



How to stay safe from online scams

Scope



Easy English

Blue words



Some words in this book are **blue**.

We write what the blue words mean.

Help with this book



You can get someone to help you

- understand this book
- find more information.



Contact information is at the end of this book.

About this book



This book is about how to stay safe from online **scams**.

A scam is when someone tries to trick you so that you give them

- your money
- your personal information
 - for example, your date of birth.



People who scam others are called **scammers**.



Scammers might use your personal information so that they can pretend to be you.



Scams can happen to anyone.

Do you feel unsafe right now?

If you do **not** feel safe or are in danger right now

- call Triple Zero
- ask for the police.



Call 000

What are some types of scams?

1 Online shopping scams



Scammers might make fake websites that look like a real business.

What to look out for



A website might be a scam if

- the price is too good to be true



- the website address does **not** match the name of the company



- you need to pay using gift cards or bitcoin.



A website is safer to use if

- it shows a padlock symbol in the search bar



- the address starts with **https://**

2 Online dating scams



Not everyone you meet online is who they say they are.



Scammers might make you think you are in a relationship so they can steal your money.

What to look out for

A scammer might



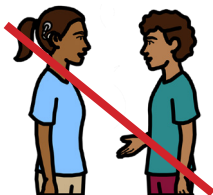
- tell you that they love you very quickly



- ask to move your conversation onto a different app

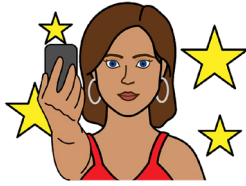


- tell you to keep the relationship a secret



- always give an excuse why they cannot meet you in person.

3 Fake online competition scams



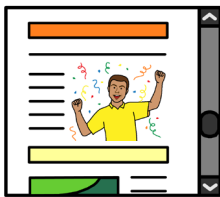
Scammers might pretend to be a real company or a famous person to share competitions that are fake.

What to look out for

An online competition could be a scam if the website



- does not have a blue tick



- only posts about the competition



- has a prize that is too good to be true



- asks you to pay money so you can get the prize



- asks you to share too much of your personal information
 - for example, your bank card details.

4 Online gaming scams



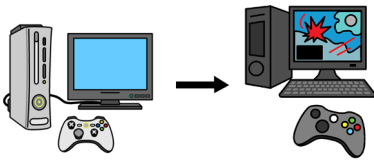
Scammers will use online games to trick you.

What to look out for



Scammers will ask you to pay for

- cheat codes



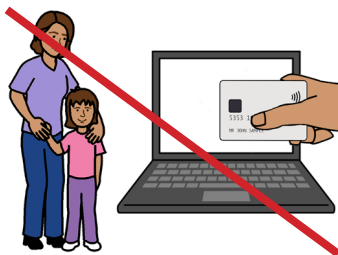
- upgrades.



Scammers might take your money and not give you what you paid for.

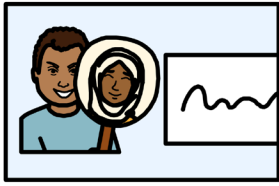


You **must only** buy upgrades from an official gaming company.



You should **never** give your parent's bank card details to someone online.

5 Impersonation scams



Impersonation is when someone pretends to be someone else.



Scammers can pretend to be someone you know.

For example, someone in your family.

What to look out for



The scammer might tell you they need money to fix a problem.



For example, a scammer might tell you they need to

- buy a new phone
- pay to see a doctor.



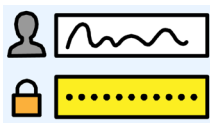
Scammers will put pressure on you to send them money **now**.

How can you stay safe from scams?

1 Do not click on links that you get in a text message or email



Scammers might send you unsafe links that ask you to share your personal information.



For example, your username and password.

2 Check for mistakes



Scam messages and fake websites often write names wrong.



You might see information that

- has lots of spelling mistakes

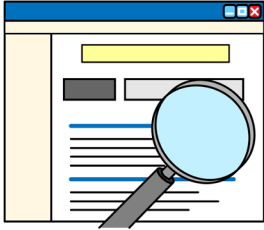


- uses words that are not often used in English.

3 Check if the message is real



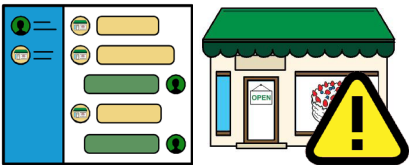
Always contact the person or company before you give your personal information or your money.



You should only use contact information that you find by doing your own search on the internet.

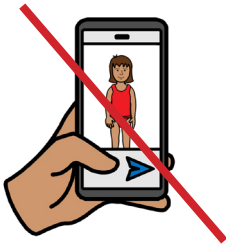


Sometimes your phone can guess who the message is from but it can be wrong.



