

# PRACTICAL GUIDANCE ON HOW TO PROTECT YOUR INFORMATION FROM MISUSE

## 1 General security recommendations for **all** impacted individuals

We encourage you to always remain vigilant to scams by taking the following steps:

- **Always use strong, unique passwords** for all your accounts (including any financial services accounts) and update them regularly. Do not reuse passwords across accounts and services and do not share your passwords with anyone. Enable multi-factor authentication for your accounts where it is available.
- **Be vigilant for suspicious behaviour**, including on your online accounts and in any contact that appears to come from Football Australia.
- **Watch out for unexpected calls and texts**, particularly if they ask for your personal information or refer you to a web page asking for your personal information. If you are ever concerned that a call may not be legitimate, end the call without providing your personal information and call back on a publicly listed number. Don't assume that a call is legitimate just because it appears to come from a publicly listed number, as scammers are able to mask their phone numbers to make them appear legitimate.
- **Report any harassing or threatening communications to the police.** You can also report such messages to the Australian Cyber Security Centre's "ReportCyber" service here: <https://www.cyber.gov.au/acsc/report>.
- **Familiarise yourself with guidance on protecting yourself from scams.** Remember that scammers may use information they already know about you in order to appear trustworthy. The Australian Scamwatch initiative offers guidance [here](#).

If you notice any communications or other activity purporting to be from Football Australia which causes you concern, please let us know immediately by contacting us at [privacy@footballaustralia.com.au](mailto:privacy@footballaustralia.com.au).

## 2 If your Australian passport details are impacted

Your passport number cannot be used by someone else to obtain a new passport. Robust controls are used to protect passports from identity takeover, including sophisticated facial recognition technology.

The following options are available to you:

- You can choose to **do nothing**, as the passport is valid for travel.
- You can choose to **replace** your passport if it has more than two years' validity.  
Replacement passports are issued for the remaining validity of your current document. If you request to replace your passport it will no longer be valid for travel or for identity purposes from the time your application is received.
- You can **cancel** your passport immediately by calling the Australian Passport Office on 131 232. If you cancel your passport, the cancellation will be permanent and it will no longer be valid for travel or for identity purposes. When you are ready to apply for a new document, you will need to complete a full application form.
- You can request that a **block** be placed on your passport via the Compromised Credential Protection Register. This would prevent your passport details from being used for fraudulent identity verification purposes, but it would also mean you would not be able to use your passport details online for your own identity verification purposes. DFAT approval is required to list passport credentials on the Compromised Credential Protection Register. If you would like a block to be placed, please contact Football Australia and we can assist you to liaise with DFAT.

If you choose to replace your passport, you should allow at least six weeks for the replacement to come through. If you are planning to travel in the next six weeks, the Passport Office recommends travelling on your current document and replacing it on your return. More information about applying for or replacing your document and data breaches is available at [www.passports.gov.au](http://www.passports.gov.au) (search for "replacement", "apply" or "data breach") or you can contact the Australian Passport Office on 131 232, Monday to Friday from 8am to 5pm.

If you are currently overseas and would like to replace your passport, please contact your nearest Australian Embassy or Consulate so that they can assist.

If you replace your passport, please contact Football Australia for reimbursement of the application fee.

### **3 If your New Zealand passport details are impacted**

#### **3.1 Do I need to replace my passport?**

No you don't have to. Your passport is still valid for travel, and biometric tests when applying for a new passport mean it is very unlikely someone could get a new passport using your identity.

However, if you are concerned about identity theft you may wish to replace your passport or take other precautions available to prevent the misuse of your passport information. You will need to decide on the appropriate course of action for your circumstances.

#### **3.2 How could my information be misused?**

If your information was accessed by an unauthorised party, it is possible they could use the information fraudulently such as to apply for a loan using your identity information.

The passport details exposed may be sufficient to digitally prove identity when purchasing services like cell phone contracts, appliances on credit, or taking out financial loans with small lenders. Credit providers usually verify passport information provided with the New Zealand Confirmation Service or the Australian Document Verification Service (DVS). However, if the lender confirms that the passport information is valid but does not connect that information with the individual applying for credit, it is likely the credit would be approved in your name.

#### **3.3 Replacing your New Zealand Passport**

If you choose to replace your passport, the current passport will be cancelled once the New Zealand Department of Internal Affairs (**DIA**) receives your application. Please note: a cancelled passport cannot be used for travel or identification purposes.

