

Service Tasmania Board

Annual Report

2007-2008

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I Service Tasmania Profile

I.1 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.

I.2 Mission Statement

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

I.3 The Board Charter

The Charter of the *Service Tasmania* Board is to:

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

I.4 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.

2 Governance

2.1 Service Tasmania Board

The 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 and is appointed by and responsible to the Secretary of the Department of Premier and Cabinet (see Attachment 1).

2.2 Service Tasmania Unit

The *Service Tasmania* Unit within the Department of Premier and Cabinet (DPAC) undertakes a variety of functions. These include:

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

2.3 Operational Management

Operational management for *Service Tasmania*'s three service delivery channels is provided through three 'Lead Agencies' - the Department of Primary Industries and Water (DPIW), 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

DPIW 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 2.

Phone

TMD is the Lead Agency for phone services. TMD is responsible for managing the day-to-day operations of the *Service Tasmania* One Number for Government, and for operational management of the phone and Internet bill payment services.

Internet

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

3 Service Delivery

3.1 Over the counter

The number of State, Commonwealth and Local Government services available to customers using *Service Tasmania* shops increased from 500 to 550 during 2007-08. A total of over 1.6 million transactions were recorded, and \$242 million in revenue was received.

For the 2007-08 financial year, the number of financial transactions processed through *Service Tasmania* shops remained static at approximately 1.30 million. During this period non-financial transactions that were recorded increased from 219,338 to 336,962. The implementation of a web services interface between the Transaction Recording And Charging System (TRACS) and the Motor Registry System will support an improved process for the counting of financial and non-financial transactions in future.

Achievements and issues relevant to services delivered over the counter in 2007-08 are as follows:

- The Fines and Infringement Notices Database (FIND) system was introduced in *Service Tasmania* shops with major benefits in relation to the processing of fines payments;
- The extension of the photo capture service for use in the production of Personal Information Cards (see section 4.7 of this report);
- Development of an Occupational Health & Safety Strategy and database for the management of shops statewide;
- Refurbishment of Glenorchy, Triabunna & Devonport shops to improve functionality and to increase the number of workstations in accordance with the OH&S Strategy; and

3.2 Over the phone

Service Tasmania's phone services currently include the 'One Number for Government', a range of telephone bill payment services through Interactive Voice Response (IVR) systems, and selected forms available upon request.

The One Number for Government (1300 13 55 13) is a general enquiries number for customers wanting to obtain information or contact the Tasmanian Government by phone. In the 2007-08 financial year, a total of 191,608 successful calls were made to this number.

Service Tasmania's telephone bill payment services are available to customers 24 hours a day, 7 days a week. As at 30 June 2008, 37 accounts could be paid through phone services operating under the *Service Tasmania* banner¹. A total of 181,363 bill payments

¹ During 2006 the Government invited tenders for the provision of whole-of-government Banking Services. This included Revenue Collection services. The tender was awarded in August 2006 to Westpac/Australia Post. As a result of this tender, the services were migrated to the new service providers in December 2007 and January 2008. During this process a number of Local Government Councils elected to withdraw from the *Service Tasmania* telephone payment service and now have these services delivered by their own banking providers.

were made through the *Service Tasmania* phone payment service in 2007-08 (*Attachments 3 and 4*).

Customers are able to request 13 different forms and publications over the phone via the One Number for Government. These include Births, Deaths and Marriages and Seniors Bureau forms and publications. During 2007-08 a total of 3,197 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 e-mail.

The *Service Tasmania* Contact Centre continued to provide call screening and resolution services for a number of government agencies. During 2007-08 the Contact Centre achieved an average rate of 50% for resolving calls within the Centre.

3.3 Over the Internet

The *Service Tasmania* Online website is a resource discovery site which customers can use to locate the full range of existing State, Local and Commonwealth Government web-based resources. Customers can also pay a range of bills online, and can lodge enquiries or feedback via the *Service Tasmania* Help Desk email service (which is managed from within the *Service Tasmania* Unit).

