

QUESTIONS & ANSWERS

Small Business Cyber Resilience Service

What is the Small Business Cyber Resilience Service?

The Small Business Cyber Resilience Service is an Australian Government initiative that provides free, tailored, person-to-person support for small businesses to improve their cyber security and recover from cyber incidents.

Small businesses can speak with a cyber security adviser who can understand their concerns and provide advice and solutions that are tailored to their needs, by calling the helpline or submitting an online form.

The Small Business Cyber Resilience Service has two core functions:

- To support small businesses to build their cyber resilience by:
 - » working one on one with them to develop a tailored plan to improve the small business' cyber security
 - » recommending specific actions, tools and guidance best suited to the small business' risk, situation and capability.
- To support small businesses to recover after a cyber incident by:
 - » providing practical steps the small business can take to recover from an incident
 - » providing case management support, including mental health support
 - » providing Cyber First Aid through device remediation
 - » facilitating referrals to additional support services where required.

Who can access it?

- The Small Business Cyber Resilience Service provides support to small businesses with 19 or less full-time (or equivalent) employees, including sole traders.
- The Small Business Cyber Resilience Service is available to small businesses across Australia, in both regional and metropolitan areas.

How can small businesses access it?

- Small businesses can access the service by calling the Small Business Cyber Resilience Service helpline on **1800 595 170**, or by submitting a request through the online form available at idcare.org/smallbusiness.
- The helpline is available from Monday to Friday between 8am to 6pm AEST.
- Small businesses who are experiencing a live cyber incident should contact the Australian Cyber Security Hotline on **1300CYBER1** for assistance. They will then be offered a referral to the Small Business Cyber Resilience Service for

support to recover from the cyber incident.

When can small businesses access it?

- The Small Business Cyber Resilience Service will be available to small businesses from 21 October 2024

Why is the Small Business Cyber Resilience Service needed?

- In the financial year ending 30 June 2023, nearly 94,000 cybercrimes were reported to the Australian Cyber Security Centre, an increase of 23 per cent from the previous year. The average cost for small businesses per reported cybercrime was \$46,000.
- Despite the serious rate of attacks, small businesses have expressed concern over their lack of time, resources, and expertise to uplift their cyber security. Small businesses report not knowing where to start with cyber security, often finding existing resources too technical or complex to apply.
- The Small Business Cyber Resilience Service addresses the barriers that small businesses face to building their cyber resilience by providing free, easy to access, high-quality support that is tailored to their business' needs.
- The Small Business Cyber Resilience Service is a key initiative under the 2023-2030 Australian Cyber Security Strategy.

How many small businesses will be able to access the service?

- The Small Business Cyber Resilience Service is demand driven.

- IDCARE has experience in responding to a high volume of contacts.

How is the Government supporting small businesses to improve their cyber and digital capabilities?

- The Small Business Cyber Resilience Service forms part of the Government's investment of over \$60 million to help small businesses uplift their cyber security and digital capabilities.
- This includes \$23.4 million for the Cyber Wardens program which provides small businesses with free online training to help identify cyber safety practices they can implement to prevent and protect against digital threats.
- The Government is also investing \$7.2 million to establish a voluntary cyber health-check program which will allow businesses to undertake a free, tailored self-assessment of their cyber security maturity.
- The \$18.6 million Digital Solutions program helps small businesses adopt digital tools and grasp the opportunities that going online offers.

How does the Small Business Cyber Resilience Service work with existing Government cyber supports?

- The Small Business Cyber Resilience Service complements the Government's existing cyber supports for small businesses, including the Cyber Wardens program and the resources available on cyber.gov.au.

- The Small Business Cyber Resilience Service differs from other supports by providing advice and solutions that are tailored to a small business' risk, situation and capability.
- The Small Business Cyber Resilience Service will provide person-to-person support via a helpline, a delivery method that is highly valued by small businesses.

Who is delivering the Small Business Cyber Resilience Service?

- The Small Business Cyber Resilience Service is an initiative of the Australian Government which is being delivered by IDCARE.
- IDCARE was identified as the provider of the Small Business Cyber Resilience Service through an open competitive grant opportunity process.

Why was IDCARE chosen as the provider?

- The Government undertook an open competitive grant opportunity process to identify a provider to deliver the Small Business Cyber Resilience Service.

- The grant opportunity received over 80 applications and IDCARE was identified as the successful grantee.
- IDCARE is a not-for-profit charity that has been supporting individuals and businesses in Australia and New Zealand to address identity and cyber concerns for more than 10 years.
- IDCARE has experience responding to many types of identity and cyber security concerns, including identity theft, hacking, phishing, scams, data breaches, ransomware, and lost or stolen credentials.

How much funding will IDCARE receive under the grant?

- Under the grant, IDCARE will receive \$8.1 million to deliver the Small Business Cyber Resilience Service from October 2024 to March 2027.

What kind of cyber incidents can IDCARE provide assistance with?

- IDCARE can provide assistance in preparing for, and recovering from, all cyber incidents, including account compromise (i.e. email or social media accounts), phishing, hacking and ransomware.



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