Please contact DIA if you would like to discuss timeframes for passport issuance to avoid impact on your intended travel at: [passportsafe@dia.govt.nz](mailto:passportsafe@dia.govt.nz)

#### **3.4 Australia Document Verification Service (DVS) block**

Australia DVS can be used to verify your passport if you are in Australia at the time of verification. If you live outside Australia, the block is not necessary.

You can request that the DIA apply for a block in the Australian DVS on your behalf. This will mean that your passport number cannot be used for digital verification in Australia.

You will still be able use the passport for travel and you will be able to use it to verify your identity in person such as for the purposes of taking out a phone plan.

If you want DIA to apply a block in DVS, please email DIA at: [passportsafe@dia.govt.nz](mailto:passportsafe@dia.govt.nz)

### **3.5 New Zealand Confirmation Service**

All New Zealand passports that have not been cancelled can be used to verify individual identities on the New Zealand Confirmation Service. If you are concerned about the potential for identity fraud in New Zealand you will need to replace your New Zealand passport.

### **3.6 Code on the New Zealand passport database**

If you do not want to cancel and replace your passport you can ask for a code to be added to your passport record. This means that if a passport application is received in your name, or your details are used on another application (for example, as a witness) the application will have more checks carried out on it.

Adding a code to your passport record on the New Zealand passport database does not prevent your identity information from being used with either Australian DVS or the New Zealand Confirmation Service (ie you will need to take the steps referenced in paragraphs 3.4 and 3.5 (respectively) to prevent those uses).

If you want DIA to apply a code to your passport record, please email DIA at:  
passportsafe@dia.govt.nz.

## **4 If your passport details (other than Australian / New Zealand passports) are impacted**

Please refer to the issuing government's official passport website or issuing authority for advice on any further action you may need to take.

## **5 If your Australian Citizenship Certificate details are impacted**

You may wish to contact the Department of Home Affairs to seek a replacement certificate, and to apply security measures to your immigration account.

To obtain a replacement citizenship certificate, you need to lodge an evidence of citizenship application. The application must be accompanied by current documentation that collectively shows your current legal name, date of birth, residential address, official evidence of any changes to their name (if applicable), a photograph and signature.

The evidence of citizenship application can be lodged online or by using paper form 119; however, the preferred method is online lodgement. Information on how to apply for a citizenship certificate is available on the Department of Home Affairs' website at:

<https://immi.homeaffairs.gov.au/citizenship/certificate>.

If your application is approved, a new hard copy of the certificate will be printed and dispatched to you applicant by registered mail. The new certificate will include new stock and evidence numbers.

If you replace your citizenship certificate, please contact Football Australia for reimbursement of the application fee.

**6 If your Application for Australian Citizenship or related documents (eg, screenshot or print-out of application) is impacted**

You may wish to contact the Department of Home Affairs to apply security measures to your immigration account.

**7 If your Notification of Approval of Australian Citizenship is impacted**

You may wish to contact the Department of Home Affairs to apply security measures to your immigration account.

**8 If correspondence regarding your Application for Australian Citizenship is impacted**

You may wish to contact the Department of Home Affairs to apply security measures to your immigration account.

**9 If your New Zealand Citizenship Certificate details are impacted**

You may wish to contact the Department of Internal Affairs to request that an alert be placed on your citizenship record.

**10 If your Australian immigration or visa notification details are impacted**

**Option 1**

You can request the Department of Home Affairs to place a block on the affected application in the system to prevent it from being imported to other accounts. You can do this by sending a request to: [oss.act.admin@homeaffairs.gov.au](mailto:oss.act.admin@homeaffairs.gov.au) with the subject line 'Request to block an application' and provide the following information:

- Application ID or Transaction Reference Number (TRN);
- Date of birth; and
- Passport number and country.

**Option 2**

Another option available is requesting that the Department of Home Affairs disable your existing account and create a new account. Once you have created a new account, the Department can

import or transfer the application/s into your new account to minimise the risk of possible unauthorised access.

Once you create a new account, you can then send a request to: [oss.act.admin@homeaffairs.gov.au](mailto:oss.act.admin@homeaffairs.gov.au) with the subject line 'Request to disable the existing account and transfer application to new account' and provide the following information:

- Old ImmiAccount username;
- Email address;
- New ImmiAccount username;
- Application ID or Transaction Reference Number (TRN);
- Date of birth; and
- Passport number and country.

