



# Let's practise: Online safety



**Good Things**  
Australia

# Introduction



As a digital mentor, one of the best ways to build your skills is to practise how you would handle real-life situations. This resource contains a practical scenario designed to help you and your learners navigate the digital world with confidence.

If you are training to be a mentor, you can use this story to test your own knowledge and think about how you would respond. If you are supporting a learner, you can read this story together to start a friendly conversation about online safety and practice the steps needed to stay secure.

# Introduction



Please note that this activity only looks at one specific topic, but you can easily use this exact same format to create your own practice stories.

If there is a different digital skill your learner wants to focus on, simply keep the same structure and swap in your own scenario and conversation starters to match their needs.

# Activity

## What this activity focuses on:

Using a "Spot the Risk" story to help someone recognise a fake message and decide what to do next.

### Scenario: The Unexpected Delivery Text

Your learner, Sam, excitedly shows you his phone. He received a text message saying: "Your Australia Post package could not be delivered due to an incorrect address. Please click this link to update your details within 24 hours: [fake-link-example.com]".

Sam says he did buy something online last week and wants to click the link so he does not miss out.

# Mentor practise and discussion prompts

## Test yourself

What are the three warning signs in this text message that show it is a scam? (Answers provided on the next slide, but give it a go yourself first).

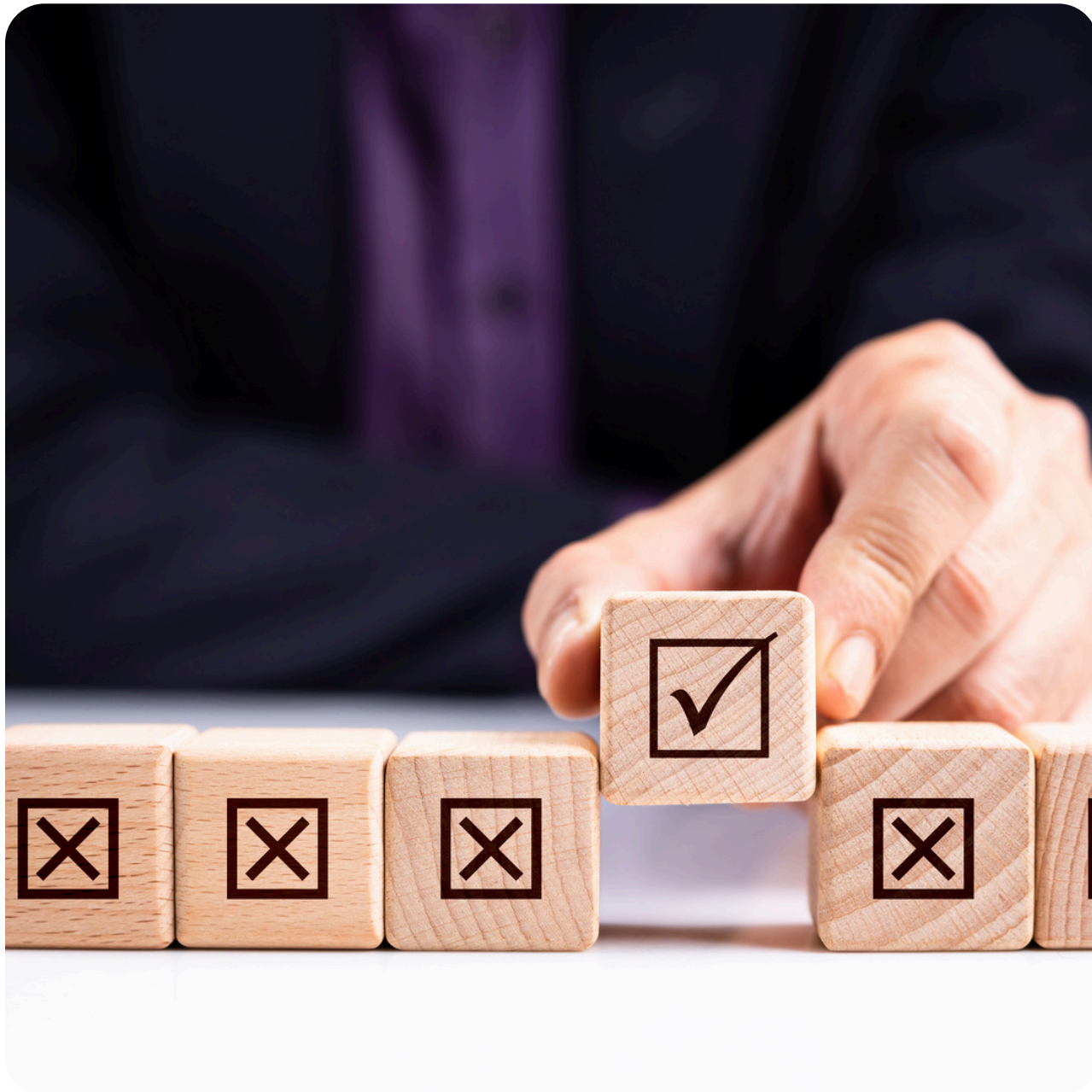
## Teaching activity

How would you gently explain to Sam that this might not be real without making him feel bad or foolish?

## Action step

Open a web browser with Sam and practise looking up the official Australia Post tracking tool together instead of clicking the link in the message.

# Test yourself: Answers



- Look for the rush to act within 24 hours
- The strange web address link
- The request for personal details.