



OFFICIAL – PRIVATE AND CONFIDENTIAL

Dear AFSS Staff, Clients and Carers,

This email is to notify you that AFSS has fallen victim to a data breach, which is currently being investigated.

Some personal details of our community members may have been compromised.

AFSS takes your rights to privacy and confidentiality extremely seriously, and we are urgently investigating the issue.

AFSS is making active efforts to contact people affected by the data breach and advise them on steps they can take to protect their personal information.

We have advised and are working with relevant government agencies, including our IT security specialists to address the breach.

No AFSS services have been impacted and our staff continue to deliver services to the community.

AFSS, in collaboration with government agencies, has partnered with IDCare, Australia's national identity and cyber support community service.

IDCare has expert Case Managers who can work with you in addressing concerns in relation to personal information.

IDCare's services are at no cost to you.

If you wish to speak with one of their expert Case Managers please complete an online Get Help form at www.idcare.org or call 1800 595 160.

Note IDCare specialist Case Managers are available from 9am-5pm AEST Monday to Friday excluding public holidays.

When engaging IDCARE please use the relevant code below:

AFSS23 – Clients

AFSSEMP23 – Employees

AFSSCAR23 – Carers

If you wish to discuss any questions or concerns, please reach out to AFSS on afss@afss.com.au

Our thanks to everyone for your patience and understanding.

Thanks
Dan Mitchell



Dan Mitchell
Kaurna/Narungga Miyu Korni
Chief Executive
Aboriginal Family Support Services Ltd
Together with the community