

**Private & Confidential**

26 June 2025

**Cyber incident update 26 June 2025**

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We wanted to provide you with an update about our ongoing work to restore our systems and services to full functionality following the recent cyber incident.

We have a restoration plan that is underway to bring systems and services back fully online and we are pleased to confirm some key services will be reinstated from 7am AWST tomorrow Friday 26 June 2025.

**Online renewals invoices and payments**

From this time, you will be able to again make online payments via the Service Hub on our website, for the renewal of your practising certificate only. Individual practitioners and firm representatives will be able to access invoices and make payment via the Service Hub platform.

**Please note**, other Service Hub functionality will remain unavailable and applications still need to be downloaded from our website and emailed to the Board.

From 7am AWST tomorrow Friday 26 June:

For practitioners who have requested to be contacted regarding payment, or who have not yet completed payment for their practising certificate application, we request that you please visit the Service Hub to access invoices and complete payment.

For practitioners who have requested that their firm be invoiced for payment, please contact your accounts team and if an invoice is required, this can be downloaded via the Service Hub.

For practitioners who have completed payment, there is no further action required, and we are working to update invoices on the Service Hub to reflect this.

As previously communicated, applications received prior to 30 June 2025 will not incur a late fee. If you have any questions, please contact [enquiries@lpbwa.com](mailto:enquiries@lpbwa.com).

## **Practising certificates**

We will also start to deliver practising certificates directly to practitioners by email.

This work will be completed in batches. As we have a backlog of applications to process, we ask that you please be patient as we work to deliver your practising certificate.

We understand that many practitioners have already completed payment, and we would like to assure you we are working to deliver your practising certificate as soon as possible.

For those yet to complete payment, please complete this via Service Hub. Your practising certificate will then be processed and issued as soon as possible.

Our reconciliation process is ongoing. If you have any concerns about an invoice that requires modification, please contact [enquiries@lpbwa.com](mailto:enquiries@lpbwa.com) so our team can work to resolve this.

## **Find a Practitioner tool**

Our Find a Practitioner search tool is currently unavailable. We are working to restore this as swiftly as possible.

In the interim, please contact the Board on (08) 6211 3600 or [enquiries@lpbwa.com](mailto:enquiries@lpbwa.com) if you need assistance.

## **Cyber incident investigation**

We would like to assure our practitioners that we have not detected any further disclosure of information since 27 May 2025.

We continue to closely monitor the dark web for any further activity and our investigation to determine potential data access is ongoing.

To ensure we are taking all available steps in response to this, we have obtained an injunction to prevent any access, dissemination or sharing of data impacted by this incident.

### **Further questions**

There are FAQs available on our website to help address common questions. Any further questions or concerns about the incident should be directed to [incident@lpbwa.com](mailto:incident@lpbwa.com) or the helpline on 08 7070 2413.

We thank you again for your understanding as we continue to work toward full restoration of our systems and services.

Yours sincerely  
Legal Practice Board