



Department of Local Government,
Industry Regulation and Safety

WA ScamNet 

Year in review 2025





Acknowledgement of Country

The Department of Local Government, Industry Regulation and Safety (LGIRS) respectfully acknowledges Aboriginal peoples as being the Traditional Custodians of Western Australia.

We acknowledge the enduring connection Aboriginal people continue to share with the land, sea, and sky through both their ancestral ties and custodianship to Country.

We pay our respect to Elders both past and present, and acknowledge the value brought to our department through the collective contribution of Aboriginal and Torres Strait Islander peoples across Western Australia.

Overview

The Department of Local Government, Industry Regulation and Safety (LGIRS) – Consumer Protection Division receives thousands of enquiries concerning scam-related problems. Many of these are enquiries from people wanting to advise of a potential scam.

Consumer Protection’s Contact Centre team provides advice on whether these enquiries are scams, how to avoid losing personal and financial information, and how people can better protect themselves in the future.

Consumer Protection’s WA ScamNet team manages more complicated enquiries, often including situations where victims have fallen for a scam and lost a monetary amount and/or personal information.

Reports of scams are received from several different sources including:

- Online Scam Reporting tool (OSR) on www.scamnet.wa.gov.au;
- Consumer Protection’s Contact Centre;
- Crime Stoppers WA;
- WA Police; and
- other state and national government agencies.

While WA ScamNet primarily receives calls about scams in Western Australia (WA), calls are also received from other Australian states and from overseas. This report only focuses on reports and victims within WA.

The OSR allows people to report a scam anonymously, on behalf of someone else or on behalf of a business. Data, including demographic information, is collected relating to the scammer, victim and the type of scam.



