

Private & Confidential

4 June 2025

Further update on cyber incident

Following our emails last week about the recent cyber incident and disruption to our online services, we wanted to provide you with a further update on our operational status.

First, we would like to take this opportunity to thank practitioners for their patience and understanding while we have worked to respond to this incident and implement temporary manual workarounds.

We understand that this disruption to our online services is not ideal, especially during the practising certificate renewal period, and our team are working to manually process applications as swiftly as possible.

On a positive note, we have already received more than 90% of anticipated applications to renew a practising certificate. This has been a wonderful response from the profession to our communications.

Secondly, we provide further information on how we are working through the applications.

Manual processing of practising certificate applications

While our online service portal is unavailable, we are asking practitioners who have not yet submitted their practising certificate renewal application to directly email it to the Board. Please:

- download and complete our Australian practising certificate application form from our website
- the form can be found on the cyber incident webpage on our website: <https://www.lpbwa.org.au/cyber-incident>
- return it to us by email on enquiries@lpbwa.com as soon as possible.

First time or Grant applicants

We understand there are also individuals who are submitting their application for the grant of a practising certificate, either for the first time or following a break in practice.

We also understand that some individuals are providing documents for their admission.

Please flag your situation in the email subject line as 'Grant of Practising Certificate' or 'Admission' so the team can prioritise these for processing.

We would like to assure you that admission ceremonies are proceeding, with manual workarounds in place where needed.

If you've already submitted your application

Please note, if you submitted your practising certificate application online before 11.29pm on 20 May 2025, or if you have since emailed your application to enquiries@lpbwa.com, there is no need to reapply, and no further action is required from you at this time.

As mentioned above, we have already received more than 90% of applications and thank everyone who has submitted their application so far.

We are sure practitioners can appreciate there is a backlog of email applications to work through, and our team are working incredibly hard to manually process applications as quickly as possible. We are also prioritising new applicants and those being admitted.

If you submitted your application online you will have received a copy of your application confirming lodgement. If you did not receive confirmation of lodgement or have any questions about that, please contact us.

We will be directly acknowledging receipt to all practitioners who have submitted a manual application as soon as possible.

In the interim, please be assured that if you have submitted your application to renew your practising certificate, your current practising certificate will remain in force until your renewal application is finally determined.

Practising certificate fees

We are not able to issue invoices at this time. We will provide further updates about completing payment once our online systems are restored. Please note, the fee will apply that was in place on the day the application was submitted, not the day that payment is made.

The standard renewal period for practising certificates runs from 1 May to 31 May each year. After which, fees gradually increase month on month. The first increase to fees occurred on Wednesday, 4 June.

We do understand that the personal circumstances of each practitioner will be different, and we will assess any requests in relation to fees on a case-by-case basis.

In any event, we encourage all practitioners to submit their practising certificate application as soon as possible. We have outlined some further FAQs about practising certificate applications below, which are also available on our website.

Cyber incident investigation

We are continuing to investigate what has happened as a priority, with support from external experts.

We are aware a very small amount of data has been disclosed, containing some correspondence with limited contact information, internal operational and resourcing information, and banking information of the Board. A very small number of third parties have been directly notified.

We are aware that the unauthorised third party who disclosed this data has threatened to disclose more data on 15 June. We have sophisticated monitoring in place to detect any further activity.

At this time, we do not have any credible evidence to confirm that the unauthorised third party possesses any other Board data, but we are working to determine what information may have been accessed. Nevertheless, to ensure we are taking all available action in response to this incident, we have also obtained an injunction to prevent any access, dissemination or sharing of data impacted by this incident.

Further questions

We have a dedicated response team available to answer any other questions about the incident who can be contacted on our helpline on 08 7070 2413 or by emailing incident@lpbwa.com.

We have set out some general cyber safety guidance and FAQs below. You can also review our FAQs on the website that you may find helpful.

The Board will continue to provide further updates as we know more – thank you for your understanding and patience as we work through this.

