



service tasmania

SERVICE TASMANIA BOARD

ANNUAL REPORT

2004 - 2005



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1 Service Tasmania Profile

1.1 Vision

The *Service Tasmania* vision is to provide easy access to government services for the community.

1.2 Mission Statement

Service Tasmania aims to be the point of access for government customer services.

1.3 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.

1.4 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 developments have enhanced the 'one stop shop' concept, with customers now able 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. (*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

Service delivery operational management for *Service Tasmania*'s three service delivery channels is provided through three "Lead Agencies", the Department of Primary Industries, Water and Environment (DPIWE), 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

DPIWE is the Lead Agency for shop services. This Lead Agency manages the day-to-day operations of the 26 *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.

Online

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 web site.

3 Service Delivery

3.1 Over the counter

The number of services delivered by *Service Tasmania* Shops increased from 450 to 480 during 2004–05. For the 2004–05 financial year, the number of financial transactions processed through *Service Tasmania* shops increased from 1.25 million to 1.26 million. During this period non-financial transactions increased from 488,224 to 594,883.

Service Tasmania Shops experienced record transaction volume levels on behalf of Marine and Safety Tasmania (MAST) and Sea Fishing and Aquaculture (DPIWE) during the latter half of 2004. *Service Tasmania* Shops extended their hours of operations to accommodate the public demand for these services.

The number of *Service Tasmania* Shops offering Centrelink services increased to 13 with the addition of Whitemark in December 2004.

Opening hours at the Wynyard *Service Tasmania* Shop were extended during the year to operate 9.30am to 4.00pm.

In 2004–05 the *Service Tasmania* Unit undertook a program of visits to *Service Tasmania* Shops to discuss service delivery issues with Customer Service Officers and to deliver the new Customer Service Charter. The service delivery procedures for some services were amended as a direct result of these visits.

In 2004–05 shop personnel were involved in the testing and preparation for the instant issue of Driver Licences.

Considerable preliminary work was undertaken towards the proposed move of the *Service Tasmania* Shop from the Huon Council property at Huonville to a new multi-services building currently being built. A move to the new premises is planned for September 2005.

During 2004-05 work commenced on the Shop Operations Business Review (SOBR) with a report to be delivered in September 2005.

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. During the period 1 July 2004 – 30 June 2005, a total of 188,842 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 2004, 70 accounts could be paid through phone services operating under the *Service Tasmania* banner. (*Attachment 3*)

The new Customer Service Charter was also distributed to phone channel offices during a program of visits by *Service Tasmania* Unit staff.

3.3 Over the Internet

As at 30th June 2005, 71 accounts could be paid online for State Government agencies and local government organisations (*Attachment 3*). There were over 761,837 requests for information through *Service Tasmania* Online in 2004-05 (*Attachment 4*) and 1,487 enquiries to the *Service Tasmania* customer Help Desk.

4 Service Development and Improvement

4.1 Identification of Electronic and Additional Services Program

The Identification of Electronic and Additional Services (IDEAS) program continued within the *Service Tasmania* Unit throughout 2004-05 financial year. The program was suspended in June 2005.

The program was undertaken in six agencies:

Department of Justice

Department of Premier and Cabinet

Department of Education

Department of Infrastructure Energy and Resources

Department of Health and Human Services

Department of Treasury and Finance

4.2 Service Improvement Program

The *Service Tasmania* Board endorsed the Service Improvement Program (SIP). The program is a streamlined approach to service improvement and development and had been developed to replace the resource intensive IDEAS program.

The objective of the SIP is **to improve service delivery of customer services to Tasmanians.**

The SIP program commenced in the Primary Industries Division of Department of Primary Industries, Water and Environment in June 2005.

4.3 Quest

The Quest web-based system allows all *Service Tasmania* shop and phone staff to access service procedural information and forms and brochures in a highly responsive and reliable way, in order to provide service and advice to the public. It includes a Bulletin Board for news and messages, and staff are able to provide feedback directly to the system administrator.