### **General security measures**

The Department of Home Affairs also recommends that you use multifactor authentication and consider using a longer passphrase, rather than password, to make it more difficult for unauthorised third parties to fraudulently access your information.

## **11 If your New Zealand immigration or visa notification details are impacted**

Football Australia is liaising with the New Zealand Government and will provide you with targeted advice as soon as possible.

## **12 If your Medicare card is impacted**

A Medicare card copy belonging to you may have been exposed. Services Australia has requested that we provide details so that it can apply protective measures to your Medicare account and we are in the process of responding to this request.

If you would like to replace your Medicare card, you can do so by using your Medicare online account through myGov.

The Services Australia website contains helpful information about the steps you can take to replace your card: <https://www.servicesaustralia.gov.au/get-new-medicare-card-if-it-expires-or-lost-stolen-or-damaged?context=21796>.

If you are concerned about the security of your Medicare, Centrelink and myGov accounts, please visit [www.servicesaustralia.gov.au/databreach](http://www.servicesaustralia.gov.au/databreach) for more information on how you can protect your personal information after a data breach.

### **13 If your 'Document for Travel to Australia' is impacted**

You may wish to contact the Department of Home Affairs to apply security measures to your immigration account.

### **14 If your ImmiCard is impacted**

You may wish to contact the Department of Home Affairs seek replacement of your ImmiCard, and to apply security measures to your immigration account.

### **15 If your Visa Entitlement Verification Online (VEVO) Check is impacted**

You may wish to contact the Department of Home Affairs to apply security measures to your immigration account.

### **16 If your Medicare card number (but not your Medicare card itself) is impacted**

A Medicare card number belonging to you (not a copy of your Medicare card) may have been exposed. Services Australia has requested that we provide details so that it can apply protective measures to your Medicare account and we are in the process of responding to this request.

Your Medicare account cannot be accessed with your Medicare card number alone. Unlike a scan or copy of a Medicare card, a Medicare card number by itself cannot be used as proof of identity.

If you are concerned about the security of your Medicare account, please visit [servicesaustralia.gov.au/databreach](https://servicesaustralia.gov.au/databreach) for more information on how you can protect your personal information after a data breach.

### **17 If your NSW Driver Licence is impacted**

#### **17.1 What risks should I be aware of?**

A NSW Driver Licence is considered a primary proof of identity document.

Criminals can assume your identity by using a compromised NSW Driver Licence to apply for goods and services in your name or get access to your accounts without your knowledge or consent. Examples of some important accounts and services include:

- banking;
- phone and internet;
- utilities: water, gas and electric;
- purchasing and renting property;
- government services and entitlements;
- lines of credit including credit cards, loans and buy now pay later services; and
- health and medical.

## 17.2 What action should I take?

We recommend replacing or renewing your driver licence. This will protect you from unauthorised Document Verification Service checks using the compromised driver licence numbers as proof of identity.

### Option 1

Replace your driver licence online through your MyServiceNSW account and receive a new card number. You can then use your new card details immediately.

To replace your driver licence, go to the Service NSW website at

<https://www.service.nsw.gov.au/transaction/replace-a-nsw-driver-licence-online>.

### Option 2

Request a reissued driver licence, which will provide you with a new driver licence number and card number.

If you are eligible for a reissue, you will need to visit a Service NSW service centre in person.

### Links and contacts

- MyServiceNSW account: <https://www.service.nsw.gov.au>
- Service NSW service centres: <https://www.service.nsw.gov.au/service-centre>
- Information about replacing your licence, including fees and concessions:  
<https://www.service.nsw.gov.au/transaction/replace-nsw-driver-licence-online>
- If you replace your NSW driver licence, please contact Football Australia for reimbursement of the application fee.

## 18 If your Queensland Driver Licence is impacted

We recommend that you replace your driver licence. Please refer to information provided by the Queensland Department of Transport and Main Roads at

<https://www.qld.gov.au/transport/licensing/driver-licensing/protecting-your-identity>

If you replace your Queensland driver licence, please contact Football Australia for reimbursement of the application fee.



## **19 If your Driver Licence (other than NSW or QLD) is impacted**

You may wish to contact the issuing authority for advice as to whether it recommends replacing this document, or whether it is possible to record a security alert against it. Issuing authorities for relevant States and Territories are listed below for reference:

- **Victoria** – VicRoads
- **South Australia** – Department of Infrastructure and Transport
- **Western Australia** – Department of Transport

## **20 If your NSW Birth Certificate is impacted**

### **20.1 What risks should I be aware of?**

A NSW Birth Certificate is considered a primary proof of identity document.

