Beware of scammers

What you need to know

* Services Australia helps our customers protect their personal information from misuse. This includes scams that impersonate our services or branding, and the theft or loss of personal information that can be misused to commit fraud.
* Our dedicated Scams, Fraud and Cyber Security teams actively work to identify and disrupt scams impacting our customers. This work is supported by our 24/7 robust and world-class cyber security measures.
* Our Scams and Identity Theft Helpdesk works with victims of scams and identity crime to provide them with advice and support, including checking customer records for suspicious activity, adding extra security measures and making referrals to further support services.
* When people report a scam to us, they’re not just helping themselves, they’re helping prevent other people from falling victim to the same scam.
* We have a range of communication products about scams available for our customers and third party organisations.

What customers need to know

* Scammers are impersonating us and pretending to offer support and services to our customers.
* There are ways to spot a scam message or phone call. Services Australia won’t ask people to:
  + click on links or attachments, except for links in our official social media accounts or a myGov Inbox
  + click on internet links in a text message or email
  + live chat or directly message us on social media
  + pay us money to get a payment or benefit or to fix their account
  + buy gift cards or vouchers
  + give us remote access to their computer or other device.
* We don’t offer people special deals.
* If people aren’t sure if a message or call is real, they should not interact with it and contact us to check.

What you need to do

* Encourage people who think they may have been scammed to get help by:
  + talking to a Services Australia staff member in their community
  + calling our Scams and Identity Theft Helpdesk on **1800 941 126**, or
  + calling the Indigenous Call Centre on **1800 136 380**.
* Report scams related to Services Australia. Anyone who spots a myGov, Medicare, Centrelink or Child Support scam can tell us about it by emailing **reportascam@servicesaustralia.gov.au**
* Share information in your community about being aware of scammers and encourage people to seek support if they’ve been scammed.

Where people can get more information

* Our staff can provide information about scams, how to protect against identity theft, and give support to people who have interacted with a scammer.
* Our website has lots of information about scams and identity theft, including examples of active scams: **servicesaustralia.gov.au/scams**
* Our official social media accounts have advice on how to spot a scam, how to protect your personal information and the support we offer to victims of scams and identity theft.
* Our website has community resources and help including a scams and identity theft ekit for third party organisations: **servicesaustralia.gov.au/community**
* We regularly update this ekit with products you can use to support your community, including a poster, factsheet, social media resources and talking points.