



Council for  
Intellectual Disability

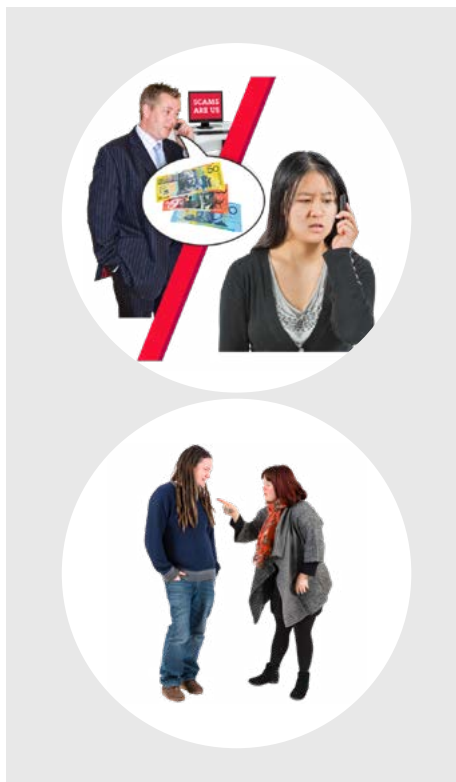


# What is a scam?



**Easy Read**

# What is a scam?



A scam is when someone tries to get your

- Money
- Personal information.

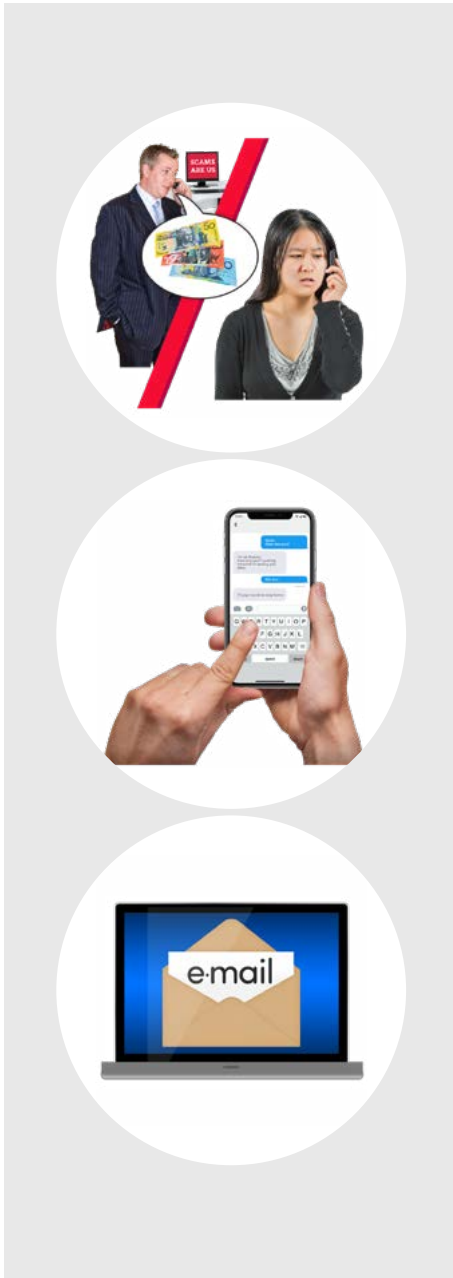


A scam is a crime.



We call the people who do the scams scammers.

# How scams work



There are different ways scammers can contact you.

- on the phone

- by text

- by email.