Criminals can assume your identity by using a compromised NSW Birth Certificate to apply for goods and services in your name or get access to your accounts without your knowledge or consent.

Examples of some important accounts and services include:

- banking;
- phone and internet;
- utilities: water, gas and electric;
- purchasing and renting property;
- government services and entitlements;
- lines of credit including credit cards, loans and buy now pay later services; and
- health and medical.

### **20.2 What action should I take?**

We recommend placing a 'block and alert' on your birth certificate. This will protect you from unauthorised Document Verification Service checks using the compromised birth certificate as proof of identity.

Contact ID Support NSW to start the block and alert application on 1800 001 040 or complete the ID Support NSW online form for a call back at <https://www.nsw.gov.au/id-support-nsw/contact/contact-form-id-support-nsw>.

## **21 If your Queensland Birth Certificate is impacted**

Please contact the Queensland Registry of Births, Deaths and Marriages on 13 74 68 to seek information on how you can have a new birth certificate issued.

If you replace your Queensland birth certificate, please contact Football Australia for reimbursement of the application fee.

## 22 If your South Australian Birth Certificate is impacted

You may wish to use the following link to report a certificate lost or stolen:

<https://bdm.cbs.sa.gov.au/bdmsaonline/dbnet.aspx?DBCGM=1&PRPRC=LSR>. This will place an alert on your record with the SA Registry of Births, Deaths and Marriages so that extra steps are taken to verify your identity. Note that this **will also mean the certificate cannot be used for identity verification** through the Document Verification Service (for example, when applying for a loan).

If you replace your South Australian birth certificate, please contact Football Australia for reimbursement of the application fee.

## 23 If your Tasmanian Birth Certificate is impacted

You may wish to contact Tasmania Births, Deaths and Marriages on

[tony.damm@justice.tas.gov.au](mailto:tony.damm@justice.tas.gov.au) or (03) 6165 3456 to place a privacy alert on your record. **This means additional identity checks would be required for any future birth certificate applications.** You may also apply for a replacement birth certificate.

If you replace your Tasmanian birth certificate, please contact Football Australia for reimbursement of the application fee.

## 24 If your Victorian Birth Certificate is impacted

You may wish to complete the attached 'request to restrict access to a record' form, and contact the Victorian Registry of Births, Deaths and Marriages at [bdmfraud@justice.vic.gov.au](mailto:bdmfraud@justice.vic.gov.au).



Request to restrict  
access to a record.doc

## 25 If your Western Australian Birth Certificate is impacted

You may wish to contact the WA Registry of Births, Deaths and Marriages via

[bdm@justice.wa.gov.au](mailto:bdm@justice.wa.gov.au) or 1300 305 021 (within Australia) or +61 8 9264 1555 (overseas only) to discuss security access restrictions and a replacement certificate.

If you replace your Western Australian birth certificate, please contact Football Australia for reimbursement of the application fee.

## **26 If your ACT Birth Certificate is impacted**

You may wish to contact ACT Births, Relationships and Deaths (Access Canberra) for advice as to whether it recommends replacing this document, or whether it is possible to record a security alert against it.

## **27 If your NSW Change of Name Certificate is impacted**

### **27.1 What risks should I be aware of?**

A Change of Name Certificate is considered a primary proof of identity document.

Criminals can assume your identity by using a compromised Change of Name Certificate to apply for goods and services in your name or get access to your accounts without your knowledge or consent.

Examples of some important accounts and services include:

- banking;
- phone and internet;
- utilities: water, gas and electric;
- purchasing and renting property;
- government services and entitlements;
- lines of credit including credit cards, loans and buy now pay later services; and
- health and medical.

### **27.2 What action should I take?**

We recommend placing a 'block and alert' on your Change of Name certificate. This will protect you from unauthorised Document Verification Service checks using the compromised certificate as proof of identity.

Contact ID Support NSW to start the block and alert application on 1800 001 040 or complete the ID Support NSW online form for a call back at <https://www.nsw.gov.au/id-support-nsw/contact/contact-form-id-support-nsw>.

