

GOVERNMENT DEPARTMENTS AND AGENCIES, WEB SITES, ONLINE PAYMENTS

1709. Mr B.K. Masters to the Minister for Tourism; Small Business; Sport and Recreation; Peel and the South West

- (1) For each Government agency falling within your portfolio responsibilities, have internet websites been established that will allow for the on-site payments of invoices, licenses, charges, fines and other fees?
- (2) If not, what payments are unable to be made on-line and why?
- (3) For those payments not payable on-line, what actions are being taken to allow them to be paid electronically and when will on-line payment be provided?

Mr R.C. KUCERA replied:

WA Tourism Commission

1. The Western Australian Tourism Commission (WATC) corporate and Telstra Rally Australia websites provide online payment facilities to transact the sale of publication and merchandising material.
2. Payments to the Western Australian Tourism Commission currently not available online are:
  - Western Australian Tourism Network Membership – not online as there is an off-line validation process that occurs at Network Visitors' Centres prior to payment.
  - Brand Western Australia Membership – payments are not online as the WATC does not currently possess an appropriate database structure to properly manage online memberships and payments.
  - Image Library - payments are not online as the WATC does not currently possess an appropriate database structure to properly manage online payments.
  - Cooperative Campaign payments - payments are not online as the WATC does not currently possess an appropriate database structure to properly manage online payments and campaign information.
3. The WATC is gradually working towards making the above methods of payment online over the next three years. In the next financial year, the WATC is working towards implementing appropriate database and online systems to properly manage online payments and associated data. These systems are currently being developed and will be gradually introduced to ensure an enhanced customer experience.

Rottneest Island Authority

1. Yes - for payment of accommodation bookings.
2. Individual admission fees - collected on departure as part of ferry ticket purchase - processes to allow pre-payment of individual admission fees have not been developed.  
  
Marine Management licences and fees - integrated systems have not yet been developed to support on-line payment.  
  
Business lease income - not applicable.
3. Individual admission fees - no action currently being undertaken.  
  
Infringements - integrated systems have not yet been developed to support on-line payment.  
  
Business lease income - not applicable

Small Business Development Corporation

1. The Small Business Development Corporation's (SBDC) internet website allows for online payments for attendance at workshops booked online and for publications purchased online from the SBDC's Business Information and Licence Centre.
2. Payment of invoices cannot currently be made online as due to the minimal number of invoices issued by the SBDC, a suitable business case for the implementation of such a facility has not been established.
3. No action is currently being taken to allow invoices to be paid online. The online payment of invoices is to be revisited periodically to determine whether a business case in terms of cost/benefit is feasible.

Department of Sport & Recreation

1. No

2. Under the current budget situation, on-line payments for camps bookings are not planned for the current financial year; however, planning has commenced on receiving credit card payments by mail.
3. Given planning outcomes for the provision of such services, on-line payments for camps booking may be available next financial year.

WA Sport Centre Trust

1. No
2. All at the present time.
3. Internet website payments on line is currently being implemented and is planned to be completed by the 30th June 2004.

WA Institute of Sport

1. No
2. Training fees for gymnastics and reimbursement for athlete travel expenses. No on-line payments made as current volume of transactions does not warrant investment in required technology.
3. No current actions as volume of transactions is not anticipated to increase significantly.

Peel Development Commission

1. No
2. The Commission does not raise fees, charges and fines. A small number of invoices are generated, principally to ensure that eligible payers / granters are able to recover GST contained within the payment. Almost all the payers / granters are able, using their EFT facilities, to deposit the funds directly the Commission's bank account without visiting the website. There is no facility for on-line payment for casual sales of a very small number of video cassettes which are usually on an 'over the counter' basis.
3. Not applicable

South West Development Commission

1. No
2. The South West Development Commission is not enabled to charge for services under the provisions of the Regional Development Commissions Act 1993.
3. Not applicable