

PUBLIC SECTOR MANAGEMENT — ITHINK

6129. Ms M.J. Davies to the Premier; Minister for Public Sector Management; State Development, Jobs and Trade; Federal–State Relations:

I refer to the recent change in accessibility to the iThink platform, to allow the public to provide ideas for the response to COVID-19, and I ask:

- (a) When was the iThink platform made accessible to the broader public and:
  - (i) How was this advertised; and
  - (ii) How much money was spent on advertising the service to the public;
  - (iii) Is the amount in (ii) additional to the contract value;
- (b) How many total users have signed up to iThink? Please provide the following (in the same format as Legislative Assembly tabled paper 3168.):
  - (i) How many total users are known to be from regional WA; and
  - (ii) How many are known Government employees;
  - (iii) Of known Government employees, how many are from regional WA;
- (c) To date, how many ideas have been submitted through the platform and:
  - (i) How many of these ideas were from the public;
  - (ii) How many of these ideas were from Government employees;
  - (iii) How many ideas have been referred to departments? Please break down by department pursuing the idea; and
  - (iv) How many ideas to date have been developed into active policy;
- (d) With regard to extension of the Crowdicity contract:
  - (i) Has a decision yet been made to extend the contract; and
  - (ii) If yes to (i), what is the value of the contract extension;
  - (iii) What review and reporting requirements are built into the contract extension;
- (e) To date, how many of the following have registered to use iThink:
  - (i) Ministers;
  - (ii) Directors General of Department; and
- (f) How many reports of misuse, abuse or inappropriate conduct have been received through the system? Please detail the subject, nature and outcome of any reports?

**Mr M. McGowan replied:**

- (a) 6 April 2020.
  - (i) Promoted to existing users, CEOs of government agencies, alumni of Commission initiatives and programs; public posts on wa.gov.au, Public Sector Commission website and Public Sector Commission LinkedIn account; promotional pack to public sector communications staff to support promotion internally and to the public.
  - (ii) Nil.
  - (iii) Not applicable.
- (b) 4 248 users as at 19 May 2020.
  - (i)–(iii)

User category	Perth	Regional	Total
Government employee	3 154	362	3 516
Business	137	22	159
Public	234	40	274

No category/location			299
<b>Total</b>	<b>3 525</b>	<b>424</b>	<b>4 248</b>

(c) 241 from 6 April 2020 to 19 May 2020.

(i) 132 from 6 April 2020 to 19 May 2020.

(ii) 109 from 6 April 2020 to 19 May 2020.

(iii) As some ideas were referred to multiple agencies, the number of ideas referred is less than the total of the ideas in the table below.

<b>Public sector agency</b>	<b>Number of ideas referred</b>
Department of Communities	29
Department of Education	3
Department of Finance	24
Department of Jobs, Tourism, Science and Innovation	11
Department of Local Government, Sports and Cultural Industries	2
Department of Mines, Industry Regulation and Safety	2
Department of the Premier and Cabinet	1
Department of Training and Workforce Development	1
Department of Transport	2
Main Roads	1
Mental Health Commission	3
Public Transport Authority	1
Western Australia Police Force	1
<b>Total</b>	<b>81</b>

108 ideas were also referred to Volunteering WA (10), WA Innovation Hub (91) and WALGA (7).

(iv) iThink is an ideas generation platform to inform and contribute to business improvement. Agencies consider ideas from iThink alongside other ideas generated through stakeholder engagement and planning processes. These may or may not be formed into, or comprise part of, active policy or initiatives.

(d) (i) Yes.

(ii) \$160 000 (excluding GST).

(iii) Contract provides the Commission the discretion to extend the contract through two one-year extension options.

(e) (i) Nil as at 19 May 2020.

(ii) 6 as at 19 May 2020.

(f) Nil.