



# Australian Cybercrime Online Reporting Network (ACORN)

Peter Brown, Australian Crime Commission

# Scope

2

- ❑ Context
- ❑ Background & Objectives of ACORN
- ❑ Outcomes & Benefits
- ❑ Features & Scope
- ❑ Reporting, Education & Advice
- ❑ Information Sharing
- ❑ Public Awareness



# ACORN Context



3



Australian Government  
Attorney-General's Department

C R I M T R A C

Responsive • Innovative • Accountable



# National Plan to Combat Cybercrime

4

## National Plan to Combat Cybercrime



### Key principles

1. *Understand the problem*
2. *Partnerships and shared responsibilities*
3. *Focusing on prevention*
4. *Balancing the security, freedom and privacy*

### VISION

A safe and secure digital environment for all Australians

### MISSION

Making Australia a hard target for cyber criminals

Educating the community to protect themselves

Partnering with industry

Fostering an intelligence led approach

Improving capacity and capability to fight cybercrime

Improving international engagement

An effective criminal justice framework

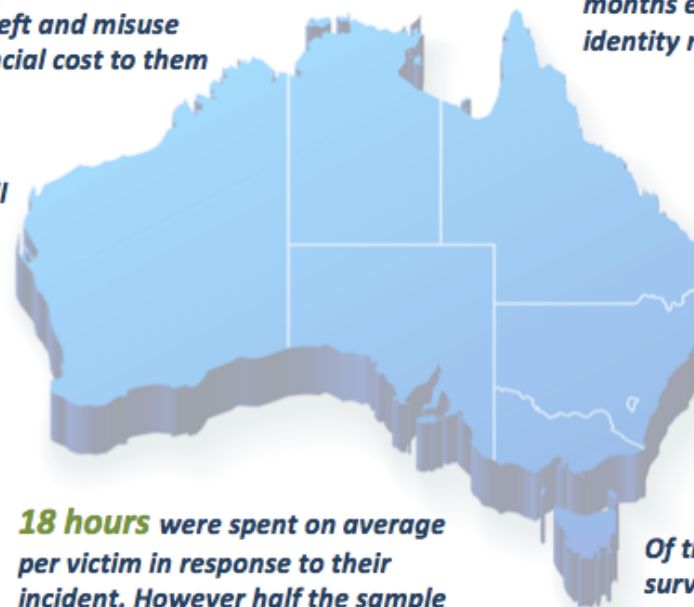
# Identity Theft in Australia

5

## Identity Theft & Misuse Fast Facts (Online Survey) – Australia

**5% or 920,500** Australians over the past 12 months experienced some form of identity theft and misuse resulting in a financial cost to them

**9%** of Australians surveyed did not tell anyone about it



**9.4% or 1,730,549** Australians over the past 12 months experienced some form of identity misuse

**\$5,741.82** was the average out of pocket amount lost

**47%** of victims surveyed detected the event(s) themselves

**18 hours** were spent on average per victim in response to their incident. However half the sample size spent **3 hours** or less.

Of those Australians surveyed who did not tell anyone about it – **24%** felt too embarrassed

# Role of the ACC - Cybercrime

6

- ❑ Combating nationally significant crime.
  - ❑ Collection opportunities
  - ❑ Legislative review
  - ❑ Technology
  - ❑ Serious and organised crime
  - ❑ Collaboration and partnerships





# ACORN Benefits & Outcomes

7

- ❑ Reduce the scale and cost of cybercrime to the Australian community.
- ❑ Increase clean-up rate
- ❑ Increase reporting
- ❑ Prevention initiatives

A promotional poster for the ACORN (Australian Cybercrime Online Reporting Network) initiative. The poster features four people (two men and two women) standing in front of a blue background with a grid of white squares. The man on the left is holding a large monitor displaying the ACORN logo and text. The woman next to him is holding a tablet displaying a blue shield icon. The woman next to her is holding a laptop displaying the ACORN logo and text. The man on the far right is holding a smartphone displaying a blue shield icon. Above them is a blue banner with white text that reads 'Now there's a place to report online crime'. Below the people, the text 'REPORT. PROTECT. PREVENT.' is written in bold. Underneath that, a paragraph explains that every year thousands of Australians fall victim to online crimes and that ACORN is a new national policing initiative to fight online crime. It also provides the website 'acorn.gov.au' for reporting. At the bottom, it states that ACORN was developed as a national policing initiative with the support of various Australian police forces, represented by their logos. The ACORN logo is also displayed at the bottom right, along with the text 'Authorised by the Australian Government, Capital Hill, Canberra.'



