

Service Tasmania Services and Transactions

Service Tasmania is the place to go for government services and transactions in Tasmania. Its aim is to make it easier for all Tasmanians, especially those in rural and regional areas, to do their everyday business with government either online, over-the-counter or over-the-phone.

Service Tasmania works closely with State Government agencies, local government and Australian Government organisations to help deliver transactions and information for the community. Service Tasmania operates a web portal, a network of 27 service centres located around Tasmania, and the Government Contact Centre.

Service Tasmania also manages the Tasmanian Government's Personal Information Card (PIC), a photo identity card.

The information below relates to service and transaction numbers for Service Tasmania's over-the-counter, over-the-phone and Internet channels (in addition to the PIC program) for the period from 1 October 2022 – 31 March 2023.

| Service Tasmania Activities | Number | |
|---|---------------------------|-----------------------------|
| Distinct services provided over the counter (number) | 518 ¹ | |
| Transactions provided over the counter (number of visits) | 396,094 | |
| Calls answered by the Government Contact Centre (number) | 94,700 ² | |
| Online interactions (number of website entrances) | Unique views 1,059,262 | Entrances 779,549 |
| Applications received for Personal Information Cards (number) | 4,421 | |
| Revenue collected (dollar value) | \$131,953,774 | |
| Social media reach (number) | Facebook 601,465 | Twitter N/A ³ |
| Full-time equivalent staff in Service Tasmania (number) | 144.4 | |

¹ Decrease on last period due to consolidation of service codes.

² Reporting methodology in previous period was impacted by change in call centre software and is now corrected.

³ Due to Twitter ownership and data reporting mechanisms changing, this number is currently unavailable.