2025 | Key numbers

Consumer Protection's Contact Centre

Phone enquiries



930

Scam-related calls

▼ 21%



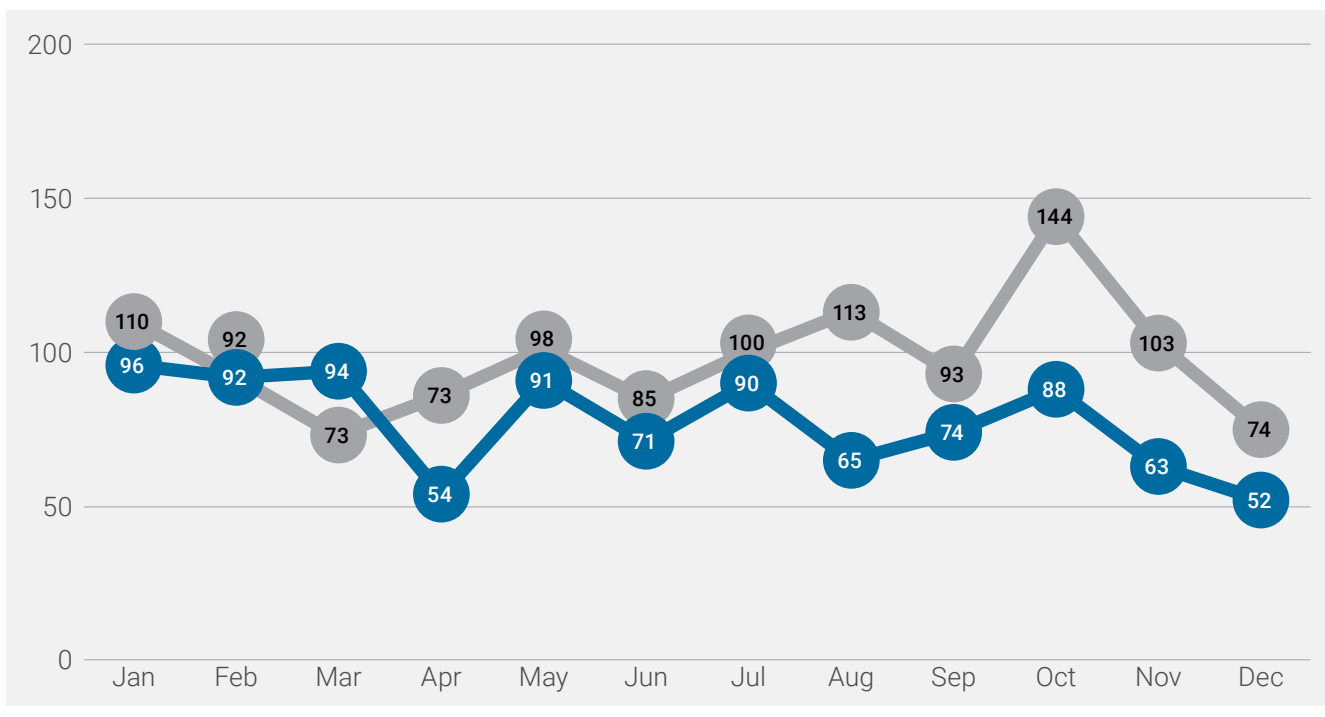
78

Calls per month (average)

▼ 20%

Figure 1: Scam-related enquiries received by the Contact Centre

— 2025 — 2024



▲▼ Arrows indicate the increase/decrease from 2024.

WA ScamNet

Statistics for reports to WA ScamNet

Losses reported

The figures below show the total number of scam reports and the amount lost to scams in 2025, including five significant losses through three investment scams, one fake charities scam and one dating and romance scam.



\$24,052,494

Amount lost

▼ 12%*



1,862

Reports

▼ 4%



773

Reports with financial loss

▼ 6%

* The database is updated as new information is reported to WA ScamNet. Therefore, 2024 figures reported may differ from the [2024 WA ScamNet Year in review](#) report.