As at 30 June 2008, 43 different payments could be made for State Government agencies and local government organisations.² (*Attachment 4*) During 2007-08, 91,546 payments were made through the *Service Tasmania* Internet payment service.

There were 964,749 requests for information through *Service Tasmania* Online (STO) in 2007-08 (*Attachment 5*), which is an increase of approximately 9.4% since the previous financial year. In addition, 1,859 enquiries to the *Service Tasmania* customer Help Desk were received during 2007-08. This represents an increase of 8.7% since 2006-07.

Additionally, approximately 3,500 resources from State, Commonwealth and Local Governments could be accessed through STO.

The following was achieved in 2007-08:

- Implementation of a new website design to complement the new graphic design adopted by *Service Tasmania* and in accordance with the Tasmanian Government Website Standards.

Combined Telephone and Internet

During 2007-08 the number of discrete bill types available for payment over the phone and online via *Service Tasmania* (*Attachment 4*) decreased due to the decision by a number of Local Government Councils to select an alternative service provider. The number of Tasmanian Government bill payment options was not affected. Work will continue during 2008-09 to once again increase the range of bill payments available to customers using electronic channels.

² Please see the footnote on the previous page in relation to the reduction in the number of accounts which can be paid electronically

4 Service Development and Improvement

4.1 Customer Survey

Service Tasmania conducted its fifth Customer Satisfaction Survey in early June 2008. The survey of 647 Tasmanians was carried out by local firm (EMRS) and involved the completion of face-to-face, telephone and online surveys and interviews with Service Tasmania customers.

Preliminary results show that overall the survey maintained an excellent result. 96% of customers were either 'very satisfied' or 'quite satisfied' with Service Tasmania. This is a slight increase on the 2006 result (95%), and close to the Tasmania *Together* 2012 target of 98%.

Shops

81% of the phone survey respondents and 84% of the online respondents reported that they had been to a Service Tasmania shop in the preceding twelve months, and allowing for the percentage that had not used shops in that time, a 90% satisfaction rating was received.

Phone

Of the respondents who not only accessed government by phone but also recalled that they specifically dealt with Service Tasmania by phone, 94% were very or quite satisfied.

Internet

36% of the survey respondents reported using Service Tasmania Online. Of these 64% of the phone survey respondents and 68% of the online respondents were very or quite satisfied with Service Tasmania Online.

Use of Electronic Channels

The survey indicated some evidence of a shift in methods of accessing Service Tasmania, with a downturn in the percentage accessing the shops (down to 81% from 89% in 2006), and an increase in usage of the Internet in particular to access Government services – from 20% in 2006 to 36% in 2008.

There was also a substantial increase in the proportion of respondents using the telephone to access government services (43% in 2008). This figure is not directly comparable to previous surveys which have returned quite low percentages for phone usage – questions were redesigned this year to overcome what was perceived to be confusion regarding use of the phone channel to contact Government and Service Tasmania specifically.

4.2 Channel Shift Project

The Channel Shift Project, which was developed with the aim of increasing customers' use of telephone and Internet channels, commenced in 2007. The one-year project included a number of activities designed to encourage customers to conduct both financial and non-financial transactions electronically. During the course of the project the proportion of government bills being paid over the phone and Internet increased

and since December 2007 has consistently been above 30% per month, which was the target rate within the life of the project. A number of related initiatives, including the introduction (in 2006-07) of BPay as an option for motor vehicle registration payments, also contributed significantly to this shift. *Service Tasmania* continues to monitor bill payment transactions, with the aim of further increasing the rate of electronic payments.

4.3 Quest

Quest is a web-based system that provides procedural information to *Service Tasmania* shop and phone staff. The system contains more than 1000 files, including procedures relating to *Service Tasmania*'s 550 services, in addition to information regarding back-office policies and procedures, forms, information sheets and brochures. Quest is also used by the *Service Tasmania* Unit and the Shop Operations Group for administrative purposes, and by the Department of Infrastructure, Energy and resources Transport Enquiry Service, Motor Registry Project and Registration and Licensing staff.

