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Fighting back against cyber criminals this Scams Awareness Week

As part of Scams Awareness Week, ACCAN – the peak consumer communications body – is calling on Australians to ‘*share a story, stop a scam*’.

Consumers encounter scams on a daily basis. Communications services – text messages and phone calls – are leading contact methods criminals use to target people. We are all part of the fight to stop scammers stealing money and information from Australians. As such, ACCAN is pleased to support the National Anti-Scam Centre (NASC) as they ask Australians to ‘share a story, stop a scam’ this Scams Awareness Week, 26-30 August.

Scams Awareness Week is an important opportunity to consider how you, your family, and your business can join the fight against scams. Although we have made great progress in curbing scam losses since the establishment of the NASC last year, Australians still lost \$2.7 billion to scam attacks in 2023. There is much work to be done to make Australia a harder target for scammers.

ACCAN CEO Carol Bennett said that, although regulation has an important role to play in combatting scams, there are many things that individuals can do to help themselves and their communities.

“Everybody has a role to play in fighting back against scams. The government has now legislated the SMS Sender ID Registry, which will allow telcos to more easily detect and block fraudulent texts. While this is an excellent step forward, the Registry should be made mandatory, as urged by the majority of respondents during the consultation process,” Ms Bennett said.

“There are many important things consumers can do. Speaking to your friends and family and sharing what you have learnt about scams cannot be overstated.”

“If you encounter what seems to be a scam, [report it to ScamWatch](#). If you believe you may have been attacked by scammers, talk to your loved ones and remember that there is plenty of free support available.”

“Initial advice is available on the [ScamWatch website](#), and [IDCARE](#) is an expert cyber support service which provides free and personalised advice to scam victims” Ms Bennett said.

“If you encounter a message, email or call that seems off, always **stop, check and report**. If you are at all unsure, do not hand over personal details or money. Only contact businesses or governments via their official websites or apps. Finally, report a suspected scam to help the broader community remain safe.”

“Scams Awareness Week is a great chance to share your scam experiences, and ACCAN looks forward to supporting this important cause. The more we talk, the less power scammers have,” Ms Bennett concluded.

The Australian Communications Consumer Action Network (ACCAN) is Australia’s peak communication consumer organisation. The operation of ACCAN is made possible by funding provided by the Commonwealth of Australia under section 593 of the Telecommunications Act 1997. This funding is recovered from charges on telecommunications carriers.

ACCAN is committed to reconciliation that acknowledges Australia’s past and values the unique culture and heritage of Aboriginal and Torres Strait Islander peoples. [Read our RAP](#)
