Australian Government | Small Business Cyber Resilience Service

Small Business Cyber Resilience Service

What is the Small Business Cyber Resilience Service?

The Small Business Cyber Resilience Service (the Service) is an Australian Government initiative that provides free, tailored, person-to-person support for small businesses to improve their cyber security and recover from cyber incidents.

The Service has two core functions:

- To support small businesses to assess and build their cyber resilience.
- To support small businesses to recover after a cyber incident (for example, account compromise, phishing, hacking and ransomware), with case management and device remediation.

Who can access it?

Small businesses with 19 or less full-time (or equivalent) employees, including sole traders, across Australia, in both regional and metropolitan areas.

How can you access it?

- Call the Small Business Cyber Resilience Service helpline on **1800 595 170**, or submit a request through the online form at **idcare.org/smallbusiness**.
- The helpline is available from Monday to Friday between 8am and 6pm AEST.
- Small businesses who are experiencing a live cyber incident should contact the Australian Cyber Security Hotline on **1300CYBER1** for assistance. They will then be offered a referral to the Service for support to recover from the cyber incident.

How much does it cost?

The Service provides free support to small businesses.

Other support to build small business cyber and digital capability

The Cyber Wardens program provides free, online training for small business owners and their employees to identify cyber safety practices they can implement in their business to prevent and protect against digital threats. To find out more, visit **cyberwardens.com.au**.

The Digital Solutions program provides support for small businesses to adopt digital tools and grasp the opportunities that going online offers. This includes support in the areas of cyber security and data privacy, websites and selling online, social media and digital marketing, and using online software. To find a Digital Solutions provider near you, visit **business.gov.au/digitalsolutions**.