

Scams Forum



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What we will cover

Scams in Australia

Some common scams

How they reach you

Recognise a fake

How to protect yourself

What to do if scammed

Government action

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Scams in Australia

Starts with a voluntary act by consumer

Costing Australians over \$3 billion every year

Increasing by over 80% a year

Everyone is a target

Older Australians are losing the most

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Common Scams

Investment

7% return on bond!

Unexpected prizes

Job and employment

Work from home! \$55
per hour!

Products and services

Dating and romance

Impersonation

Hey mum...

False billing

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How do they reach you?



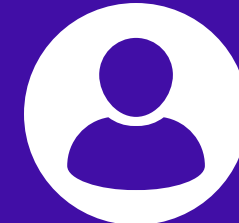
SMS & online messages



Social Media



By phone call



In person



Dating apps and websites



By email

How to recognise a fake

Spelling mistakes

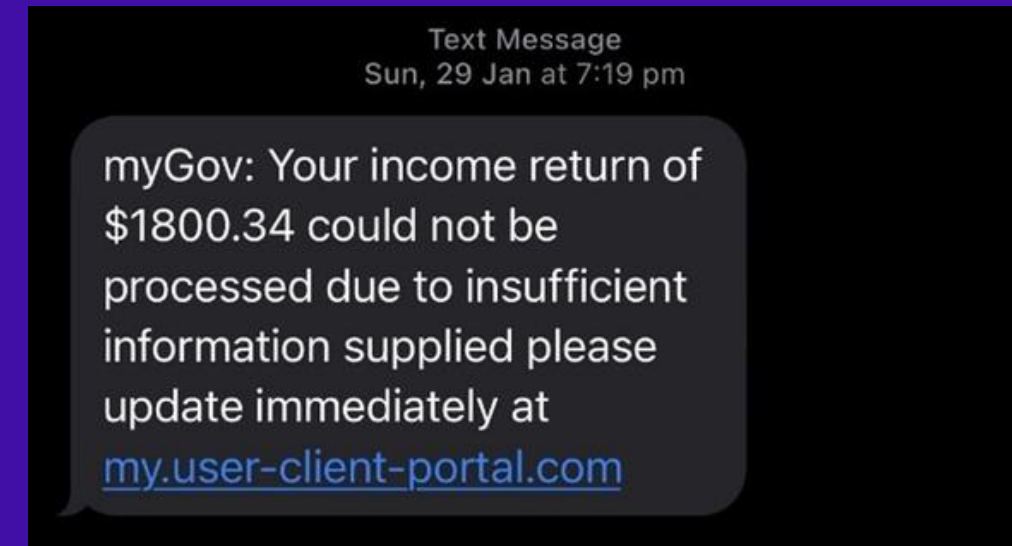
"Dear Sir / Madam"

Too good to be true

Rush to action

Redirection to social media

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How to protect yourself



Stop



Think



Protect

3 Things you shouldn't do

Don't allow
strangers
access to your
computer

Don't give out
your personal
information to
unsolicited
callers

Don't click on
[blue links](#) in
text
messages

What to do if you have been scammed



Contact your bank



Report to the police



Call IDCARE on 1800 595 160



Report the scam to Scamwatch

National Anti-Scam Centre



National
Anti-Scam
Centre

- **Established in July 2023 to detect, disrupt and prevent scams**
- **Partnership between regulators, law enforcement and industry**
- **Helps people spot and avoid scams**
- **Collects and shares intelligence**
- **Coordinates actions to combat scams**

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What the Government is doing



SMS Blocking



SMS register ID



Public awareness and education



Code of conduct for banks, telcos and social media

Thank you

Cyber Security

Presenter: Garry Austin

Date: 20/06/24



Telstra's work on **scams**

Our Cyber Security team constantly monitors suspicious emails, phone calls and texts to identify ways to minimise their impact and help you stay safe online.

Cleaner Pipes blocks:

- 23 million scam SMS a month on average.
- 10 million malicious phone calls a month on average.
- 332 million scam and unwanted Bigpond email every month

Tips to spot and deal with a scam

Scams can be very unpleasant and stressful. They often try to catch you off guard, make you feel pressured or worried and they play on emotions.

There are two things you can do:

Ask yourself: What kind of scams are there? How can I tell when someone's trying to scam me? What can I do in the moment to protect myself?

Report them. If you suspect someone is trying to scam you, let us know and we can investigate the matter.

