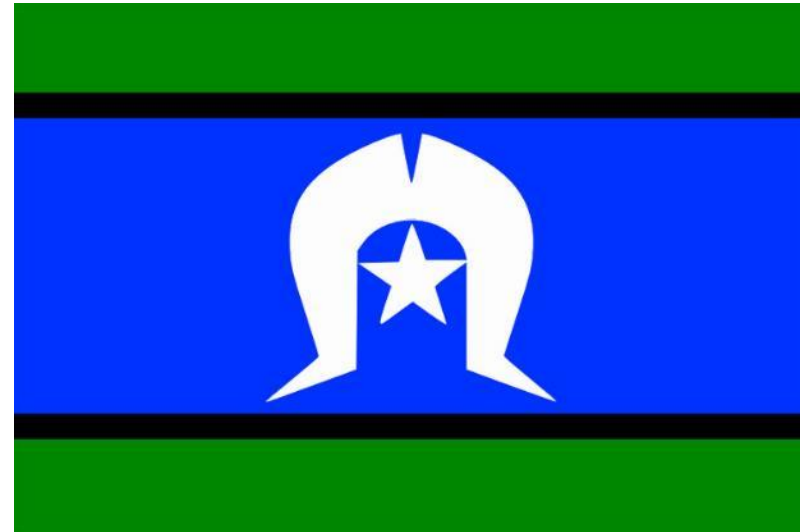


CYBER SECURITY 101:

DO YOU KNOW HOW TO KEEP YOUR ORGANISATION SECURE?

16th February 2022

We acknowledge the traditional custodians of the land and pay our respects to Elders past, present and emerging.



Agenda

- » A view of current cybersecurity threats facing organisations
- » The top 5 things all non-profit staff must know to keep their organisation's data safe
- » High-level overview of imperative cybersecurity measures every organisation needs to have in place
- » Resources to get the basics in place
- » Live Q&A for issues specific to your organisation's IT environment

Security in the headlines

Oxfam Australia investigates suspected data breach Feb 2021

Oxfam Australia is investigating a suspected cyber attack that has allegedly impacted the data of 1.7 million supporters.

The database is alleged to have contained contact and donor information, including names, email addresses and phone numbers, for about 1.7 million Oxfam Australia supporters.

Source: <https://www.itnews.com.au/news/oxfam-australia-investigates-suspected-data-breach-560690>

UnitingCare Queensland hit by cyber attack April 2021

UnitingCare Queensland, a provider of hospital and aged care services, said some of its digital and technology systems were rendered “inaccessible” by a cyber attack on Sunday.

The facilities had resorted to manual, paper-based workarounds, according to the 9News report.

Source: <https://www.itnews.com.au/news/unitingcare-queensland-hit-by-cyber-attack-563812>

Ex-worker who was investigated over child sex offences accessed sensitive data 260 times in major breach March 2021

A former caseworker who was investigated for an alleged child sex offence managed to access confidential information on a program for vulnerable kids for months after leaving their job, a report from Victoria's privacy regulator has found.

Source: <https://www.abc.net.au/news/2021-03-13/former-contractor-accessed-vic-government-child-data-260-times/13243230>

Uniting Communities investigating possible data breach amid 'cyber incident' June 2021

Major South Australian welfare agency Uniting Communities is investigating whether any data breaches have occurred as part of a “cyber incident” affecting its computer systems.

It said staff were unable to access certain systems. Systems involving rostering and setting appointments were among those affected, it said.

Source: <https://www.abc.net.au/news/2021-06-16/uniting-communities-investigating-cyber-incident-in-sa/100220748>

Security in the headlines

mySA Gov accounts breached

November 2021

Hackers have accessed an undisclosed number of mySA Gov accounts by reusing stolen password credentials. "The accounts could be accessed because account holders had used the same or a similar password for their mySA Gov account as they had used for their account with the unrelated website," the department said in a statement.