The major Quest-related project this year was in relation to changes to the Motor Registry System (MRS) and the need to provide up-to-date relevant procedural information to support the new system.

In February 2008, due to the age and limited functionality of the existing software, a project to replace *Service Tasmania*'s procedural information system (Quest) commenced, with a Request for Quote sent out for a consultant to develop Business Requirement Specifications. Work will continue in 2008-09 in relation to this project.

4.4 Access and Equity Strategy

Tasmanians are disadvantaged in their ability to access government services by their location, language, literacy, age, disability or economic circumstance. In 2007-08 *Service Tasmania* Board endorsed an Access and Equity Strategy which aims to make *Service Tasmania* a welcoming place for all Tasmanians. The Strategy refers particularly to *Service Tasmania* shopfront, phone and Internet channels as areas for improving access to information. *Service Tasmania* already has many facilities in place to assist service delivery to disadvantaged Tasmanians, and the new Strategy outlined a number of steps for further action.

4.5 Service Level Agreements

The *Service Tasmania* Board approved a new template for the introduction of revised shop Service Level Agreements with all agencies as part of the process for implementation of the new funding model. The template was finalised in consultation with the Crown Solicitor. Discussions with client agencies in relation to formulating new Service Level Agreements also commenced in 2007-08.

4.6 Business Continuity Planning

Service Tasmania commenced the development of a Business Continuity Plan (BCP) in consultation with the three Lead Agencies and client agencies during 2007-08. The purpose of the Business Continuity Plan is to:

- Identify critical services that must continue to be provided during a pandemic;
- Outline the manner in which *Service Tasmania* will ensure the maintenance of essential services during a pandemic; and
- Facilitate the coordination of the effective use of limited resources.

The management and planning process for the BCP will be ongoing and will reflect advice received from the Office of Emergency & Security Management (DPAC) and the Director for Population Health (DHHS).

4.7 Personal Information Cards

Service Tasmania is responsible for the ongoing administration of the Tasmanian Government Personal Information Card (PIC) system. The PIC process had been fully manual up until February 2008, when a new electronic system was successfully implemented. The new process allows the shop cameras to be used to capture images for the cards, rather than have customers provide passport size photos as previously required. The total number of PICs issued by *Service Tasmania* has now exceeded 6,500 and the number of PIC applications processed in 2007-08 (2087) was more than 35% greater than the number processed in 2006-07 (1525).

4.8 Change of Address

Service Tasmania was consulted about the development of the Tasmanian Government "Client Update Service". When the system is implemented in 2009, the *Service Tasmania* Change of Address system will no longer be needed.

5 Partnerships

The *Service Tasmania* Board has entered into a number of partnerships with organisations outside the State Government in order to broaden the range of services easily accessible to Tasmanians over the counter. The collaborative and cooperative approach between *Service Tasmania* and Local and Commonwealth Government organisations, and government business entities, continued in 2007-08. Routine reviews of 16 Partnership Agreements were conducted during 2007-08.

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 2008, partnerships for the delivery of services over the counter were in place between Service Tasmania and the following organisations:

Commonwealth Government

- Australian Taxation Office
- Centrelink
- Commonwealth Ombudsman
- Department of Immigration And Citizenship
- Department of Veterans' Affairs
- Family Court of Australia
- Insolvency and Trustee Service Australia
- Medicare Australia

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

6 Marketing and Promotion

6.1 Marketing and Promotional Activities

During 2007-08 the marketing focus continued to be on increasing the awareness of the range of services offered by *Service Tasmania*, and on promoting the use of electronic channels.

