



WA
**digital
inclusion**
project

Digital Skills Training - Email CRC Champions Program

2025



Department of
Primary Industries and
Regional Development



Trainer Notes: How to email

- Print this handout for participants:
 - [Sending emails](#)
- Print a single copy of these slides with the notes section for you to use when presenting
- Read
 - through the slides, and make sure you are familiar with the content
 - The handout for participants
- Get in touch with Elliot Elliot@wacoss.org.au before the session if you have any questions
- Remove/hide this slide before presenting and update the time/date of the next session on the final slide.

Acknowledgement of Country

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.

Email

WA Digital Inclusion Project

Session overview

This session will cover:

- What is email and what it can be used for
- Setting up an email account
- Using email
- Being safe with email

Introductions

- Introduce yourself to the group
- Share your experience with email
– have you got an email address
and what have you used it for?





What is email?

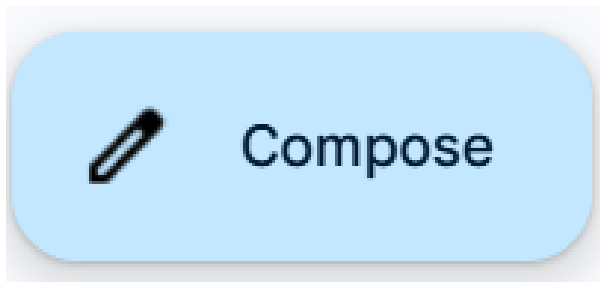
- Send and receive messages
- Attach files
- Personal and work use
- Sign in to services

Email Service Providers

- **Choosing an Email Provider:** Options include Gmail, Outlook, and Yahoo.
- **Creating a New Email Account:** Select a unique username and a strong password



Writing emails



New Message _ ↗ ✕

From digitalinclusion@wacoss.org.au

To you@youremail.com Cc Bcc

Subject Reminder: digital skills workshop - email

Dear [friend]

I hope this email finds you well.

This is a friendly reminder that we have a Digital Skills workshop coming up about email. In this workshop, we will cover how to set up an email account, how to write and reply to emails, and how to stay safe online with emails.

If you have any questions, please contact me at digitalinclusion@wacoss.org.au

I hope to see you there
Elliot
Senior Training and Project Officer
WA Digital Inclusion Project

Send ▼ A 📎 🔗 😊 🔒 🖼️ 🔒 ✍️ ⋮ 🗑️

Using your email address

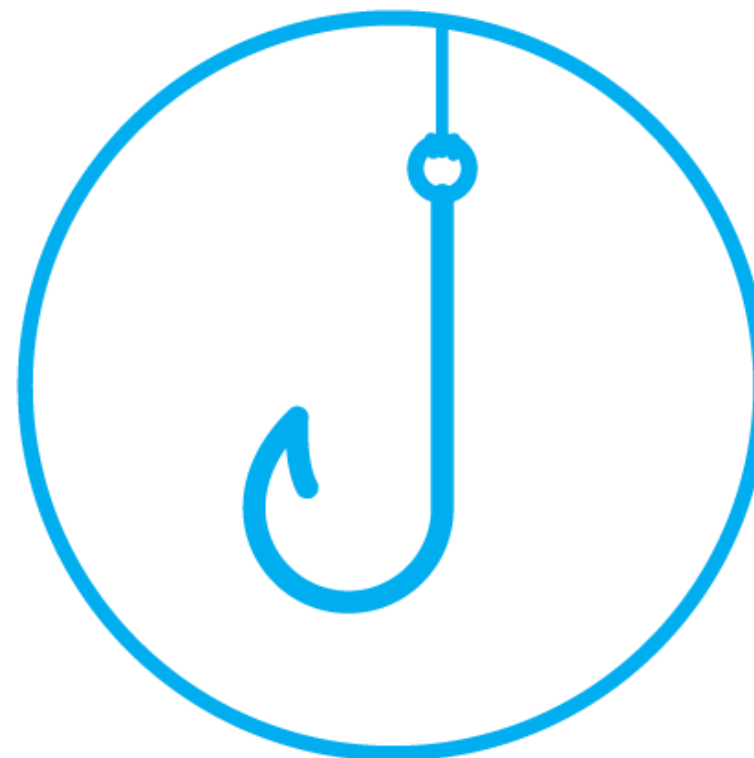
- Sign in to various services
 - Government services (MyGov)
 - Online banking
 - Shopping websites
 - Social media
- Use different passwords for each service
- Keep passwords long and strong

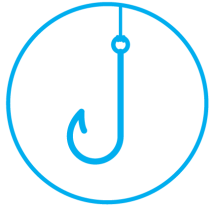


Be careful with email

Phishing emails

- Fake emails to steal information
- Look real but are scams
- Don't click on suspicious links
- Don't share personal info
- Report phishing emails





Phishing Scams

From: Australian Taxation Office <kazu-h@mve.biglobe.ne.jp>

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

To: email@email.com

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



Australian Government
Australian Taxation Office

What are the signs that
this is a fake email?

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.

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.

From: Australian Taxation Office <kazu-h@mve.biglobe.ne.jp>

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

Subject: Your refund tax are now available for reviewing. (Ref: 000000-000093-374290-000)



Australian Government
Australian Taxation Office

Logo copied from ATO website

Asking for you to send 100 points of ID. The government would never ask for this information by email!

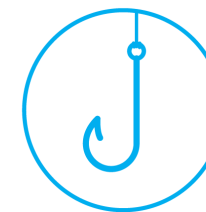
Not a government email address

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.

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.



This sounds too good to be true. Contact the ATO or check MyGov to see if they owe you money.

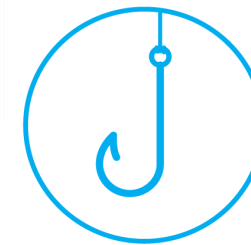
Creating a sense of urgency

Reflection

- What is email and what it can be used for
- Setting up an email account
- Using email
- Being safe with email (phishing!)



myGov



Thank you!

Next session time:



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Thank you
CRC Champions Program

February 2025