Significant losses across 2025

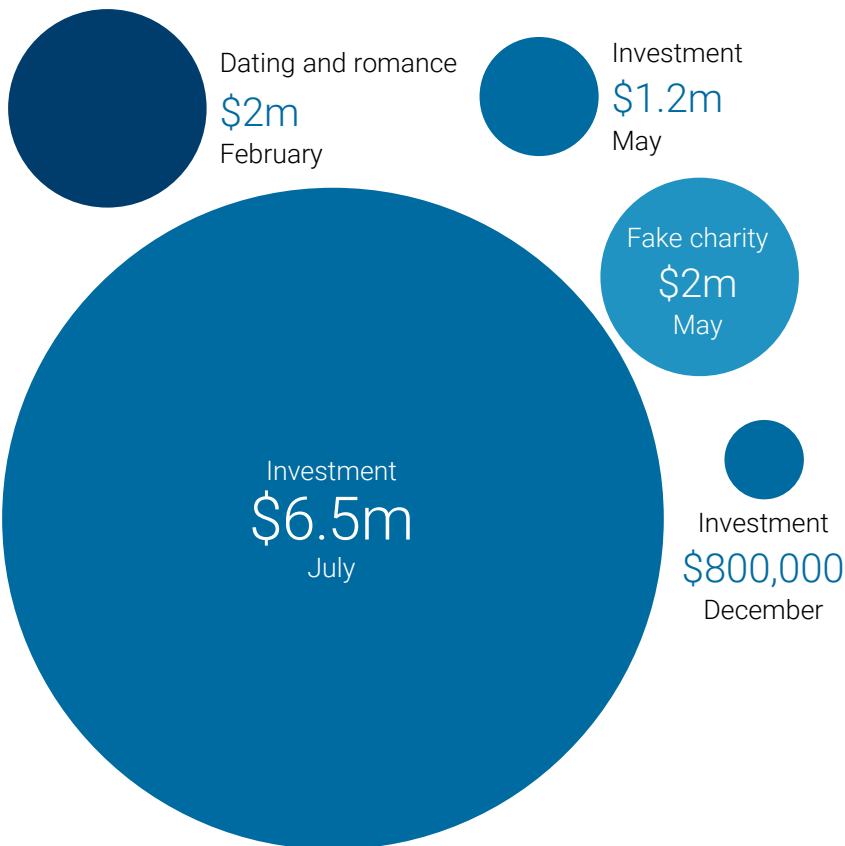
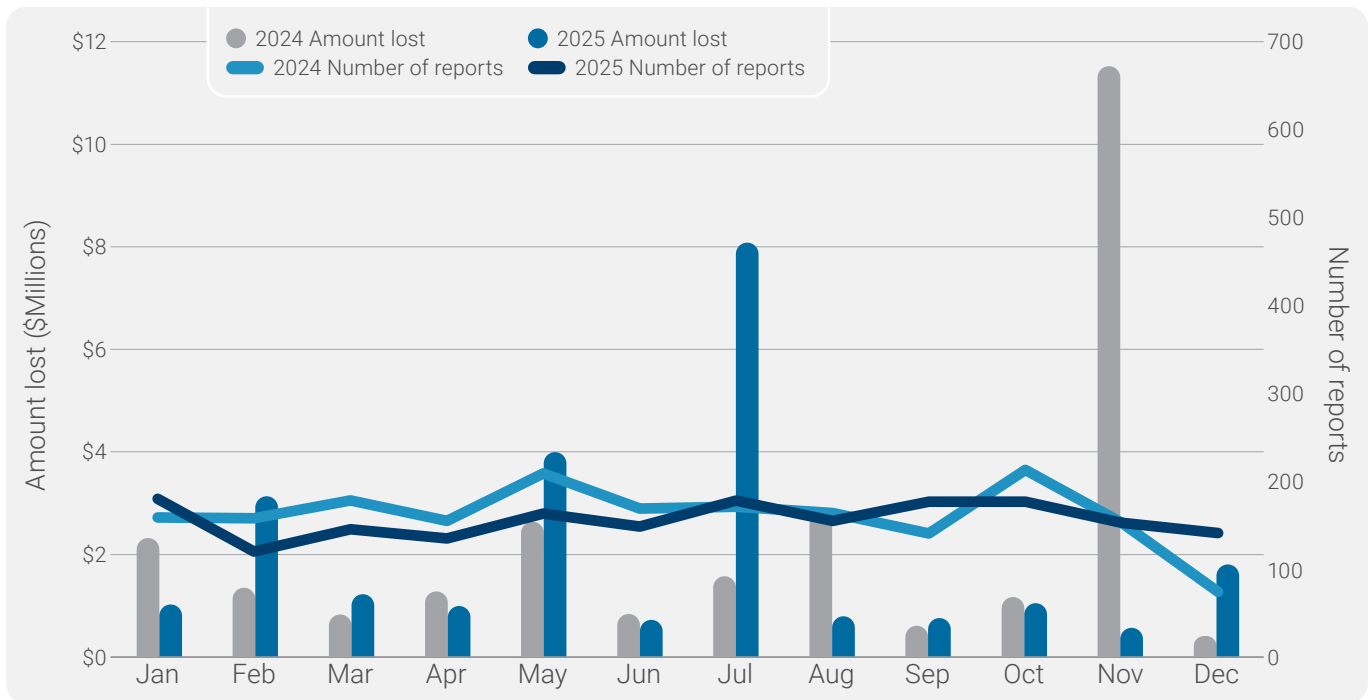


