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# Council's payment gateway reopens following cyber breach

TOPICS: Central Coast Council Cyber Breach Lead



Central Coast Council Chambers at Wyong

FEBRUARY 1, 2024

**Access to Central Coast Council's payment channel is once again available and customers can safely transact with Council again through this payment method over the phone or online via Council's website.**

This follows advice from external cyber security experts that it is safe for the payment channel to reopen after it was stopped

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early on Thursday, February 1, following reports of suspicious activity in the gateway.

“Another level of fraud control has been added to the payment pathway to ensure we continually improve our response to the ever changing, sophisticated cyber-criminal threats that can occur from anywhere in the world,” a Council spokesperson said.

“Council thanks customers for their patience and understanding while we worked through multiple controls since the suspicious activity was identified in Council’s payment system late Wednesday afternoon.

“We strongly recommend that everyone regularly check their banking transactions and if you suspect your card information may have been compromised, contact your bank or financial institution immediately.

“Additional information about staying cyber safe is available through Cyber Security NSW at their website [www.digital.nsw.gov.au](http://www.digital.nsw.gov.au)”

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