A scammer might pretend to be from



- The government



- A bank



- The post office

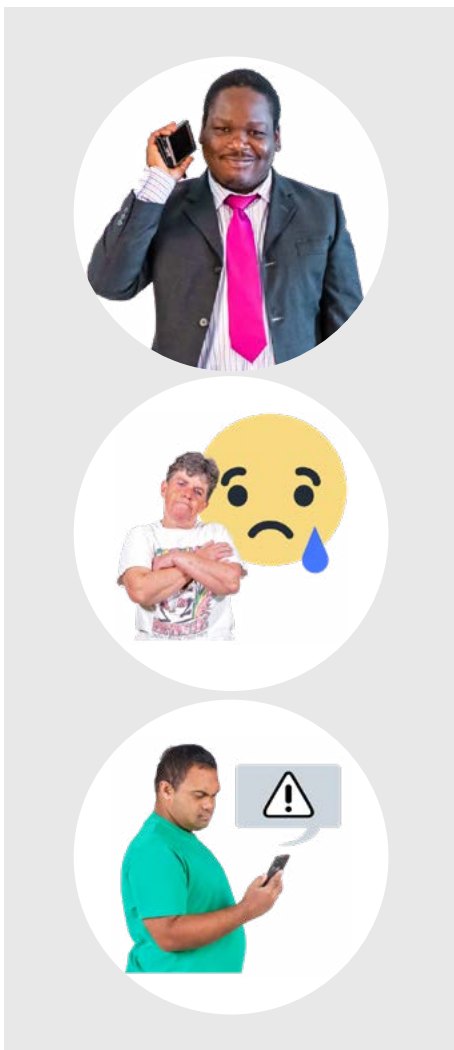


- Someone in your family.



They might do things to make it look like the scam is coming from a real company like

- Use the logo for a company in an email
- Make a message look like it is coming from a company you know.



They might say things like

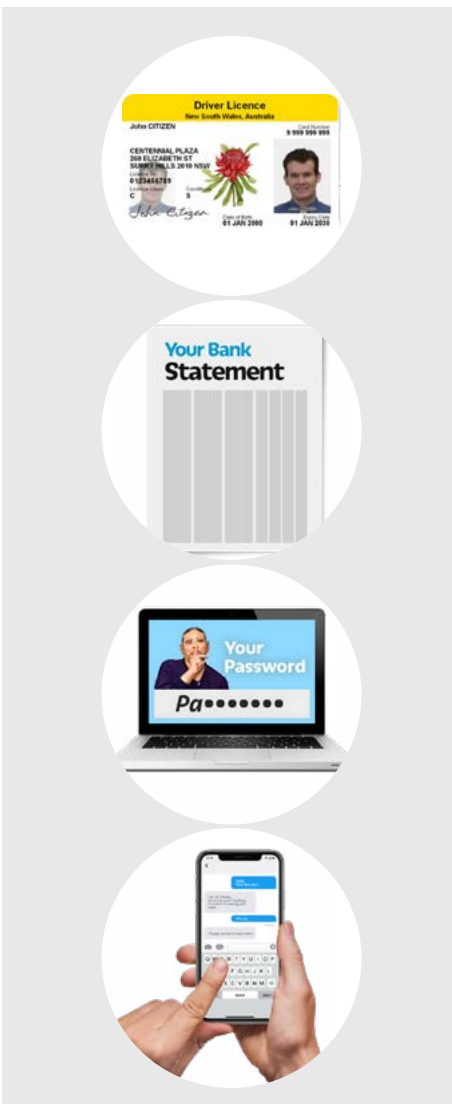
- They have a good deal for you
- They need your help
- There is a problem with something important like your bank account.



They might say you have to do something quickly.



They could ask you for **personal information**.



Personal information is things like

- Your full name
- Your bank account details
- Your password
- A code sent in a text message or email.

They might ask you to



- Give them your personal information



- Send them money



- Send them a gift card



- Put software on your computer.



They might seem like they want to help you.



They might say if you do not do what they say you could be

- Arrested



- Sent out of Australia.

## What to do if you think something is a scam



If you think an email or text is a scam do not reply.



You should delete text messages and emails that do not seem right.



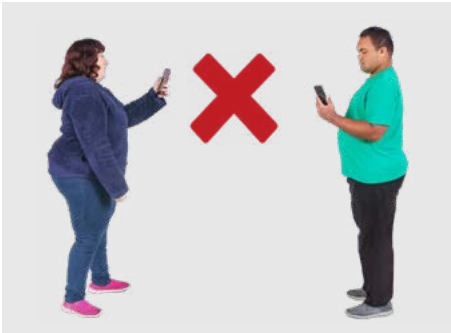
Do not click on links in emails or messages that do not seem right.



Hang up the phone if someone has called you.



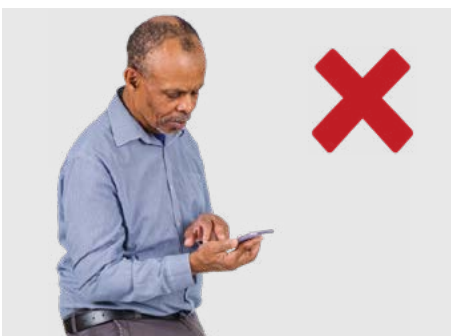
**Block** the number or email address that the scam came from.