An Australian Government Initiative



# ACORN

Australian Cybercrime Online Reporting Network

[HOME](#)[ABOUT](#)[REPORT](#)[LEARN](#)[PROTECT](#)[SUPPORT](#)[FAQ](#)

# ACORN

Australian Cybercrime Online Reporting Network



## CYBERCRIME - IT COSTS YOU AND THE AUSTRALIAN ECONOMY

The ACORN allows you to securely report cybercrime incidents which may be in breach of Australian law.

This will help our law enforcement agencies to better combat the growing threat of cybercrime in Australia.



Learn more about cyber-crime



Report a cybercrime



Protect yourself against cybercrime





If you require urgent assistance, contact Triple Zero (000). For crisis support, contact Lifeline (13 11 14), beyondblue (1300 224 636) or Kids Helpline (1800 55 1800).



# ACORN Reporting

9

- Information collected
  - Offence Type
  - Complainant & Victim(s)
  - Suspect (s)
  - Modus Operandi
  - Loss Incurred
- Advice messages


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About ACORN

**Start** > Offence > Victim > Suspect > Method > Loss > Summary > Finished

**If you are concerned about your immediate safety you should contact 000 before continuing with this report.**

## Report a Cybercrime

\* Mandatory fields

The Australian Cybercrime Online Reporting Network (ACORN) is a secure reporting and referral service for cybercrime and online incidents which may be in breach of Australian law. Certain reports will be directed to Australian law enforcement and government agencies for further investigation.

### What can I report on the ACORN?

Common types of cybercrime include hacking, scams, fraud, identity theft, attacks on computer systems and illegal or prohibited online content. [Click here to learn more about cybercrime.](#)

### How do I make a report?

The following screens will guide you to make a report. Provide as much detail as possible so we can best process your report. You should keep any relevant information about the incident in case police contact you. This could include emails, screenshots or any other evidence kept.

You should not provide any personal financial details when reporting. You should not report on a device which you think might be infected by a virus.

The report must be completed in one session and will automatically close after 5 hours of inactivity.

### What happens next?

Shortly after you submit your report, you will receive a confirmation email with a unique ACORN reference number if you provide your email address.

Please be aware that not all reports to the ACORN will be referred or investigated. However, your report will be treated seriously and will help our law enforcement and government agencies to develop a clearer picture of cybercrime trends which affect Australians.

### Privacy

While the ACORN accepts anonymous reports, the site logs IP addresses of all reports received. This is to ensure that malicious reporting can be detected and acted on.

Please view our [Privacy Policy](#) for more details.

### We need to check that the ACORN can take your report

What country do you reside in?

What country do you believe the suspect resides in?

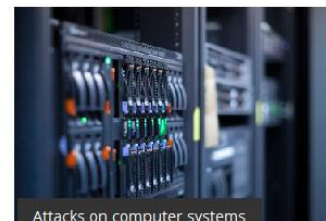
☐ \* I have read and agree to the [privacy policy](#) surrounding this report, and (if you are reporting on behalf of a victim) I have consent to share the victims details.

[Continue](#)

# ACORN Scope

10

- ❑ Online Scams or Fraud
- ❑ Online Purchase or Sale
- ❑ Attack on Computer System
- ❑ Cyber Bullying or Stalking
- ❑ Illegal or Prohibited Material
- ❑ Offending Against Children
- ❑ Other



# ACORN Educational material

11

- Learn about cybercrime
  - ▣ Attacks on computer systems
  - ▣ Email spam and phishing
  - ▣ Identity theft
  - ▣ Illegal and prohibited content
  - ▣ Online child sex abuse material
  - ▣ Online scam and fraud



The screenshot shows the ACORN (Australian Cybercrime Online Reporting Network) website. The header includes the Australian Government Initiative logo and the ACORN logo. The navigation menu includes HOME, ABOUT, REPORT, LEARN, PROTECT, SUPPORT, and FAQ. A search bar is also present. The main content area is titled 'Learn about cybercrime' and includes a section 'What is cybercrime?' which defines cybercrime as a crime which impacts the lives of many Australians. It lists common types of cybercrime: hacking, online scams and fraud, identity theft, attacks on computer systems, and illegal or prohibited online content. The page also mentions that the effect of cybercrime can be extremely upsetting for victims and that the cost and incidence of cybercrime is expected to increase. A section titled 'Common types of cybercrime' lists various types of cybercrime, including attacks on computer systems, cyber-bullying, illegal and prohibited content, online child sex abuse material, online scams or fraud, and online trading issues. The page features several images illustrating these types of cybercrime, such as a server room, a person using a smartphone, and a hand holding a padlock.

