

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 network of 27 service centres located around Tasmania, a web portal, a social media presence on Twitter and Facebook, and the Government Contact Centre phone service.

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 2021 to 30 September 2021**.

Service Tasmania Activities	Total
Distinct services provided over the counter (number)	591
Transactions provided over the counter (number of visits)	417,411
Calls answered by the Government Contact Centre (number)	131,675
Online interactions (number)	305,604
Applications received for Personal Information Cards (number)	3,581
Revenue collected (dollar value)	\$127,405,361
Social media reach (number)	Facebook - 94,423 Twitter – 18,300
Full-time equivalent staff in Service Tasmania (number)*	139.0

*As at 30 September 2021. This figure equates to a paid Headcount of 190 for same period.