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WA Police Force and Department of Fire and Emergency Services need to better protect Triple Zero information

The Auditor General's report, [*Triple Zero*](#), tabled in Parliament today.

The audit looked at Triple Zero, a computer aided call management dispatch system that underpins the delivery of emergency services to the WA public. It assessed if the WA Police Force and DFES effectively manage the confidentiality, integrity and availability of the system and its information.

Auditor General Ms Caroline Spencer said both entities had implemented sufficient controls to protect the integrity of Triple Zero and its information.

'This includes the use of data quality reviews to identify significant issues.

'However, both entities lacked controls to detect unauthorised access to sensitive or personally identifiable information held in the system, such as reports on domestic violence incidents or other criminal incidents.

'This is a common issue that we continue to find through our information system audits of the WA public sector.' Ms Spencer said.

The report contains a case study highlighting the importance of access controls:

- DFES staff used a generic workstation account and a shared password to access Triple Zero. As such, DFES was unable to identify who accessed sensitive or personal information and if the access was authorised and appropriate.
 - In November 2021, DFES suffered a data breach where sensitive information about a Triple Zero incident was shared on social media.
 - DFES could not identify who was responsible for the unauthorised disclosure due to the use of the generic account.

'Encouragingly, entities have also started to address the recommendations in the report and make improvements,' Ms Spencer said.

'I note their commitment to addressing the outstanding weaknesses.'

Report resources

- [PDF version](#)
- [summary video](#)