

COCKBURN INTEGRATED HEALTH



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Welcome

Welcome to the September – October edition of our newsletter.

In this edition, we provide an update on the Curtin Student-Led Social Work Library Service and share news about its next phase in the coming months.

Colleen Crowley from the City of Cockburn Financial Counselling service shares a cautionary tale about Jane, a victim of a cyber scam involving a scammer impersonating a Microsoft employee. This story highlights the importance of staying vigilant about unsolicited calls from people claiming to represent major companies and requesting personal or banking information.

You'll also find updates on upcoming Term 3 youth programs at the Cockburn Youth Centre, designed to engage and support young people in our community.

As we wrap up this spring edition of our newsletter, we share some key dates and events happening in the Cockburn community.

I hope you enjoy reading this edition of the newsletter.

Clory Carrello, Chief Executive Officer

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www.facebook.com/CockburnIntegratedHealth

Cockburn Connect Library Program

Student Lead Social Work Program

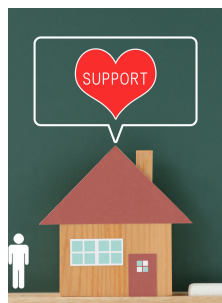
Since early 2025, Curtin University Social Work students have partnered with the City of Cockburn Success Library to offer a much-needed support service for the local Cockburn community. Inspired by similar initiatives in Fremantle and across other States, the program addresses a clear gap in service accessibility—leveraging the approachable and familiar setting of libraries to connect people with support and resources.

The Curtin Student-Led Library Service is a valuable way to find tailored support for yourself or someone you care about. In early June, ABC News Australia featured a segment on the program, showcasing the achievements of the previous student team. Now, two new students have taken over the service, and they've also introduced additional weekly time slots to better meet the needs of the community.

This is a free, drop-in service—no booking required—and is open to people of all ages.

We can help connect you with services and resources related to:

Mental Health
Financial Assistance
Housing Support
Community Support Groups
Family Services
Aged Care
...and much more



The Curtin Student-Led Social Work Service is here for you.

This free, drop-in service has already helped many Cockburn community members connect with the right support—both through **Cockburn Integrated Health** and broader community networks. Our friendly social work students will listen to your situation and guide you to the services that best meet your needs. No appointment is needed. Just drop by during the following times:

- Wednesdays: 9:30am - 12:30pm & 1:00pm - 4:00pm
- Thursdays: 10:00am - 1:00pm
- Fridays: 10:00am - 1:00pm



You'll find the social work desk just to the left of the main entrance at the City of Cockburn Success Library. If you're unsure, feel free to ask one of the friendly library staff for directions.



Curtin University

City of Cockburn Financial Counselling Service

Jane's Scam Experience

Jane, a long-standing customer of P&N Bank, was the victim of an elaborate and deeply distressing scam on the morning of 23 April 2025—an experience she described as one of the most frightening and overwhelming events of her life.

She had been on her laptop reading the news, as she regularly does, when a deafening siren—similar to a fire alarm—suddenly blared from her device. Simultaneously, a pop-up message appeared on the bottom-right corner of her screen, claiming to be a Microsoft Security Alert, and instructing her to call a number immediately. Shaken and unable to stop the sound, Jane called the number.

A man answered, identifying himself as Noah Brown from Microsoft. He told her her computer had been hacked. When Jane asked where he was based, he said the Philippines. He claimed two hackers had gained access to her system and he needed to investigate urgently.

He then directed her to click on something — Jane isn't sure what — but it appears to have given him remote access to her computer. The screen went black, and a red ID number appeared, which Noah claimed was the hackers' access code. He further told Jane that her computer had been used to access pornographic websites, including one allegedly involving child exploitation — a deeply upsetting and traumatic accusation.

Noah said he would alert cybercrime authorities and placed Jane on hold. After about 30 minutes, another man came on the line, introducing himself as Mark Green, also allegedly from Microsoft and also based in the Philippines. He claimed there had been a security breach at P&N Bank, and that someone within the bank had leaked her personal information.

Jane was transferred again, this time to a third man named Harry Fernandez, who said he was working with the bank's security team. He instructed Jane to call him directly on a private number (08) 9509 6603 to avoid tipping off the alleged internal leaker. When she dialled the number, Harry answered immediately. Harry instructed Jane not to tell anyone, including bank staff, what was happening. He said they needed her help to catch the leaker, and she, wanting to do the right thing, agreed.

