. Improvements included a Balance/Transaction summary report to assist CSOs to accurately reconcile their daily balances in a more timely manner, a function which is also designed to reduce the risk of fraudulent activity.

The past year saw the continued involvement of the Shop Operations Group (SOG) 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 better understand how 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:

- 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. introduce 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. establish consistent pre-opening and post-closing times across the network.

The implementation of the above review recommendations is currently underway. A Change Manager was appointed in May 2012 to assist staff through the change process. The new shop opening hours are scheduled for implementation from 2 January 2013.

SERVICE DELIVERY PARTNERSHIPS

SOG staff worked extensively with the Service Tasmania Unit and the Department of Infrastructure Energy Resources (DIER) on a wide-ranging review of their Quest (service procedure) files to improve readability, understanding and efficiency, and prepare them for the data migration to PIMS next year.

The Commonwealth Department of Human Services commenced phasing out *easyclaim* Medicare booths from Service Tasmania shops with the removal of the facility from 5 shops.

OVER THE PHONE

Service Tasmania provides call screening and resolution services for a number of diverse government units, including Housing, Births Deaths and Marriages, Crown Land Services, MAST, and the Seniors Bureau through its Contact Centre.

In 2012, the Tasmanian Government Call Centre (TMD) relocated to the ground floor of the Lands Building in space that became available following the refurbishment of the Hobart Service Tasmania shop.

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 176 928 calls were answered in 2011-12, a drop from the 2010-11 figure of 180 945.

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 176 928 payments were made in 2011-12, slightly down on last year's 181 583. 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 Bureau and Housing forms and publications. During 2011-12 a total of 2 624 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.

OTHER SERVICES

The Tasmanian Emergency Information Service (TEIS) is also based in 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.

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 3 500 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:

- Major upgrade of Funnelback software to Version 11.
- Research and planning for major website upgrade.
- Investigation and discussion regarding the impact of the PIMs implementation on Service Tasmania Online

ONLINE BILL PAYMENTS

Customers can also pay a range of 40 government bills online. During 2011-12, 141 095 payments were made through the Service Tasmania Internet payment service, which is an increase on 2010-11's figure of 132 151 payments.

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

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 46% of bills are being paid electronically.

REQUEST FOR INFORMATION

There were 1 644 416 requests for information received through Service Tasmania Online, a 22.9% increase on the 2010-11 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 (in TMD) 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 2011-12, 1 721 queries were handled by staff.

QUEST

Quest (Query Service Tasmania) is 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 is administered by the Service Tasmania Unit in DPAC.

The files contributed by Client Agencies are constantly monitored and updated to ensure the information provided is accurate, relevant and current. There are currently 1 147 live

files in the Quest system, covering everything from staff uniform ordering procedures, to complex step by step instructions for processing applications or producing a licence.

Feedback from Customer Service Officers (CSOs) and phone staff is encouraged, in an effort to continually improve and streamline the information. During 2011-12, 289 feedback suggestions and questions were received from staff. The majority of these resulted in file updates, additions or changes.

In 2011-12, 290 new information and procedural files were created and published in Quest, including a number of files for Kentish Council and Meander Valley Council, a number of Parks & Wildlife files and a review and update of Mineral Resources files. This number also reflects files that were created for existing services and replaced or supplemented files already in the system.

Service Development and Improvement

THE PROCEDURAL INFORMATION MANAGEMENT SYSTEM (PIMS) PROJECT

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

Quest was custom-built for Service Tasmania but is now becoming increasingly difficult to support, limited in capacity and functionality, and unable to be upgraded without major investment.

Following a rigorous procurement process, a contract to develop PIMS was signed in January 2012 with the successful tenderer, Eclipse Computing. Development and testing of PIMS is scheduled to be completed by the end of 2012. PIMS will be fully deployed in February 2013.

PIMS is being developed using Microsoft's SharePoint platform. The benefits and functionality of the software will deliver a much more flexible and comprehensive system. This may also provide broader opportunities across Government through the potential take up of 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 "siloed" 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 first stages of planning and consultation will commence in the 2012-13 financial year.

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 cards issued since commencement reaching 22 858 at 30 June 2012. During 2011-12, 4 544 Personal Information Cards (PICs) were issued, a 3.9 per cent increase on the 2010-11 total of 4 376 cards.

CLIENT UPDATE SERVICE (CUS) CHANGE OF ADDRESS SYSTEM

Following the extensive development and preparation work that was carried out during 2010-11, the new Client Update Service (CUS) was deployed, replacing the previous Change of Address (CoA) system.

CUS was deployed through both the shop and telephone channels on 11 July 2011.

CUS was launched online through the Service Tasmania website on 29 November 2011 – with around 30% of notifications received from clients using this option.

Since its deployment, CUS has captured 14,959 notifications for the 2011-12 financial year, which is a significant increase from the 6,086 notifications processed through the previous CoA system during the 2010-11 financial year.