Additionally, work on 'new look' branding, to reflect changes to the Tasmanian Government logo, was completed. The *Service Tasmania Style Manual* clarified the implementation of the new Government branding within a *Service Tasmania* context, ensuring the policy is consistently applied to *Service Tasmania* shops in particular (including signage, display, promotion and uniforms).

One of the major marketing activities for the year was the Channel Shift Electronic Bill Payments competition, which ran from September 2007 until the end of February 2008. Entries were accepted from customers who had paid a Tasmanian Government bill online or over the phone. Marketing support for this competition included the provision of flyers to DIER, Seniors Bureau and Fines Enforcement for mailing out with bills, notices and other documents. Posters and flyers were also distributed for display at all 27 shops. Six mobile phones were awarded as monthly prizes. 17 minor prizes, consisting of the Richard Bennett *Islands of Tasmania* or *The Wild Island* publications were also awarded during the course of the competition.

Other highlights from the year included:

- *Service Tasmania* Unit staff attended the *Service Tasmania* displays at the Burnie, Launceston and Hobart Agricultural Shows. Bags, frisbees, post-it notes, pens and competition flyers were handed out to more than 6000 show patrons. *Service Tasmania* staff members were on hand to answer customer enquiries, assist them with Internet searches and to promote the One Number for Government, the *Service Tasmania* website and the electronic bill payments competition.
- The production of a series of Fact Sheets encouraging Channel Shift within government agencies and by customers.
- The Kingston shop was promoted via a motor vehicle registration renewal insert flyer, targeted at 12 000 residents in appropriate postcodes/suburbs. The flyer included opening hours and a map detailing the shop location, whilst also informing the reader of the online and phone channel options.
- Participation in the biennial 'Omnibus Survey' conducted by EMRS. Broad 'unprompted' customer awareness about *Service Tasmania* as a contact point for Government and Government services has not changed considerably during the last twelve months. There have, however, been slight increases in specific awareness about some transaction categories available through *Service Tasmania* (including 'applications/permits' and 'pay Government bills').

- EMRS was selected as the successful service provider for the 2008 *Service Tasmania Customer Satisfaction Survey*.

Showbags, flyers, pens and/or other promotional material were distributed to a number of groups and forums during 2007-08, including:

- the Huon LINC Open Day;
- Council of the Ageing Expo;
- 'Beyond Blue' schools program (addressing youth depression);
- the Global Vaddo charity;
- Women Tasmania mentoring program;
- Wynyard Scouts group;
- Devonport show;
- Children and Family Services;
- Evandale Little Athletics;
- University of Tasmania Computer Science Unit;
- Ringarooma Swimming Pool Association;
- Bushy Park Show Association; and
- Serve You Right Summit in Brisbane.

7 *Service Tasmania* 10th Anniversary

January 2008 marked the tenth anniversary of the launch of *Service Tasmania* and a series of celebratory activities was held to mark this milestone. Staff members who have worked with *Service Tasmania* since the launch were presented with framed 10-year service certificates, and a celebratory staff day was held in early February, with staff members and other invited guests attending from all regions of the State. Showbags were also handed out to customers in all *Service Tasmania* shops in late January, to mark the tenth anniversary of the opening of the first *Service Tasmania* shop.

8 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 commercial revenue raised through partnership arrangements.

The introduction of the new funding model for *Service Tasmania* shops has been in transition since early 2006. The funding model reflects new financial arrangements for the delivery of services in *Service Tasmania* shops. The development and implementation process has involved all Tasmanian Government agencies.

Attachment 6 shows expenditure and the source of funds for 2007-08.

