Queensland Law Society

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Office of the President

25 July 2025

Our ref: [LP:GA]

Dr James Popple
Chief Executive Officer
Law Council of Australia
Level 1, MODE3
24 Lonsdale Street
BRADDON ACT 2612

By email: [redacted]

Dear Dr Popple

Resources and initiatives relating to cybersecurity and the legal profession

Thank you for the opportunity to provide input on cybersecurity-related resources and information for legal practitioners

We have compiled a summary of QLS resources and initiatives below.

Overview of QLS efforts to address cyber assisted fraud

QLS has a number of resources and tools available to assist members to improve their information security defences.

These operates in conjunction with the Cyber Essentials insurance package which provides access to expert assistance in response to cyber incidents.

Resources are available on an open, on request or for purchase basis.

The central theme of the methodology and resources is based on two fundamental principles:

- security is a cultural and risk management challenge, rather than primarily a technical one. Reasonable security depends on interlocking shields of people, process and technology; and

- security is not one-size-fits-all. This is particularly so for the Queensland legal profession which consists of a large proportion of sole practitioners and small practices and is geographically dispersed. Accordingly, a reasonable minimum for one firm or practitioner may be unattainable for another. Further, guidance as to technological solutions or tools should not be prescriptive to ensure there is sufficient flexibility depending on practice size and resources, individual risk analysis and evolving technology solutions.

QLS has, for several years, worked to prepare structured materials to assist its members to assess the risk they face, prioritize where resources should be deployed and then implement a series of projects to address the most common information security deficits.

Materials are provided for basic risk assessment and mitigation on the QLS website, and detailed mitigation strategies are available upon request with options, depending on firm size.

The QLS Ethics and Practice Centre has summarised a list of relevant resources ((Annexure A (**On demand and published resources**) and B (**Unpublished resources available on request**)) for your information.

Cyber security course

QLS is currently in the process of exploring an opportunity to deliver a basic cyber security course which will facilitate subsequent certificate upon completion.

Lastly, Lexon Insurance, our Professional Indemnity Insurer, also provides education and cyber risk management checklists which are available to QLS members.

If you have any queries regarding the contents of this letter, please do not hesitate to contact our Legal Policy team via policy@qls.com.au or by phone on (07) 3842 5930.

Yours faithfully

[redacted]

Geneviève Dee
President

Annexure A – QLS Cyber Resources

Cyber Prevention and Education

Name of Resource	Date of publication	Link	Comments
Cybersecurity risk assessment tool for small law firms	15 March 2019	qls.com.au/Content-Collections/Guides/Cybersecurity-risk-assessment-tool-for-small-law-f	Document was reviewed on 10 October 2024 and had no updates.
Paying Ransomware	12 August 2017	https://www.qls.com.au/Practising-law-in-Qld/Resources/Cybersecurity/Paying-Ransomware	Document was last reviewed on 22 May 2025 and had no updates.
QLS Guide: Removable data storage best practice for law firms	1 March 2019	qls.com.au/Content-Collections/Guides/Removable-data-storage-best-practice-for-law-firms	Document was reviewed on 1 October 2024 and had no updates.
Android security for lawyers	15 March 2019	qls.com.au/Content-Collections/Guides/Android-security-for-lawyers	Document was reviewed on 1 October 2024 and had no updates.
iOS (Apple mobile) security for lawyers	15 March 2019	qls.com.au/Content-Collections/Guides/iOS-(Apple-mobile)-security-for-lawyers	Document was reviewed on 1 October 2024 and had no updates.
Information security on the road	15 March 2019	qls.com.au/Content-Collections/Guides/Information-security-on-the-road	Document was reviewed on 1 October 2024 and had no updates.
Cybersecurity: Making your domestic equipment (wfh) safer	28 November 2022	https://www.qls.com.au/Practising-law-in-Qld/Resources/Cybersecurity/Cybersecurity-Making-your-domestic-equipment-(wfh)	
Does your firm have an evil twin? Business identity theft	28 November 2022	qls.com.au/Content-Collections/Guides/Does-your-law-firm-have-an-evil-twin-Business-iden	Document was reviewed on 1 October