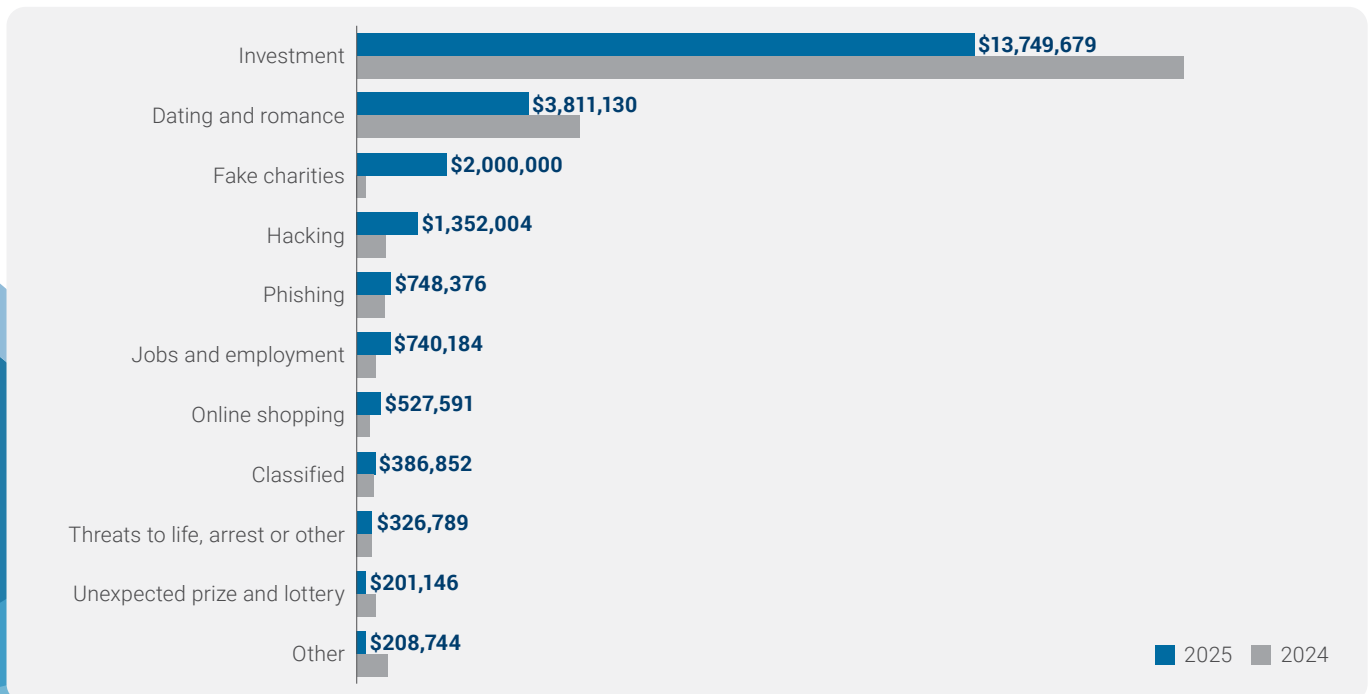
Figure 2: Total amount lost and number of reports to WA ScamNet



Scam categories breakdown

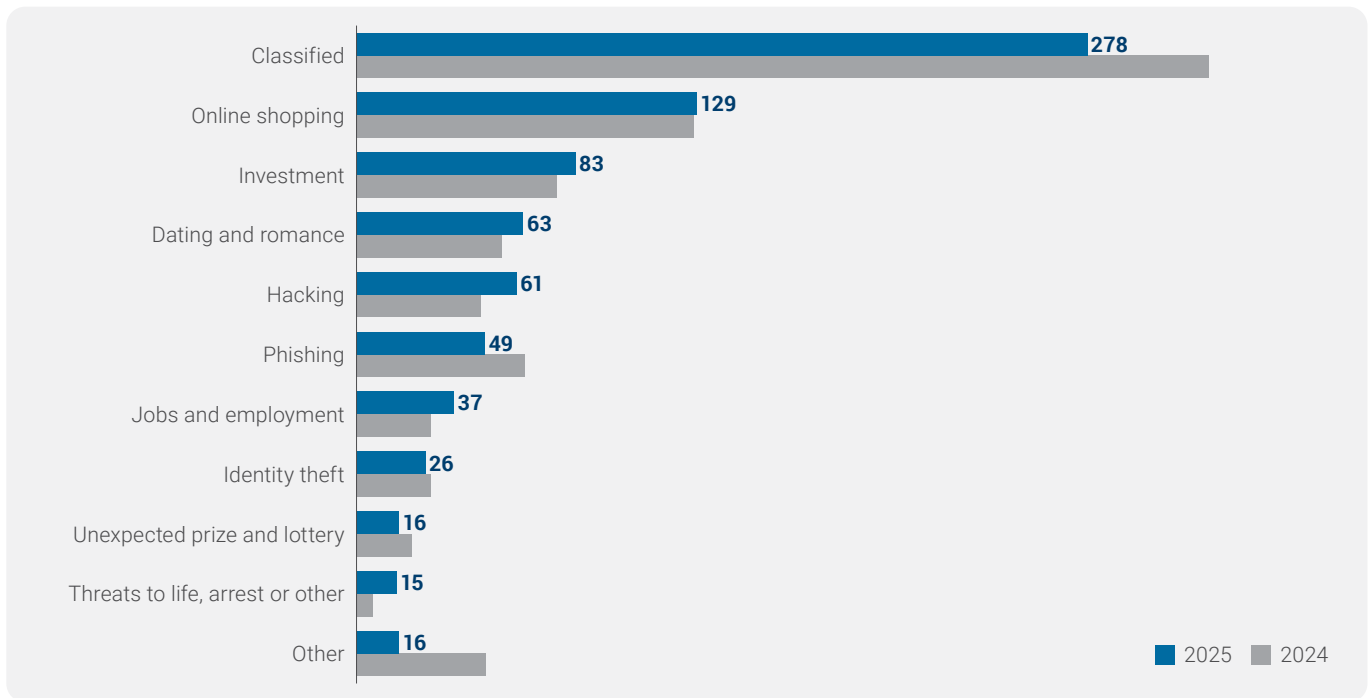
The top 10 scam categories in 2025, by amount lost, accounted for 99 per cent of the total losses recorded. Investment scam losses contributed to 57 per cent of losses (Figure 3). The category 'Other' consists of all scams outside of the top 10 categories.

