

GOVERNMENT DEPARTMENTS AND AGENCIES, SHORT MESSAGE SERVICE, REVIEW

2534. Mrs C.L. Edwardes to the Premier

I refer the Premier to the 2002/2003 Annual Report of the Department of Premier and Cabinet and ask -

- (a) who is evaluating the use of the Short Message Service (SMS) to determine how agencies can provide information services to the public;
- (b) was this review and investigation put out for tender;
- (c) what is the cost of the evaluation;
- (d) have any negotiations taken place with mobile service providers, regarding the customer cost of such a service;
- (e) will the agencies be able to charge for the service;
- (f) has a cost of service been set; and
- (g) if so, what is the cost?

Dr G.I. GALLOP replied:

- (a) A six month proof of concept pilot project was initiated in April 2002 by the Department of Industry and Technology. It involved Transperth, Fuel Watch (Department of Consumer and Employment Protection), LotteryWest, The Australian Red Cross Blood Service, Central TAFE.
- (b) Yes, a contract was put to tender and awarded for the provision of the SMS service to facilitate the review.
- (c) The project contract was awarded for \$21,300 up to a maximum cost of \$50,000 for the life of the project.
- (d) No. Agencies agreed not to charge customers during the evaluation pilot.
- (e) At an agency's discretion.
- (f) No.
- (g) Not applicable.