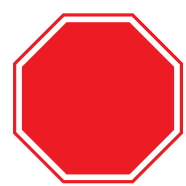




## Scam first aid

# How to support someone

If someone asks you for help because they have been scammed, follow these steps.



## Stop the scammers

1

- If it involves money, ask them to call their bank.
- Protect their accounts and support them to change their passwords.
- Is their personal information at risk? Ask them to contact places like Services Australia and the Australian Taxation Office.



## Report and refer

2

- Report the scam to Scamwatch and the police.
- Encourage them to contact free support services like IDCARE or ID Support NSW.



### Are they in crisis?

Contact Lifeline on 13 11 14 if they need crisis support. If they are in immediate danger, call 000.



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