

## SECTION A

Answer *two* questions.

### 1. Government websites

The Australian government website (see Item 1 below) provides news, advice and government information for Australian citizens and business travellers.

It allows citizens to pay tax, update personal details in government databases, claim welfare benefits, view previous medical claims and search for jobs. The image below shows part of the home page with the navigation bar and hyperlinks.

It also allows Australian citizens and business travellers to obtain relevant information about other countries such as health warnings, entry and visa requirements, and travel advice. Travellers can submit a form to register their emergency contact details, and travellers can also visit the website and subscribe to RSS feeds.

#### Item 1



[Source: adapted from <http://www.australia.gov.au/>, copyright Commonwealth of Australia reproduced by permission, 13 November 2009]

*(This question continues on the following page)*

(Question 1 continued)

Online help is available in the form of demonstration videos. By clicking on the hyperlink below, the user can access a video explaining how to register for online services as a nominee.

**Item 2**

Register for online services as a nominee	This video shows you how to register for online services as a nominee.	<ul style="list-style-type: none"><li>• <a href="#">How to register for online services as a nominee</a> [Video, Flash FLV: 9,395 KB]</li></ul>
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[Source: [http://www.centrelink.gov.au/internet/internet.nsf/online\\_services/online\\_demo.htm](http://www.centrelink.gov.au/internet/internet.nsf/online_services/online_demo.htm), copyright Commonwealth of Australia reproduced by permission, 13 November 2009]

- (a) (i) State **two** file formats, other than Flash (FLV), that could be used to store the video in Item 2 shown above. [2 marks]
- (ii) The Australian government uses the online tax and welfare databases to provide services to their citizens and to find persons who try to avoid paying taxes. Outline the steps involved in using data matching for these purposes. [4 marks]
- (b) Governments normally have policies on their website describing how they safeguard the privacy of their citizens. Explain **three** policies that might be included and how they protect the privacy of citizens. [6 marks]
- (c) The website *smartraveller.gov.au* enables the Australian government to provide tips for business travellers relating to issues such as health warnings, entry and visa requirements, and travel advice. Travellers can submit a form to register their emergency contact details, and can also visit the website and subscribe to RSS feeds. Previously, this information was only available by telephoning the government office.
- Discuss the business travellers' use of the government website (*smartraveller.gov.au*) to access the information that they require. [8 marks]