

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.

As part of the Department of Premier and Cabinet, 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 website, a digital portal called myServiceTas, 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), the Seniors Card and Companion Card programs, the Concessions and Discounts Guide, and incorporates the department's Community Grants unit.

The information below relates to service and transaction numbers for Service Tasmania's over-the-counter, over-the-phone and online channels from **1 April 2024 to 30 September 2024**.

Service Tasmania Activities	Number		
Distinct services and number of transactions provided over the counter at service centres	Services 520	Transactions 381,524	
myServiceTas account registrations and transactions	Registrations 44,678	Transactions 19,447	
Calls answered by the Government Contact Centre	79,384		
Website activity	Unique views ¹ 1,377,933	Sessions ² 941,449	
Social media reach – Facebook	740,335		
Card applications – Personal Information Card (PIC), Seniors Card, Companion Card	PIC 4,498	Seniors 3,521	Companion 225

¹ Number of individual pages viewed.

² Number of visits to the Service Tasmania website.

Service Tasmania Activities	Number
Revenue collected – All channels	\$130,433,253
Full-time equivalent (FTE) staff in Service Tasmania	155.2 ³

³ FTE has increased due to new Programs joining Service Tasmania (Seniors Card, Companion Card and Community Grants).