

Service Tasmania Annual Report 2013-14

SERVICE TASMANIA BOARD

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A Message from the Chair

Looking back on another successful year of operation, it strikes me what a routine part of Tasmanians' everyday lives Service Tasmania has become.

Now offering 599 services in each of our 27 shops, and an array of telephone and internet services, Service Tasmania carried out more than 1.6 million transactions over the counter, answered almost 230 000 calls in the Contact Centre and facilitated more than 300 000 electronic payments over the phone and Internet last year. 92% of our customers were satisfied or very satisfied with their Service Tasmania experience.

A major project to transform the telephone service, the Integrated Tasmanian Government Contact Centre Project (ITGCC), was established, and a key milestone, the transfer of the Government Contact Centre to the Department of Primary Industries Parks Water and Environment, achieved. This resulted in the creation of an 'In Person' service delivery channel responsible for delivering customer services over the counter and over the phone. Work continues on the ITGCC project, with the commencement of the procurement process to secure a progressive contact centre technology service, and work to assess the business criteria of units seeking to utilise ITGCC services.

Another fundamental service delivery channel, Service Tasmania Online, was redeveloped, and a new site launched in February 2014 with a scalable mobile-device-friendly design, and improved searching facilities. The exciting new site has a fresh new look and feel, and the feedback to date has been positive.

In addition to the work the ITGCC team are doing to deliver phone services for government agencies, work continues in other areas to streamline processes for agencies. For example, funding was provided for a number of interfaces with the Client Update System to facilitate change of address, significantly reducing or removing the need for additional data entry for the business units. Interfaces launched in 2013-14 included LINC Tasmania, the Seniors Card program, Recreational Sea Fishing licences and the Police Firearms Registration database.

A trial of the Commonwealth governments Document Verification Service (DVS) was completed, using the service to authenticate a range of accreditation and identity documents presented as part of the Personal Information Card application process. Through the development of a hub interface the service will be available to other agencies in the future.

All of this is reliant on the dedicated staff of Service Tasmania who I thank for their contribution to the Service Tasmania vision of providing easy access to government services for all Tasmanians.

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.

STRATEGIC PLAN

Our Strategic Plan focuses on four key areas.

- **Our business** – To have a business that is sustainable and provides a 'front door' to government services.
- **Our customers** – Delivery of customer focussed government services to the Tasmanian community that are contemporary, accessible and of a consistent quality.
- **Our people** – Service Tasmania staff will be skilled, valued, courteous and informed customer service professionals.
- **Our partners** – Service Tasmania will foster relationships with our Partners in a collaborative way and will seek to provide a 'value for money' service.

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.

GOVERNANCE (AS AT 30 JUNE 2014)

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).

SERVICE TASMANIA BOARD

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 2014, 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

Our Business

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 27 Service Tasmania shops located throughout Tasmania, over the phone, using the Integrated Tasmanian Government Contact Centre (ITGCC) and phone bill payment services, and over the internet through Service Tasmania Online.

Service Tasmania provides improved customer service options for Tasmanian Government agencies, and a whole of government approach to service delivery.

IN PERSON

OVER THE COUNTER

Service Tasmania delivered a range of services to the Tasmanian community on behalf of State, Local and Commonwealth government agencies. During 2013-14 customers were able to access 599 services in Service Tasmania shops, an increase from 574 in 2012-13.

More than 1.6 million transactions were completed over-the-counter during 2013-14, (906 289 of these were financial transactions) with \$181 577 891 revenue being collected. These figures are lower than those experienced in 2012-13 when 1.7 million transactions occurred reflecting a shift in customer preferences towards electronic services.

The Launceston shop layout was reviewed in 2013-14 to improve customer amenity. In particular modifications were made to allow all counters to provide full service, reducing the overall queue time for customers. Informal feedback from customers has been positive and no customer complaints in regard to queue waits have been received since the changes were made.

The Launceston back office was also modified in order to integrate a four seat contact centre, as a key milestone of the Integrated Tasmanian Government Contact Centre project.