If you **block** someone they cannot contact you again.



If you are not sure if something is a scam contact the company or government department.



**Do not** use the contact information from the scammer.

You can get contact information from



- Their website

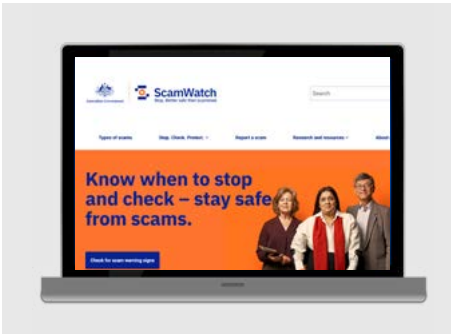


- Your bank card



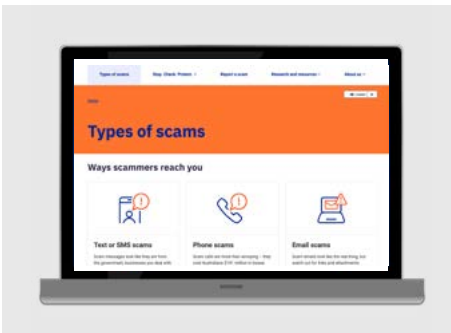
- A bill or invoice.

# Who can help



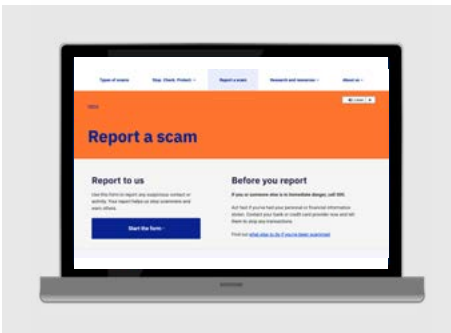
You can find more information about scams at ScamWatch.

[www.scamwatch.gov.au](http://www.scamwatch.gov.au)



You can learn about different kinds of scams on ScamWatch.

[www.scamwatch.gov.au/types-of-scams](http://www.scamwatch.gov.au/types-of-scams)



You can report scams to ScamWatch.

[www.scamwatch.gov.au/report-a-scam](http://www.scamwatch.gov.au/report-a-scam)



**IDCARE** helps people who have been scammed.

If you think you have been scammed you can

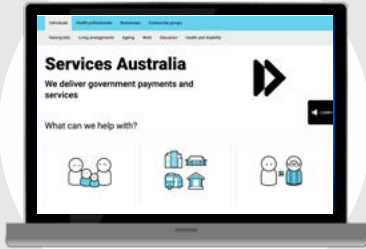


- Fill out a form on the IDCARE website [www.idcare.org/get\\_help/individual-get-help-form](http://www.idcare.org/get_help/individual-get-help-form)



- Call **1800 595 160** between 8am to 5pm.

Services Australia can help you with  
scams about



- MyGov



- Centrelink



- Medicare

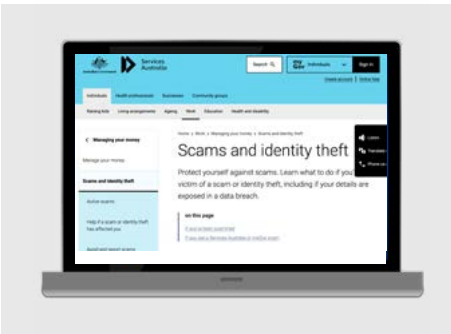


- Child support.



You can call their helpdesk at **1800 941 126**.

They are open Monday to Friday from 8am to 5pm.



You can find out more at the link.