At 30 June 2005 there were 916 separate Q-Files in the Quest system.

During 2004-05 TAFE Tasmania and the Department of Health and Human Services (DHHS) adopted Quest software for their agency content management systems.

Both agencies have joined the Department of Premier and Cabinet (*Service Tasmania* Unit) to form the Quest Agency User Group.

Highlights for the year included:

- the development and publication of Online Training Guides on Quest;
- an ongoing project to add more keywords to Quest files, a number of new keywords have now been entered into the system;

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- a review of the feedback system in response to CSOs concerns regarding the handling of feedback;
 - major reviews of files for the Departments of Justice and Health and Human Services were carried out in line with changes and upgrades to those departments' websites; and
 - a review of all MAST files and the creation of new files, specifically for the phone channel, to assist in call resolution.

5 Transactions

During the 2004–05 financial year 1,858,863 transactions were processed through *Service Tasmania* shops around the State. This figure represents 1,263,980 financial transactions and 594,883 non-financial transactions and is an increase of 118,771 (or 6.8%) on 2003-04 transactions.

Revenue collected totalled \$237 million including monies allocated on behalf of local councils, Aurora and other partners through *Service Tasmania* shops. This is an increase of \$8.9 million or 3.9% on 2003-04.

During 2004-05, customers made 361,665 bill payments over the phone and Internet through the Telstra/*Service Tasmania* Billpay Service. This represents a decrease of 10,331 payments from 2003-04. The decrease in transactions has occurred as a result of Glenorchy City Council withdrawing from both Internet and IVR and Aurora withdrawing from the Internet Service. (*Attachment 5*).

Of the 361,665 electronic payments made in 2004-05, 278,088 payments were made through the telephone service and 83,577 were made using the Internet Billpay Service. The usage of the Internet service continues to grow steadily.

An estimated \$97 million was collected in revenue from Internet and phone transactions in 2004-05.

There has been a trend towards an increasing number of electronic payments. The later half of 2004-05 results indicate that bill payments made through electronic options was running at more than 25%. This compares with the average of around 20% since the \$5 discount was withdrawn in July 2000.

6 Partnerships

The *Service Tasmania* Board has entered into a number of partnerships with agencies and 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 2004–05.

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 2005, partnerships for the delivery of services over the counter were in place between *Service Tasmania* and the following organisations:

Commonwealth

Department of Immigration and Multicultural and Indigenous Affairs
Australian Taxation Office
Insolvency and Trustee Service Australia
Centrelink
Department of Veterans' Affairs
Health Insurance Commission
Family Court of Australia
Commonwealth Ombudsman

Local

George Town Council
Kentish Council
Meander Valley Council
Northern Midlands Council

Other

Westpac
Aurora
Marine And Safety Tasmania (MAST)
Motor Accident Insurance Board (MAIB)
Teachers Registration Board
Inland Fisheries Service
Forest Practices Board
The Public Trustee

7 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.

Attachment 6 shows expenditure and the source of funds for 2004–05.

8 Marketing and Promotion

The main focus for marketing and promotion in 2004-05 was on raising public awareness of the breadth of services available through *Service Tasmania*. Additionally, emphasis was placed on promoting the phone channel with particular attention paid to separating the one number for government from billpay services and highlighting the different services available from each.

Internally the focus was on a campaign to educate State Government staff about *Service Tasmania* through a program of marketing roadshows.

