



WA  
**digital  
inclusion**  
project

# Digital Skills – eSafety & Online Resources

## CRC Champions Program

2025



Department of  
Primary Industries and  
Regional Development



# Acknowledgement of Country

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We know we are on Aboriginal land. We respect Aboriginal people from this land.

Aboriginal people have lived on this land for many years.

We respect all Aboriginal people and their Elders.

We can learn a lot from their stories.

This land always was and always will be Aboriginal land.

# Session Overview

## Today, we will cover:

- **Understand eSafety.**

Learn what eSafety is and why it's important.

- **Recognise and Respond to Scams.**

Identify six common scams, and

Learn how to stay safe online, including creating strong passwords and reporting phishing.

- **Access Resources**

Discover digital upskilling resources and helpful links for further learning.

# eSafety

## WA Digital Inclusion Project

# What is eSafety?

# Types of Scams



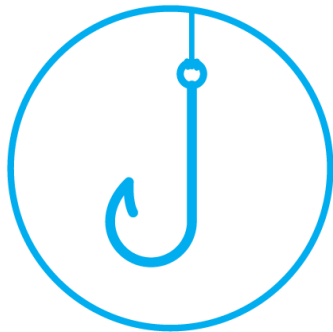
Investment Scams



Remote Access &  
Hacking Scams



Online Shopping  
Scams



Phishing Scams



Romance Scams

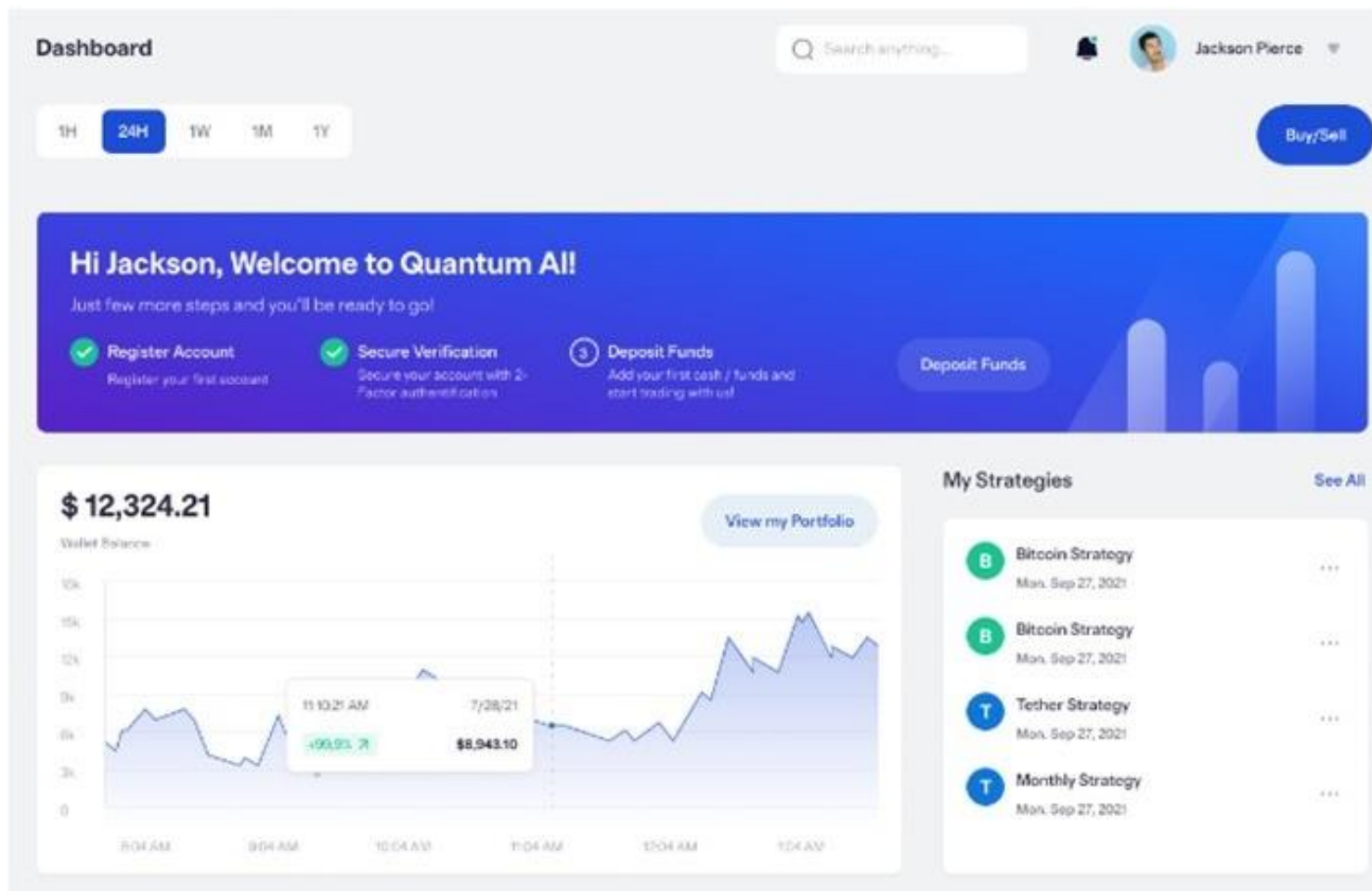


Gift Card Scams



# Investment Scams

- Scammers try to convince you to invest money.
- They say you will get lots of money back with no (or very low) risks.
- They may even have very convincing websites showing your 'investment'.





# Remote Access & Hacking Scams

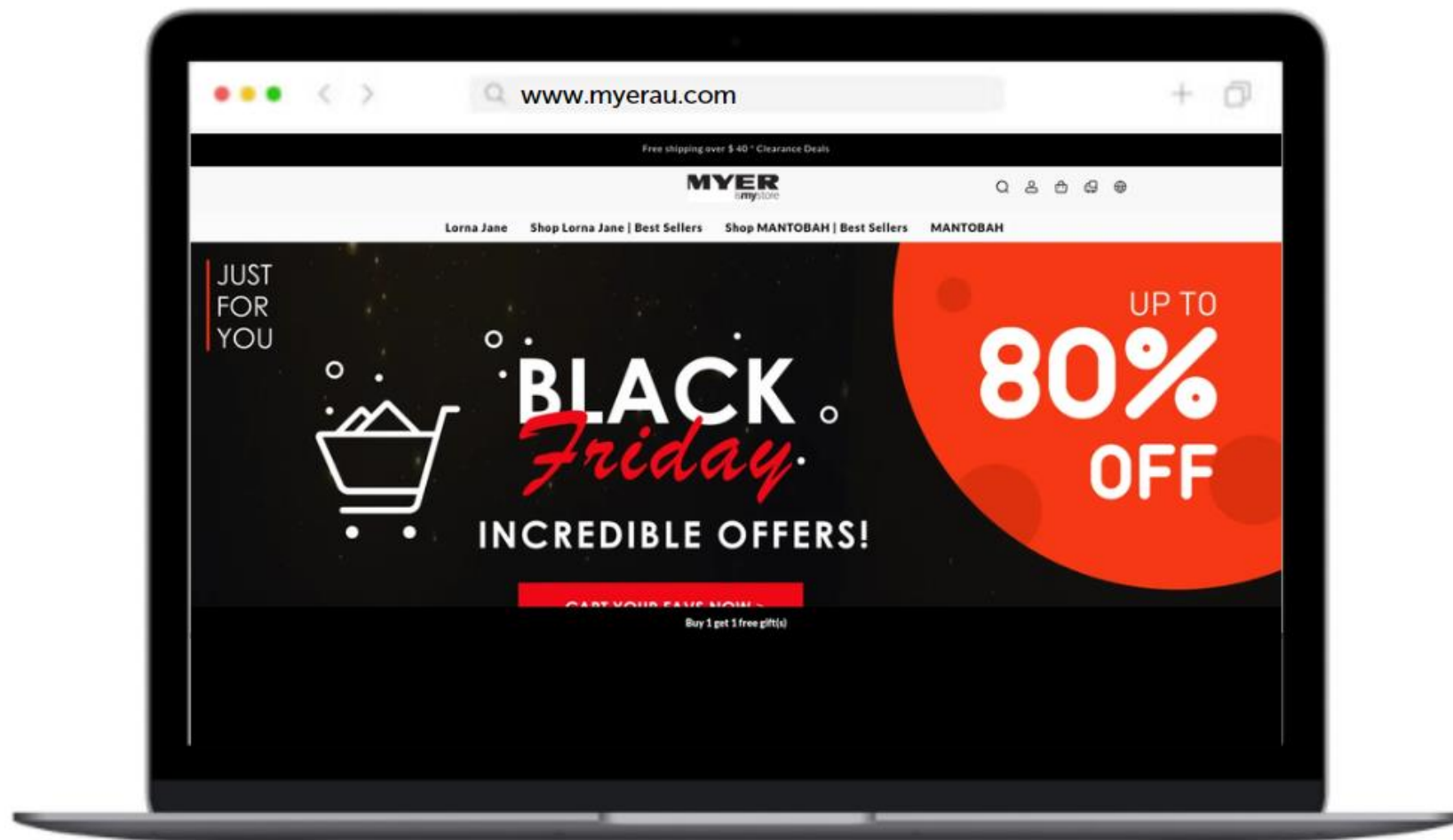
- Scammers will call you or send you an email to contact you.
- They will ask you to download something, usually pretending to 'fix' your computer.
- This allows them to access your device to steal information saved it.