It also "encouraged" impacted users to consider changing their driver's licence number "as details could have been accessed by an unauthorised third party".

Source: <https://www.itnews.com.au/news/mysa-gov-accounts-breached-572297>

Australian Red Cross clients potentially caught up in international cyber attack

January 2022

Database of International Committee of the Red Cross breached.

Australian Red Cross is contacting clients and reviewing its local systems and services in the wake of a "major" cyber attack on a large database hosted by the International Committee of the Red Cross (ICRC).

The database held case file details on more than 500,000 people worldwide who had sought services for loved ones missing or uncontactable overseas due to disaster or conflict, or that were being held in immigration detention.

Some recent statistics

Australians reported **444,164 scams** and over **\$850 million** in losses in **2020**, according to the latest ACCC Targeting scams report.

A quarter of all scam reports involved the loss of personal information, up from 16% in 2019.
(Source: <https://www.accc.gov.au/publications/targeting-scams-report-on-scam-activity/targeting-scams-report-of-the-accc-on-scam-activity-2020>)

Over the 2020–21 financial year, the ACSC received **over 67,500 cybercrime reports**, an increase of nearly 13 per cent from the previous financial year. The increase in volume of cybercrime reporting equates to **one report of a cyber attack every 8 minutes** compared to one every 10 minutes last financial year.

(Source: <https://www.cyber.gov.au/acsc/view-all-content/reports-and-statistics/acsc-annual-cyber-threat-report-2020-21>)

Key message

The **human element** plays a significant role in the successful delivery of security in today's organisations

Security behaviour is greatly influenced by you and your perception of risk. These perceptions can be changed

(Adapted from: Awareness is only the first step, <https://www.riscs.org.uk/wp-content/uploads/2015/12/Awareness-is-Only-the-First-Step.pdf>)

Safer Internet Day 2022



This Safer Internet Day, we are calling on everyone to **play it safe and fair online**.

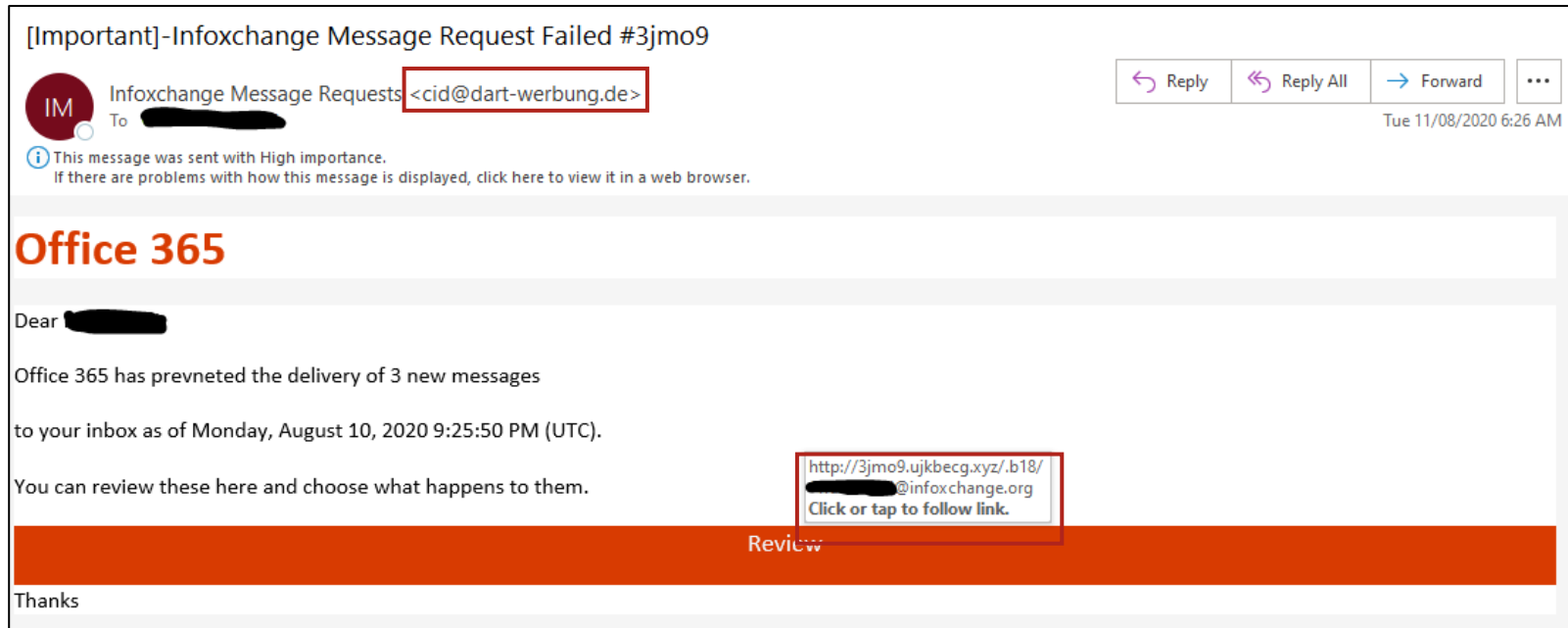
Join the global initiative that brings families, schools, organisations and governments from 170 countries together to raise awareness about online safety.