Highlights from the year included:

- the *Service Tasmania* Marketing and Communications Plan, was approved by the Board and implemented;

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- an updated *Service Tasmania* Customer Service Charter was finalised after receiving suggestions from staff;
 - a program of visits to all *Service Tasmania* centres (including shops, business units, training rooms, call centres and the online offices) was undertaken to deliver the *Service Tasmania* Charter;
 - a program of visits to agencies advising of *Service Tasmania* products and programs was completed;
 - *Service Tasmania* participated in government representation at the Burnie, Launceston and Hobart agricultural shows;
 - 10,000 re-useable non-woven polypropylene show bags and 5000 small drink bottles distributed to Burnie, Launceston and Hobart shows. Some recyclable plastic bags were also received for distribution through shops;
 - the distribution of 43,000 “three channel” flyers through Treasury’s land tax invoices was completed;
 - new graphics, to tie-in with *Service Tasmania*’s fresher look, were provided for the new version of the StaRS (*Service Tasmania* Receipting System) software;
 - various advertising promoting special opening hours and arrangements, and special events (ie Agfest) were placed during the year;
 - kits and promotional items were provided to a number of groups including a basketball team, a football team, National Scrabble championships and a number of schools and community organisations;
 - input provided into two radio advertisements promoting the Centrelink services available through the Queenstown *Service Tasmania* shop;
 - the design and production of two new pop up banners for use at shows, exhibitions and conferences;
 - *Service Tasmania* received visits from Japan, NSW Premiers Department, Service SA, Canberra Connect and the head office of Insolvency and Trustee Service Australia; and
 - participation in an e-Government forum with the Australian Government Information Management Office in Hobart;

Attachments

Attachment 1

Service Tasmania Board Members

CHAIR	Ms Rebekah Burton Deputy Secretary DEPARTMENT OF PREMIER AND CABINET
MEMBERS	Ms Lisa Hutton Deputy Secretary, DEPARTMENT OF JUSTICE Mr Jack Johnston Deputy Commissioner DEPARTMENT OF POLICE AND PUBLIC SAFETY Mr Philip Mussared Deputy Secretary DEPARTMENT OF HEALTH AND HUMAN SERVICES Ms Siobhan Gaskell Director Library Services DEPARTMENT OF EDUCATION Mr David Peters Deputy Secretary DEPARTMENT OF INFRASTRUCTURE, ENERGY AND RESOURCES Mr Stephen Godfrey (from June 2005) General Manager DEPARTMENT OF PRIMARY INDUSTRIES, WATER AND ENVIRONMENT

Attachment 2**Service Tasmania shop Locations and Opening Hours**

Shop	Address	Opening hours
Beaconsfield	West Street Beaconsfield 7270	10.00am – 4.00pm
Bridgewater	28 Greenpoint Road Bridgewater 7030	8.45am – 5.00pm
Burnie	Reece House 48 Cattley Street Burnie 7320	8.15am – 5.00pm
Campbell Town	Council Chambers High Street Campbell Town	10.00am – 4.00pm
Currie	15 George Street Currie, King Island 7256	10.00am – 4.00pm
Deloraine	Council Chambers 8 Emu Bay Road Deloraine 7304	8.30am – 4.30pm
Devonport	Library Building, 21 Oldaker Street Access off Fenton Way	8.15am – 5.00pm
George Town	Council Chambers 16-18 Anne Street George Town 7253	8.30am – 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	Centrelink Offices 40a Main Road HUONVILLE 7109	8.30am – 4.30pm
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 7120s	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	9.00am – 5.00pm

	Scottsdale 7260	
Sheffield	64 High Street Sheffield 7306	8.30am – 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

Attachment 3

Service Tasmania IVR & Internet Bill Payment Services

(as at 30 June 2005)

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		√	√
Mineral Resources Tasmania			√
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 Water and Environment			
Selected invoices only	√	√	√
Inland Fisheries Service			
Inland Fisheries Licence Renewals		√	√
TAFE Tasmania			
• Student Fees	√	√	√
• Commercial Fees	√	√	√
• Sponsor Fees	√	√	√