## **28 If your credit or debit card details are impacted**

If your credit or debit card details have been affected (including your card numbers), we recommend that you monitor your accounts for signs of suspicious activity. This can include:

- reviewing recent transaction history and credit card or bank statements for any suspicious activity;
- contacting the bank to report the breach and request that additional monitoring be put in place to flag any suspicious activity identified. You may also want to cancel your cards and request new cards (with new card numbers); and

- continuing to monitor recent transaction history and credit card/bank statements moving forward.

## **29 If your Tax File Number or Income Tax Return is impacted**

Football Australia has reported the incident to the ATO. The ATO may require us to provide information so that they can apply protective measures to your account.

If you wish to contact the ATO yourself about security measures that can be applied to your TFN, you can speak to the ATO's specialist identity security team on 1800 467 033 (available 8am to 6pm AEST Monday to Friday). More guidance on protecting information is available on the ATO's website, here: <https://www.ato.gov.au/general/online-services/identity-security-and-scams/help-for-identity-theft/data-breach-guidance-for-individuals/>

## **30 If your Pre-Competition Medical Assessment Declaration, Player Medical Information Form, or other Medical Screening Results are impacted**

We recommend that you inform your health insurance provider of this incident and remain alert to any scam calls or emails claiming to be from your health insurance provider. To verify the legitimacy of any communication claiming to be from your health insurance provider, please cross-reference contact details provided in these communications with those listed on their official website or directly reach out to them using known and trusted contact methods. Never divulge personal information over a call or email without ensuring its authenticity.

## **31 If your Application for Long Term Injury List is impacted**

We recommend that you inform your health insurance provider of this incident and remain alert to any scam calls or emails claiming to be from your health insurance provider. To verify the legitimacy of any communication claiming to be from your health insurance provider, please cross-reference contact details provided in these communications with those listed on their official website or directly reach out to them using known and trusted contact methods. Never divulge personal information over a call or email without ensuring its authenticity.

## **32 If your Expiration of Injury Period Form is impacted**

We recommend that you inform your health insurance provider of this incident and remain alert to any scam calls or emails claiming to be from your health insurance provider. To verify the legitimacy of any communication claiming to be from your health insurance provider, please cross-reference contact details provided in these communications with those listed on their

official website or directly reach out to them using known and trusted contact methods. Never divulge personal information over a call or email without ensuring its authenticity.

**33 If your Concussion Return to Play Declaration is impacted**

We recommend that you inform your health insurance provider of this incident and remain alert to any scam calls or emails claiming to be from your health insurance provider. To verify the legitimacy of any communication claiming to be from your health insurance provider, please cross-reference contact details provided in these communications with those listed on their official website or directly reach out to them using known and trusted contact methods. Never divulge personal information over a call or email without ensuring its authenticity.

**34 If a Medical Certificate or Medical Letter is impacted**

We recommend that you inform your health insurance provider of this incident and remain alert to any scam calls or emails claiming to be from your health insurance provider. To verify the legitimacy of any communication claiming to be from your health insurance provider, please cross-reference contact details provided in these communications with those listed on their official website or directly reach out to them using known and trusted contact methods. Never divulge personal information over a call or email without ensuring its authenticity.

**35 If your private health insurance membership card or number is impacted**

We recommend that you inform your health insurance provider of this incident and remain alert to any scam calls or emails claiming to be from your health insurance provider. To verify the legitimacy of any communication claiming to be from your health insurance provider, please cross-reference contact details provided in these communications with those listed on their official website or directly reach out to them using known and trusted contact methods. Never divulge personal information over a call or email without ensuring its authenticity.

**36 If your insurance loan documentation is impacted**

We recommend that you inform your insurance provider and insurance credit provider of this incident and remain alert to any scam calls or emails claiming to be from your insurance provider or insurance credit provider. To verify the legitimacy of any communication claiming to be from your insurance provider or insurance credit provider, please cross-reference contact details provided in these communications with those listed on their official website or directly reach out to

them using known and trusted contact methods. Never divulge personal information over a call or email without ensuring its authenticity.

**37 If other insurance documentation such as policy details or certificate of currency is impacted**

We recommend that you inform your insurance provider of this incident and remain alert to any scam calls or emails claiming to be from your insurance provider. To verify the legitimacy of any communication claiming to be from your insurance provider, please cross-reference contact details provided in these communications with those listed on their official website or directly reach out to them using known and trusted contact methods. Never divulge personal information over a call or email without ensuring its authenticity.

**38 Your safety**

If you ever have concerns for your personal safety, contact the police without delay.