There is no place for online abuse. We can all help to make life online enjoyable by being kind and respectful to each other.

Explore eSafety's range of resources to find out how you and your community can get involved in the 2022 campaign.

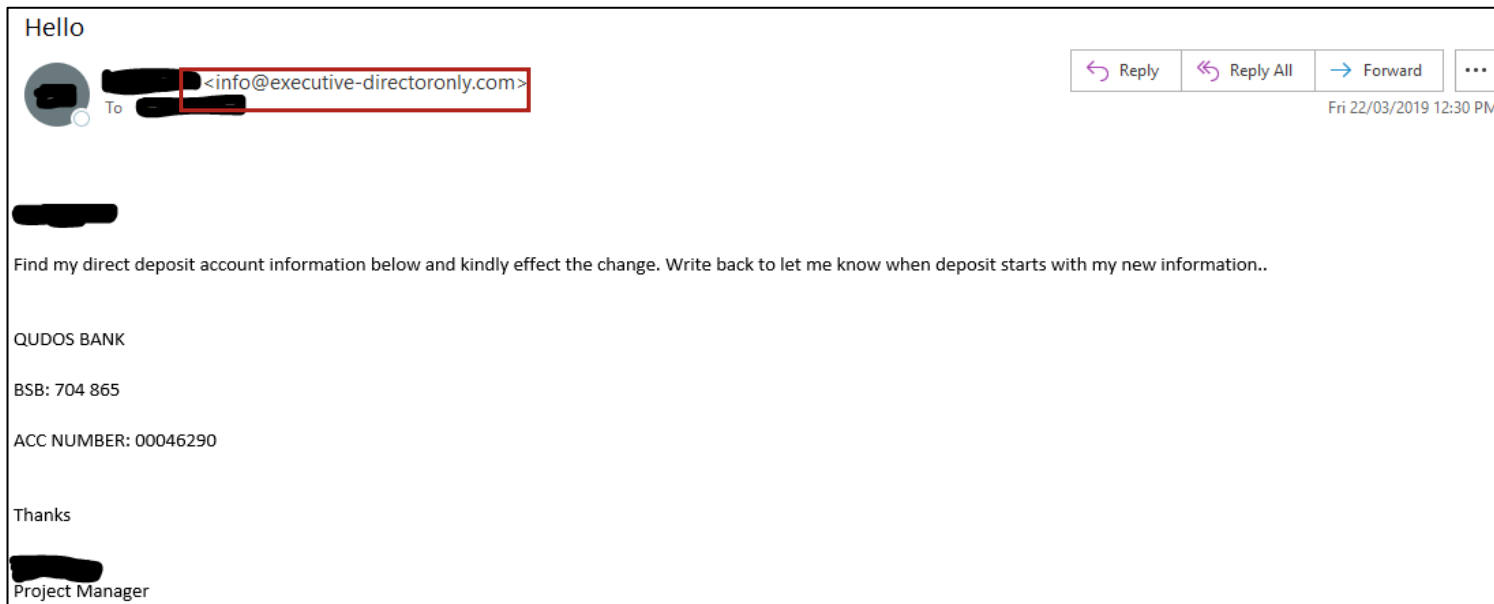
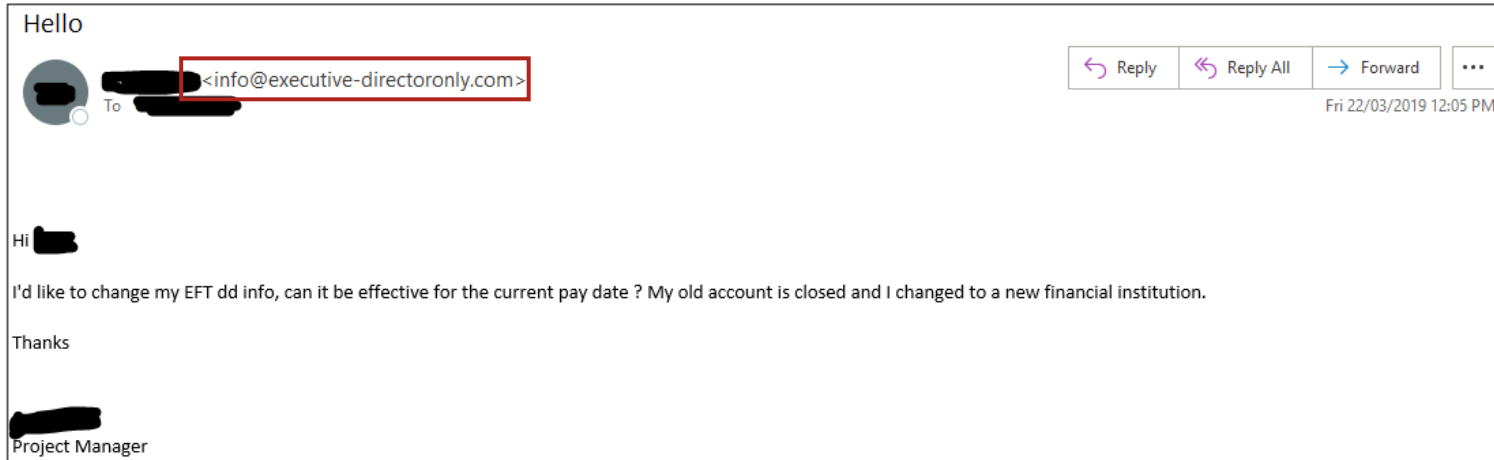
Source: <https://www.esafety.gov.au/newsroom/whats-on/safer-internet-day-2022>

1. Know how to spot a phishing email



- » Staff member received this email about messages that could not be delivered
- » Clicked on the 'Review' button. Was presented with a what looked like a standard SharePoint login page with their username already filled
- » They entered their password and clicked Log in
- » Fortunately, Multi-factor authentication is employed and account access was blocked
- » The staff member was still asked to change their password

Know how to spot a phishing email



- » Email request received by a payroll department appearing to be from a staff member requesting a change of bank details
- » Payroll department responded requesting new bank details and not noticing the 'from' email address
- » The second email was received by payroll at which point, due to the grammar in the email they realised this was not legitimate

Know how to spot a phishing email

From: Infoxchange Admin INVOICE <info@nextrend.de>
Sent: Tuesday, 7 December 2021 11:29 AM
To: [REDACTED]
Subject: Payment receipt invoice A09828 | December 7, 2021
Importance: High

INVOICE SENT AS FAX

Royal 1 Invoice

Settlement*****

Hi, [REDACTED] Here's invoice INV-0014 for USD 107,097.31.

