

# CYBER INCIDENT PROCEDURE AND EMERGENCY CONTACTS

*Identify, contain and eliminate*

## STEP 1 – IDENTIFY: CONFIRM AND CATEGORISE THE CYBER INCIDENT

## STEP 2 – CONTAIN: REPORT THE CYBER INCIDENT

### IF MONEY HAS GONE MISSING

Immediately notify:

1. Your bank's fraud team on  
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2. Lawcover Group Cyber Policy Response Team on 1800 4 BREACH (1800 427 322)
3. If trust money involved, the Law Society of NSW's Trust Accounts Department on (02) 9926 0337.

Then report the incident to:

4. Your IT service provider on  
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5. Australian Cyber Security Centre ([cyber.gov.au](http://cyber.gov.au))
6. ACCC Scamwatch ([scamwatch.gov.au](http://scamwatch.gov.au))
7. If required, Office of the Australian Information Commissioner ([oaic.gov.au](http://oaic.gov.au))

### IF INCIDENT DOES NOT INVOLVE MISSING FUNDS

Report the incident to:

1. Lawcover Group Cyber Policy Response Team on 1800 4 BREACH (1800 427 322)
2. Your IT service provider on  
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3. Australian Cyber Security Centre ([cyber.gov.au](http://cyber.gov.au))
4. ACCC Scamwatch ([scamwatch.gov.au](http://scamwatch.gov.au))
5. If required, Office of the Australian Information Commissioner ([oaic.gov.au](http://oaic.gov.au))

## STEP 3 – ELIMINATE: POST EVENT EVALUATION

1. Identify lessons learned and implement improvements to cyber security system
2. Review your cyber security response plan for effectiveness
3. Continue staff training