



## Lessons Learned from security awareness at scale

Brett Winterford

For the last few years, Commonwealth Bank has leveraged its extensive reach in the Australian community to promote better security practices among our clients and partners. Frontline CBA bankers have been provided security awareness resources to proactively educate clients, who are also routinely welcomed into the bank's Cyber Security Centre to learn about cyber defence and other security strategies. The program has surfaced a vast and largely unmet appetite for security knowledge in the Australian community. As demand for 'Cyber Outreach' grows exponentially and we invest in refreshing the resources we provide, our next challenge becomes how to measure the impact of these programs on the bank and its ecosystem, and what partnerships might help to amplify these benefits further into the community.