In the south of the State a new counter and other associated minor works were undertaken at the New Norfolk Service Tasmania shop.

The State Government's construction of a centralised community service 'hub' at Regent Square in George Town includes LINC, Service Tasmania, a Child and Family Centre and a Centrelink

office. Service Tasmania is expected to move into the new premises when building works are completed in late 2014. This will add to the sites where Service Tasmania and LINC Tasmania currently share facilities at 8 locations around Tasmania, (Huonville, Scottsdale, Glenorchy, Devonport, Bridgewater, Rosny, St Helens and Queenstown).

Across the State, the National Broadband Network (NBN) roll out has been completed in a number of towns across Tasmania, allowing some Service Tasmania to connect to the NBN. As at 30 June 2014 NBN has been connected to a total of 7 shops.

OVER THE PHONE

Service Tasmania by phone (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 180 266 calls were received in 2013-14; a decrease from 181 057 calls answered in 2012-13.

Management for the Service Tasmania phone service was successfully transferred to DPIPWE in April 2014 as part of the Integrated Tasmanian Government Contact Centre (ITGCC) project.

ITGCC PROJECT

The ITGCC project will enable sharing of resources between the phone and over-the-counter channels and creating a virtual contact centre for Government. Bringing together the over-the-counter and phone channels will ensure consistent, reliable and efficient customer service to the Tasmanian community in the future, and will maximise staff productivity.

The project aims to;

- improve service to the Tasmanian community through the delivery of consistent, targeted and reliable telephone services by government;
- implement a financially viable and sustainable operational environment for contact centre management; and
- increase productivity and the level of service to the Tasmanian community.

Since 1 July 2013, the ITGCC Project has established the foundations of the contact centre with the Service Tasmania shop network; developed requirements and specifications to procure a contact centre technology service; and continued discussions with agencies around transferring contact centre services into the ITGCC.



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The focus of 2014-15 will be to deploy a progressive technology contact centre service and the transition of agency services into the ITGCC.

FORMS BY PHONE

Customers contacting Service Tasmania by phone are able to request a variety of different forms and publications to be made available to them, including Births, Deaths and Marriages, Seniors Card Program and Change of Address forms and publications.

Distribution of forms is primarily by mail, however customers can also nominate to have them sent by facsimile or email.

During 2013-14 a total of 1 109 forms and publications were sent to customers compared to 1 844 the previous year. The significant decrease is largely due to Housing Tasmania outsourcing services to non-government organisations.

TASMANIAN EMERGENCY INFORMATION SYSTEM (TEIS)

The ITGCC has responsibility for the Tasmanian Emergency Information Service (TEIS) centre from 1 July 2014. This will involve maintaining the centre for operations in a constant state of readiness.

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.

TEIS Coordinators from TMD and DPIPWE 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 Interoperability Volunteers from across Government Agencies and supported by the ITGCC.

ASK SERVICE TASMANIA

The ITGCC administers the 'Ask Service Tasmania' email helpdesk service. This allows customers to ask questions through Service Tasmania Online for referral to the appropriate agency with some requests able to be resolved by staff within the ITGCC. In 2013-14, 1 713 queries were handled by staff.

ELECTRONIC PAYMENTS

The number of payment available electronically decreased in 2013-14 with the withdrawal of two services by the Clarence City Council, who elected to have services delivered by an alternative provider. Customers can pay 38 different types of bills over-the-phone or online and 308 779 Tasmanian and local government payments were made electronically during 2013-14. The total government revenue collected through the telephone and online payment services was \$100 965 807.

OVER THE INTERNET

The Service Tasmania Online (STO) website is a resource discovery site where customers locate a wide range of key State, Local and Commonwealth Government web-based resources. Approximately 430 resources are accessible through the Service Tasmania Online browse structure with full content available via search.