Attachments

Attachment 1

Service Tasmania Board Members

CHAIR	Ms Rebekah Burton Deputy Secretary DEPARTMENT OF PREMIER AND CABINET
MEMBERS	Ms Siobhan Gaskell Director, State Library of Tasmania DEPARTMENT OF EDUCATION Mr Stephen Godfrey General Manager, Information and Land Services DEPARTMENT OF PRIMARY INDUSTRIES AND WATER Mr David Hudson Deputy Secretary, Corporate Strategies DEPARTMENT OF ENVIRONMENT, PARKS, HERITAGE and the ARTS Mr David Peters Deputy Secretary, Infrastructure DEPARTMENT OF INFRASTRUCTURE, ENERGY AND RESOURCES Ms Jules Carroll Project Manager DEPARTMENT OF EDUCATION Mr Darren Hine (from May 2008) Deputy Commissioner DEPARTMENT OF POLICE AND EMERGENCY MANAGEMENT Mr Jack Johnston (until April 2008) Deputy Commissioner DEPARTMENT OF POLICE AND EMERGENCY MANAGEMENT

Service Tasmania Shop Locations and Opening Hours

Shop	Address	Opening hours
Beaconsfield	West Street Beaconsfield 7270	10.00am – 4.00pm
Bridgewater	28 Green Point Road Bridgewater 7030	9.00am – 5.00pm
Burnie	Reece House 48 Cattley Street Burnie 7320	8.15am – 5.00pm
Campbell Town	Council Chambers High Street Campbell Town 7210	10.00am – 4.00pm
Currie	15 George Street Currie, King Island 7256	10.00am – 4.00pm 11.00am – 5.00pm Thursdays
Deloraine	Council Chambers 8 Emu Bay Road Deloraine 7304	8.30am – 4.30pm
Devonport	Library Building, 21 Oldaker Street Access off Fenton Way Devonport 7310	8.15am – 5.00pm
George Town	Council Chambers 16-18 Anne Street George Town 7253	9.00am – 5.00pm
Glenorchy	Library Building, 4 Terry Street Glenorchy 7010	8.30.am – 5.00pm
Hobart	134 Macquarie Street Hobart 7000	8.15am – 5.30pm
Huonville	LINC Building 14 Skinner Drive Huonville 7109	8.30am – 4.30pm
Kingston	Shop 87A Channel Court Shopping Centre Kingston 7051	9.00am – 5.00pm
Launceston	Henty House 1 Civic Square Launceston 7250	8.15am – 5.00pm
Longford	Shop 3/10 Marlborough Street Longford 7301	9.00am – 5.00pm
New Norfolk	Police Station 14 Bathurst Street New Norfolk 7140	9.00am – 5.00pm
Oatlands	Council Chamber 71 High Street Oatlands 7120	10.00am – 4.30 pm
Queenstown	Court Building 2 Sticht Street Queenstown 7467	9.00am – 5.00pm
Rosny	Rosny Library Building Bligh Street Rosny Park 7018	8.30am - 5.00pm
Scottsdale	Council Chambers 4 Ellenor Street Scottsdale 7260	9.00am – 5.00pm

Shop	Address	Opening hours
Sheffield	64 High Street Sheffield 7306	9.00am – 12.30pm 1.00pm – 4.30pm
Smithton	130 Nelson Street Smithton 7330	9.00am – 5.00pm
Sorell	Shop 3/5 Fitzroy Street Sorell 7172	9.00am - 5.00pm
St Helens	23 Quail Street St Helens 7216	8.30am – 4.30pm
Triabunna	17 Vicary Street Triabunna 7190	10.00am – 4.00pm
Ulverstone	54-56 King Edward Street Ulverstone 7315	9.00am – 4.45pm
Whitemark	Public Buildings Lagoon Road Whitemark 7255	10.00am – 4.00pm
Wynyard	73 Goldie Street Wynyard 7325	9.30am – 4.00pm

