

WESTERN AUSTRALIA

LEGISLATIVE ASSEMBLY

QUESTIONS ON NOTICE

No. 56

WEDNESDAY, 23 FEBRUARY 2022

Memo: The electronic publication of Questions on Notice as part of the Notice Paper is available on the Parliament's Internet site at www.parliament.wa.gov.au.

Questions postponed from previous sittings: -

Thursday, 25 November 2021

326. Ms M.J. Davies to the Minister for Health

Tuesday, 15 February 2022

353. Mr R.S. Love to the Minister for Health

354. Mr R.S. Love to the Minister for Energy

Wednesday, 16 February 2022

355. Mr R.S. Love to the Minister for Health

Thursday, 17 February 2022

356. Ms M.J. Davies to the Parliamentary Secretary representing the Minister for Education and Training

357. Ms M.J. Davies to the Minister representing the Minister for Medical Research

358. Ms M.J. Davies to the Premier representing the Minister for Regional Development

359. Ms M.J. Davies to the Premier; Treasurer; Minister for Public Sector Management; Federal-State Relations

360. Ms M.J. Davies to the Minister representing the Minister for Emergency Services; Innovation and ICT; Volunteering

361. Ms M.J. Davies to the Minister representing the Minister for Agriculture and Food; Hydrogen Industry

362. Ms M.J. Davies to the Minister for Culture and the Arts; Sport and Recreation; International Education; Heritage

363. Ms M.J. Davies to the Attorney General; Minister for Electoral Affairs

364. Ms M.J. Davies to the Minister for Police; Road Safety; Defence Industry; Veterans Issues

365. Ms M.J. Davies to the Minister for Mines and Petroleum; Energy; Corrective Services; Industrial Relations

- 366. Ms M.J. Davies to the Minister for Transport; Planning; Ports
- 367. Ms M.J. Davies to the Minister for Finance; Aboriginal Affairs; Racing and Gaming; Citizenship and Multicultural Interests
- 368. Ms M.J. Davies to the Minister for Child Protection; Women's Interests; Prevention of Family and Domestic Violence; Community Services
- 369. Ms M.J. Davies to the Minister for Water; Forestry; Youth
- 370. Ms M.J. Davies to the Minister for Health; Mental Health
- 371. Ms M.J. Davies to the Minister for Housing; Lands; Homelessness; Local Government
- 372. Ms M.J. Davies to the Minister for Disability Services; Small Business; Fisheries; Seniors and Ageing
- 373. Ms M.J. Davies to the Minister for Environment; Climate Action

Questions listed for this sitting: -

374. Ms M.J. Davies to the Minister for Public Sector Management:

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?

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
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- (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?

376. Ms M.J. Davies to the Minister for Health:

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;
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KIRSTEN M. ROBINSON
Clerk of the Legislative Assembly