In 2013-14 STO underwent a major redevelopment. The new site was launched on 25th February 2014. Features of the redevelopment include:

- Scalable design to suit the full range of mobile devices incorporating innovative coding to detect the size of the device the customer is using;
- Improvements to the search and browse structure of the site; and
- Consultation relating to social media use and 'app' development and opportunities for Service Tasmania.

There were 2 201 991 requests for information received through Service Tasmania Online, an 8.5% increase on the 2012-13 totals. A table showing the requests for information from Service Tasmania Online since establishment is available in Appendix 3.

SERVICE DELIVERY

PERSONAL INFORMATION CARD (PIC)

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.

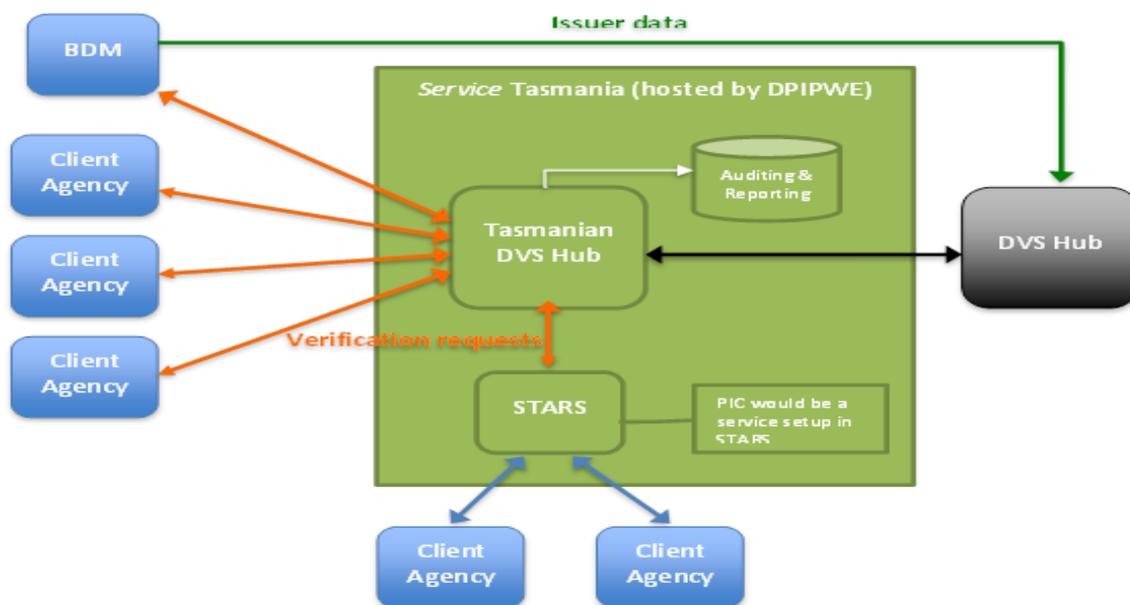
During the 2013-14 financial year, 4 082 PICs were issued, which is a 6% decrease on the 4 323 cards issued in the 2012-13 financial year. The PIC is current for 5 years and there are an estimated 20 000 active cards currently in circulation.

In November 2013 Service Tasmania commenced a project to develop a replacement PIC system together with ongoing support, hosting and support services. It is anticipated that the project will be completed in the latter half of 2014. In February 2014 the PIC service commenced using the Document Verification Service (DVS) to assist in the validation of documents presented as part of the evidence of identity component of the service.

DOCUMENT VERIFICATION SERVICE (DVS)

The DVS program continues to evolve on a national level, with the service being offered to private financial institutions by the Australian Government. Service Tasmania developed a unique jurisdictional model for the Tasmanian usage of the DVS. The Tasmanian model is based on a hub, and is illustrated in the following diagram.

Service Tasmania introduced a trial of the DVS in February 2014 through the PIC database. The Document Verification service (DVS) is a national secure online system that enables organisations to electronically verify the authenticity of some commonly used Evidence of Identity (EOI) documents.