Figure 3: Top 10 scams for 2025 by amount lost



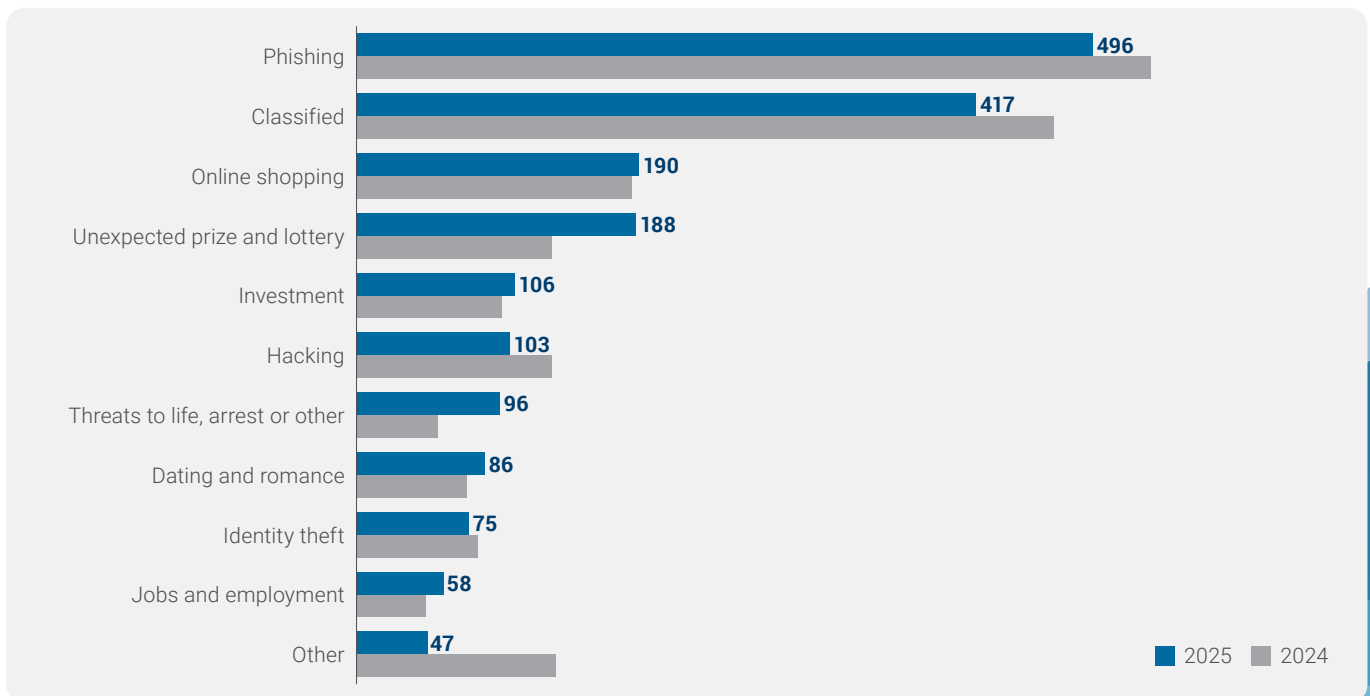
In 2025, 773 victims reported losing money to a scam, with 36 per cent falling for a classified scam (Figure 4). The top 10 scams, by number of victims, accounted for 98 per cent of victims.