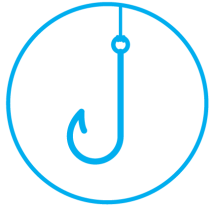




# Online Shopping Scams

- Scammers create fake ads or websites selling products.
- They will take your money and never provide you with the product.





# Phishing Scams

- Scammers send fake emails from someone like the bank or Government.
- They will usually ask you to send them personal information.
- Once they have enough details, they can pretend to be you.

**From:** Australian Taxation Office <[kazu-h@mve.biglobe.ne.jp](mailto:kazu-h@mve.biglobe.ne.jp)>

**Date:** 4 May 2023 at 05:54:20 GMT +8

**To:** [email@email.com](mailto:email@email.com)

**Subject:** Your refund tax are now available for reviewing. (Ref: 00093-374290-000)



**Australian Government**

**Australian Taxation Office**

COMMUNICATION OF INCIDENCE IN THE 2021-2022 INCOME STATEMENT.

In relation to the resolution issued by this Provincial Directorate of the Australian Taxation Office, we have recalculated your last taxable income declaration (Model 100. Personal income tax. Annual declaration).

This resolution informs that it has pending receipt of \$520.64 AUD.

You must request it within 10 business days confirming your bank account with IBAN by email at [refund@review-ato-office-australia.com](mailto:refund@review-ato-office-australia.com).

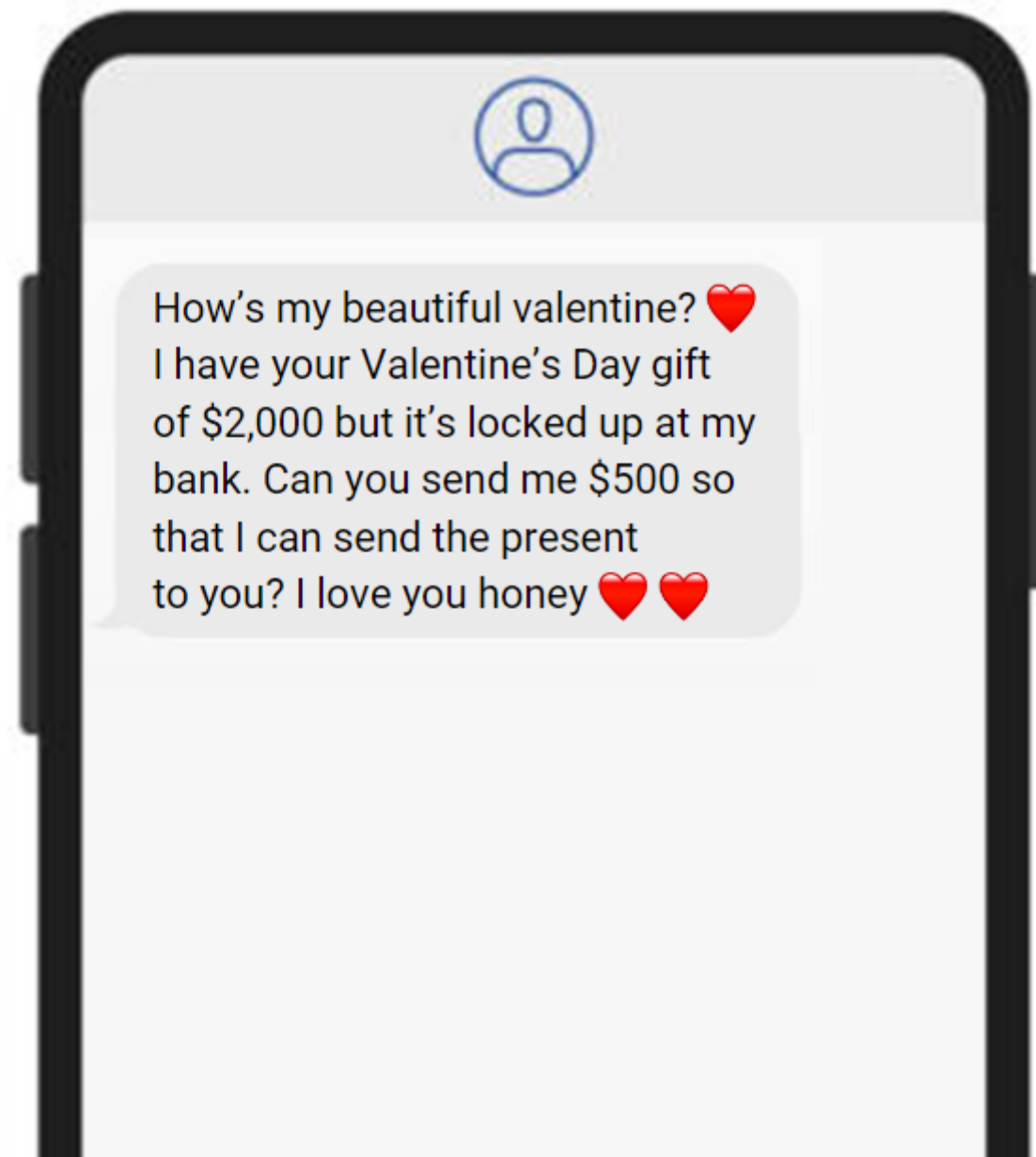
You must attach the IBAN number along with proof that you are the owner of said account, attaching a photocopy of both sides of the Driver's Licence and Medicare Card.

