

CTARS Data Breach - May 2022

I wish to advise of a cyber-attack experienced by the cloud-based client management system provider, CTARS Pty Ltd (CTARS) formerly engaged by Life Choice.

CTARS informed Life Choice that data containing personal information relating to our participants, carers and their contacts may have been accessed and downloaded from its systems as a result of a cyber-attack.

As well as publishing a statement on its website, CTARS has reported the incident to the Office of the Australian Information Commissioner (OAIC) and the Australian Cyber Security Centre (ACSC).

Life Choice contracted the services of CTARS up until February 2022. Life Choice ceased the use of all participant related CTARS modules in December 2020 that contained the personal information of participants. The system was only utilised thereafter for incident reporting whereby no personal information ie financial or medical was collected. The data breach took place in May 2022. CTARS has been unable to advise Life Choice if the data breach related to current and former users or if it was limited to current users alone. However, Life Choice takes the safety and privacy of our clients seriously and are advising those people potentially impacted by the cyberattack so they can take appropriate measures and access relevant support services.

What is CTARS and how does it involve Life Choice?

CTARS is a provider of client management systems and operational service solutions for NDIS, disability services, out of home care and children's' services. The data held by CTARS was compromised in a sophisticated cyberattack in May 2022. Life Choice is one of more than 90 CTARS clients Australia-wide that sustained data breaches as a result. Life Choice had ceased CTARS services when the cyber attack occurred and was not a current customer.

What should you do?

Steps to protect your personal information:

Regardless of whether you have been affected by this data breach, the following steps can help to protect personal information:

- Remain vigilant and monitor accounts.
- Never respond to unsolicited phone calls, emails or text messages.
- Scammers impersonate other organisations to convince people to take action. If you are not sure, do your own research and make contact using publicly listed contact details for the organisation.



- Wherever possible implement multi-factor authentication for online accounts.
- Ensure you have anti-virus software on all of your online devices.

It is important that you understand the steps that you can take to reduce the potential impact on your personal information. To find out more about these steps please visit this page <https://ctars.com.au/ctars-data-breach>.

What support is available?

CTARS have arranged free support from IDCARE, Australia's national identity and cybersecurity community support service. Anyone affected by this incident, but particularly high risk and vulnerable persons, can engage an IDCARE Case Manager for free via IDCARE's Get Help Web Form at: <https://www.idcare.org/contact/get-help>.

Alternatively, you may visit IDCARE's Learning Centre for further information and resources on protecting your personal information <https://www.idcare.org/learning-centre>.

IDCARE's services may be accessed by providing referral code CTR22 when completing its Get Help Web Form or calling 1800 595 160.

What information has been taken and has it been used?

CTARS has been unable to confirm exactly what information was affected however, it is likely that different types of information, including contact and personal information, and in some cases, health-related personal information were compromised in the cyberattack.

Recent media reports indicate that some data had reached the dark web. CTARS has not advised Life Choice of any of its data reaching the dark web.

For information about what happened, the particular types of personal information that is involved, the steps taken to date and the steps that you can take to reduce the potential impact on your personal information please visit this page for the most updated information <https://ctars.com.au/ctars-data-breach> or contact CTARS on responseteam@ctars.com.au or by calling 1300 282 777.

Yours sincerely,



Karen Owens
Chief Executive Officer (CEO)
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