He then told her that a \$9,150 transaction for pornographic services had allegedly been processed in Mexico from her account at midnight. When she denied authorising it, he claimed someone had approved the charge via text message. Jane explained this was impossible as she turns her phone off at night.

Harry gave Jane specific instructions: withdraw \$12,500 in cash from her account to help "trace" the stolen funds. He warned her to lie to the bank staff and say it was for a second-hand car purchase, since any one of them could be the "leaker."

Jane stayed on the phone the entire time, transferring the call to her mobile and driving to her local P&N branch at Cockburn Gateway, still in her pyjamas, having not eaten or properly dressed due to the panic. The teller who assisted her was Katherine, someone she had known and trusted for years.

Katherine asked a few questions, but Jane, following Harry's instructions, reassured her it was a legitimate transaction. Katherine noted it was unusual to have that much cash on hand, but they coincidentally had the amount available that day. Normally, large cash withdrawals require three days' notice.

City of Cockburn Financial Counselling Service

Jane's Scam Experience

With the money in hand, Jane drove to Yangebup IGA, where Harry told her to use the Bitcoin ATM. He sent her a QR code to scan. Jane then fed \$12,500 into the machine in two separate transactions — one for \$9,500 and one for \$3,000.

While she was feeding the notes into the machine, a staff member approached and asked what she was doing. Still under instruction and afraid, Jane simply said she was buying Bitcoin. Harry had warned her repeatedly not to talk to anyone.

After the transfer, Harry told her the money would be returned the next day once the bank's leaker was caught. He told her to contact him via the private number if she had questions. Jane, overwhelmed, forgot to end the call — it remained connected when she returned home. As she sat, stunned and starting to realise what had happened, she said aloud: "I think I've been scammed."

She then drove to Cockburn Police Station, where she spoke with Senior Detective Clint. He checked the numbers Jane had been given and confirmed it was a scam. While she was still at the station, the phone call — still active — came to life. Harry's voice broke in angrily:

"Who are you talking to?"
Jane calmly replied, "A friend."

She then turned to the detective and said:
"How could he return my money? He never even asked for my account number or gave me a receipt."
The detective instructed her to hang up the call.

Jane, who draws strength from her faith, picked up the phone and told Harry:
"You didn't steal my money. You stole God's money. Everything I have belongs to the Lord — and He is powerful. He will judge you accordingly."

After reporting the incident to police, Jane returned to her bank and spoke again with Katherine, who was shocked and deeply saddened. Katherine immediately contacted Belinda from P&N's Financial Crime Team, who offered counselling support and assisted Jane in lodging a report with ReportCyber.

Unfortunately, as the money was withdrawn in cash and transferred into Bitcoin, recovery is extremely unlikely. The entire ordeal lasted about three and a half hours — but its emotional toll will last much longer.

Want to speak to someone?

Free financial counselling

Colleen Crowley, Coordinator

Cockburn Financial Counselling

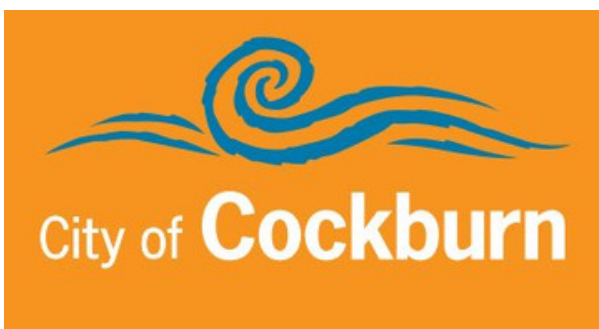
City of Cockburn

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TERM PROGRAM

COCKBURN YOUTH SERVICES

Come Check out Cockburn Youth Centre!

Team 3 Programs are for 10–17 year olds. apart from Youth Diversity Inc.
Spaces are limited and bookings are required for all programs.