Following a review of the trial, Service Tasmania is expected to continue to deliver the service and offer state government agencies the opportunity to participate using either direct access to the Tasmanian DVS Hub or via the STARS (shop receiving system) interface.

CLIENT UPDATE SERVICE (CUS) CHANGE OF ADDRESS SYSTEM

The Client Update Service (CUS) enables customers to update their details with a range of Government Agencies.

The CUS captured 62 751 notifications during the 2013-14 financial year, which is a significant increase (51%) from the 41 405 notifications processed through CUS during the 2012-13 financial year. This increase can be attributed to the implementation of a two-way interface between CUS and the Department of Infrastructure Energy and Resources Motor Registry System (MRS), which was launched on 8 December 2012.

A total of 56 941 CUS notifications were received through the MRS. CUS Online processed 5 565 notifications in this period, which is an increase of 12% on the 2012-13 financial year.

To date, interfaces to automate the download and update of data bases using CUS data have been developed across the following departments:

- Department of Infrastructure Energy and Resources (Motor Registry System);
- Department of Education (LINC Tasmania);
- Department of Premier and Cabinet (Seniors Card);
- Department of Treasury and Finance (Client View Land Tax);
- Department of Primary Industry, Parks, Water and Environment (Recreational Sea Fishing); and
- Department of Police and Emergency Management (Firearm Services);

The development of similar interfaces for the Department of Justice (Monetary Penalties Enforcement Service) and the Department of Health and Human Services are currently in development.

EPRESENTMENT

A project to identify the current practices used by State Government agencies to communicate with their customers was undertaken by STU with assistance from Office of eGovernment (OeG). A survey of communication activity across the government was conducted in August 2013, confirming a wide variety of mediums being used including traditional postage, in-person, internet (electronic), phone, and social media.

Agencies used mail, phone, email and SMS to contact individuals about specific matters (appointments, information) and social media to announce events and provide information in public awareness situations.

Research indicated that customers are increasingly using mobile technology to communicate with each other as well as with government and other various organisations. The survey analysis suggested that traditional mail remained the most extensive option currently used by State Government. A high proportion of the communications from government included renewal advices about licenses, registrations, permits and invoices for services or goods.

The research looked at ePresentment products currently in the market and examined the benefits to government in adopting them. The recommendations will be passed to the ICT Policy Board in 2015 for consideration.

NEW SERVICE – WORKING WITH VULNERABLE PEOPLE (WWVP)

Work commenced on the establishment of a new service for the Department of Justice. The service follows the Registration to Work with Vulnerable People Bill 2013, which was tabled in the Tasmanian Parliament in November 2013 and passed without amendment. The Act provides for a Screening Unit to be established whose role will be to conduct checks of applicants to determine their suitability to be issued with a WWVP registration and comes into effect from 1 July 2014.

The new service will involve the lodgement of applications (online), where the applicant agrees to the terms and conditions (including permission for checks of the data provided). Applicants will subsequently present at Service Tasmania shops to complete their application lodgement process, including satisfaction of identity requirements, photo capture and payment.

MARKETING & PROMOTION

Only limited marketing activities were carried out in 2013-14 including routine advertising of shop availability and opening hours, promotion and support of a customer survey and a signage review and replacement signage in Launceston.

The only document published by the Service Tasmania Unit in 2013-14, was the Service Tasmania Board Annual Report 2012-13

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.

A statement of the 2013-14 Service Tasmania Board operating budget is contained in Appendix 4, on page 27.

Our Customers

Customers are at the heart of Service Tasmania's Charter and as such their feedback is important.

Service Tasmania regularly carries out surveys to measure customer satisfaction, and to provide information on customer preferences for accessing government services. In recent years an online methodology has been adopted, and customers of Service Tasmania shops, the telephone contact centre and Service Tasmania Online are invited to participate.

