# **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.**