

SERVICEWA APP

672. Mr R.S. Love to the parliamentary secretary representing the Minister for Commerce:

I refer to the Mid Year Review 2022–23 and the funding of \$2.9 million for the Department of Mines, Industry Regulation and Safety (DMIRS) to invest, expand and improve the ServiceWA app and ask for your portfolios:

- (a) What services will DMIRS be adding to the application (the module/s);
- (b) What internal processes have determined these services should be added to the application;
- (c) How many staff are working on the ServiceWA app module/s for DMIRS by Full-Time Equivalent (FTE) and headcount;
- (d) What is the timeline to implement the module/s, and will the Parliamentary Secretary please provide detail for each additional module;
- (e) Has the Minister asked any of the government trading entities or agencies under their remit (for example, Consumer Protection, Western Power, Synergy), to investigate how they can incorporate their services into ServiceWA; and
- (f) If yes to (e), please detail?

**Dr J. Krishnan replied:**

Answer

- (a) The following services will be added to the ServiceWA App:
  - Construction Induction card search;
  - Occupational licence search, and
  - FuelWatch notifications.
- (b) Services were determined through internal consultation with stakeholders and the Office of Digital Government.
- (c) The delivery of the ServiceWA program requires an effort of 10.8FTE. This is comprised of a 14 headcount who work across the program while also undertaking other duties within the Department.
- (d) It is anticipated that the services listed in (a) will be operational within the year.
- (e)–(f) The implementation of additional features and services into the ServiceWA app is considered on an ongoing basis.