After said term, the corresponding resolution will be issued.



## Romance Scams

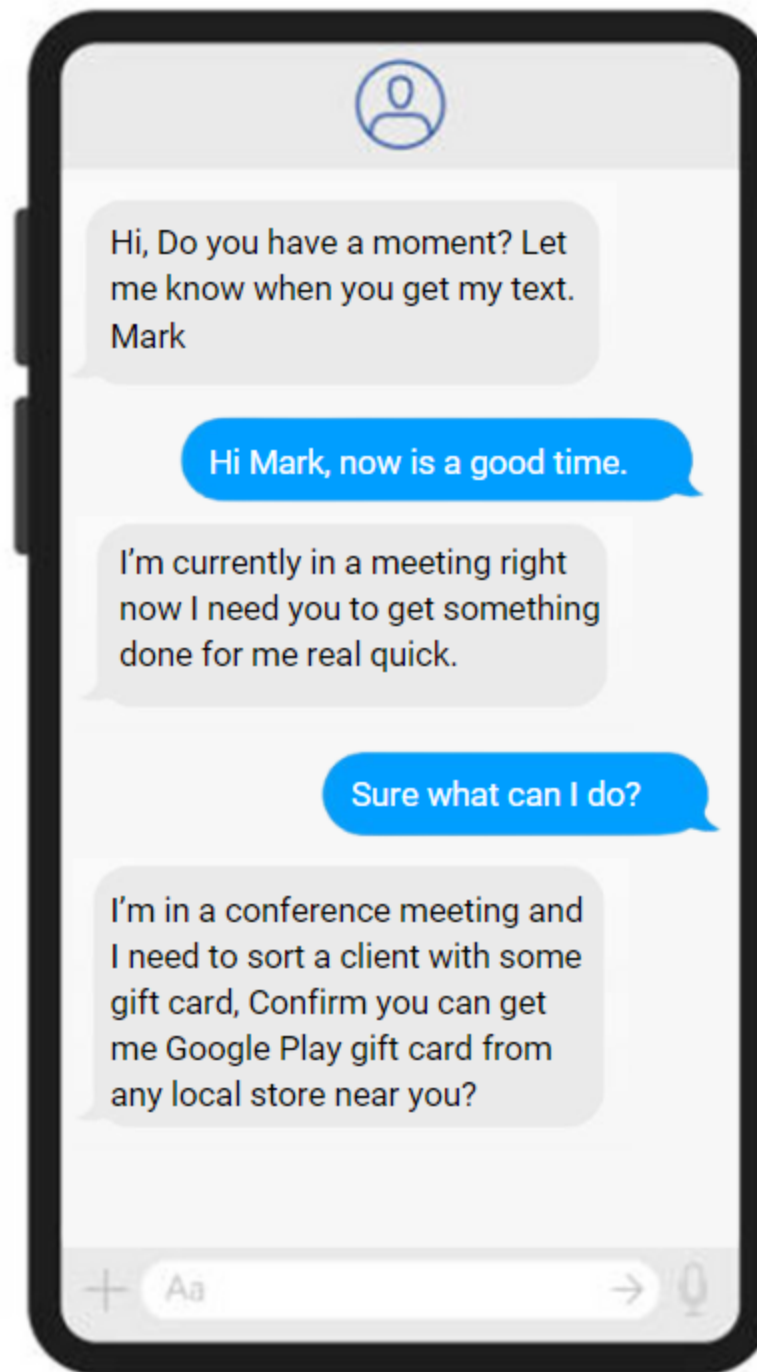
- When a scammer takes advantage of people looking for love online.
- They often pretend to have feelings for you and then ask you for money once you trust them.
- If you are using dating apps or websites, make sure you confirm someone's identity, in person where possible.





