

Important Information About Your Personal Information

Dear Participant / Nominee,

We want to let you know about a recent security issue.

On 3 December 2025, we found out that someone had accessed one of our staff email accounts without permission.

We acted straight away to secure our systems and stop any further access. We also started an investigation with cyber security experts.

Our daily services have not been affected. We are writing to be open and honest with you.

What happened?

One staff email account was accessed by someone outside our organisation.

Some emails in that account may have been copied.

We are still investigating exactly what information may have been involved.

What information may have been involved?

The email account may have contained:

- Names
- Contact details (phone numbers, email addresses, addresses)
- Information about services
- Health or disability information
- NDIS plan information

We are reviewing the emails carefully to understand exactly what was accessed.

What we have done

We have:

- Secured the email account
- Reset passwords and checked multi-factor authentication
- Removed the malicious access
- Engaged cyber security experts
- Notified the Australian Information Commissioner

- Strengthened our security systems

We are continuing to improve our systems.

What you can do

As a precaution, we recommend you:

Be careful of scams

- Be cautious of unexpected emails, phone calls or text messages.
- We will never ask for passwords or bank details by email or text.
- If unsure, call us directly using our official phone number.

Check your accounts

- Review your bank and credit card statements.
- Contact your bank if you see anything unusual.

Update passwords

- Change passwords if you use the same password on other accounts.
- Use strong, different passwords for each account.

Support and Contact

If you have questions, please contact our Privacy Team:

Email: admin@hhs.com.au

Phone: 0433 585 367 or 1300 556 007 (Monday–Friday, 9am–5pm)

Post: Director, High Hopes Services, 1/204 Sladen Street, Cranbourne VIC 3977

You can also contact IDCARE (free support service) on 1800 595 160 or visit www.idcare.org.

We are very sorry for any concern this may cause. We are committed to protecting your information.

**Yours sincerely,
Roby Daou
Director
High Hopes Services**