

The Department of Mines, Industry Regulation and Safety (DMIRS) - Consumer Protection Division (Consumer Protection) developed WA ScamNet as one method of combatting the ever increasing problem of scams, rip-offs and frauds that impact on the Western Australian community.

WA ScamNet receives enquiries and information concerning possible scams from members of the community. We conduct investigations to determine whether the scheme is a scam and to disrupt this activity by:

- notifying legitimate business owners when we become aware of a scam impersonating their business;
- notifying banks and requesting accounts to be frozen to prevent further financial losses when we become aware that a scam is utilising an Australian bank account;
- notifying money transfer services to suspend accounts and retrieve funds, if possible, when we become aware that a scam is utilising a money transfer service;
- notifying .au Domain Administration (AuDA) and arranging to remove a website domain to prevent further financial losses when we become aware that a scam is utilising a live website;
- assisting Australia Post with the interception and destruction of scam mail arriving in Australia, so it does not reach the Western Australian community;
- liaising with Australia Post so they can intercept funds being sent to scammers and have this money returned to the victims; and
- liaising with Australia Post, the Western Australian Police, the Australian Competition and Consumer Commission (ACCC) and other state and territory fair trading regulators through the Scams Awareness Network (SAN).

WA ScamNet helps victims of scams when they have suffered financial losses or have been impacted by scams by:

- providing credible evidence to convince a person that they have been the victim of a scam;
- recommending and providing advice on financial and personal counselling services for victims;
- referring affected consumers to organisations such as IDCare to ensure the safety of their identification and to reduce potential losses associated with ID theft moving forward;
- referring consumers to lodge reports with the Australian Cybercrime Online Reporting Network (ACORN);
- providing information concerning other solutions including device protection, social media protection and other potential avenues of defence; and
- providing advice where possible as to methods of funds retrieval if they exist, such as credit card chargebacks, PayPal disputes and assisting consumers in approaching financial institutions.

WA ScamNet uses this information to educate the community by profiling the most prevalent scams targeting Western Australians and providing information on the different types of scams, how to recognise scams and what to do if you have received a scam.

Consumers can help in the fight against scams by reporting scams to wascamnet@dmirs.wa.gov.au or 1300 30 40 54. Subscribe to ScamNet alerts www.scamnet.wa.gov.au/scamnet/Scam_Alert_Me.html