



Australian Government



Services  
Australia

# Services Australia and myGov social media scams

Be on the lookout for social media scams pretending to be from Services Australia and myGov. This is when a scammer creates a fake page, profile or group on social media platforms like Facebook. They pretend to be someone they're not and try to gain your trust.

## What do scammers want?

Scammers want to trick you into sharing your personal information. This could include your myGov sign in details, bank details or identity documents, like your driver's license. They may use these details to access your accounts and steal your payments, or to commit fraud.

## Who can scammers pretend to be?

They may pretend to be:

- Services Australia including myGov, Medicare, Centrelink and Child Support
- Services Australia employees including "Centrelink agents" or General Manager Hank Jongen
- other organisations including charities, health organisations and loan providers, such as No Interest Loans or NILS.

## What are the signs of a social media scam?

Look out for these things if you're not sure if a social media account or message is genuine.

A scam account may:

- message you by private chat or direct message
- comment on official social media pages
- ask you to live chat or go to another platform such as WhatsApp
- offer cost of living or financial support payments or other support such as No Interest Loans or emergency support
- give you a website link to complete an application
- ask for your myGov sign in details.

**Never share personal details on social media. It's not a secure way to share personal information.**

## How can you stay safe from social media scams?

Here are some tips you can follow to stay safe from social media scams:

- **never give your myGov sign in details to anyone, especially on social media**
- **don't share personal information** on social media posts, live chats, private groups or direct messages
- **don't click on links or fill out webforms** in direct messages or live chats
- go to [servicesaustralia.gov.au/socialmedia](http://servicesaustralia.gov.au/socialmedia) for a list of our official accounts.

## For more information

If you were contacted by a scammer about myGov, Medicare, Centrelink or Child Support, and you have given them your personal information, call our Scams and Identity Theft Helpdesk.

Let us know if you need an interpreter and we'll arrange one for free.

Call 1800 941 126, Monday to Friday 8 am – 5 pm

Go to [servicesaustralia.gov.au/scams](http://servicesaustralia.gov.au/scams)

If you see social media scams about myGov, Medicare, Centrelink or Child Support, you can report it by emailing [reportscam@servicesaustralia.gov.au](mailto:reportscam@servicesaustralia.gov.au)

## Follow our official social media accounts

Instagram at [@services.australia](https://www.instagram.com/@services.australia)

Facebook at [ServicesGovAU](https://www.facebook.com/ServicesGovAU)

LinkedIn at [@ServicesAustralia](https://www.linkedin.com/company/servicesaustralia)

YouTube at [youtube.com/ServicesAustraliaGovAU](https://www.youtube.com/ServicesAustraliaGovAU)

X at [@myGovau](https://twitter.com/myGovau) (formerly Twitter).

We won't ever direct message you or ask you to provide your personal information on social media.