

SERVICEWA APP — DEVELOPMENT

375. Ms M.J. Davies to the minister representing the Minister for Innovation and ICT:

I refer to the Service WA application, and I ask:

- (a) Who is the Minister directly responsible for the Service WA application;
- (b) Who developed this application;
- (c) Who manages this application:
 - (i) How many people are employed to manage the application on a day-to-day basis and are these Government employees;
- (d) Was there a tender process:
 - (i) If yes, when did the tender process open and close;
 - (ii) How much was the tender contract worth; and
 - (iii) How many applications were received and how many were shortlisted;
- (e) Are there projections or modelling on the number of anticipated downloads for Service WA:
 - (i) Have the actual downloads met those expectations;
 - (ii) How many downloads have occurred to date; and
 - (iii) How many downloads are anticipated by the end of July 2022;
- (f) What are the funding sources for Service WA;
- (g) Which Government department(s) hold data created and recorded by the application:
 - (i) How long is data held for; and
 - (ii) Who has access to the data, and why have they been given access;
- (h) Is the application's coding related to any 'Services' applications used in other jurisdictions;
- (i) Does the application have PIN or identification access requirements (for example, FaceID or fingerprint recognition) inbuilt into the program, even if it is not used:
 - (i) If not, why not;
- (j) Is it anticipated that West Australians will, in future, be required to check out of venues through the Service WA application;
- (k) Why was the Service WA FAQ page published on 20 December 2021 when the application was not publicly available until 11 January 2022;
- (l) Is the State Government subject to any licence or commission fees for development and/or ongoing costs and if yes:
 - (i) What is the total cost of those fees;
 - (ii) Who are the fees payable to;
 - (iii) Please provide an individual breakdown and length of time those fees are payable;
 - (iv) Are there fees for accessing servers to store information logged in the application or by the application; and
 - (v) In the interests of transparency, will there be a specific line item in the Budget Papers for Service WA;
- (m) What is the estimated carbon footprint of Service WA;
- (n) What is the timeline to facilitate:
 - (i) Fines and infringements to be managed or paid through Service WA;
 - (ii) Boat Licences to be managed or paid through Service WA;
 - (iii) Vehicle Licences to be managed or paid through Service WA; and
 - (iv) WA Seniors Cards to be managed through Service WA;
- (o) What WA Government services will not be facilitated through the Service WA application;
- (p) Is there a policy in place to allow for departments to request modules or functionality to be added to Service WA? If yes, please table the relevant policy;

- (q) Will Department of Transport Direct (DOT Online) be phased out as a separate website/application and if yes when;
- (r) Will SafeWA be discontinued as a separate application and if yes when;
- (s) Will G2GPass be discontinued as a separate application and if yes when;
- (t) What State legislation does Service WA operate under;
- (u) Can you confirm that the *Protection of Information (Entry registration information relating to COVID-19 and other infectious Diseases) Act 2021* will apply to the application:
 - (i) If no, will legislation be introduced to protect personal information from being accessed unreasonably by Government; and
 - (ii) Does any other State legislation currently protect the data in the Service WA application;
- (v) Has the application been tested for security;
- (w) Did any of the following have input into the development of the application, if not why not:
 - (i) Department of the Premier and Cabinet, Office of Digital Government;
 - (ii) Department of the Premier and Cabinet, Office of Digital Government, Cyber Security Unit;
 - (iii) Chief Information Security Officer; and
 - (iv) Australian Signals Directorate;
- (x) Did any group other than the groups in (w) provide input to the application? If yes, please list;
- (y) Were the findings of the Auditor General's Report 2 for 2021–22 titled 'SafeWA Application Audit' considered in the creation of Service WA:
 - (i) If no, why not; and
 - (ii) If yes, how will:
 - (A) Confidentiality and integrity be monitored;
 - (B) Access management controls be monitored;
 - (C) Weaknesses identified and addressed in a timely manner; and
 - (D) Key management model maintained and updated as required;
- (z) Can a Service WA user's Individual Health Identification number be found anywhere in the application or in the application's source code;
- (aa) Will this application result in the closure of the Service WA shopfront trial in Bunbury;
- (bb) Will the Government release a timeline of when features will be added to the Service WA application;
- (cc) In relation to mobile applications currently on various application stores, will existing mobile applications published by State departments or entities be republished or managed by a central agency? If yes, which agency;
- (dd) Regarding the manual mentioned in The West article on 2 February 2022 titled: "ServiceWA: 1.5 million West Australians yet to download app as Premier concedes it is 'complex'":
 - (i) When did the Government commission a manual to assist users set up Service WA;
 - (ii) When will the manual be ready for distribution;
 - (iii) How will the manual be distributed;
 - (iv) Who is drafting the manual;
 - (v) What is the cost of drafting the manual; and
 - (vi) What is the cost of distributing the manual; and
- (ee) Referring to an article in The West Australian on 17 February 2022 titled 'Anti-vaxxers create fake Service WA app in attempt to sabotage mandatory check ins':
 - (i) When did the Premier's office first become aware of fake applications in circulation;
 - (ii) Did the Premier's office write to any technology companies to remove these applications and if yes, which companies and on what dates;

- (iii) Is the Premier concerned that the Service WA application was so easily duplicated and had over 6000 users within a short time frame;
- (iv) What actions are underway to ensure the Service WA application is future proofed to prevent similar events from occurring in the future, given the long term uses for Service WA; and
- (v) Have the following been requested to investigate and started investigations into the fake applications:
 - (A) Western Australia Police; and
 - (B) Department of the Premier and Cabinet, Office of Digital Government, Cyber Security Unit?

Mr R.R. Whitby replied:

Please refer to Legislative Assembly Question on Notice 374.