The results are used to monitor service delivery performance and to compile a profile of our customers and how they want their services from government delivered. In December 2013, a survey of 1445 of our customers found:

- 93.5 per cent of over-the-counter customers reported being satisfied or very satisfied with their service. 93.4 per cent of the Service Tasmania Online customers were satisfied or very satisfied with their service, and 87.7 per cent of phone users were satisfied or very satisfied with their phone service;
- 94.4 per cent of all shop and phone customers surveyed agreed that they had been treated fairly (online respondents were not asked this question); and 84.4 per cent considered that staff had gone the 'extra mile' to make sure they got what they needed;
- 96.8 per cent of all customers surveyed felt that Service Tasmania had met or exceeded their expectations.

The most common reasons for contact with Service Tasmania remain paying government bills (49.53%), or renewing a licence (22.06%).

Satisfaction with Service Tasmania continued to be high, although down on the previous year's result, with an overall satisfaction rate of 91.59%. Overall the results continue to reflect the high regard with which Service Tasmania is viewed by customers.

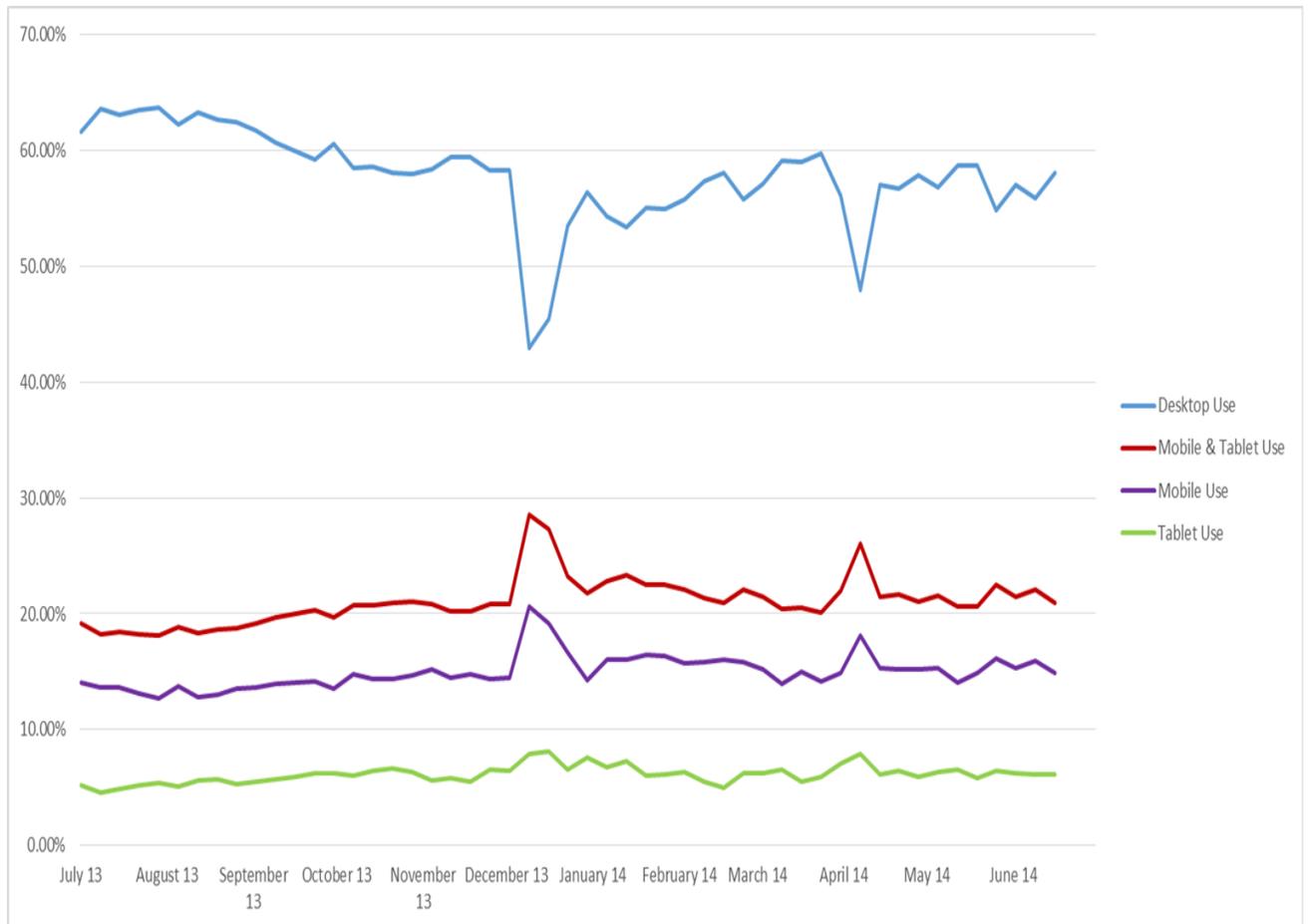
CUSTOMER INTERACTION WITH GOVERNMENT

Shop transactions are declining with a corresponding increase in the use of electronic payments. Service Tasmania is responding to the increase in usage of mobile and tablet devices through the introduction of a responsive design that automatically resizes to the appropriate dimensions of the service the user is accessing the site through.

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The following table shows customers are changing preferences for the way they want to access services.

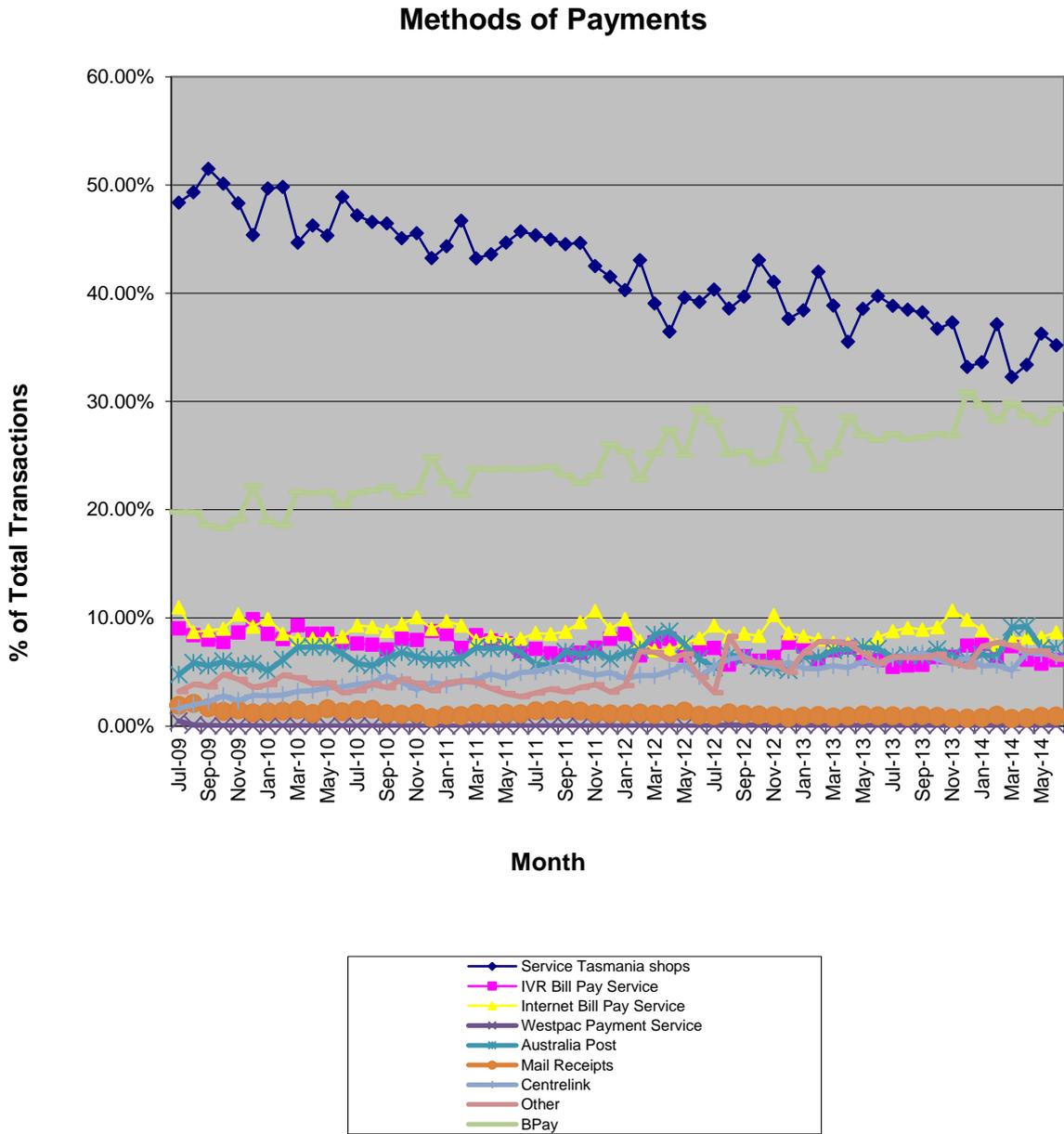
Table : Access to the Service Tasmania Online web site by type of device



