

Service Tasmania



Overview and Future Opportunities
with Local Government

March 2023



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Service Tasmania in Brief

Overview

- Service Tasmania was established in 1998 and provides convenient access to a wide range of government services:
 - over-the-counter at Service Tasmania's 27 service centres;
 - over-the-telephone through the Government Contact Centre; and
 - over-the-internet through www.service.tas.gov.au
- Service Tasmania's integrated approach to service delivery makes it easier for Tasmanians to do their everyday business with government.
- The convenience, choice and ease of access are particularly beneficial to customers in rural and remote communities.
- Customers can access approximately 600 services over the counter and in excess of 500 services over the phone. Additionally, Service Tasmania offers electronic bill payment functionality, over the internet and phone.
- Whilst digital services provide greater choice, it is important to acknowledge Tasmanians still value the option to talk with someone face-to-face, and that Service Tasmania's regional footprint is valued in the communities they serve.
- Through Service Tasmania customers can:
 - pay government bills;
 - purchase government publications;
 - find government information;
 - apply for licences, permits, grants and assistance;
 - make bookings and appointments;
 - notify changes in details or circumstances; and provide feedback and comments, or seek assistance.
- While the majority of these services are provided on behalf of State Government departments, Service Tasmania also delivers some services for Commonwealth and local government entities.
- Additional services are delivered from time to time such as the Tasmanian Emergency Information Service (TEIS).

Strategic Plans

Strategic Plan 2020-25

Service Tasmania's strategic plan states its core purpose:

We believe in making it easy for Tasmanians to find & access services they need at every stage of their life.

Following the direction set in the plan, Service Tasmania has been heavily focusing on joined up working across state and federal government, with ambition to build on pockets of exiting collaboration with local government.

The plan also outlines the goal of modernising service delivery, by investing in our existing face-to-face and phone channels, as well as delivering contemporary digital options.

The full strategic plan is available at: www.dpac.tas.gov.au/divisions/service_tasmania_unit



Independent Review of the Tasmanian State Service

The Independent Review of the Tasmanian State Service recognised Service Tasmania as an asset to government and all Tasmanians, whilst advocating renewal of the organisation to keep pace with contemporary service approaches.

The report recognises the value of the organisation in our communities, and importantly also advocates 'a renewed vision for Service Tasmania'.

Amongst the six recommendations specifically relating to Service Tasmania, #66 stated:

#66	That Service Tasmania accelerate the current actions under its Strategic Plan 2020-25 to enhance service delivery partnerships with the Commonwealth, local government and, where appropriate, the private sector.
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Key Statistics (2021/22)

Service	01 April 2021 to 31 March 2022
Transactions in Service Centres (number of visits)	807,962
Transactions in Service Centres (items processed)	1,676,991
Telephone calls received in Government Contact Centre	354,550
Electronic payments made online or by phone ¹	364,908
Revenue collected from electronic payments	95,167,836
www.service.tas.gov.au unique page views	1,200,339

¹ 'Electronic payments' refers to the bills payable through Service Tasmania Online or via the automated IVR phone system and does not include BPay, direct debits or other forms of electronic payment that customers could access through Agencies

Service Centre Locations



Existing Collaboration with Local Government

Overview

Service Tasmania currently provides a range of services for local government:

- Service Tasmania also provide services for 6 of Tasmania's 29 councils, meaning residents can enter any ST location to undertake a range of local government transactions.
- Two service centres are physically co-located alongside council staff in their premises (Beaconsfield, Oatlands).
- One council agreement (Devonport City Council) is more developed, where Service Tasmania now acts as the first point of contact for the majority of council customers physically visiting our co-located premises. Many of these transactions can be resolved at this first point of contact.
- Service Tasmania charges councils for services provided on a per transaction basis.

Additionally, Service Tasmania also provides services for the Commonwealth:

- 13 locations provide services on behalf of Services Australia under an Agent and Access agreement. At most of these sites, Service Tasmania staff are trained in Commonwealth services and can support the public to use self-service equipment.
- 3 additional locations are physically co-located with Services Australia services (Kingston, Sorell and Huonville), but operations are separate.

Council Co-locations

Service Centre	<i>Hours</i>	<i>Co-locations</i>
Oatlands	11:00am – 4:00pm	Southern Midlands Council
Beaconsfield	9:30am - 4:30pm Tues/Thur: Closed	West Tamar Council Centrelink Agent
Devonport	8:45am - 4:45pm	Libraries Tasmania Devonport City Council

Council Services Available via Service Tasmania

The list below presents a snapshot of council services available via Service Tasmania. Not all services are provided for each council.