## Gift Card Scams

- Scams involve someone convincing you to buy gift cards and provide them with the details.
- Scammers often pose as legitimate businesses, government agencies, or even someone you know.
- They might claim that payment via gift cards is needed to resolve an issue or to help in an emergency.



# Tips to stay safe online



**Beware of suspicious phone calls.**



**Be cautious with texts you receive.**



**Make your passwords strong.**



**Be careful on Social Media.**



**Trust your gut!**

# Your Special Word?



# Scam Test!

Which one of these do you think is real?

Warning: Your toll bill is past due. Protect your credit, get processed immediately <https://linksizz.life/au>

Your Kmart parcel is coming today. Not home? We'll leave it in a safe place. Track: AusPost website or app, tracking no. 33AEW3411903540631500

WARNING: Your parking ticket is overdue, process it immediately to avoid additional fees <https://linksmfj.life/au>

# Scam Test!

Which one of these do you think is real?

Warning: Your toll bill is past due. Protect your credit, get processed immediately <https://linksizz.life/au>

Your Kmart parcel is coming today. Not home? We'll leave it in a safe place. Track: AusPost website or app, tracking no. 33AEW3411903540631500

WARNING: Your parking ticket is overdue, process it immediately to avoid additional fees <https://linksmfj.life/au>

**This is the real message, and we can verify in other ways! We don't need to click links in SMS**

# SMS Scams – More examples!

Australia post: We are unable to deliver your parcel as your address doesn't match the system. Simply update <https://parcelsendau.vip>

I'm at the checkout at Coles and brought the wrong card with me. Can you please send me \$150. I will pay you back when I get home. BSB 633 123 acc [196 902 985](https://196902985)

From ANZ: Your account is being checked for suspected fraudulent funds. Your account will be frozen immediately, please click the link below to complete verification: [www.anzau.com](http://www.anzau.com)

Your Coles account (3022 points) is about to expire, please redeem your rewards quickly <https://coles-su.life/au>

You have (1) New MyGov inbox message <https://review-auservices.cc/de/>

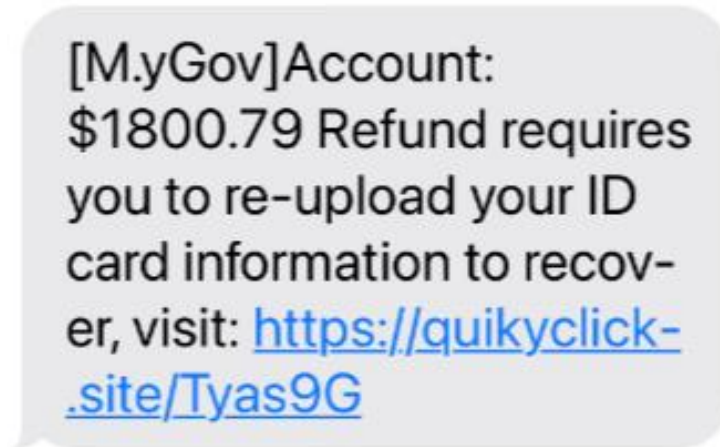
Important Update: Your health insurance reimbursement was unsuccessful. Please address this promptly: <https://utwga.space>