			2024 and had no updates.
QLS Password Protection Policy template	28 November 2022	qls.com.au/Content-Collections/Template/QLS-Password-Protection-Policy-template	Document was reviewed on 1 October 2024 and had no updates.
Choosing and using cloud services	9 December 2022	qls.com.au/Content-Collections/Guides/Choosing-and-using-cloud-services	Document was reviewed on 1 October 2024 and had no updates.
Multi Factor Authentication Guide	10 January 2023	qls.com.au/Content-Collections/Guides/Multi-Factor-Authentication-Guide	
QLS Guide: Cybersecurity Tips While on Holidays	11 January 2023	https://www.qls.com.au/Practising-law-in-Qld/Resources/Cybersecurity/QLS-Guide-Cybersecurity-Tips-While-on-Holidays	Document was reviewed on 1 October 2024 and had no updates.
QLS Ethics Password Literature Review	20 February 2023	qls.com.au/Content-Collections/Guides/Do-password-policies-reduce-data-loss	Document was reviewed on 1 October 2024 and had no updates.
Cryptocurrency for Lawyers	1 June 2023	https://www.youtube.com/watch?v=etMSxjjzBKc	Innovation insights video.
Understanding Capabilities of IT Contractors & Information Security	4 October 2023	https://www.youtube.com/watch?v=V2T8O2IERs4	Innovation insights video

Suspected (Active) Incident

Name of Resource	Date of publication	Link	Comments
I have an active or suspected incident	11 July 2017	https://www.qls.com.au/Practising-law-in-Qld/Resources/Cybersecurity/I-have-an-active-or-suspected-incident	Document was reviewed on 16 January 2025 and had no updates.
Cyber First Response Checklist	26 August 2019	qls.com.au/Content-Collections/Checklists/Cybersecurity-First-Response-Checklist	Document was reviewed on 1 October 2024 and had no updates.
Cyber Essentials Insurance	31 August 2024	https://www.qls.com.au/Services/Business-Services/Cyber-Essentials-Insurance	Wording on the website was updated on 26 October 2024 to

			reflect current coverage.

Cyber Articles

Name of Resource	Date of publication	Link	Comments
Post-lockdown virus warning	18 July 2020	https://www.qlsproctor.com.au/2020/07/post-lockdown-virus-warning/	
Does your law firm have an evil twin?	8 September 2020	https://www.qlsproctor.com.au/2020/09/does-your-law-firm-have-an-evil-twin/	
Data security: Credit card process changes to avoid compliance, obligations and risk	11 November 2020	https://www.qlsproctor.com.au/2020/11/data-security-credit-card-process-changes-to-avoid-compliance-obligations-and-risk/	
Data-kidnapping ransomware hits Australian legal services sector	3 December 2020	https://www.qlsproctor.com.au/2020/12/data-kidnapping-ransomware-hits-australian-legal-services-sector/	
New hacker threat to email servers	5 March 2021	https://www.qlsproctor.com.au/2021/03/new-hacker-threat-to-email-servers/	
Urgent: Have you patched your Microsoft Exchange Server yet?	9 March 2021	https://www.qlsproctor.com.au/2021/03/urgent-have-you-patched-your-microsoft-exchange-server-yet/	
Exchange Server patch in place – what's next?	17 March 2021	https://www.qlsproctor.com.au/2021/03/exchange-server-patch-in-place-whats-next/	
Dell computers alert – act now to secure your data	7 May 2021	https://www.qlsproctor.com.au/2021/05/dell-computers-alert-act-now-to-secure-your-data/	
Urgent reminder: Have you updated your Chrome browser?	23 June 2021	https://www.qlsproctor.com.au/2021/06/urgent-reminder-have-you-updated-your-chrome-browser/	
Cryptocurrency - from fringe to mainstream:	31 August 2021	https://www.qlsproctor.com.au/2021/08/cryptocurrency-from-fringe-to-mainstream-practical-issues-for-solicitors/	

