After the Crime: Experience of Cyber Crime Incidents

Since ReportCyber - the Australian Cyber Security Centre's cyber crime reporting tool - launched on 1 July 2019, there have been **over 59,800 reports**. This is equivalent to about **one report every ten minutes**.

To better understand **how and why individuals and small businesses become victims** of cyber incidents, BETA conducted focus groups, two surveys, and an analysis of feedback from ReportCyber users.

Individuals

60% of our survey participants had experienced a cyber incident in the last twelve months alone.

We also found experiencing a cyber incident was related to age and self-rated cyber security expertise. **Younger people reported experiencing more incidents** (and more serious incidents like identity theft and online image abuse) than older people.

Younger people also reported more 'fatalistic' attitudes, believing **incidents were unavoidable** and would happen again.

Businesses

Like younger people, many small businesses who had experienced an incident **perceived future incidents as inevitable**.

Businesses who **hadn't experienced an incident** generally considered it 'possible' they could within the next 12 months ...

and those businesses who hadn't were more likely to consider a future cyber incident at any point as **'almost certain'**.

Most people who reported incidents were **motivated by a desire to help protect others** from experiencing a similar incident.

There is a **valuable opportunity** to provide advice to those who report to help **improve their cyber security in the future.**