



CASE STUDY

# Successful Industry Compliance & a Partnership Built on Trust





Centacare Catholic Family Services is a non-profit offering a range of services committed to enhancing people's quality of life across Australia. Their programs include domestic and family violence, homelessness, registered training, NDIS and carer supports, children's services, family and relationship supports and health, wellbeing and education.

As a risk-averse organisation with security-minded leadership, they sought assistance for complying with their data privacy industry regulations. The results? Full compliance, stronger protection, and a positive brand image.

## TOWARDS BETTER SECURITY, DATA PRIVACY, & REPUTATION

The organisation was aiming for three key objectives:



To fully comply with relevant laws & regulations, especially after changes were made to the Privacy Act



To level up Centacare's cyber security maturity



To focus on mitigating the organisation's reputational risk

Amendments to the Privacy Act 1988 were introduced in 2012 and implemented in 2014. Those included new requirements for handling personal information for private sector organisations. Committed to protecting their clients' private and personal information, Centacare was eager to ensure their compliance.

They engaged ADITS to find out exactly what the legislative changes meant for their organisation. They also wanted to plan and be ready for the possibility of a data breach and ensure they would take all the reasonable steps necessary.

## PROACTIVE LEADERSHIP + EXPERT IT SOLUTIONS = SMOOTH PROCESS

Over a 12-month period, Centacare was able to meet all their legislation requirements, with a focus on mitigating reputational risk. The solution involved three key areas.



Cyber Security  
Gap Analysis

### Cyber Security Gap Analysis

This involved assessing Centacare's security posture at the time, identifying their security objectives and biggest risks, and developing a plan to address them.



Regulatory  
Compliance  
Measures

### Regulatory Compliance Measures

ADITS worked to put compliance measures in place for Centacare including policies and procedures like a data breach response plan. The plan would define who is responsible for what and the communications that should be released in the event of a breach.

This also meant implementing cyber protection controls to mitigate cyber threats and help prevent data breaches.

Staff training was another important part of the process for employees to know what to look for and what to do in the event of a cyber threat.



Cyber Incident  
Analysis

### Cyber Incident Analysis

Known for going the extra mile, ADITS went a step further to enable Centacare to determine the scope and severity of a cyber incident. The NFP can now be sure that, with the data that they have in the event of a breach, they would have the ability to see what happened, when it happened, and a certainty of whether there was any loss of data.

## A RECIPE FOR SUCCESS

Thanks to Centacare's Executive Director, Paula Washington, and her security-first mindset, the implementation process was smooth and effective. This cascaded to the entire organisation, and it is now part of their culture. Everybody has a role to play in their cyber defence efforts.

ADITS and Centacare need to have their finger on the pulse with any changes to the social services space. The NFP is undertaking yearly governance cycle to make sure any changes of regulations or legislation are covered off.

Clear and open communications were also crucial to the success of the project. ADITS performed monthly check-ins to keep everyone on the same page and so that any issues or concerns were promptly addressed.

## UNQUANTIFIABLE RESULTS: CULTIVATING TRUST & DEVELOPING A STRONG RELATIONSHIP

Centacare completed various audits and were found successfully compliant against the requirements. Also:

- **Their cyber security processes and governance successfully passed all tests.**
- **End users experienced minimal disruption, leading to enhanced productivity.**
- **Regular monthly check-ins revealed no roadblocks, ensuring smooth progress.**
- **The project remained fully on scope in all aspects, demonstrating effective planning and execution.**

A special highlight of what ADITS and Centacare achieved was the levelled-up trust, which visibly improved over the months. This attests to their wonderful work relationship and makes it easier to achieve the project objectives.

ADITS is also helping with communication throughout the organisation to make sure everyone is onboard with the work being done. Any gap that previously existed between executive engagement and end-user engagement are now reduced because expectations are properly set from the start.

## GEARING UP FOR EVEN STRONGER SECURITY

As a cyber mature organisation with security and compliance fundamentals in place, Centacare now looks forward to further improving their cyber security

posture. Because cyber security impacts people at all levels, they will also keep training and educating everyone in the organisation.

## BE VIGILANT: DON'T WAIT FOR A CYBER ATTACK TO HAPPEN

"As soon as we realised that the changes to the Privacy Act would surely impact Centacare, we wanted to find out how and what exactly needed to happen. We did not want to wait for a data breach to occur – you've got to be proactive and agile when it comes to cyber security," said Paula Washington, Centacare Executive Director.

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**PAULA WASHINGTON**  
CENTACARE EXECUTIVE DIRECTOR

"It pays to be cyber aware as a leader in an industry that is a prime cyber-crime target. When an organisation has a security mindset at the top, it's easier and faster to make decisions, prioritise, plan, and act on things that could affect all your stakeholders, she adds".

"I'm happy we found ADITS because they understand our industry and their experience means they know exactly what to do. They stay on top of what's happening in the world of cyber security, and they have a way of communicating with us that works for both sides, she concludes".

# Take the First Step towards Better Cyber Resilience

Are you unsure with the industry regulations you need to comply with? Do you know where you stand with your cyber protection? For more information or to book a cyber risk assessment, contact our cyber security experts right away.

## TALK TO OUR FRIENDLY TEAM

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