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**DELAYED IMPLEMENTATION OF MULTI-FACTOR AUTHENTICATION FOR
VOLUNTEERS AND EXTERNAL AGENCY PERSONNEL**

The implementation of multi-factor authentication has been delayed and will not proceed on 20 August 2024 as previously communicated.

We are currently reviewing and assessing options to ensure the best possible method is implemented and available for all emergency services personnel across the State.

Multi-factor authentication is still intended to be introduced as an additional step to the logon process for:

- the Volunteer Hub for emergency services volunteers; and
- the IM Toolbox for external agency personnel.

This additional step to validate your identity continues to be the most important protection for the privacy and security of your information accessible through the Volunteer Hub.

DFES is required to implement multi-factor authentication for emergency services volunteers and external agency personnel to access the DFES Network as part of our security compliance with the [WA Cyber Security Policy](#).

Until the new implementation date has been set, we will continue to work with all emergency services personnel to ensure that we are all prepared for this important change.

For more information, please contact Dexter Chatterton, Acting Manager Application Services on dexter.chatterton@dfes.wa.gov.au.

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