For example, your phone can say the message is from a company when it is not.

4 Be careful about what you share



Do not send photos or videos of yourself naked to people you do not know or trust.



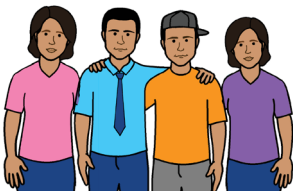
Scammers can use photos or videos of you naked to **blackmail** you.

Blackmail is when someone says they will share something about you if you do not do what they say.

5 Talk to someone you trust



Ask an adult that you trust to help you check for scams.



For example, you can get help from

- a parent or carer
- your teacher.



What can you do if you have been scammed?

1 Tell someone you trust



You should not feel embarrassed.

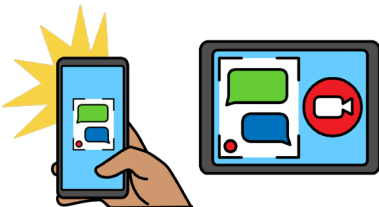


Scams can happen to anyone.

2 Collect evidence



Evidence is proof that something is true.



You can collect evidence by taking screenshots of the scam.

3 Report the scam

Report to the Australian Cyber Security Centre or ACSC



Fill in a form if you have been scammed.



Website cyber.gov.au/report

Report to Scamwatch

Scamwatch can help warn others about a scam.



Fill in a form

portal.scamwatch.gov.au/report-a-scam

Report to the Police



If it is **not** an emergency you can call your local police.



Call 131 444

Report to Crime Stoppers



You can make an **anonymous** report.

Anonymous means you choose **not** to say who you are.



Call 1800 333 000



Fill in a form

report.crimestoppersvic.com.au/summary

4 Get support for a scam

IDCARE

IDCARE can give you free help with scams.



Call 1800 595 160



Fill in a form idcare.org/contact/get-help

Where can you get more support?



There are free support services you can use to talk about any problems you have.



Kids Help Line

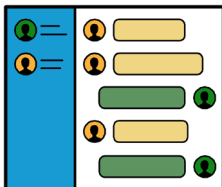
For people 5 to 25 years old.



Call, chat or text for free anytime night or day.



Call 1800 551 800



Online chat kids helpline.com.au/get-help/webchat-counselling



13 YARN

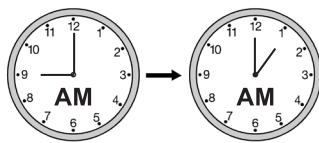
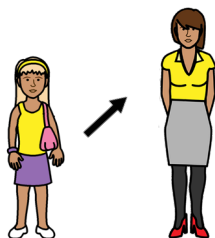
For First Nations people of all ages.



Call or chat for free anytime night or day.



Call 13 92 76



M T W T F S S



Headspace

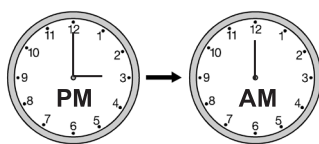
For people 12 to 25 years old.

Call or chat for free every day from
9 am to 1 am Melbourne time.

Call 1800 650 890



Online chat eheadspace.org.au/online-and-phone-support



M T W T F S S

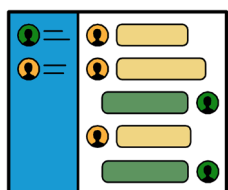


Q Life

For LGBTIQ+ people of all ages.

Call or chat for free every day from
3 pm to 12 am Melbourne time.

Call 1800 184 527



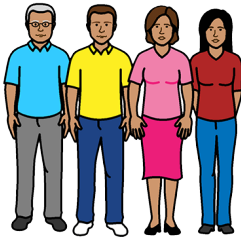
Online chat qlife.org.au/resources/chat

More information



For more information about online scams go to the eSafety website.

For parents and carers



Website <https://www.esafety.gov.au/key-topics/staying-safe/online-scams>

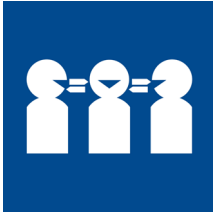


You can go to the eSafety website for more options about where to get support.



Website [esafety.gov.au/counselling-support-services](https://www.esafety.gov.au/counselling-support-services)

If you need help with English



Use the free Translating and Interpreting Service or TIS to make a phone call.

You can call the TIS in your language.



Call 131 450

Give the TIS officer the phone number you want to call.

If you need help to speak or listen



Use the National Relay Service to make a phone call.

You must sign up to the service first.



Website accesshub.gov.au/nrs-helpdesk



Call 1800 555 660

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