

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 April 2023 to 30 September 2023.

Service Tasmania Activities	Number	
Distinct services provided over the counter (number)	519	
Transactions provided over the counter (number of visits)	369,387	
Calls answered by the Government Contact Centre (number)	91,435	
Online interactions (number of website entrances)	Unique views 1,256,858	Sessions ¹ 806,477
Applications received for Personal Information Cards (number)	4,283	
Revenue collected (dollar value)	\$123,928,501	
Social media reach (number)	Facebook 464,894	Twitter N/A ²
Full-time equivalent staff in Service Tasmania (number)	150.7	

¹ Updated Google Analytics descriptor, represents the same metric as previous reporting periods

² Due to Twitter ownership and data reporting mechanisms changing, this number is currently unavailable