The volume of notifications captured by CUS is set to increase with the implementation of a two-way interface between CUS and DIER's Motor Registry System, which is scheduled to go-live in December 2012.

CUSTOMER SURVEY

Service Tasmania regularly undertakes surveys to measure customer satisfaction.

In recent years an online methodology has been adopted, and customers of Service Tasmania shops, telephone contact centre and Service Tasmania Online are invited to participate. Customers were made aware of the survey through posters, postcards, verbal invitation and through a link on the website. Shop customers were also offered a mail-back card option which could be completed and posted back to Service Tasmania at no cost to the participant.

The survey ran for two weeks, from the end of May until early June 2012.

1 073 completed responses were received, the vast majority of which came from the shop network. More than 860 mail-back cards were returned to Service Tasmania for data entry. Just over 20 responses were made by recent phone or online users.

The majority of respondents (63%) completed the survey on the day of service – meaning recall of the experience was high.

The most common reasons for contact with Service Tasmania remain paying government bills (29.7%), registering a car (24%), or renewing a licence (20.5%). Most people indicated that they usually preferred to access government services through a shop, however as the majority of survey respondents were shop users this is not a surprising outcome.

Reasons given for not using an alternative service delivery channel included lack of computer knowledge or access, and simply preferring face to face contact. In some cases respondents stated that the service they required was not available online.

Satisfaction with Service Tasmania continued to be high, with an overall satisfaction rate of 95.5%. Customers were also satisfied or very satisfied with the timeliness (93.6%), and accessibility of the service (95.4%).

The expectations of customers were either met or exceeded for 98.1% of all respondents.

Agreement with positive statements related to their customer service experience, also continued to be very high for shop users. Particularly high agreement scores were achieved against sentiments such as 'I was treated fairly' (96%), or 'I was fully informed of what I had to do' (94.2%). Phone and online agreement statements were lower, but with the vastly inferior sample numbers a single disagreement could significantly impact the overall result.

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 2010-11.

Routine reviews of 23 Partnership Agreements were conducted during 2011-12.

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 2012, 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 were withdrawn during 2011-12)

LOCAL GOVERNMENT

- George Town Council
- Kentish Council
- Meander Valley Council
- Northern Midlands 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 (Onstream)
- UTAS (University of Tasmania)
- Momentum Energy

MARKETING AND PROMOTION

Service Tasmania's marketing and promotional program continued to be relatively restrained during 2011-12. Activities were focused on maintaining the flow of essential information (e.g. newspaper advertising regarding public holiday shop closures), rather than on active promotion of the broad Service Tasmania offering.

Marketing, promotion and community engagement activities during 2011-12 included the following:

- 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 Queenstown and Bridgewater shop relocations. Additionally, promotional packages were put together for official launches of each of the new premises.
- Extensive support and information were provided as part of the Customer Survey process, particularly in survey design, data entry and analysis. Support was also provided to shop staff requiring posters, information and assistance with customer engagement.
- With stock numbers dwindling, a modest number show bags of products and information were provided to a limited number of school and community groups on request, and also provided to other areas of government as required.

PUBLICATIONS

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

Service Tasmania Board Annual Report 2010-2011	November 2011
--	---------------

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 2011-12.

Attachments

ATTACHMENT I

SERVICE TASMANIA SHOP LOCATIONS (AS AT 30 JUNE 2012)

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

Council Chambers
3 Ellenor Street

Devonport

Library Building,
21 Oldaker Street

Sheffield

64 High Street

George Town

Council Chambers
16-18 Anne Street

Glenorchy

Library Building,
4 Terry Street

Hobart

134 Macquarie Street

Huonville

LINC Building
14 Skinner Drive

Kingston

Shop 87A
Channel Court Shopping Centre

Launceston

Henty House
1 Civic Square

Smithton

130 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 2012

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		✓	✓

**SERVICE TASMANIA BOARD
ANNUAL REPORT 2011-12**

Tasmania Polytechnic, Tasmania Academy and Skills Institute			
Student Fees	✓	✓	✓
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		✓	✓

**SERVICE TASMANIA BOARD
ANNUAL REPORT 2011-12
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
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
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
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
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
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
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
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
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
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
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
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
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
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
<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>

* 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	TOTAL
	Actual as at 30 June 2012					
Expenditure						
Marketing				26,799		26,799
Miscellaneous	10,768,642	431,827	137,696	4,731	5,000	11,347,896
Other Employee Related Expenses				57,193		57,193
Information Technology				26,288		26,288
Salaries & Wages				316,127		316,127
Total Expenditure	10,768,642	431,827	137,696	431,138	5,000	11,774,303
Receipts						
Opening Balance as at 01/07/2011						780,875
Agency Fees						2,150,671
Partnership Fees						534,537
Transfer Consolidated Fund						9,240,000
Total Receipts						12,706,084
Carry Forward						931,781*

* Carry forward relates to funding for projects to be completed in 2012-13.



SERVICE TASMANIA BOARD
ANNUAL REPORT 2011-12

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