Rates Payment/enquiry
General invoice/statement payments
Council Enquiries – General
Parking Infringement Payment/Enquiry
Dog Registration – Establish/renew
Dog Health & Kennel licencing
Pensioner Parking Permit
Pensioner rates remission application
Planning/Building/
Venue/miscellaneous item hire applications
Dog nuisance complaints
General application receipt/payment
Event RSVP
Make council officer appointment
Receipt documents
Service delivery complaint

Future Opportunities with Local Government

Council Service Availability via Service Tasmania

Where councils have service agreements in place with Service Tasmania, those LGA residents benefit from being able to access local services at any of the 27 service locations, as well as by phone and online at www.service.tas.gov.au. Analysis has demonstrated that a significant number of these rate payers transact outside of their LGA, indicating people find the option of multiple payment points to be convenient.

Councils may find that a service agreement with Service Tasmania also proves to be financially attractive compared to the cost-to-serve with lower customer volumes themselves.

Councils need not, of course, stop providing such a service from their locations, but may find that over time they can re-prioritise staffing resource to other areas of need if customer volumes fall.

Council/Service Tasmania Co-locations and Service Integration

Where possible, Service Tasmania looks to co-locate with partner organisations. Currently we have arrangements with Libraries Tasmania, Local Councils, Services Australia and Tasmania Police.



Co-location offers a number of benefits:

- Co-location offers convenience for the public in accessing multiple government services, and in many instances furthers the 'no wrong door' principle where people need not know which layers of government they should be interacting with.
- It is often financially advantageous to share rent and outgoing costs with a partner organisation.
- Staff from the various organisations are able to share knowledge and ideas, and in some instances share certain tasks and activities.

Currently, Service Tasmania operates sites in all but three local government areas (Tasman, Central Highlands, Latrobe) so is well placed to investigate physical co-locations with councils.

Based on experience with Devonport City Council, the approach of service integration seems to offer the most comprehensive advantages of any current co-location model. Under this approach Service Tasmania is able to utilise existing systems to process basic transactional activity on behalf of council (under a negotiated financial agreement). This is not a significant additional overhead but would otherwise be an additional workload for council staff.

In our experience, some constraints only start to emerge where councils use specialised systems for particular activity and would require systems integration or authentication for Service Tasmania staff to use, which can be worked through on a case-by-case basis.

Digital Service Delivery

In late 2023/early 2024, Service Tasmania's digital services portal (working name: myServiceTas) will launch, providing Tasmanians with a secure and easy-to-use access point for Government services, accessed through a single login.

Stage 1 will allow Tasmanians to create a secure account to access their digital services. Initially, the portal will make it easier to undertake a range of Transport transactions, such as checking or renewing your drivers licence or vehicle registration.

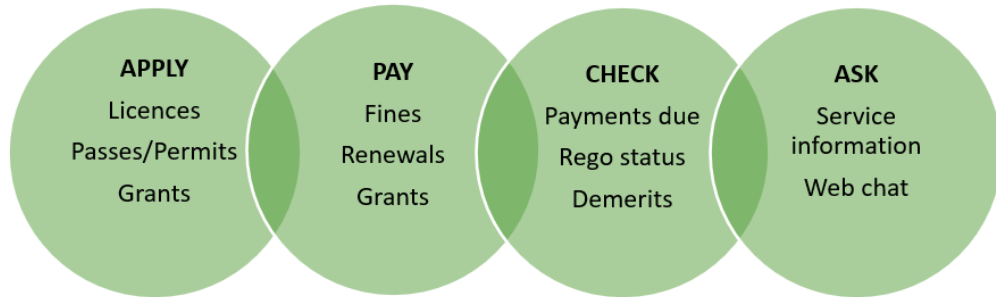
The portal will also provide foundational tools to assist government departments to enhance the range of services that can be offered online, in future stages of the portal development. Examples of these tools include e-forms, a central customer relationship management platform and a systems integration capability.

It is anticipated that the portal will grow over time to encompass a wide range of state government transactions, and it makes sense to offer local government the ability to also work with Service Tasmania on future iterations. Benefits of councils leveraging myServiceTas would likely include:

- Ability to leverage a central, robust model for complex, resource intensive and higher risk activities such as cyber security.
- Potential to link into existing infrastructure where councils have already made investments in systems and tools.
- Significantly reduced need to invest in other foundational requirements to hold and secure information such as digital identity through investing in a common platform and solutions.
- Reduced public confusion by offering a common entry point to state and local government services, allowing many services to be presented side-by side (e.g. care registration and rates notices).

THE DIGITAL PORTAL AMBITION

A one-stop Service Tasmania digital service platform, offering anywhere, anytime, any device access to Government services through a single login



STAGE 1 SCOPE

The Government's ambition is for a one-stop Service Tasmania digital service platform that offers *'anywhere, anytime, any device'* access to Government services through a single login.



myServiceTas Stage 1 scope - target services