# ACORN Educational material

12

## □ Protect and prevent

- Children
- Computer
- Email
- Online shopping
- Personal information
- Social media
- Phone/Tablets



The screenshot shows the ACORN (Australian Cybercrime Online Reporting Network) website. The header includes the Australian Government Initiative logo and the ACORN logo. The navigation menu includes HOME, ABOUT, REPORT, LEARN, PROTECT, SUPPORT, and FAQ. The main content area is titled 'Protect and prevent' and features a sidebar with a list of topics: Children, Computer, Email, Online shopping, Personal information, and Social media. A large banner image shows a close-up of a computer screen with a grid pattern. A blue callout box on the banner reads: 'Top tip: Install and update your security software and set it to scan regularly. Read about [securing your computer](#).' Below the banner, there is a paragraph of text and a list of practical tips for protecting against and preventing cybercrime.

**Protect and prevent**

**Top tip:** Install and update your security software and set it to scan regularly. Read about [securing your computer](#).

To avoid becoming a victim of cybercrime, we all need to accept responsibility for our own security and safety online. This means using safe online practices and being aware of the ways that criminals try to obtain personal information online.

There are some practical things you can do to help protect against and prevent cybercrime, including:

- being on the lookout for [email scams](#),
- securing your [computer from cybercrime](#) attacks,
- staying safe on [social media](#),
- exercising caution when [shopping online](#),
- keeping your [personal information](#) protected, and
- adopting strategies to [prevent exposure to inappropriate online content](#).



Public

# ACORN System Fundamentals



Law Enforcement

ACORN Website



Modules



Education



Reporting

Rules



Law Enforcement Module



**ACC Role:**  
System Administration  
Intelligence Analysis



# ACORN Business Rules

14

Cybercrime Type	Condition	Reportable?	Applicable Rules					Comments
			1	2	3	4	5	
Online Scam or Fraud	Money Loss	Y	✓	✓	✓	✓	✓	
	Personal Information Loss	Y	✓	✓	✓	✓	✓	
	Goods Loss	Y	✓	✓	✓	✓	✓	
	Data Loss	Y	✓	✓	✓	✓	✓	
	Other Loss	Y	✓	✓	✓	✓	✓	
	No loss recorded	N						Advice Only – Online Scam and Fraud

# ACORN Information Sharing

15

- ❑ Partner agency access to ACORN data
- ❑ Referrals and re-referrals
- ❑ Statistical Reporting
  - Law Enforcement
  - Public Reporting
- ❑ Intelligence Products




# ACORN Statistics

16

## □ Reporting

- number of total reports received
- type of reports received by percentage
- suspect locations by percentage
- victim locations by percentage
- victim age by percentage.


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ACORN  
Australian Cybercrime Online Reporting Network

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[Continue](#)

# ACORN Intelligence

17

- Intelligence Analysts
  - Statistical analysis
  - Trends and patterns
  - Intelligence products
  - Fusing ACORN information
  - National cybercrime picture



# The ACORN Campaign

## Communications, Media and Marketing



**REPORT . PROTECT . PREVENT**



# Target Audiences

19

- ❑ Public audiences
  - ❑ Online shoppers
  - ❑ Social networkers, including children and their parents
  - ❑ Victims of online scams
  - ❑ Small and medium businesses
  - ❑ CALD communities
- ❑ ACORN user agencies
  - ❑ Police, Attorney Generals Department
- ❑ Industry partners
  - ❑ ISPs, banks, software security companies



# ACORN Public Campaign

20

- ❑ Communications Activities
- ❑ Advertising
- ❑ Partner participation

**Meet Australia's  
latest weapon  
against  
cybercrime...**



**Help us lock-up  
cybercriminals...**



**Help bring  
cybercrime out  
of the shadows...**



# Thank you and Questions