# Spam text? iPhone

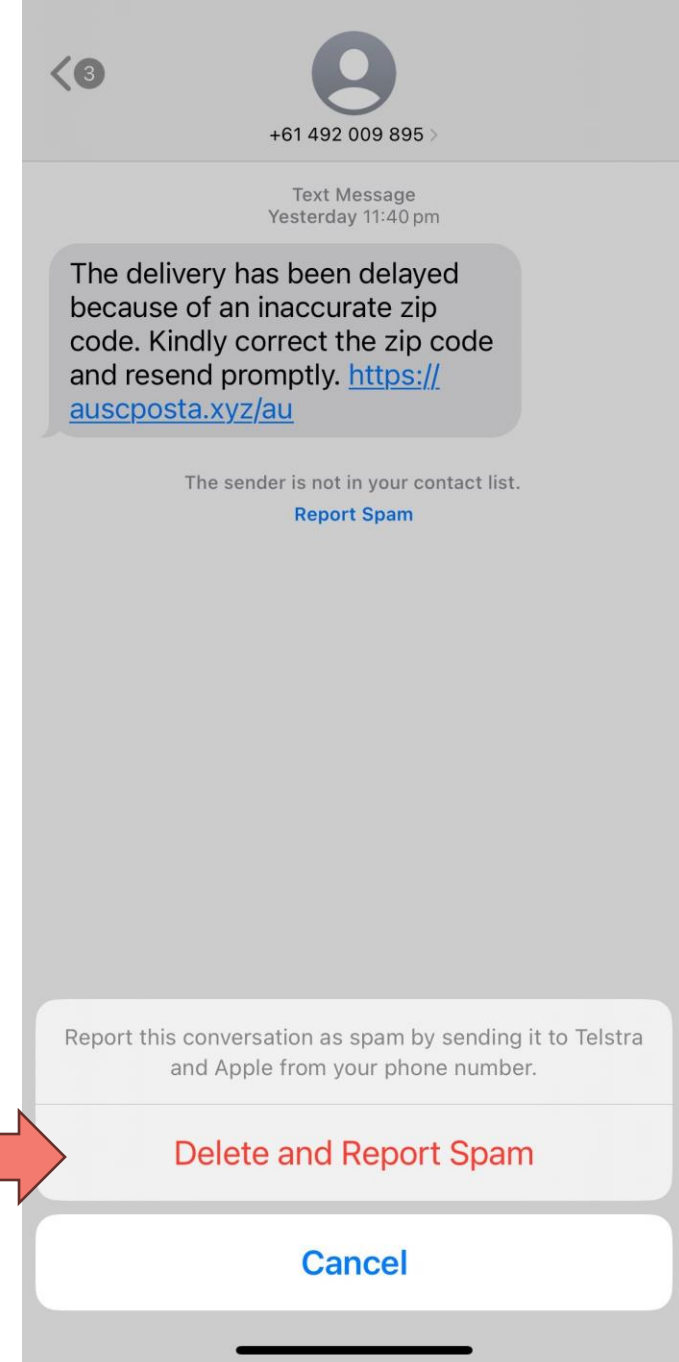
On iPhones, you can report messages as spam, and they are deleted from your phone.