Figure 4: Top 10 scams for 2025 by number of victims



Phishing scams accounted for 27 per cent of the total scam reports in 2025 (Figure 5) with the top 10 reported scams making up 97 per cent of the total reports.

Figure 5: Top 10 scams for 2025 by total reported

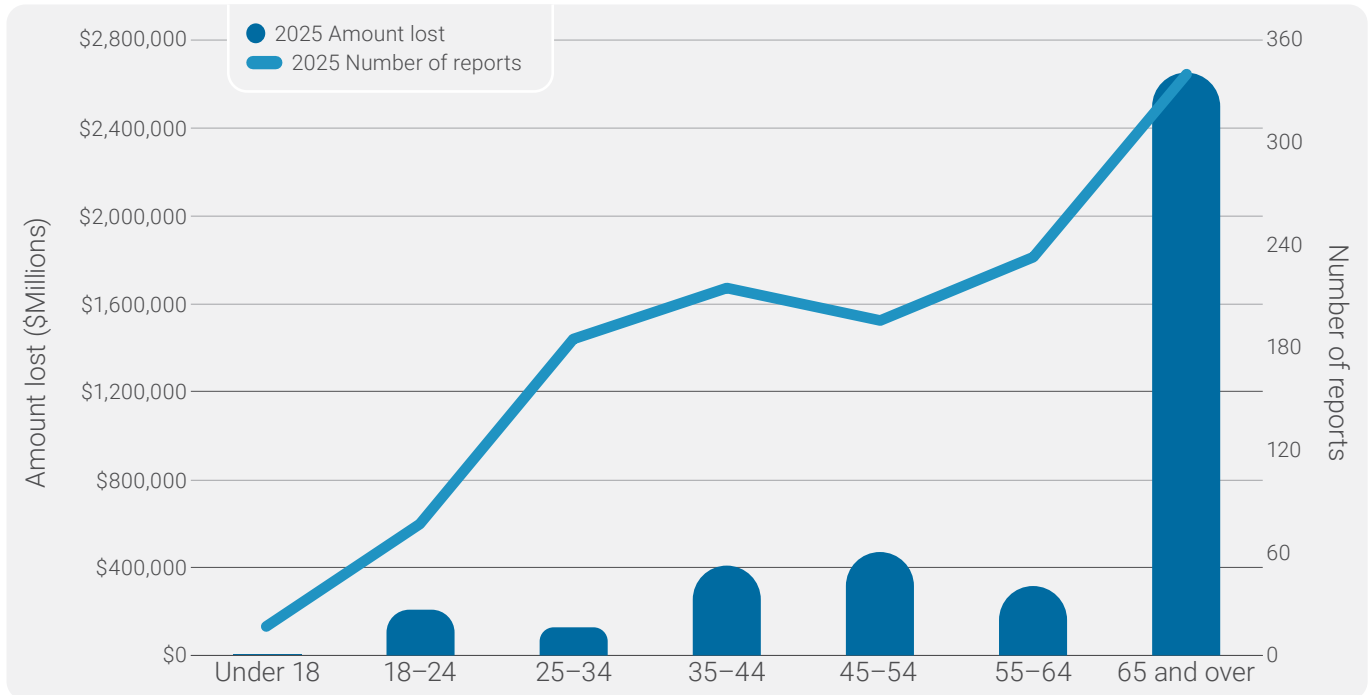


Demographics

Age groups were provided in a total of 862 reports in 2025, 46 per cent of total reports received.

The 65 years and over age group reported the highest losses (Figure 6) with a total of \$2,642,128. This represents 64 per cent of all losses with demographic information. Investment scam losses of \$1.8 million contributed significantly to the total loss of this age group.

Figure 6: Amount lost and number of reports by age group in 2025



Gender information was provided in a total of 971 reports in 2025, 52 per cent of total reports received.

