



# HOW TO PROTECT YOURSELF FROM SCAMS

Unfortunately, scams continue to be a widespread problem, with scammers using **emails, SMS, phone calls and social media** to steal money or personal information. These fraudsters often impersonate trusted organisations such as banks, Services Australia, Centrelink, the ATO, the police, or even fraud protection services.

*So, how can you protect yourself from becoming a victim? Here are some essential steps to stay vigilant and safeguard your personal information.*



**STOP** Don't give money, personal details or click any links or attachments if you are unsure. Scammers will pretend they are from a reputable organisation such as a bank, Centrelink, the police or a fraud service.



**THINK** Question if the call, SMS or email is fake. Only contact organisations through their verified contact channels. **If you are ever unsure, say no, hang up or delete.**



**PROTECT** Act immediately if something feels wrong. Contact your bank if you think your credit cards or account may be at risk. They may be able to close your account or stop a transaction.

## Our TOP TIPS to avoid scammers

- Never give out personal information
- Double check contact details through an independent source
- Don't be tempted to click on links
- Hang up, and call the organisation back on a verified number

The more we talk, the less power they have. Report scams when you see them.

**Scamwatch**  
[www.scamwatch.com.au](http://www.scamwatch.com.au)

**IDCARE**  
1800 595 160  
[www.idcare.com.au](http://www.idcare.com.au)

**Report Cyber**  
[www.cyber.gov.au](http://www.cyber.gov.au)

**ATO**  
1800 008 540