Text Message  
Today 03:46



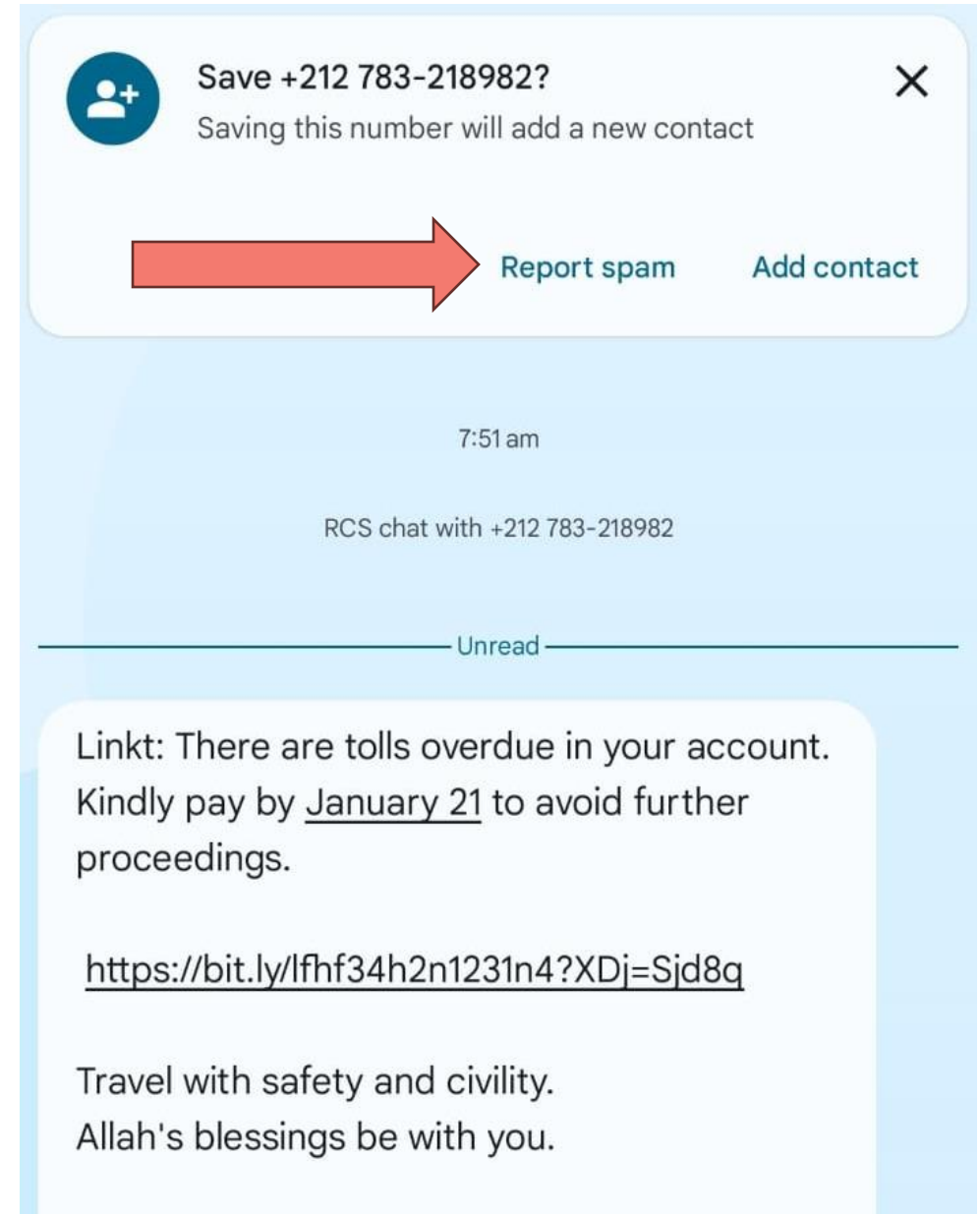
The sender is not in your contact list.  
[Report Message](#)



# Spam text? Android

On Android, click  
'Report scam' to:

- Block the number from contacting you again.
- Move the message to your Spam folder.



# Company warnings



LOGIN



Scam alert! We are aware of calls to our Members claiming to be from the Bank. Remember to never give out your Internet Banking login details, including OTP (One Time Password), Card Number, PIN or Provide third party access to your computer. [Find out more.](#)



## Scam Alert

Fake websites impersonating Australian retailers during Black Friday and Cyber Monday sales



# Marketplace Scams



**Sony Playstation 5 PS5 Disc  
Version \*\*\*In Hand & Ready To  
Ship\*\*\* 🚚**  
\$300 ~~\$440~~ · In Stock



Free  
Free

 Send seller a message

Hello, is this still available?

Send

# Scam red flags



## **The Contact**

- They will generally contact you first by phone, text or email.
- They often impersonate organisations or businesses to seem legitimate.



## **The Story**

- They will have a convincing story to hook you into the scam.



## **The Urgency**

- Scammers will pressure you to take action quickly so you don't have time to realise something is wrong.
- They often include fake deadlines or 'limited time' offers.