Invoice Date: December 7, 2021

The amount outstanding of USD 107,097.31 is due on 25 December 2021.

The complete version as been provided as an attachment

Thanks,

 image182235.png

- » A fairly recent phishing email received by a staff member
- » Note the 'from' address
- » Requests payment of a large amount, and includes an attachment

7 TIPS TO CATCH A PHISH

A phishing message will generally feature some of these attributes:

1 Strange "From:" address

2 "Reply to" address different to the "From:" address.

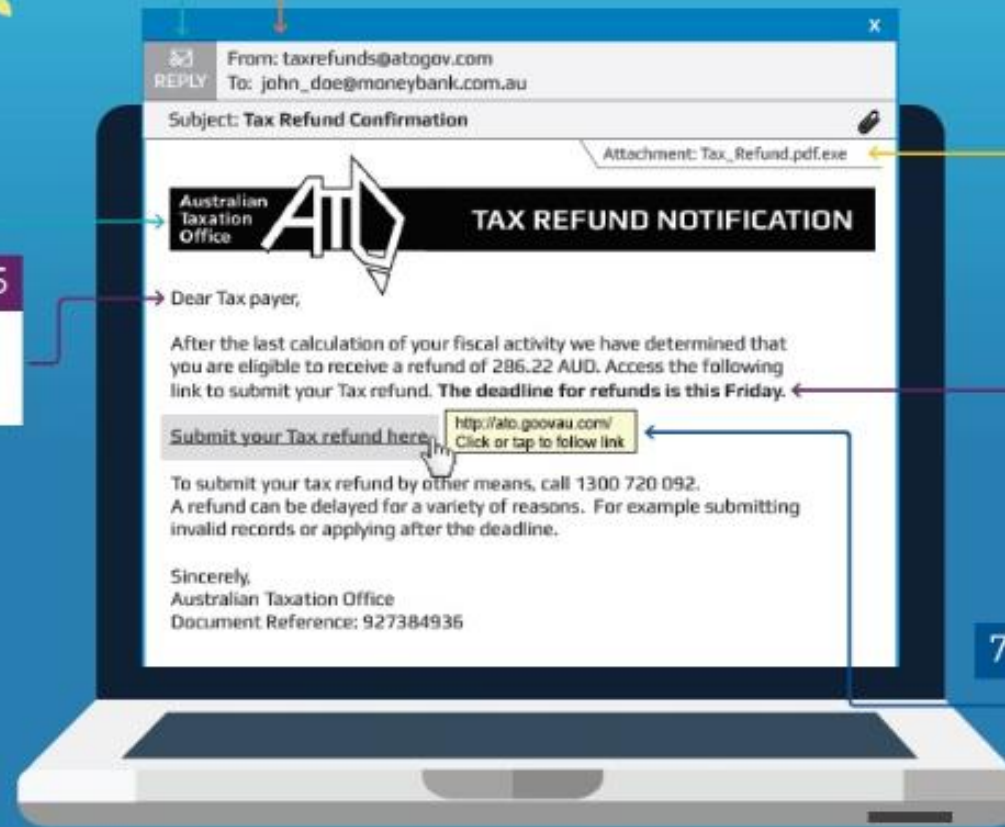
3 Poor spelling, grammar or design

4 Attachments you didn't ask for. Don't open them.

5 Generic greetings

6 Urgent calls to action

7 Strange links - position your cursor to 'hover' over a link without clicking. Does the address look right??



Can you spot a 'phish'?

You receive this email from myGov asking you to verify your identity. What would you do?

☐

Click the link-it looks legitimate

☐

Delete the email—it's a scam

Can you spot a 'phish'?

Your boss sends you this email – what should you do?



Friday 17/08/20 2:18pm

Doe, John <john@services.com>

URGENT: gift cards needed ASAP for clients

To Sandra@services.com

Hi Sandra

Are you busy? I'm in a meeting for most of the day and forgot I need some gift cards for a big client meeting tomorrow. Can you buy ten \$100 gift cards for me ASAP and let me know when you have them?