Client	IVR	Internet
Local government		
Break O'Day Council <ul style="list-style-type: none"> • Rates • Water Accounts • Dog Registration 	√ √ √	√ √ √
Brighton Council <ul style="list-style-type: none"> • Rates 	√	√
Central Coast Council <ul style="list-style-type: none"> • Rates • Dog Registration 	√ √	√ √
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 	√ √ √ √	√ √ √ √
Dorset Council <ul style="list-style-type: none"> • Rates • Water 	√ √	√ √
George Town Council <ul style="list-style-type: none"> • Rates 	√	√
Glamorgan/Spring Bay Council <ul style="list-style-type: none"> • Rates • Dog Registration 	√ √	√ √
Hobart City Council <ul style="list-style-type: none"> • Rates • Traffic • Parking • Uni Parking • Dog Registration Renewals 	√ √ √ √ √	√ √ √ √ √
Huon Valley Council <ul style="list-style-type: none"> • Rates 	√	√
Kentish Council <ul style="list-style-type: none"> • Rates • Water • Dog Registration 	√ √ √	√ √ √
Kingborough Council <ul style="list-style-type: none"> • Rates • Dog Registration Renewals 	√ √	√ √
Latrobe Council <ul style="list-style-type: none"> • Rates 	√	√
Meander Valley Council <ul style="list-style-type: none"> • Rates • Water • Dog Registrations 	√ √ √	√ √ √

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 	√ √	√ √
Southern Midlands Council <ul style="list-style-type: none"> • Rates • Water 	√ √	√ √
Tasman Council <ul style="list-style-type: none"> • Rates • Dog Registration 	√ √	√ √
West Tamar Council <ul style="list-style-type: none"> • Rates • Water • Dog Registration 	√ √ √	√ √ √

Attachment 4**Service Tasmania Online Internet Requests**

								Running total number of requests
Month	1998-1999	1999-2000	2001-01	2001-02	2002-03	2003-04	2004-05	
Brought Forward	106,004	106,004	410,508	914,281	1,519,017	2,159,808	2,833,668	3,662,873
July		24,940	43,643	49,102	64,971	53,170	55,465	
August		39,021	50,824	42,771	62,805	54,546	60,834	
September		36,416	48,004	44,198	65,634	52,445	56,798	
October		32,264	35,903	51,174	51,179	58,080	67,403	
November		11,091	42,297	46,493	49,422	51,165	71,693	
December		10,912	28,333	32,588	42,756	48,437	54,142	
January		11,735	37,801	48,901	49,768	60,359	58,738	
February		12,080	39,605	58,619	47,314	67,615	59,201	
March		12,125	42,618	52,602	54,153	66,222	70,346	
April		19,197	38,749	62,224	48,282	52,640	70,634	
May		55,634	51,082	61,627	54,436	55,916	71,232	
June		39,089	44,914	54,437	50,071	53,265	65,351	
TOTAL	106 004	304 504	503,773	604,736	640,791	673,860	761,837	

IVR and Internet Transactions – July 2004 – June 2005

	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Total
STATE GOVERNMENT													
Treasury (Rev & Gaming)													
Completed Bill Payments	129	120	88	452	2,386	1,115	1,106	1,701	3,021	1,568	400	151	12,237
Internet Bill Payments	31	24	13	92	509	232	233	318	536	325	96	36	2,445
Transport													
Completed Bill Payments	7,984	7,744	7,567	8,295	8,700	8,179	7,630	7,350	8,475	7,271	8,492	8,376	96,063
Internet Bill Payments	2,329	2,353	2,254	2,449	2,700	2,702	2,618	2,596	2,949	2,651	3,052	3,098	31,751
MAST													
Completed Bill Payments	200	39	75	39	25	3,185	1,075	139	99	111	36	248	5,271
Internet Bill Payments	89	69	122	157	104	825	346	104	97	124	90	151	2,278
Justice (Fines Enforcement)													
Completed Bill Payments	1,927	2,115	2,060	1,846	2,053	1,889	1,625	1,545	1,663	1,560	1,750	1,580	21,613
Internet Bill Payments	909	1,021	1,023	909	1,030	861	922	833	879	920	994	829	11,130
Child Dental													
Completed Bill Payments	140	127	126	107	121	99	127	108	148	126	164	125	1,518
Internet Bill Payments	49	77	56	57	60	48	73	61	50	49	65	57	702
DHHS (Finance)													
Completed Bill Payments							49	47	50	71	98	99	414
Internet Bill Payments							13	9	19	11	35	27	114
Inland Fisheries													
Completed Bill Payments	734	579	191	94	48	35	20	8	9	1	0	5	1,724
Internet Bill Payments	229	198	63	33	11	15	7	1	0	0	0	1	558
Mineral Resources Tasmania													
Completed Bill Payments	0	0	0	0	0	0	0	0	0	0	0	0	0
Internet Bill Payments	1	0	0	0	2	1	0	1	0	0	1	0	6
DPIWE													
Completed Bill Payments	26	39	29	28	39	40	20	20	64	127	208	94	734
Internet Bill Payments	17	18	21	26	22	15	23	15	17	39	59	48	320
LOCAL GOVERNMENT													
Break O'Day Council													
Completed Bill Payments	173	541	26	40	318	81	127	232	33	80	397	24	2,072