practical issues for solicitors			
Urgent cybersecurity alert for Microsoft Office documents	8 September 2021	https://www.qlsproctor.com.au/2021/09/urgent-cybersecurity-alert-for-microsoft-office-documents/	
Beware: Phishing on the (phone) line	10 September 2021	https://www.qlsproctor.com.au/2021/09/beware-phishing-on-the-phone-line/	
Scam Awareness Week 2021	9 November 2021	https://www.qlsproctor.com.au/2021/11/scam-awareness-week-2021/	
'Critical alert' on Excel/Office vulnerability to cyber attack	12 November 2021	https://www.qlsproctor.com.au/2021/11/critical-alert-on-excel-office-vulnerability-to-cyber-attack/	
Are you ready for Black Friday phishing?	23 November 2021	https://www.qlsproctor.com.au/2021/11/are-you-ready-for-black-friday-phishing/	
Critical software vulnerability – all firms please note	16 December 2021	https://www.qlsproctor.com.au/2021/12/critical-software-vulnerability-all-firms-please-note/	
Your web browser is the gateway to the online world	24 March 2022	https://www.qlsproctor.com.au/2022/03/your-web-browser-is-the-gateway-to-the-online-world/	
Cyber attacks hit Aussie targets every 7 minutes	7 November 2022	https://www.qlsproctor.com.au/2022/11/cyber-attacks-hit-aussie-targets-every-7-minutes/	
Verification of client Identity	9 November 2022	https://www.qlsproctor.com.au/2022/11/verification-of-client-identity/	
Cybersecurity basics: Passwords	21 February 2023	https://www.qlsproctor.com.au/2023/02/cybersecurity-basics-passwords/	Article to accompany QLS Resource.
Quick thinking saves trust account	17 July 2023	https://www.qlsproctor.com.au/2023/07/quick-thinking-saves-trust-account/	
QR codes can be another phishing link	2 August 2023	https://www.qlsproctor.com.au/2023/08/qr-codes-can-be-another-phishing-link/	
Cyber attacks on rise via fake emails	1 July 2024	https://www.qlsproctor.com.au/2024/07/cyber-attacks-on-rise-via-fake-emails/	
Hackers have new weapon	20 August 2024	https://www.qlsproctor.com.au/2024/08/hackers-have-new-weapon-in-armoury/	

First they came for the bankers	22 January 2025	https://www.qlsproctor.com.au/2025/01/first-they-came-for-the-bankers/	
Buyer beware with funds transfer fraud	21 February 2025	https://www.qlsproctor.com.au/2025/02/buyer-beware-with-funds-transfer-fraud/	
Games platforms can be cyber risk	2 April 2025	https://www.qlsproctor.com.au/2025/04/games-platforms-can-be-cyber-risk/	

Annexure B – materials on request & program support materials

Primary documents	***Description***	***Format***	***Objective***	***Status***
Program overview	A summary of the cyber improvement program (Cyber-Star maturity model plus roadmap packages.)	*Brochure*	Hand out at conclusion of cybersecurity discussions to explain the "next steps" options and process for following the uplift program	For update
Cybersecurity maturity model (Cyber-Star)	Suggested cybersecurity measures appropriate to law firms depending on resource levels.	*Table*	A baseline non-compulsory standard exploring appropriate control measures. Incorporates Essential 8 and NIST framework. "Cyber star" model similar to food safety standard star rating.	For review and update with alignment to SMB-1001 (if not discontinued & replaced)
Cybersecurity roadmap – small firm	Detailed week-by-week project outline with supporting materials suggesting how to implement the cyber star program. Versions available for Micro, Small & Mid sized firms.	*Booklet (54 page)*	To encourage sustained effort to implement appropriate cybersecurity. To remove blocks to action suggesting how each stage can be implemented as efficiently and cost effectively as possible.	For review and update with alignment so SMB-1001
Cybersecurity roadmap – mid firm	As above, with implementation more focussed on policy and education, security culture in addition to technical measures	*Booklet*	As above.	For review and update with alignment so SMB-1001
Law Firm Information Security – where to start	A summary outlining standard cyber session content – risks – escalation of damage – likely attack vectors.		(1) Reinforcement of session content. (2) A discussion starter for interested parties wishing to encourage further focus on the issue within their firm. (3) call to action.	
Supporting resources	***Item***	***Format***	***Objective***	***Status***
First things first	The Email substitution scam – what it is, how it works and what to do about it.	Fact sheet	If the firm does nothing else, understand man in the middle email attacks and some basic countermeasures	Draft