Females accounted for both a higher proportion of the reports made (Figure 7) as well as the majority of money lost to scammers (Figure 8).

Figure 7: Gender by number of reports



Figure 8: Gender by amount lost



WA ScamNet reported real life example:

The victim came across a video on social media purporting to be a celebrity endorsing an investment opportunity. The advertisement presented as a time-sensitive offer, promising high return with minimal risk. Before engaging, the victim did their due diligence and researched the business, identifying that it was based overseas with good online reviews.

The victim provided ID documents and allowed remote access to their devices to facilitate the setup of their online trading platform and portfolio before paying \$200,000 in instalments by bank transfer (within Australia) and by crypto payments deposited directly into Crypto ATMs at local shopping centres.

They excitedly watched their investment grow and received small financial withdrawals along the way, which they were encouraged to reinvest quickly.

Things became suspicious when they realised they could not gain access to the trading platform to withdraw their funds. They were advised by the 'company' that further payments were needed in taxes and fees to release the funds and were encouraged to withdraw from their superannuation fund. They fortunately chose not to do this.

The victim was then approached by a fund recovery agent who stated they could assist in recovering the \$200,000 funds for an upfront fee. The victim, desperate to recover the life savings they had invested, borrowed funds from family and friends to pay the agent, however, once again further funds were requested without the service being supplied.

It was at this point the victim contacted WA ScamNet, who identified that the initial celebrity video was fake and AI generated. While there was a legitimate overseas company of the same name, the email address and website address were different. Scammers had impersonated the company using their name, logos and online content, creating a fake trading platform which looked professional.

Fact bank



106
Reports



83
Victims with
reported losses



\$13,749,679
Amount lost

In addition to this, the scammers came back for a renewed attempt to defraud the victim posing as a fund recovery agent, stealing further payments.

On the advice of WA ScamNet, action was taken by the victim to:

- Report the matter to the WA Cybercrime Police via the [Australian Cyber Security Centre \(ACSC\)](#).
- Report the matter to their bank to secure the account and recover the funds.
- Contact IDCARE for advice on action to take as their ID documents had been compromised.
- Change the compromised ID documents and block their WA driver's licence through the Department of Transport.
- Have their devices assessed by a qualified technician to remove any remote access apps and potential malicious malware and change all online passwords using multifactor authentication.
- Contact their general practitioner and Beyond Blue for emotional support and assistance.

WA ScamNet took action to disrupt the scammers by reporting the Australian bank accounts and websites to the relevant agencies for deactivation.

A [media statement](#) on investment scams was released in August 2025 as a warning to the community about the trending scam.

Online shopping scam

2025 | Case studies

WA ScamNet reported real life example:

The victim was looking to purchase a caravan and located an advert on Facebook. This advert was linked to a very professional looking website. The website appeared genuine, but the victim was cautious, so they conducted further inquiries into the website including checking the Australian Business Number (ABN). This ABN was registered to a company with a similar name to the website and appeared to be legitimate.

After conducting their due diligence the victim trusted the website and proceeded with the purchase, paying \$45,000 for the caravan including delivery via a separate transportation company. When the product failed to arrive, they realised they had been scammed and reported the matter.

On the advice of WA ScamNet, action was taken by the victim to:

- Report the matter to their bank to secure the account and recover the funds.
- Report the matter to the WA Cybercrime Police via the ACSC.
- Contact IDCARE for advice in the event their ID documents had been compromised.
- Be aware of follow up scams including fund recovery agent scams.

Fact bank



190
Reports



129
Victims with
reported losses



\$527,591
Amount lost

The URL link for the Facebook page and associated websites was requested for further investigation as well as the BSB and account number for the bank account they transferred the money to.

It was established that websites, including a transportation company site, were created using the same ABN. Further liaison confirmed the legitimate ABN holder had no association with the fraudulent websites. Scammers had stolen their business information. The ABN holder agreed for information to be distributed to the public to prevent further detriment to the community and a warning was published on the WA ScamNet website under 'Online shopping scams'.

Disruptive action was taken to report all scam websites identified to the domain holders for take down. The bank account details were reported to the receiving bank for their investigation and deactivation.



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