Internet Bill Payments	102	199	38	32	103	46	48	104	35	57	143	36	943
Brighton Council													
Completed Bill Payments	252	406	270	180	190	299	278	140	265	134	208	307	2,929
Internet Bill Payments	39	80	45	32	50	50	59	32	64	24	75	87	637
Central Coast Council													
Completed Bill Payments	80	9	828	77	98	93	109	98	103	94	85	107	1,781
Internet Bill Payments	25	8	196	19	41	30	28	30	20	23	16	43	479
Central Highlands Council													
Completed Bill Payments	1	16	298	97	11	19	155	15	128	37	16	9	802
Internet Bill Payments	0	2	25	6	3	6	16	4	10	5	2	2	81
Clarence City Council													
Completed Bill Payments	2,358	2,516	1,382	2,692	249	90	2,715	1,108	1,203	2,682	227	313	17,535
Internet Bill Payments	701	458	334	537	80	33	548	245	314	506	63	206	4,025
Derwent Valley Council													
Completed Bill Payments	76	384	72	285	169	38	243	208	266	200	68	6	2,015
Internet Bill Payments	4	11	0	7	2	3	6	7	10	2	2	0	54
Devonport City Council													
Completed Bill Payments	421	367	1,147	1,467	1,372	1,223	903	1,139	1,295	1,187	1,003	384	11,908
Internet Bill Payments	0	0	0	0	0	0	0	0	0	0	0	0	0
Dorset Council													
Completed Bill Payments	12	38	163	51	73	74	108	85	60	19	59	109	851
Internet Bill Payments	4	24	86	16	32	39	36	17	11	5	32	38	340
George Town Council													
Completed Bill Payments	65	379	79	310	148	164	385	102	308	122	58	195	2,315
Internet Bill Payments	11	48	10	44	11	27	43	9	39	4	7	34	287
Glamorgan Spring Bay Council													
Completed Bill Payments	44	241	977	79	28	85	841	52	15	10	14	8	2,394
Internet Bill Payments	14	58	229	15	10	32	201	8	9	5	7	6	594
Glenorchy City Council													
Completed Bill Payments	32	35	13	21	22	19	11	0	0	0	0	0	153
Internet Bill Payments	32	116	25	83	71	15	61	0	0	0	0	0	403
Hobart City Council													
Completed Bill Payments	3,373	6,585	2,631	2,456	6,701	2,623	1,774	6,473	2,115	6,071	2,502	2,180	45,484
Internet Bill Payments	1,229	1,976	1,189	1,201	1,943	1,187	936	1,555	1,129	1,960	1,455	1,613	17,373
Huon Valley Council													