Email is the best way of contacting me at the moment.

Thanks,

John Doe

The Services Company
Chief Executive Officer
Email: john.doe@services.com



Buy the gift cards



Ignore the email and contact IT

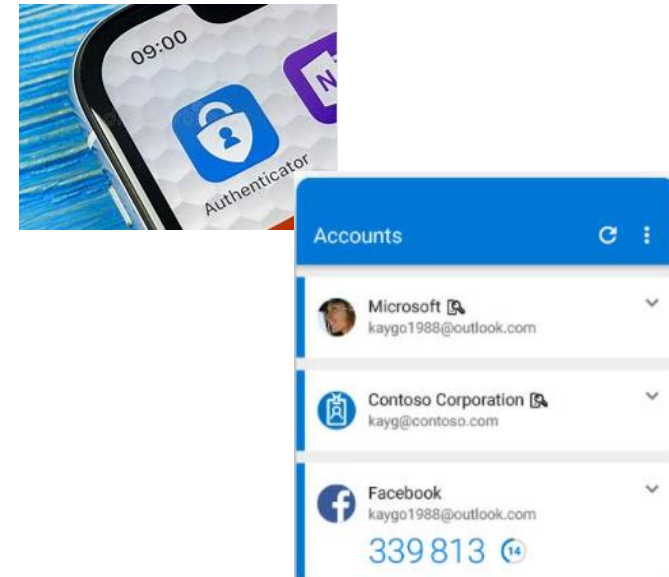


2. Protect important and sensitive information

- » If within your organisation, you collect information considered confidential or sensitive by certain industry standards or laws you must take reasonable measures to protect it.
- » Sensitive data such as health data and client records (for NFPs who may deal with this type of information) should only be stored in certain locations e.g. client data in a Client and Case Management System
- » Awareness among volunteers and staff on how certain types of information is to be handled. If your organisation has not made it clear where you should store certain data so that it is appropriately protected, then you should ask e.g. important data required for your organisation processes must be backed up

3. Use good password practices

- » Know how to pick a strong password or passphrase
 - Longer, alphanumeric passwords or a phrase not containing your personal information and that only you know is best
 - Do not reuse passwords
- » Use multi-factor authentication: the practice of using a password and another factor to log into a user's account. Examples of additional factors include Google Authenticator or Microsoft Authenticator
- » Do not share accounts or passwords



4. Keep your device secure

- » Physically protect your device
- » Lock your screen when device is left unattended (Windows: Ctrl + Alt + Del; MAC: Ctrl+ Cmd + Q)
- » Keep devices up-to-date (operating systems, applications such as web browsers)
- » Do not install or use unauthorised software on organisational devices
- » If using your **own device** (BYOD) such as mobile phone or other device for work with your organisation or group:
 - Only store information your organisation/group is comfortable for you to store
 - Ensure the device has appropriate security controls e.g.
 - PIN, passcode, fingerprint to unlock
 - Security updates are installed
 - Remote wipe capability

5. Report anything you're not sure about

Security incidents are adverse events which pose a threat to an organisation's information systems and services

- » Report anything you're worried about e.g:
 - Any unfamiliar activity on your devices
 - Disclosure of information to unauthorised person
 - Lost devices, removable media with organisation's information
 - Unescorted person on office premises acting suspiciously
- » Ensure you know who to report potential security incidents to within your organisation
- » Australian Cyber Security Centre national cyber security hotline – 1300CYBER1: <https://www.cyber.gov.au/acsc/view-all-content/news/acsc-call-247>