Yours sincerely,
Legal Practice Board

FAQs

I can't apply for a grant/renewal of my practising certificate online

We have implemented manual workarounds to ensure that we can continue to deliver key services, including processing applications for the grant and renewals of Australian practising certificates.

Online applications submitted via the website Service Hub were received by the Board up to 11.29pm, 20 May 2025.

Any applications submitted after that time will need to be completed via a manual form available on our website: <https://www.lpbwa.org.au/cyber-incident>. Please complete this form and then send to enquiries@lpbwa.com.

Our payment system is currently offline. We will contact you to finalise payment when online payments or alternative payment facilities are available.

Will I be certificated on 1 July 2025?

If you lodge an application with the Board to renew your practising certificate before 30 June 2025, your certificate expiring on 30 June 2025 will remain in force until your renewal application is determined.

If you are applying for the grant of a practising certificate, we will manually process your application and contact you as required to complete this process.

How can I prove that I've submitted my application for a practising certificate?

We are working to respond directly to all practitioners who have submitted their application to date, to confirm receipt and that we have the information we need.

If you require proof of your application more urgently for work or employment purposes, please contact the enquiries team on (08) 6211 3600.

When will I get my invoice for my practising certificate application?

Unfortunately, we are not able to issue invoices at this time. We are currently manually processing applications and will issue invoices as soon as we are able to do so.

Please note, you will be charged the fee that applied on the date your application was submitted, not the date of payment.

We understand that this is not ideal and apologise for any inconvenience caused.

I'm concerned about late fees

Please be assured that you will be charged the fee which applied on the day you submitted the application, not the day of payment.

We therefore recommend that applications are submitted by completing the manual form and emailing enquiries@lpbwa.com as soon as possible.

The Board will log the date we receive the application to ensure appropriate payment is requested when online services are back online.

Please note, any requests to amend fees will be considered on a case-by-case basis.

Is my admissions ceremony going ahead?

Yes, admissions ceremonies are still going ahead – we have implemented manual workarounds to minimise any disruption as much as possible.

If you have an upcoming admissions ceremony in June, please email enquiries@lpbwa.com so the admissions team can assist you with ensuring all documentation has been provided for this to proceed.

If you have an admission ceremony coming up after June, you can go to the Admissions tab on the website and download the application form and checklist. You can either deliver this information by hand or email them to enquiries@lpbwa.com. Please make sure that in the subject line, you note which ceremony this is for.

General cyber security guidance

Be aware of scams

We encourage you to stay alert to the possibility of phishing emails and scams, as these are common risks associated with unauthorised access to personal information and cyber events. If you receive an unexpected email, call, or message, especially one asking for personal information or money with a sense of urgency, or with obvious spelling and grammatical errors, be cautious. Verify the sender's identity through official channels before responding and sharing any information.

Check email addresses and links

Look closely at the sender's email address and any links provided. Scammers often use addresses that look very similar to legitimate ones, sometimes with just a single letter changed in the company name. Carefully check the sender address and hover over any links to see the actual address before clicking. Practice the same caution

with websites - if you are suspicious of a website address, do not click on the link or provide login details.

Use strong, unique passwords

Create strong passwords using a mix of letters, numbers, and symbols. Avoid using the same password on more than one account. Consider using a password manager to keep track of them.

Enable Multi-Factor Authentication (MFA)

Whenever possible, enable MFA on your online accounts for an extra layer of security, including on your email, banking and social media accounts. MFA typically involves receiving a code on your phone or email that you must enter in addition to your password.

Secure your devices with anti-virus software

Use antivirus software and keep it updated. Ensure your devices are also protected with strong passwords or biometric security features.

Learn more about cyber safety

Read the Australian Competition and Consumer Commission's Scamwatch guidance for protecting yourself from scams here: <https://www.scamwatch.gov.au/get-help/protect-yourself-from-scams/>. You may also want to read the OAIC's tips for further guidance about protecting your identity: <https://www.oaic.gov.au/privacy/your-privacy-rights/tips-to-protect-your-privacy/>.