



Getting online safely for parents & families

Knowing how to get online safely is important for all families in Australia. Read our tips to help you get started.

Scams & Online Safety

You cannot always be sure that things are the way they appear on the internet. Being aware of scams and safety issues is one of the most important steps towards avoiding them.

Phishing

Phishing is the most common online safety issue. This can be emails, phone calls or text messages that are pretending to be from a business or organisation you trust. They may ask you to 'confirm' your account details. When you confirm your details, they're being collected by the scammer.

If you get an email, text or call asking for personal information that is not from a trusted source, follow these steps:

- Never click on any links in the email or text message.
- Delete the email or text, do not give out your personal information on the phone if it is a phone call.
- Report it to the Australian Competition and Consumer Commission's (ACCC) ScamWatch website at www.scamwatch.gov.au if it doesn't seem legit.

If you're really worried, you can call the company the email appears to be from to check if it's true. Just be sure to use your own contact information – not the one provided in the email.

The money out of nowhere scam

If you receive an email telling you money is coming your way for a small upfront fee, it's a scam. Examples are:

- An 'inheritance' you can get if you pay an administration fee.
- A 'lottery' you've won, but you need to pay a fee to get paid out.
- A payout in the future if you just help someone out right now.

Immediately delete the email.

Money for nothing scams

These are scams that ask money for something that doesn't exist, for example:

- Emails offering you an investment opportunity at a discounted price.
- People on dating websites that are quick to show deep affection but then ask for money to help them out of financial trouble.
- Fake charities that contact you after major disasters.
- Text, phone calls or emails telling you that there's a problem with your computer or your tax return.

All of these are likely to be scams and should be ignored.

Be aware

Scams are intended to take advantage of people's caring nature, but if you're cautious about sharing personal information online and who you give money to, you can keep yourself more safe online.

Keep learning

The best place to report and learn more about scams is the Australian Competition and Consumer Commission's ScamWatch website:
www.scamwatch.gov.au.

Check out our website learning.goodthingsfoundation.org.au to learn more about what you can do online.

Parents can also contact The Smith Family for support to get online.

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