

MEDIA RELEASE

5 August 2021

CCC report highlights access to information misconduct risk

The Corruption and Crime Commission has today tabled in State Parliament a report following a thematic review of unlawful access to the Transport Executive and Licensing Information System, known as TRELIS, by authorised users of the system.

This report serves as an important reminder for everyone in a position that allows them to access personal information about members of the WA public – whether they work in the public or private sector.

The WA community has a rightful expectation that personal information held in government owned and shared databases is protected – not only from external hackers, but from abuse and unlawful access by those people who have been authorised to use it to perform their official duties.

The Department of Transport uses TRELIS to facilitate the delivery of vehicle and driver licensing and registration services across the State. Of all the WA government databases, it holds the most personal information about members of the WA public.

More than 3,000 people are authorised to use TRELIS to perform official duties – some are Department employees and others are external, including agents at local government shires, community centres, federal government agencies, private organisations, and the WA Police Force.

Unlawful access to TRELIS is a criminal offence and is serious misconduct as defined by the *Corruption, Crime and Misconduct Act 2003 (CCM Act)*, s4.

The review considered more than 100 alleged incidents of unlawful access and identified incidents involving improper user access to TRELIS. Some of the reasons for access included viewing of the user's own driver licence details, renewing a family member's vehicle registration, or obtaining information to share with family or friends.

Today's report details seven specific examples, and outlines what the Department did to investigate the matter and what steps, if any, were taken to mitigate the serious misconduct risks.

The Department's lack of action in respect of unlawful access of information in TRELIS, promotes a culture of acceptance of its use for personal reasons.

It also identified broader concerns with the Department's management of serious misconduct risks, including a lack of basic enquiries into alleged incidents of unlawful access and an inconsistency in the actions taken.

The Commission acknowledges the Department has made some changes to policy and procedures in response to the Commission's review – such as implementing an updated TRELIS access framework in December 2020 and conducting a series of presentations to DoT employees.

Contact the Corruption and Crime Commission

However, more must be done. The Commission has made four recommendations for action by the Department to ensure it has clear policies and procedures in place; a consistent triage and investigation process; effective activity alerts; and defined memorandums of understanding with all external users.

ENDS

Read the report

[A review of the Department of Transport's management of unlawful access to TRELIS](#)

Media contacts

Marie Mills: (08) 9421 3600 or 0418 918 202

Louisa Mitchell: (08) 9421 3600 or 0434 308 208