Service Tasmania will continue to monitor usage and identify opportunities to improve how government interacts with its customers and partners.

CHANGING CUSTOMER PREFERENCES

This table provides an indication of the ways Tasmanians are choosing to pay their government bills.



Our Staff

As the first point of contact for government services Service Tasmania is recognised for providing reliable and professional customer service for all of our valuable customers and clients, at our shops, over the phone online.

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).

In April 2014 the contact centre Lead Agency responsibilities were transferred from TMD to DPIPWE, the Lead Agency for shops (DPIPWE).

IN PERSON

The Department of Primary Industries, Parks, Water and Environment (DPIPWE) is the Lead Agency for both shop and phone services. This Lead Agency manages the day-to-day operations of the 27 Service Tasmania shops around Tasmania.

In April 2014 TMD in DPAC was responsible as the Lead Agency for phone services, transferring this responsibility to DPIPWE as part of the Integrated Government Contact Centre (ITGCC) project.

ONLINE

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

TRAINING

Service Tasmania recognises that the quality of the people it employs is its most important asset in the delivery of excellence in customer service. Service Tasmania are therefore committed to ensuring our staff are:

- accessible to respond to customer service queries
- appropriately trained to provide responsive, courteous and a highly professional service
- able to communicate in a timely, efficient and clear manner
- trained to access systems that provide current and accurate information about the services we offer
- provided with appropriate support systems and training to deliver the services on offer
- regularly assessed through a programme of continuous professional development

Service Tasmania undertook a number of staff learning and development initiatives in 2013–14. These included enhanced customer service training, people and performance management training, and specific service and operational issues.

Fourteen new shop staff received induction training, and refresher training on Internal Business Procedures was provided to all staff, using self-paced training modules. Self-paced module training was also used for Workplace Health and Safety, as well as the delivery of some new services.

Development covering aspects of Team Dynamics, Assertiveness and Conflict Resolution, and Managing People and Performance were made available to staff. (36 participants)

Our Partners

Since its inception, Service Tasmania has entered into a range of partnerships to deliver services for State, Local and Commonwealth Government organisations. These partnerships have allowed customers to access a broad range of services from all levels of government through Service Tasmania.

Throughout the year Service Tasmania has worked with its Partners and Client Agencies to improve service delivery outcomes for its customers. As of the 30 June 2014, Service Tasmania had partnership agreements with:

COMMONWEALTH GOVERNMENT

- Australian Taxation Office
- Department of Veterans' Affairs
- Commonwealth Ombudsman
- Department of Human Services (Centrelink and Medicare services)

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
- TasWater
- UTAS (University of Tasmania)
- Momentum Energy

AGREEMENTS

Arrangements between Service Tasmania and its partners ensure that the business operations required to develop and deliver new and existing services are considered as a shared responsibility.