Completed Bill Payments	143	535	72	392	247	19	361	227	22	321	256	26	2,621
Internet Bill Payments	36	136	18	82	51	12	85	38	8	70	59	5	600
Kentish Council													
Completed Bill Payments	35	248	85	186	106	39	41	156	125	17	9	11	1,058
Internet Bill Payments	27	88	34	73	34	12	15	53	57	8	3	5	409
Kingborough Council													
Completed Bill Payments	2,241	1,208	125	1,743	1,010	69	1,609	999	145	1,613	961	359	12,082
Internet Bill Payments	527	242	39	325	180	27	296	191	38	320	208	209	2,602
Latrobe Council													
Completed Bill Payments	38	358	42	253	68	32	220	53	234	89	34	9	1,430
Internet Bill Payments	0	0	0	0	0	0	0	0	0	0	0	0	0
Meander Valley Council													
Completed Bill Payments	707	1,046	365	166	1,230	500	106	676	786	516	126	212	6,436
Internet Bill Payments	104	171	84	29	197	98	21	124	110	93	18	35	1,084
Northern Midlands Council													
Completed Bill Payments	33	458	68	36	247	296	63	217	93	12	219	113	1,855
Internet Bill Payments	3	82	16	9	32	51	5	37	29	0	30	16	310
Sorell Council													
Completed Bill Payments	192	20	27	206	609	124	570	132	785	62	24	88	2,839
Internet Bill Payments	27	34	77	45	105	44	90	36	128	14	13	14	627
Southern Midlands Council													
Completed Bill Payments	10	67	252	159	55	56	104	50	98	62	96	7	1,016
Internet Bill Payments	8	19	73	82	15	15	66	19	57	31	25	8	418
Tasman Council													
Completed Bill Payments	13	36	72	270	45	10	60	10	4	2	1	0	523
Internet Bill Payments	8	15	13	43	8	2	9	12	2	1	2	0	115
West Tamar Council													
Completed Bill Payments	16	14	10	2	2	0	1	1	1	1	0	177	225
Internet Bill Payments	0	5	0	0	0	0	0	0	0	0	0	90	95
OTHER													
Aurora Energy													
Internet Bill Payments	255	236	240	253	364	349	285	281	60	0	0	0	2,323
RACT													
Telephone Bill Payments	1,873	1,824	1,544	1,704	1,890	1,994	1,699	1,637	1,616	1,606	1,753	1,829	20,969
TOTAL	30,138	35,862	27,007	30,389	36,030	29,266	31,224	31,468	29,906	33,019	25,816	23,845	363,970

Service Tasmania – Operating Budget 2004-05 as at 30 June 2005

Details	SHOP (75121)			ONLINE (75141)			PHONE (75161)			BOARD (75151)			TOTAL		
	\$ Original Budget	\$ Revised Budget	\$ Actual 30/6/05												
Expenditure															
Marketing										65,000	96,770	71,244	65,000	96,770	71,244
Miscellaneous	7,992,220	8,215,999	8,216,001	287,387	296,387	296,387	75,130	77,130	77,130	10,000	17,000	22,458	8,364,737	8,606,516	8,611,976
Other Employee Related Expenses										41,639	41,639	37,080	41,639	41,639	37,080
Consultants											15,000	6,982		15,000	6,982
Other Admin Expenses															
Salaries & Wages										208,195	219,195	206,252	208,195	219,195	206,252
Total Expenditure	7,992,220	8,215,999	8,216,001	287,387	296,387	296,387	75,130	77,130	77,130	324,834	389,604	344,016	8,679,571	8,979,120	8,933,535
Receipts															
Opening Balance as at 1/7/2004														34,853	34,853
Agency Identified Funds													3,403,372	3,403,372	3,403,372
Agency - New Services													452,599	470,013	471,753
Transaction Fees													410,690	433,330	432,470
Fees and Charge Review														25,184	25,184
Transfer Consolidated Fund													4,389,000	4,624,000	4,624,000
Total Receipts													8,655,661	8,990,752	8,991,632
(Under) / Over Spend													23,910	(11,632.44)	(58,097)