# If you think you've been scammed



## **Contact**

your bank or the company straight away



## **Report**

to Scamwatch online



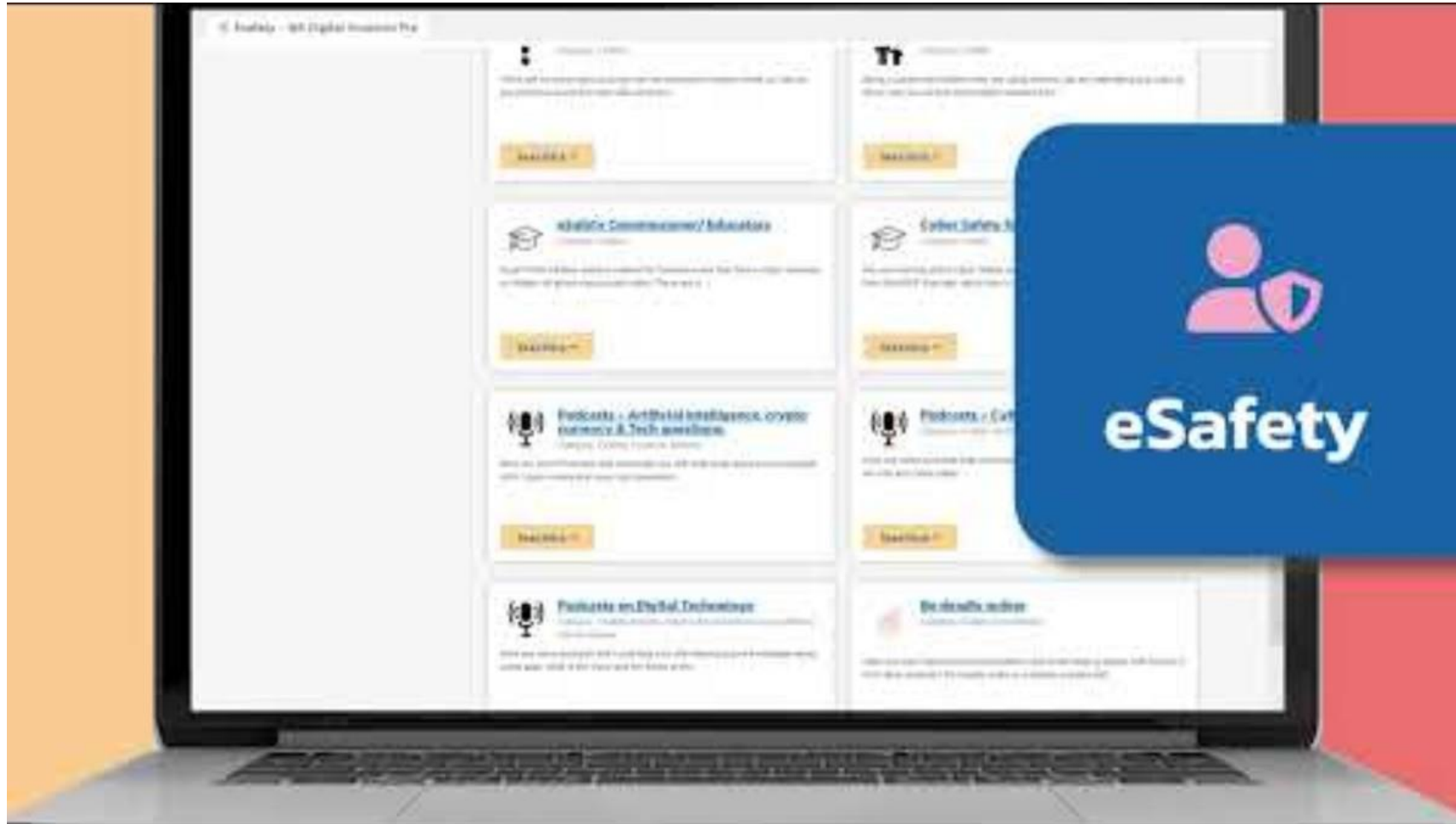
## **Call**

IDCARE on 1800 595 160 if you've given a scammer your personal details

# Where to find help to get and stay safe online

WA Digital Inclusion Project

# The WA Digital Inclusion Project



# Helpful Links



<https://digitalinclusionwa.org.au/learn>



eSafety Commissioner

<https://www.esafety.gov.au/>



<https://www.scamwatch.gov.au/types-of-scams>



<https://www.nbnco.com.au/learn/protect-yourself-from-scams>

# Session Objectives – Review

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**Thank you!**

*February 2025*

