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Australian Government
Department of Home Affairs



Australian Government
Department of the Prime Minister and Cabinet



Australian Government
Office of the Australian
Information Commissioner



acma

Australian
Communications
and Media Authority



AUSTRALIAN COMPETITION
& CONSUMER COMMISSION



SCAMWATCH



Services
Australia



Australian Government
Australian Signals Directorate



Australian
Cyber Security
Centre



AFP
AUSTRALIAN FEDERAL POLICE

Optus Data Breach

If you think you may be affected by the recent Optus data breach **contact Optus Customer service on 133 937**. [Optus Data Breach](#)

You should also:

- Secure and monitor your devices and accounts for unusual activity, and ensure they have the latest security updates.
- Enable multi-factor authentication for all accounts.
- If you need assistance with taking these steps, please visit [cyber.gov.au](https://www.cyber.gov.au).

Be alert for scams referencing the Optus data breach. Learn how to protect yourself from scams by visiting www.scamwatch.gov.au.

If you are concerned that your identity has been compromised or you have been a victim of a scam, contact your bank immediately and call [IDCARE](#) on 1800 595 160.

If your identity has been stolen, you can [apply for a Commonwealth Victims' Certificate](#).

If you believe you are victim of a cybercrime, go to [ReportCyber at cyber.gov.au](#).

The following websites can help you protect yourself and stay informed:

- [Identity theft | Moneysmart](#)
- [Identity fraud | OAIC](#)
- [cyber.gov.au](https://www.cyber.gov.au)

If you wish to make a privacy complaint, please contact [Optus](#). If you are unable to resolve your complaint with Optus, you may wish to lodge a complaint with the [Telecommunications Industry Ombudsman](#) and the [Office of the Australian Information Commissioner](#).

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What is the Government doing to protect your identity?

The Government is looking at all possible solutions to protect and reissue victims' identity documents.

The Australian Federal Police is working with state and territory police services, using specialist capabilities to monitor the dark web and other online forums, and will not hesitate to take action against those who are breaking the law.

The Australian Cyber Security Centre is supporting Optus with a cyber security incident response and assisting other Australian telecommunications providers to enhance their cyber security.

The Department of Home Affairs is working with state and territory road transport authorities to minimise the potential for exposed driver licences to be used fraudulently.

If your Medicare card details have been exposed, Services Australia will allow you to [replace your Medicare card](#) for free. If you believe there has been unauthorised activity to any of your Services Australia accounts, contact their [Scams and Identity Theft Help Desk](#).

Passports are still safe to use for international travel. However, the Government understands impacted Optus customers may be concerned about identity theft relating to their passports. Customers who choose to replace their passports can call the Australian Passport Office where staff are ready to assist. The Foreign Minister has written to Optus asking for any costs associated with new passports due to the breach, to be covered by Optus. More information can be found at www.passports.gov.au.

There is no indication from Optus that other Commonwealth identity credentials, such as visas, citizenship documents and Immicards have been exposed. Should the Government become aware of these documents being exposed, further advice will be provided on what individuals should do.