

CORONAVIRUS — SAFEWA APP — OUTAGE

**1210. Hon PETER COLLIER to the minister representing the Minister for Health:**

I refer the minister to the shutdown of the SafeWA app on 30 November 2021.

- (1) Was the shutdown the result of a denial of service cybersecurity breach?
- (2) If no to (1), what was the technical issue that caused the outage?
- (3) If yes to (1), was the technical team or any part of the team that investigated this outage an external service provider?
- (4) If yes to (3), what is the name of this external service provider?

**Hon MATTHEW SWINBOURN replied:**

I thank the member for some notice of the question. On behalf of the Minister for Mental Health I provide the following answer, based on information provided by the Minister for Health.

- (1)–(2) Health Support Services is working with the SafeWA vendor, Genvis, to complete a post-incident review of the outage. HSS and the Office of Digital Government have requested further information from Genvis to validate the cause of the issue.
- (3) Yes.
- (4) Genvis.