*Service Tasmania IVR & Internet Bill Payment Services
(as at 30 June 2008)*

Client	BPay	IVR	Internet
Department of Treasury & Finance			
Land Tax	√	√	√
Payroll Tax	√	√	√
Stamp duty loan payments	√	√	√
Motor vehicle stamp duty		√	√
Liquor Licences		√	√
Marine & 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 & Resources			
Motor vehicle registration	√	√	√
Department of Health & Human Services			
Dental Health		√	√
General Health Account	√	√	√
Department of Education			
Hobart College		√	√
Elizabeth College		√	√
Rosny College		√	√
Claremont College		√	√
Teachers Registration Board	√		
Department of Primary Industries and Water			
Selected invoices only	√	√	√
Inland Fisheries Service			
Inland Fisheries Licence Renewals		√	√
TAFE Tasmania			
• Student Fees	√	√	√
• Commercial Fees	√	√	√
• Sponsor Fees	√	√	√

*Service Tasmania IVR & Internet Bill Payment Services
(as at 30 June 2008)*

Client	IVR	Internet
Local government		
Break O'Day Council <ul style="list-style-type: none"> • Rates • Water Accounts • Dog Registration 	Withdrew from the service December 2007	
Central Coast Council <ul style="list-style-type: none"> • Rates • Dog Registration 	Withdrew from the service December 2007	
Central Highlands Council <ul style="list-style-type: none"> • Rates 	√	√
Clarence City Council <ul style="list-style-type: none"> • Rates • Dog Registration 	√ √	√ √
Derwent Valley Council <ul style="list-style-type: none"> • Rates 	√	√
Devonport City Council <ul style="list-style-type: none"> • Rates • Water • Infringements • Dog Registration Renewals 	Withdrew from the service September 2007	
Dorset Council <ul style="list-style-type: none"> • Rates • Water 	√ √	√ √
Flinders Island Council <ul style="list-style-type: none"> • Rates • Dog Registration 	√ √	√ √
George Town Council <ul style="list-style-type: none"> • Rates 	Withdrew from the service December 2007	
Glamorgan/Spring Bay Council <ul style="list-style-type: none"> • Rates • Dog Registration • Water Consumption 	√ √ √	√ √ √
Hobart City Council <ul style="list-style-type: none"> • Rates • Traffic • Parking • Uni Parking • Dog Registration Renewals 	Withdrew from the service January 2008	
Huon Valley Council <ul style="list-style-type: none"> • Rates 	Withdrew from the service November 2007	
Kentish Council <ul style="list-style-type: none"> • Rates • Water • Dog Registration 	√ √ √	√ √ √
Kingborough Council <ul style="list-style-type: none"> • Rates • Dog Registration Renewals 	Withdrew from the service December 2007	
Latrobe Council <ul style="list-style-type: none"> • Rates 	Withdrew from the service December 2007	
Meander Valley Council <ul style="list-style-type: none"> • Rates • Water • Dog Registrations 	Withdrew from the service December 2007	

*Service Tasmania IVR & Internet Bill Payment Services
(as at 30 June 2008)*

Client	IVR	Internet
Northern Midlands <ul style="list-style-type: none"> • Rates • Water • Dog Registration 	√ √ √	√ √ √
Sorell Council <ul style="list-style-type: none"> • Rates • Water 	Withdrew from the service December 2007	
Southern Midlands Council <ul style="list-style-type: none"> • Rates • Water 	√ √	√ √
Tasman Council <ul style="list-style-type: none"> • Rates • Dog Registration 	Withdrew from the service September 2007	
West Tamar Council <ul style="list-style-type: none"> • Rates • Water • Dog Registration 	Withdrew from the service September 2007	

Note: A number of Local Government Councils withdrew from the service due to the selection of an alternative provider.

