

# 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 2023 – 31 March 2024**.

Service Tasmania Activities	Number	
Distinct services provided over the counter (number)	519	
Transactions provided over the counter (number of visits)	381,260	
Calls answered by the Government Contact Centre (number)	87,443	
Online interactions (number of website entrances)	Unique views 1,271,127	Entrances 956,328
Applications received for Personal Information Cards (number)	4,278	
Revenue collected (dollar value)	\$135,161,961	
Social media reach (number)	Facebook 636,132	Twitter n/a*
Full-time equivalent staff in Service Tasmania (number)	144.4	

\*Service Tasmania ceased using Twitter (X) in December 2023.