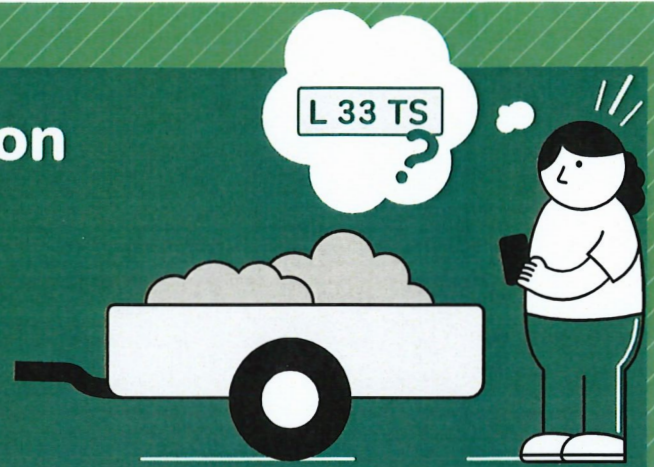


myServiceTas information

1 April 25 to 31 March 26

Providing Tasmanians with a personalised online account for selected government services in one place – anytime, anywhere.



89,355

unique accounts created

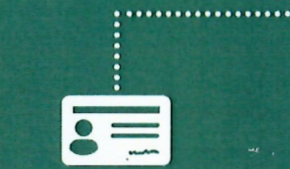
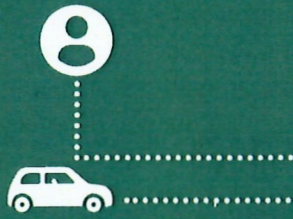
myServiceTas transactions

794

fire permits

171,319

vehicle renewals



23,423

licence renewals



6,721

Plates Plus sign ups



6,559

burn registrations



2,679

short term unregistered vehicle permits

New Services



- myServiceTas app launched December 2025
- Temporary upgrade permits for heavy vehicles
- Marine and Safety Tasmania (MAST) portal access for boat licencing, registration and moorings
- Working with Vulnerable People renewals, identity verification and live face check

Additional information



- 51,426 'Get Started with myServiceTas' page views
- \$8.3 million funding over four years provided in 2024-25 Budget to keep myServiceTas operational and to develop further services
- myServiceTas complements Service Tasmania's existing service channels (27 service centres, phone and website)

Coming soon



- Identity verification enhancements
- Seniors card integration
- Payment gateway for cross-agency use
- App digital wallet development

Service Tasmania



1300 13 55 13 | service.tas.gov.au

Key highlights | 1 April 25 to 31 March 26

Customers



- 1,003,764 customer enquiries (in person/phone)
- 5,695 replies to customer email queries
- 86% customer satisfaction rating
- 3 million+ unique website page views

myServiceTas



- 89,355 unique accounts created
- 211,495 transactions completed
- 18,847 digital customer support cases actioned
- 30,000 downloads of new myServiceTas app (launched in December 2025)

See myServiceTas tabling document for more

Community Grants & Programs



The Community Grants and Programs unit within Service Tasmania includes Seniors Card and Companion Card Programs, Personal Information Cards, Veterans Wellbeing Voucher Program, Tasmanian Concessions and Discounts Guide, and Community Grants.

Community Grants

- 7 different ministerial portfolios grant program delivery
- \$70 million grant payments for 993 grants
- 23 total grant programs delivered:
 - 5 emergency assistance grant programs during declared emergency events (\$172,000)
 - Partnered with Libraries Tasmania and other community organisations to improve access and support of grant applications
 - Supported 454 individuals across three bushfire events
 - 18 community grant programs (approx. \$11 million)
- Administered \$56 million in funding to community organisations through election commitments and targeted initiatives

Community Programs

- 6,751 new Seniors Cards issued
- 406 new Companion Cards issued
- 7,576 Personal Information Cards issued
- 964 Veterans Wellbeing Vouchers issued

Capital investments



- Refurbishment of Smithton service centre to Service Tasmania's modern look and feel, to significantly improve customer and staff amenities

New customer communications systems



- Centrally controlled digital signage in 27 service centres
- New concierge ticketing system

Community and staff engagement



Community

- Agfest 2025 mobile service centre
- ATSA Independent Living Expo for people with a disability, seniors and carers
- Over 80% community support for change of hours at Beaconsfield and Campbell Town service centres

Staff

- Introduction of a Service Recognition Program for staff across the organisation

New Services



- Embedded Network Electricity Concession
- National Livestock ID System (NLIS) Registration
- Request to Obtain a Property Identification Code
- Ticket to Wellbeing application
- Identity Verification (DVS) for Australian Government Security Clearance,
- Tasmanian Multicultural Advisory Council and Older Tasmanians Ministerial Advisory Council applications
- Recycle Rewards bag sales
- 6 new variations of decorative birth certificates
- Free Personal Information Card exchange for customers who voluntarily surrender licence

Service Tasmania



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