

This sheet is designed for Monash University students and staff seeking information about support and reporting services.

Everyone is vulnerable to scams, and scammers can succeed because they make the information appear real. Scammers target people of all backgrounds, ages and income levels.

### Different types of scams:

- ▶ accessing personal information
- ▶ buying or selling
- ▶ dating and romance
- ▶ fake charities
- ▶ jobs and investments
- ▶ threats and extortion
- ▶ unexpected money/winnings

### What you can do to minimise your risk:

- ▶ be alert to the fact that scams exist
- ▶ know who you're dealing with and research the legitimacy of the business
- ▶ do not open suspicious texts, pop-up windows or click on the links or attachments in emails; make sure you delete suspicious emails and texts
- ▶ don't respond to phone calls about your computer asking for remote access
- ▶ keep your personal details, mobile devices and computers secure
- ▶ review your privacy and security settings on social media
- ▶ be wary of unusual payment requests
- ▶ be careful when shopping online (e.g. use PayPal for payment where possible)

### What can I do?

#### Ensure safety

If you believe there is an immediate risk to yourself or another person, call:

- ▶ **9905 3333** for Security on campus
- ▶ **000** for an emergency off campus

#### Seek advice

You can seek confidential advice from Security Services. We'll help to:

- ▶ keep you safe
- ▶ connect you with the most appropriate support services for your situation
- ▶ give you information on your formal reporting options so that you can make decisions that are right for you
- ▶ assist you with the reporting process, if you decide to make a formal report

### How do I help someone else?

If someone you know has been targeted by a scam, you should encourage them to discuss the matter with Security Services, who can provide them with information, advice and support specific to their circumstances.

Security Services can also provide advice for you to pass on, and they can also help you with any support you may need.

### For more information:

- ▶ visit [monash.edu/safety](https://monash.edu/safety)
- ▶ download the **Monash bSafe** app from the Apple or Google Play stores

## ON CAMPUS

### Respond/Report

#### Security Services

For emergency assistance on campus, or to request a security escort.

 03 9905 3333 (emergency)

03 9902 7777 (non-urgent)

### Support

#### Monash Counselling

Health and counselling services, programs and resources to keep you healthy in mind and body.

 03 9905 3020

1300 788 336 (student 24/7 counselling)

1300 360 364 (staff 24/7 counselling)

 [monash.edu/health/counselling](https://monash.edu/health/counselling)

## OFF CAMPUS

### Respond

#### Police

For an emergency response:

 000

### Report

#### Police Assistance Line and Online Reporting

To report non-urgent crime 24/7.

 131 444

 <https://www.police.vic.gov.au/palolr>

#### Crime Stoppers

To anonymously report criminal behaviour or suspicious activity.

 1800 333 000

 <https://crimestoppers.com.au/>

#### Australian Cyber Security Centre

Use ReportCyber online platform to report cybercrime.

 [www.acorn.gov.au](https://www.acorn.gov.au)

### Support

#### Scamwatch

Information for consumers and small businesses about how to recognise, avoid and report scams.

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

#### Lifeline

24/7 crisis support and suicide prevention service.

 13 11 14