Mondays

Warhammer & Board Games
4pm - 6pm



Tuesdays

CYC Role Playing Games
4pm - 6:30pm

Weekly Wellness - Girls Only

4pm - 5:30pm

Print Art at CYC

4pm - 5:30pm



Wednesdays

CYC Role Playing Games
4pm - 6:30pm

Open Court/Multi Sports

4pm - 6pm



Thursdays

Youth Diversity Inc (YDI)

Ages: 15 - 24
6pm - 8pm



Crafternoons

4pm - 5:30pm

Fridays

Drama Incubator

4pm - 5:30pm

Drama - Advanced Academy

5:30pm - 7pm

Jam Session

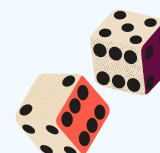
4pm - 6pm



Saturdays

Tabletop

12pm - 4pm



For more information: Phone 08 9411 3888, Email: youth@cockburn.wa.gov.au
Location: Cockburn Youth Centre, 25 Wentworth Parade Success 6164

Significant Upcoming Dates

Women's Health Week 1st to 5th of September, 2025



Jean Hailes Women's Health Week is Australia's largest event dedicated to the health and wellbeing of all women, girls and gender-diverse people.

This year, the theme is 'Say yes to you' and each day we will focus on a different health topic to help women prioritise their health and wellbeing.

The South Lake Ottey Centre (2a South Lake Drive, South Lake) are celebrating women's health week on 3 September from 10am to 12pm. Free Entry and Free Gift Bag upon entry.



Bibra Lake Fun Run 14th of September, 2025

The Bibra Lake Fun Run is a much-loved community event, traditionally held on the second Sunday in September. It's all about fun, fitness, and bringing people together, with activities for all ages and fitness levels. Participants can choose between a 6km or 12km course around the stunning Bibra Lake, perfect for competitive runners, casual joggers, families, work groups, and school teams.

Register at: <https://www.cockburn.wa.gov.au/City-and-Council/Events-and-News/Events-and-Workshops/Recreation/Bibra-Lake-Fun-Run>

RU OK? DAY

11th of September, 2025

R U OK? is a national suicide prevention charity and registered public health promotion that encourages people to stay connected and have conversations that can help others through difficult times.

Our work focuses on building the motivation, confidence and skills of the help-giver – the person who can have a meaningful conversation with someone who is struggling with life.

World Mental Health Day 10th of October, 2025



World Mental Health Day is an international awareness day that shines a light on mental health issues and the urgent need for better care, understanding, and support. It was established by the World Federation for Mental Health in 1992 and is now backed by the World Health Organization (WHO) and countless grassroots organisations around the world.

Cockburn Integrated Health

Service Providers

GP Cockburn Centralwww.gpcockburncentral.com.au

Phone: (08) 9494 3711

Black Swan Healthwww.blackswanhealth.com.au

Phone: 1800 606 906

Child and Adolescent Community Healthwww.health.wa.gov.au

Phone: (08) 9494 3777 or (08) 9494 3778

City of Cockburnwww.cockburn.wa.gov.au

Support Service: (08) 9411 3859

Financial Counselling: (08) 9411 3444

Clinipath Pathologywww.clinipathpathology.com.au

Phone: (08) 9494 3711

Cockburn Wellbeingwww.cockburn-wellbeing.com.au

Phone: (08) 9266 2883

Communicarewww.communicare.org.au

Phone: 1300 951 190

Cockburn Healthy Lifestyle Servicewww.cihealth.com.au

Phone: (08) 9494 3706 or 0481 793 347

Curtin Clinicswww.healthsciences.curtin.edu.au

Phone: (08) 9494 3751

Hardy Nutrition - Dietary Consultingwww.hardynutrition.com.au

Phone: (08) 9494 3790

Just Kids Healthwww.justkidshealth.com.au

Phone: (08) 6243 1711

Perth Maternitywww.perthmaternity.com.au

Phone: (08) 6558 0330

Pregnancy to Parenthoodwww.p2pclinic.com.au

Phone: (08) 6558 0330

Respiratory Care WAwww.respiratorycarewa.org.au

Phone: 0477829593

South Metropolitan Health Servicewww.southmetropolitan.health.wa.gov.au

Phone: (08) 6152 2222

St. John of God Mental Wellbeing Serviceswww.sjog.org.au/our-services

Phone: 1800 313 016

St. John of God Raphael Serviceswww.sjog.org.au/our-services

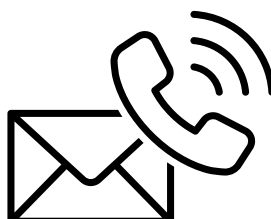
Phone: 1800 313 016

TSHwww.tsh.org.au

Phone: (08) 9387 9888

Total Healthwww.totalhealthwa.com.au

Phone: (08) 9494 3760



Thank you to Kurtis, Social Work student from Curtin, for assisting in producing this newsletter edition!