**[www.servicesaustralia.gov.au/help-if-scam-or-identity-theft-has-affected-you?context=60271](http://www.servicesaustralia.gov.au/help-if-scam-or-identity-theft-has-affected-you?context=60271)**

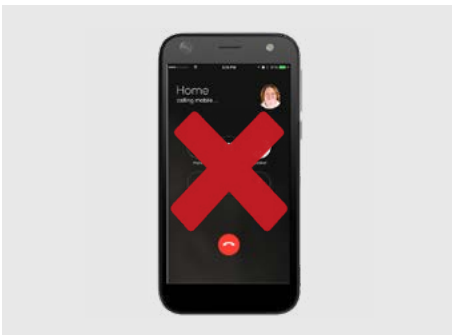
## Scam stories - Sandra



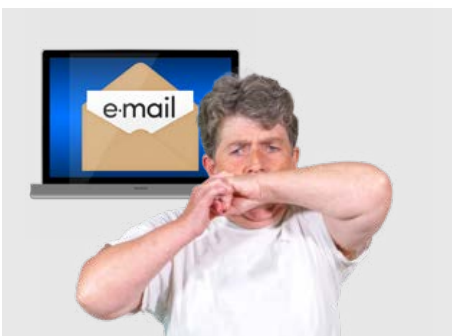
This is Sandra.



Sandra got an email saying she owed money to her mobile phone company.



The email said if she did not pay right away her phone would be shut off.



Sandra was scared by the email.



She clicked on the link right away to pay.

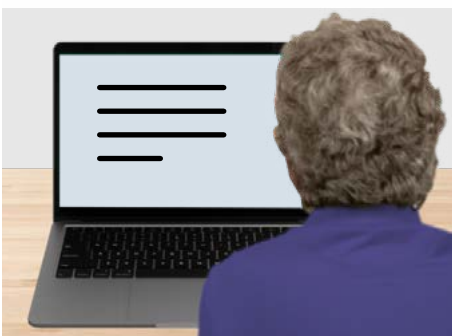


She did not notice that the link went to a different website.

It did not go to her phone company.



It was a fake website that the scammers made.



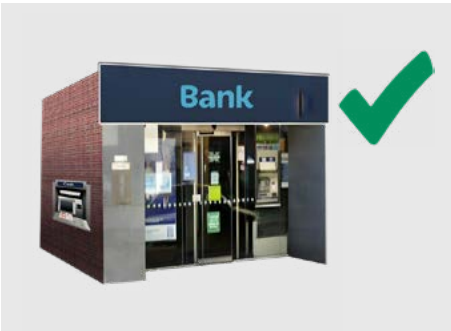
She put her information in the website.



The scammers were then able to take money from her account.



Sandra called her bank as soon as she noticed the money was gone.

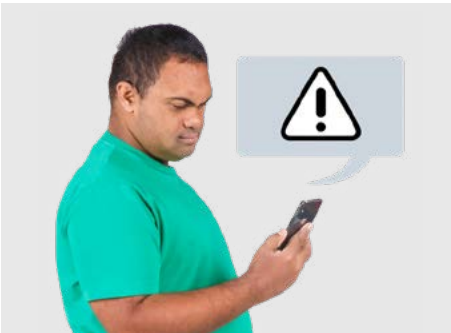


The bank was able to help her get the money back.

## Scam stories - Bill



This is Bill.



Bill got a call from someone saying they were from Centrelink.



The scammer said Bill owed Centrelink money.



The scammer said if Bill did not pay right away he would be arrested.



Bill was worried about this.



Bill sent the scammer money from his bank account.



Bill told his friends about what happened.



His friends said he might have been scammed.



Bill called IDCARE to get some help.



They helped him make sure that his personal information was safe.

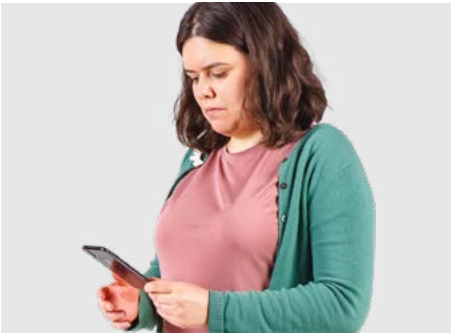


They were not able to get the money back.

## Scam stories - Sam



This is Sam.



Sam got a text message from a number they did not know.



The message said it was from a friend who had lost his phone.



Sam asked what they could do to help.



The person said they needed Sam to send money to a strange bank account.



Sam thought this sounded wrong.



Sam hung up and called their friend.

The friend answered his phone right away.



He said he had not lost his phone.

Sam and their friend realised that it was a scam.

Council for Intellectual Disability made this document Easy Read. **CID** for short.  
Email CID at [business@cid.org.au](mailto:business@cid.org.au) if you want to use any of the pictures.