	Template email urging staff to do the Lexon online training			Draft
	Template email to partners urging public support for the training measure			
	Template training register			
	Template funds transfer policy			
	How do I hire a cybersecurity consultant?	Fact sheet	1 Page guide – what to look for – qualifications – package.	
Task 1	Cybersecurity FAQ and basic terminology	Fact Sheet	1-2 page summary – Big 4 Attacks, - terminology	
Task 1	Terminology sheet	Fact sheet	2 Page fact sheet – cybersecurity glossary.	
Task 1	"Cyber crime – Show me the money"	Video	Audience: Principles: Introduction – threats – war stories	Draft
	First steps for firm managers	Booklet	Audience: Principals: introduction – obligations – overview of response	Draft
Task 2	Cybersecurity risk assessment – initial. (Checklist) <<Link>>			--
Task 2	Ten things I cannot afford to happen		What information can you simply not afford to loose? What type of funds transfers can you not afford to have compromised? What systems could your business not function without?	
Task 3 (consensus)	Draft statement of objectives			
	Talking points for leadership meeting Draft statement of objectives Draft project summary			

	Information sheet: The QLS Security Model and Improvement Roadmap: what it aims to do and how it will get us there; and Infographic – cyber risks to law firms.			
Task 4 (Password day)	draft email introducing Password Day video – law firms on the cyber attack front line - stolen passwords script (if you prefer that to the video) summary points – the cyber project. handout – passwords – how choose a good one draft password policy (confirm and distribute) • reminder poster (Print in A3 colour) • passwords – where are they hiding? Checklist • follow up email – to be sent 1 week later. Are your passwords weak or compromised Guide Checklist Introduction to password vulnerabilities, threat arising, best practice.			
Task 5 build a team				

Task 6 (Data and network map)	"guide to network protection" (2 pages). It is a brief summary in non-technical language of what the various parts of a network do; and read the "QLS Cybersecurity model" summary guide. (2 pages) This explains (very briefly) what the technical measures in the model are and what Data Assets Checklist (Part A) Network Assets Checklist (Part B) Threat Vectors for SME law firms, 2018 they are supposed to do.			
	Confidential information – what, where and how (Pt 1)	Guide Checklist	To outline the various places critical information might be hiding. Checklist to assist repositories to be found	
	(PT 2)	Guide Checklist	Second part to identify how critical data can be accessed.	
	Checklist		Tasks 2 & 6	
				Notes
	Infographic	Infographic	To assist cyber champions to guide internal discussion on Risk & threats	Draft

Task 7 (workflow analysis)	Workflow vulnerability analysis – some examples	Guide	To introduce the concept of following typical work from start to finish & look for (1) weak spots in data handling and (2) vulnerability to faked data / communication (3) what to do about it.	
	Policies to address Cyber Risks	Basic policies	To allow firms to adopt template policies, discuss them and adapt them to their own use. First tranche, policies only – modified and simplified from SANS. Later, will need a session around this	
	Risk register checklist			
	Dangers of working on the road Public Wi – Fi		Starting with a third party link, later developing our own resources	
	Template task list	Template	Microsoft Project file	
	Password Checklist	Checklist	Where are all the accounts leading to important data hiding ?	
	Password – best practice (manual)	Fact Sheet	Third party resource – good password policies.	
	Iphone / Ipad : Basic Security	Guide	Basic security features and practices for an Iphone not being used in a managed corporate environment.	Draft
	Android / Pad : Basic Security		Basic security features and practices for an Android device not being used in a managed corporate environment.	Rough Draft
	Flash Drives / USB Devices		Vulnerability and threats from USB devices – practical steps to minimise these – encryption – processes – risk assessment.	
	How to check app permissions and things to watch for	Guide		
	Two factor authentication – what it is and how to do it.	Guide		
	Physical device keys – how they work and how to get one			Replace with SSO guidance
	Ten Things I cannot Afford to Happen	Checklist		

	Passwords – Where are they hiding?	Checklist		
	Law firms on the cyber attack front line – stolen passwords	Video Script	Optional	
	Guide to Network Protection	Guide		
	QLS Cybersecurity Model – Technical measures summary guide	Table	Guide for IT support team explaining standard requirements.	
	QLS Cybersecurity Model – Threat Vectors for SME Law Firms 2018			
	Data Assets Checklist (Part A)	Checklist		
	Network Assets Checklist (Part B)	Checklist	Network map including non-technical explanation of various control and security measures.	
	Workflow vulnerability worksheet	Worksheet Checklist		
	Social Engineering Awareness			
	Roadmap – overview of action phase			
	QLS information retention guidelines	Guidelines		
	Cyber Security Toolkit: (Wright, 2016) Chapter 4; The impact of a cyber security breach	Optional		
	Encryption guide	Guide		Draft

	QLS Guide to responding to a cyber incident	Guide		Published