Key takeaways for you

1. Always use strong unique passwords
2. Beware of phishing emails. Email addresses can be 'spoofed' and appear to originate from people you know; validate requests if they appear suspicious
3. Remember fraudsters can create websites mimicking the real supplier or banks to capture your information. Do not log in to a web page that you have reached through a link in an email, particularly for finance-related matters.
4. Store sensitive data only in designated locations
5. Use multifactor authentication (MFA) on accounts for important or critical IT systems
6. Know your IT and security policies provided by your organisation
7. Know who to report something suspicious to if you're worried or unsure

Useful resources

- » **Digital Transformation Hub cyber security guides**
<https://digitaltransformation.org.au/guides/cyber-security>
- » **Book a consultation with NFP Digital Technology advisor** <https://digitaltransformation.org.au/book-expert>
- » **Safer Internet Day 2022:** <https://www.esafety.gov.au/newsroom/whats-on/safer-internet-day-2022>
- » **Can you spot a scam(phishing) message?:** <https://www.cyber.gov.au/acsc/view-all-content/programs/stay-smart-online/scam-messages>
- » **ACCC Scamwatch Report a scam:** <https://www.scamwatch.gov.au/report-a-scam>
- » **Australian Cyber Security Centre (ACSC):** <https://www.cyber.gov.au>
- » **Report CyberCrime to Australian Cyber Security Centre 'ReportCyber':**
<https://www.cyber.gov.au/acsc/report>
- » **Check if your personal details have been compromised in a data breach:**
<https://haveibeenpwned.com/>
- » **Guidance on Identity Theft:** <https://www.idcare.org/>
- » **SANS Security Awareness Tip of the Day:** <https://www.sans.org/tip-of-the-day>
- » **Microsoft Office Training options**
<https://digitaltransformation.org.au/guides/tech-foundations/training-options-microsoft-office-products>

Questions and discussion

Appendix

Key things your organisation should have in place

1. Guidance on how to construct a strong password/passphrase
2. Multifactor authentication for important or critical IT systems
3. Security policies that outline where sensitive data should be stored
4. Guidance on how to keep organisational devices and your devices used for work safe
5. A contact point to report events that staff are worried or concerned about

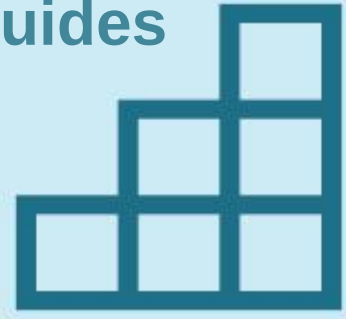
The Digital Transformation Hub



Assess overall readiness

Take this 10 minute quiz to learn your organisational readiness across these five areas.

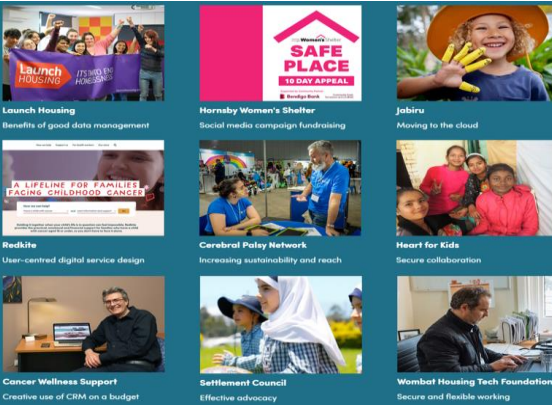
Take Digital Quiz →



Digital Guides



Expert advice



Case studies

- Launch Housing**
Benefits of good data management
- Hornsby Women's Shelter**
Social media campaign fundraising
- Jabiru**
Moving to the cloud
- A LIFELINE FOR FAMILIES FACING CHILDHOOD CANCER**
- Redkite**
User-centred digital service design
- Cerebral Palsy Network**
Increasing sustainability and reach
- Heart for Kids**
Secure collaboration
- Cancer Wellness Support**
Creative use of CRM on a budget
- Settlement Council**
Effective advocacy
- Wombat Housing Tech Foundation**
Secure and flexible working



Training resources



Technology discounts for not-for-profits

Digital Transformation Hub