

Scam Sleuths Handout

What is a scam?

When someone deceives you into providing personal or financial information, so they can steal from you.

Types of scams:

Scam type	What they do/want?
Phishing	Emails, texts or phone calls designed to get personal information.
Social media	Use fake profiles to win your trust to ask for money, recommend/sell goods/services.
Remote access	Taking control of your devices to steal identity information or money.
Identity theft	Scammers access/use your personal documents (e.g. passport) can apply for bank accounts or gain loans in your name, etc.
Dating/Romance	Use fake identity to manipulate victims, pulling you away from the platform (and security measures) in order to build a relationship then ask for money or gifts.
Investment & Cryptocurrency	Trick victims into investing money, time-sensitive and promising large returns.
Product & Services	Scammers set up fake websites or profiles on actual retailer sites. They then offer products or services at prices that are too good to be true.

Common signs of a scam:



It's an amazing opportunity to make money



Someone you haven't met needs your help – and money



The message contains links or attachments



You feel pressured to act quickly



They ask you to pay in unusual ways (e.g. iTunes/gift cards, prepaid debit cards, Bitcoin, etc)



They ask you to set up new accounts or PayIDs

How to avoid being scammed, some tips:

STOP – Don't give money or personal information to anyone if unsure. Scammers will offer to help you or ask you to verify who you are. They will pretend to be from organisations you know and trust like, Services Australia, police, a bank, government or a fraud service.

THINK – Ask yourself could the message or call be a fake? Never click a link in a message. Only contact businesses or government using contact information from their official website or through their secure apps. If you're not sure, say no, hang up or delete.





PROTECT – Act quickly if something feels wrong. Contact your bank if you notice some unusual activity or if a scammer gets your money or information. Seek help from IDCARE and report to ReportCyber and Scamwatch.

Who to contact if you have been scammed: Visit these websites to find out which organisation is right for what has happened to you: <https://www.cyber.gov.au/report-and-recover/where-get-help> ; <https://www.scamwatch.gov.au/protect-yourself/what-to-do-if-youve-been-scammed>

Resources for scam information: <https://www.scamwatch.gov.au/types-of-scams> ; <https://www.cyber.gov.au/learn-basics/explore-basics/recognise-and-report-scams> ;

Some practical things you can do:


Spam blocking – Email:


<p>iPhone / Apple Mail</p> <ol style="list-style-type: none"> 1. Open the Mail app. 2. Open the email that has the contact that you want to block. 3. Tap the contact at the top. 4. Tap Block this Contact. <p>Block an email address</p> <p>You can also add an email address directly to your Blocked Contacts list in the Settings app.</p> <ul style="list-style-type: none"> • Go to Settings > Mail > Blocked > Add New. • Select the contact that you want to block. <p>Block phone numbers, contacts, and emails on your iPhone or iPad - Apple Support</p>	<p>Android – Gmail</p> <ol style="list-style-type: none"> 1. Open the Gmail app. 2. Open/select an email. 3. Press the three dots, and tap “Report Spam”. <p>Tip: When you tap Report spam or manually move an email into your Spam folder, Google will receive a copy of the email and may analyse it to help protect our users from spam and abuse.</p> <p>Block a Sender</p> <p>When you block a sender, messages they send you will go to your Spam folder.</p> <ol style="list-style-type: none"> 1. On your Android phone or tablet, open the Gmail app . 2. Open the message. 3. In the top right of the message, tap More . 4. Tap Block [sender]. <p>If you blocked someone by mistake, you can unblock them using the same steps.</p>
<p>Outlook</p> <ol style="list-style-type: none"> 1. Select the messages you want to report as junk. 2. From the top toolbar, select Report > Report Junk. <p>To block someone in Outlook.com, select the messages or senders you want to block.</p> <ul style="list-style-type: none"> • From the top toolbar, select ... then Block > Block sender. • Select OK. The messages you select will be deleted and all future messages will be blocked from your mailbox. <p>Block senders or mark email as junk in Outlook.com - Microsoft Support</p>	<p>Yahoo Mail</p> <ol style="list-style-type: none"> 1. Click the Settings icon  click More Settings . 2. Click Security and Privacy. 3. Under "Blocked addresses", click the Add button. 4. Enter the email address you want to block. 5. Click Save. <p>Block and unblock email addresses in Yahoo Mail Yahoo Help - SLN28140</p>