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
July		24 940	43 643	49 102	64 971	53 170	55 465	67 368	71 358	77,454
August		39 021	50 824	42 771	62 805	54 546	60 834	70 235	74 714	68,517
September		36 416	48 004	44 198	65 634	52 445	56 798	67 445	68 895	72,299
October		32 264	35 903	51 174	51 179	58 080	67 403	73 182	78 215	83,312
November		11 091	42 297	46 493	49 422	51 165	71 693	71 334	77 442	83,017
December		10 912	28 333	32 588	42 756	48 437	54 142	60 820	66 380	77,204
January		11 735	37 801	48 901	49 768	60 359	58 738	69 186	78 190	85,989
February		12 080	39 605	58 619	47 314	67 615	59 201	67 568	73 740	79,458
March		12 125	42 618	52 602	54 153	66 222	70 346	74 699	85 182	81,903
April		19 197	38 749	62 224	48 282	52 640	70 634	64 146	76 406	81,632
May		55 634	51 082	61 627	54 436	55 916	71 232	74 530	83 617	88,732
June		39 089	44 914	54 437	50 071	53 265	65 351	69 452	72 813	85,232
ANNUAL TOTAL	106 004	304 504	503 773	604 736	640 791	673 860	761 837	829 965	906 952	964 749
<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>

Service Tasmania - Operating Budget 2007- 08 as at 30 June 2008

Details	SHOP (75121)			ONLINE (75141)			PHONE (75161)			BOARD (75151)			RESERVE			TOTAL		
	\$ Original Budget 19/04/07	\$ Revised Budget	Actual as at 30 June 2008	\$ Original Budget 19/04/07	\$ Revised Budget	Actual as at 30 June 2008	\$ Original Budget 19/04/07	\$ Revised Budget	Actual as at 30 June 2008	\$ Original Budget 19/04/07	\$ Revised Budget	Actual as at 30 June 2008	\$ Original Budget 19/04/07	\$ Revised Budget	Actual as at 30 June 2008	\$ Original Budget 19/04/07	\$ Revised Budget	Actual as at 30 June 2008
Expenditure																		
Marketing (1)										65,000	105,000	92,564				65,000	105,000	92,564
Miscellaneous (2) (3)	9,455,700	9,772,700	9,769,517	418,387	418,387	418,387	108,130	109,130	109,130	28,000	28,000	45,143	129,025	337,274		10,140,242	10,665,491	10,342,176
Other Employee Related Expenses										41,639	41,639	38,581				41,639	41,639	38,581
Consultants																0	0	0
Other Admin Expenses																0	0	0
Salaries & Wages (4)										249,195	284,195	224,486				249,195	284,195	224,486
Total Expenditure	9,455,700	9,772,700	9,769,517	418,387	418,387	418,387	109,130	109,130	109,130	383,834	458,834	400,773	129,025	337,274	0	10,496,076	11,096,325	10,697,807
Receipts																		
Opening Balance as at 1/7/2007 (5)																0	423,249	423,249
Agency Fees																1,549,000	1,549,000	1,520,781
Partnership Fees																427,076	427,076	448,546
Transfer Consolidated Fund (6)																8,520,000	8,697,000	8,697,000
Total Receipts																10,496,076	11,096,325	11,089,576
(Under) / Over Spend																0	0	(391,770)

(1) Marketing Revised Budget Includes Marketing Funds Carried Over From 06-07 (\$40,000)

(2) Shop Revised Budget includes \$164,000 OH&S funds, \$52,000 additional salary funds and \$101,000 Shop Microsoft Upgrade Funds. All transferred from Reserve Budget.

(3) Reserve Fund Revised Budget equates to \$129,025 + \$163,989 carried over from 06-07 reserve budget + \$185,000 unspent 06-07 revenue carried forward + \$177,000 07-08 Non Sal Indexation = (\$655,014) Less \$164,000 OH&S, \$52,000 additional salary and \$101,000 Shop Microsoft Upgrade Funds = (\$317,000) all transferred to the shop budget.

(4) Salaries and Wages Revised Budget includes funds carried over from 06-07 (\$35,000)

(5) Opening balance carried forward from 06-07 consists of Marketing (\$40,000), Salaries (\$35,000), Reserve (\$163,989) and Other Revenue carried forward (\$185,000)

(6) Consolidated Fund Revised Budget includes \$177,000 Non Salary Indexation shown in Reserve Budget.