

Clickbait and misinformation about Services Australia

What is clickbait?

Scammers may use websites and social media accounts to promote fake or misleading information. They do this to get you to click on the article and visit their websites or engage with them on social media, so they can make money. This is called clickbait.

An example of this is when scammers write articles or make social media posts announcing fake bonus payments for Centrelink customers.

Check where you're getting your information from. Only trust information from .gov.au websites.

How to know if it's real or fake information

Clickbait uses words and phrases to get your attention, often about one off and bonus payments that aren't real. They may also threaten you with penalties if you don't meet new rules.

Below are questions you can ask yourself to check if what you're reading is real:

- does the website address have **.gov.au** in it?
- is the social media profile one of our official, verified accounts listed at **servicesaustralia.gov.au/socialmedia**?
- did you get a message in your myGov Inbox about this?

If you're still not sure if the information you've seen online is real, search our genuine websites at either **servicesaustralia.gov.au** or **my.gov.au**

You can also call us, ask us on our official social media accounts or talk to our staff at a service centre.


For more information

Go to **servicesaustralia.gov.au/scams** and click on 'Active Scams'.

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

 If you see social media scams about myGov, Medicare, Centrelink or Child Support, you can report it by emailing **reportascam@servicesaustralia.gov.au**

Follow our official social media accounts

 Instagram at **@services.australia**

 Facebook at **ServicesGovAU**

 LinkedIn at **@ServicesAustralia**

 YouTube at **youtube.com/ServicesAustraliaGovAU**

 X at **@myGovau** (formerly Twitter).

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