Service Tasmania conducted 27 reviews with partners in 2013-14 and updated Service Level Agreements (SLAs) with all nine Client Agencies, incorporating the arrangements with the newly created Integrated Tasmanian Government Call Centre (ITGCC).

The responsibility for the SLAs with each Client Agency transferred to the Lead Agency for shops and phones during 2013-14. The Lead Agency will continue to conduct the reviews at least annually for these arrangements.

Appendices

APPENDIX I

SERVICE TASMANIA SHOP LOCATIONS (AS AT 30 JUNE 2014)

Beaconsfield

West Tamar Council Chambers

Burnie

Reece House
48 Cattley Street

Currie

15 George Street
King Island

Devonport

Library Building,
21 Oldaker Street

Glenorchy

Library Building,
4 Terry Street

Huonville

LINC Building
1 Skinner Drive

Launceston

Henty House
1 Civic Square

Bridgewater

Bridgewater LINC
Green Point Road

Campbell Town

Town Hall
Main Road

Deloraine

Council Chambers
8 Emu Bay Road

George Town

Council Chambers
16-18 Anne Street

Hobart

134 Macquarie Street

Kingston

Shop 87A
Channel Court Shopping Centre

Longford

Shop 6/ 9 Wellington Street

New Norfolk

Police Station
14 Bathurst Street

Queenstown

Government Services Hub
9-13 Driffield Street

Scottsdale

51 King Street

Smithton

134 Nelson Street

St Helens

65 Cecilia Street

Ulverstone

54-56 King Edward Street

Wynyard

72 Goldie Street

Oatlands

Council Chamber
71 High Street

Rosny

Rosny Library Building
Bligh Street

Sheffield

64 High Street

Sorell

Shop 3/5 Fitzroy Street

Triabunna

17 Vicary Street

Whitemark

Public Buildings
Lagoon Road
Flinders Island

APPENDIX 2

IVR AND INTERNET BILL PAYMENTS AVAILABLE THROUGH SERVICE TASMANIA, AS AT 30 JUNE 2014

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		✓	✓

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Client	BPay	IVR	Internet
Tasmania Polytechnic, Tasmania Academy and Skills Institute			
Student Fees	✓	✓	✓
Commercial Fees	✓	✓	✓
Sponsor Fees	✓	✓	✓
Tasmanian Electoral Commission			
Failure to vote		✓	✓
Central Highlands Council			
Rates		✓	✓
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 TasWater			
Southern Water		✓	✓
Ben Lomond Water		✓	✓
Cradle Mountain Water		✓	✓

APPENDIX 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	2013-14
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	174015
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	150025
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	99410
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	164924
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	151717
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	183878
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	255148
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	225538
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	222063
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	192623
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	188289
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	194361
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	2,201,991

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

APPENDIX 4

SERVICE TASMANIA OPERATING BUDGET 2013-14 AS AT 30 JUNE 2014

Details	SHOP	ONLINE	PHONE	BOARD	QUEST REPLACEMENT	BOARD DISCRETIONARY FUND	TOTAL
	Actual as at 30 June 2014						
Expenditure							
Marketing				28,027			28,027
Miscellaneous	10,592,464	450,579	143,190	106	32,449	44,584	11,263,372
Other Employee Related Expenses				44,033			44,033
Information Technology				77,115			77,115
Salaries & Wages				348,928			348,928
Total Expenditure	10,592,464	450,579	143,190	498,209	32,449	44,584	11,761,475
Receipts							
Opening Balance as at 01/07/2013							641,385
Agency Fees							2,029,522
Partnership Fees							560,227
Transfer Consolidated Fund							9,420,000
Total Receipts							12,651,133
Carry Forward (1)							889,658

(1) Carry forward relates to funding for projects to be completed in 2014-15



SERVICE TASMANIA BOARD
ANNUAL REPORT 2013-14

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