

# Greater Hume Council

Deploying Phriendly Phishing Training  
across 10 Employee Worksites

## About Greater Hume Council

Greater Hume Council is a local government area in the Riverina region of southern New South Wales. The Council incorporates the Culcairn Shire, the majority of Holbrook Shire and part of Hume Shire. Greater Hume Council is responsible for providing the first level of government support for its residents.

Greater Hume Council employs approximately 140 employees spread across 10 different worksites.



## The Challenge

Greater Hume Council's challenge was to ensure employees understood **how to spot and report a phishing email**. After an incident where one phishing email entered the network and was forwarded on to all staff, the IT team knew they needed to take control of the situation.

Greater Hume Council needed an **employee phishing training solution** to continually educate staff with varying levels of technical experience across multiple worksites.

## The Solution

Greater Hume Council wanted an employee phishing solution that was:

**Easy for the IT team to use  
and deploy across 10 worksites**

**Light enough for employees to  
complete during their workday**

### Results driven

Greater Hume Council engaged Phriendly Phishing to tackle the challenge. The program of work began with a **baseline phishing assessment** sent to all employees, followed by monthly **automated phishing emails** and **employee training**.

## The Results

Using Phriendly Phishing's automated campaigns and learning paths, Greater Hume Council **reduced their phishing risk by 6.9x**. And while the numerical results are impressive, the culture around phishing in the organisation has also improved.

# 10.2%

Baseline  
Click-through-rate  
(2019)

# 2,142

Automated phishing  
training emails deployed  
to employees

# 1.48%

Campaign  
Click-through-rate  
(2020)



Employees are now  
aware of what to  
look out for in emails  
they receive



Employees who once  
forwarded bad emails  
now know how to report  
phishing attacks

“There’s very little input required from our IT side, the program is all fully managed within the Phriendly Phishing platform. It’s a no brainer for us to use.” Michael Rudebeck, Greater Hume Council IT Manager