Avoiding **scams**

Asking '*did I expect this*' is the most simple and effective way to detect scams:

- Regardless of the sender: *anyone can impersonate any business.*
- If pressure is applied: *a caller does not want you to hang up.*
- If the communications feels odd: *does your bank contact you this way?*

Traditional scam indicators are still reliable (but a bit confusing):

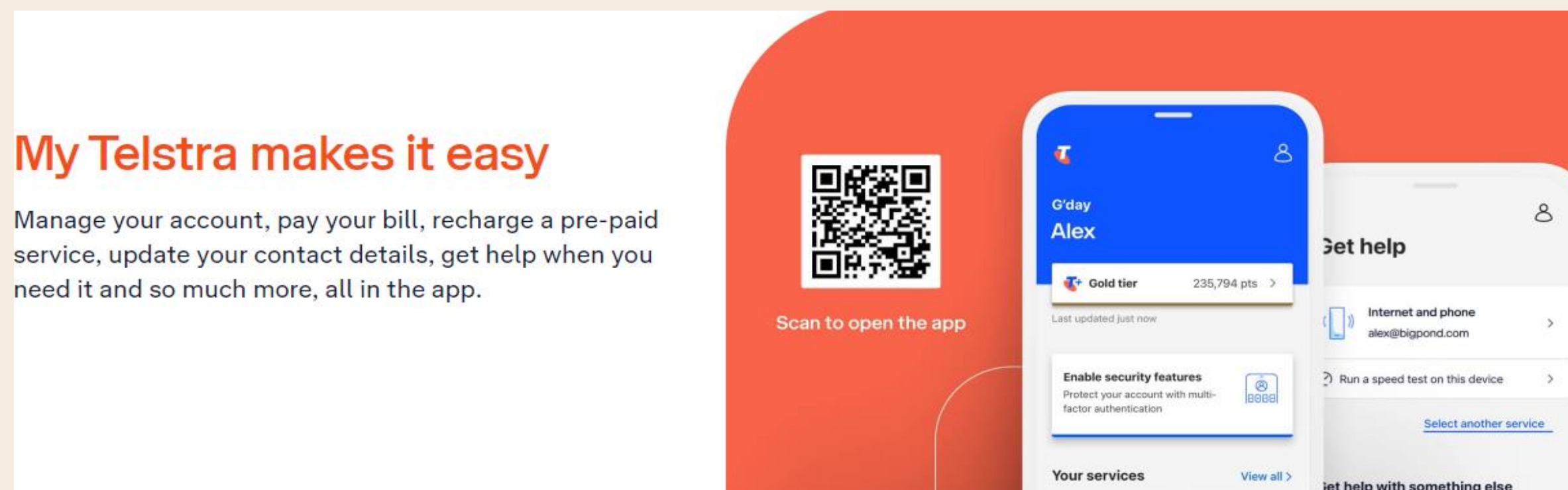
- Typos are a reliable indicator (*yet even criminals should have spell checkers*).
- Suspicious links (*yet legitimate links often look suspicious*).
- Suspicious email domains (*lookalikes are sometimes hard to spot*).
- Suspicious logos (*it's easy to download perfect copies*).

Staying abreast of the latest scams is useful:

- Many people find avoiding scams is made easier by knowing what data cyber crims are currently after and the methods they are using to get it.

My Telstra App

- Authentication within the MyTelstra app helps validate customers and Telstra operators.
- Snitch a scammer – Forward any SMS scams to 7226 to help improve and notify us of scams SMS attempts
- My Telstra Notification Centre



My Telstra makes it easy

Manage your account, pay your bill, recharge a pre-paid service, update your contact details, get help when you need it and so much more, all in the app.

Scan to open the app

Get help

Internet and phone
alex@bigpond.com

Run a speed test on this device

Select another service

Let help with something else

Enable security features
Protect your account with multi-factor authentication

Your services View all >

Gold tier 235,794 pts >

G'day Alex

Last updated just now

Get help

Internet and phone alex@bigpond.com

Run a speed test on this device

Select another service

Let help with something else

Your services View all >

Gold tier 235,794 pts >

G'day Alex

Last updated just now

Avoiding **scams**

Four ways to keep your data private



Create stronger passwords

This is your first line of defence against hackers. Add a password manager to eliminate the need for multiple passwords.



Secure your account

The two-step verification process is a stronger level of security designed to help keep your Telstra account safe from unauthorised access.



Do your security updates

Software updates help fix security gaps, making it harder for unwelcome visitors to access devices. Update when prompted.



Set up an SMS scam filter

It helps block malicious texts before they reach your phone. If you receive a suspicious email, call or text, [report it to us](#).

Avoiding **scams**

Never:

- Give out multifactor authentication (MFA) or one-time codes to anyone contacting you. This is a common scam to break into secured accounts with MFA.
- Reuse passwords. Use a password manager to set unique passwords for *all* accounts.

Always

- Check account security settings when registering any service and look for and apply MFA if available, *especially email*.
- Minimise the real information (such as name, address, and date-of-birth) that you fill out online, where possible.
- Set up your MyTelstra app when activating a service for a significant anti-scam security boost.

BE SUSS

Suspect unknown numbers




Uppdate software

Strengthen passwords

Switch on multi-factor authentication



3 things to do tomorrow:

-  Register on Do Not Call Register
-  Make a plan for your password management
-  Tell a friend or neighbour about the risks



Scam protection resources

Protecting yourself against scams

Scammers cost everyday people, small businesses and volunteer organisations millions of dollars every year.

What are some types of scams?

Most scams are aimed at stealing our money or identification.

Common [types of scams](#) include romance scams, investment scams and impersonation scams.

Scammers use all sorts of techniques to get to us, and they become more sophisticated all the time. These include texts and emails, suspicious links and calls.

You can familiarise yourself with these [here](#).

www.helenhaines.org

Thank you

Helen
Haines **MP**