

Media Response

2 May 2025

**Please attribute the following response to Greater Dandenong City Council
Chief Executive Officer, Jacqui Weatherill:**

Council had a contract in relation to Oracle Service Cloud CRM. We have recently decided to discontinue this contract. It was no longer delivering value for money.

Separately, Council has a contractual relationship with a different organisation called Oracle CMS for the provision of an after-hours call answering service. Last year, Oracle CMS was subject to a cyber security data breach. That company had been storing limited amounts of data in relation to its services to clients in a local drive. Numerous Councils and organisations across Australia had data affected by the breach.

Council's own systems and databases have not been accessed. This data breach relates to Oracle CMS systems only. On learning of the breach, we immediately suspended part of the Oracle CMS service and brought it in-house until we were confident that all risks had been adequately mitigated. We have since returned to Oracle CMS providing it's usual after-hour call service.

We were in close liaison with relevant Victorian Government authorities, Oracle CMS and other Councils while the matter was thoroughly investigated.

Greater Dandenong City Council records affected by the breach related to calls made in specific periods during 2010, 2016 and a period over 2020-21. The data released was limited to what was provided during the call. In most cases this was a name and phone number, or name and reason for the call, such as reporting a "fallen tree" or "dead animal on the road." We did not identify any sensitive or health related information that had been disclosed.

Council takes the privacy of our customers very seriously, including where customer information is being handled by third-parties. We are satisfied that Oracle CMS took all recommended actions to improve data protections. We will be considering this contract later in 2025 as part of a regular review.

ENDS

Media Enquiry

24 April 2025

From Dandenong Journal

Just found out that Greater Dandenong Council has cancelled its contract with Oracle Service Cloud CRM, which I guess is linked to the 2024 data breach of customer information.

Can I get details over why the council decided to cancel the contract?

Can you detail how many customers were impacted by the 2024 data breach? What was the nature of information stolen? And what losses, if any, were caused to the council and its customers?

What was the cause of the data breach vulnerability - which was ultimately exploited by hackers?

What remedies were sought from Oracle, including compensation?

Has a new cloud service provider been chosen? When did they start? What steps have been taken to ensure future hacking breaches are avoided in future?