[Block phone numbers, contacts, and emails on your iPhone or iPad - Apple Support](#) ; [Block or unsubscribe from emails - Android - Gmail Help \(google.com\)](#)

Caller ID & Blocking on Phones



When you make or get a call with caller ID and spam protection on, you can get information about callers or businesses outside your contacts or warnings about potential spam callers. If you see "Suspected spam caller" or "Spam" as the caller ID, the call might be spam. You can answer the call, or block and report the number.

<p>Apple</p> <p>Apple support suggests that you can download apps to block or filter/protect against spam phone calls, and then to “allow” these to access your calls in Settings.</p> <ol style="list-style-type: none"> 1. Go to the App Store and download an app that detects and blocks spam phone calls. You can download and install multiple apps with this feature from different app developers. 2. Go to Settings > Phone. 	<p>Android</p> <p><i>Turn caller ID & spam protection off or back on</i></p> <ul style="list-style-type: none"> • Caller ID and spam protection is on by default. You can choose to turn it off. • To use caller ID and spam protection, your phone may need to send information about your calls to Google. It doesn't control whether your number shows when you make calls. <ol style="list-style-type: none"> 1. On your device, open the Phone app .
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<ol style="list-style-type: none"> 3. Tap Call Blocking & Identification. 4. Under Allow These Apps To Block Calls And Provide Caller ID, turn the app on or off. You can also reorder the apps based on priority. Just tap Edit and then drag the apps in the order you want them. 5. Detect and block spam phone calls - Apple Support 	<ol style="list-style-type: none"> 2. Tap More options  > Settings > Spam and Call Screen. 3. Turn See caller & spam ID on or off. 4. Optional: To block spam calls on your phone, turn on "Filter spam calls." You don't get missed call or voicemail notifications, but filtered calls are in your call history, and you can check your voicemail. <p>Use caller ID & spam protection - Phone app Help (google.com)</p>
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Blocking unknown numbers:

Be aware that this blocks all numbers that are not known to your phone, unidentified or private numbers.

Apple	Android
<ol style="list-style-type: none"> 1. Open the Settings app. 2. Open "Phone" settings. 3. Tap "Silence unknown callers". 4. Toggle to "on" <p>Detect and block spam phone calls – Apple Support (AU)</p>	<ol style="list-style-type: none"> 1. Open your Phone app . 2. Tap More . 3. Tap Settings > Blocked numbers. 4. Turn on Unknown. <p>Block or unblock a phone number - Phone app Help (google.com)</p>

Do Not Call Register:

What is the Do Not Call Register? It is a free service where consumers can securely register their home, mobile or fax numbers for free to reduce unsolicited telemarketing calls.

How does the Do Not Call Register work? Telemarketers and fax marketers have 30 days to recognise the registration of a number and to stop contacting that number. If they still do, they may be breaking the law or face penalties.

<https://www.donotcall.gov.au/about/about-the-do-not-call-register/>

To register your phone number for the Do Not Call Register, you need to²:

1. Go to <https://www.donotcall.gov.au/>.
2. Navigate to "Register Online".
3. Select whether you're registering a personal number, friend or family member's number, a government number, or business fax number.
4. Provide your personal details.
5. Add up to 20 phone numbers.
6. Confirm your Do Not Call Register and submit.

1. [telstra.com.au](https://www.telstra.com.au) 2. [selectra.com.au](https://www.selectra.com.au)