



Individual InfoForm Report

Reference Number: REF2825929

Customer

Customer Name

Is Anonymous: False
 Salutation:
 First Name: Anonymous
 Last Name: Anonymous

Contact Numbers

Business Phone:
 Home Phone:
 Mobile Phone:

Address Details

Address Type: Primary
 Address Line 1:
 Address Line 2:
 Address Line 3:
 Suburb:
 Postcode: [REDACTED]
 State: NSW
 Country:

Email Address

Email Address: [REDACTED]

Demographic Details

Age: 55-64
 Gender: Not Specified
 Financial Hardship: No
 Youth: No
 Older Australian: No
 English Language Skills: No
 Indigenous: No
 Remote Community: No
 Disability: No
 Serious or Chronic Illness: No
 Other Temporary Circumstances: No
Special Requirements
 Interpreter Call: No
 TTY: No
 Contact Record: anonymous anonymous

Report Details

Contact Date: 25/11/2019
 Contact Reason: Report
 Contact Mode: Web Form
 Phone Source Line:

Description: I am very concerned that both [REDACTED] are engaging in deceptive advertising and conduct by raising millions of dollars under the guise of directly helping people affected by the bushfires in eastern Australia. Donors have the clear impression that their donations will directly help people affected by the fires yet not a single dollar is going directly to the affected families. The [REDACTED] claims it is running an appeal, which most people would understand would provide direct financial cash support and disbursements for people affected by the fires. Additionally [REDACTED] yet none of this money is helping people directly affected by the fires. A majority of people donating to [REDACTED] would also have the impression that [REDACTED] would be directly supporting bushfire affected people yet none of the money [REDACTED] will go to bushfire affected people. The money raised goes in to general revenue. There is no guarantee that the money raised will even help people affected by bushfires and other emergencies. Both charities are profiting from the bushfires and engaging in false and misleading conduct. I hope you can investigate and help fix this criminal activity.

Reported By: [REDACTED] | On Behalf of Organisation:

Desired Outcome:

External Identifiers

Reference Number: REF2825929 | CRM 2011 Ticket Number:
 TrackIT ID:



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Activities

Type	Subject	Status	Owner	Actual Start
Email	ACCC Response (Reference: REF2825929) [SEC=UNCLASSIFIED]	Sent	[REDACTED]	

Clock

Start Date and Time	End Date and Time	Duration
25/11/2019 2:32:31 PM	05/12/2019 11:46:07 AM	8:00

Classification

Categories

Level 1	Consumer Protection
Level 2	False Representations
Level 3	Services - Standard, Quality, Value, Grade

Types of Claim

Organic	No	Animal Welfare	No
Technology or Scientific	No	Genetically Modified	No
Environmental	No	Quality and Content Standards	No
Free Range	No	Place of Origin	No
Fair Trade	No	Health	No

Issue

Carbon Issue	No	Franchise Issue	No
Small Business Issue	No	Food Labelling	No
NBN Network	No		

Industry of Interest

Medical	No	Fuel	No
Supermarkets General	No	Supermarkets Shopper Dockets	No
Debt Collection	No	Telecommunications	No
Energy	No	Online or eCommerce	No

Mode of Communication

Door to Door	No	Telemarketing	No
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Advertising

Internet	No	Radio	No
Television	No	Press	No

Conducts

Section Id	Section Name	Act / Division / Part	Group Description	ACL Classificationname
29(1)(b)	29(1)(b) - False representations re services - standard, quality, value or grade	Act: CCA Div: 1 Part: 3-1	ACL	M&D Conduct & False Representations
18	18 - Misleading or deceptive conduct	Act: CCA Div: Part: 2-1	ACL	M&D Conduct & False Representations

Trader Details

Primary Trader: Not Applicable / NA / Unknown / Anonymous
 Trader ANZSIC Code: 8790-Other Social Assistance Services
 Primary Trader Business Contact Name: [REDACTED]



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Trader Details (if Different from Primary)

Trader Website
 Trader Email Address
 Trader Phone
 Trader Address Line 1
 Trader Address Line 2
 Trader Address Line 3
 Trader Address Suburb
 Trader Address State
 Trader Address Post Code

Other Traders

Action

Advice referral to ACNC

Assignment

Owner No Response Required No

Resolution Dates

First Resolved On 05/12/2019 Last Resolved On 05/12/2019

InfoForm Action

Report Status Referred to External Party Report Status Reason Intelligence

Referred To External Party: Industry Ombudsman

Escalated To Escalated By

Action Date 05/12/2019

Comments

Confidentiality & TRIM Documents

Material No

TRIM Contact Doc TRIM Response Doc

Product Safety

Action Taken

Complained No Returned No

Asked Refund No Returned Purchase No

Action Taken Other

Contacted Supplier Consent to disclose

Outcome of contact with supplier

PS Other action taken

Product Details

Brand Date of Purchase

Type Batch Name / Number

Manufacturer

Name

Model



Individual InfoForm Report

Regulated Product No

How was product obtained

Other

Why Reporting

Problem Report

Believe Banned No

Almost Accident No

Injured No

Injury Required Hospital Treat. No

Injury Details

Product Safety Injury/Incident details

PS Injured

Injury Severity

Treatment from a medical professional

Near Miss/Almost Accident

Require hospital stay

Type of incident nearly occurred

Provide details

Scam Watch

Scammer Contact Date

Will You Share Your Story:

Scam Contact Mode N/A

On Behalf of Business No

Scam Contact Website

Business Age

Scam Contact Website Other

Business Size

How Paid (Payment Type)

How Paid (Other)

Loss Type

Is a Loss Suffered? No

Commercial Information Loss No

Personal Info Loss No

Banking Details Loss No

Amount Lost

Small Business

Business Name

Industry

Business Age

Business Size

Description of Loss

Relationship

As Competitor No

As Supplier No

Related As Franchisee No

As Customer No

As Other No

As Other Description

Refusal

Is Refusal No

Refusal to Supply? No

Refusal Other No

Refusal Type

Refusal Date

Reason Sought No

Alternative Available No

Referred Elsewhere No

Reason Description

Referral Outcome



Individual InfoForm Report

Franchise

Name	
Location	
Date Disclosure	Franchise Legal Received No
Date Entered	Franchise Legal Waiver No
Mediation No	Mediation Date
Mediation Result	
Negotiation No	Negotiation Date
Negotiation Result	
Franchise Other No	
Franchise Other Details	
Franchise Other Outcome	

Anti-Competitive & Unconscionable Conduct

Is Anticompetitive No	
Product	
Description	

Unconscionable Conduct

Is Unconscionable No	
Unconscionable Event	
Documents No	Unconscionable Influence Used No

Report Lodged With Other Agency

Lodged With Other? No	
Description	
Result	

Audit

Created By	Created On	25/11/2019
Modified By	Modified On	05/12/2019

Reference Number: REF2825929

Activity Type	Email
Direction	Outgoing
From	Infocentre
To	REF2825929 Anonymous Anonymous
Cc	
Bcc	[REDACTED]
Email Classification	UNCLASSIFIED
Subject	ACCC Response (Reference: REF2825929) [SEC=UNCLASSIFIED]
Attachment Count	0
Description	

Dear Anonymous

Thank you for writing to us. We have recorded the details of your report. We can offer you information about where to report a charity or non for profit organization

Australian Charities & Not-for-profits Commission (ACNC)

We suggest contacting the Australian Charities & Not-for-profits Commission (ACNC). The ACNC is responsible for the regulation of charities and not-for-profit organisations in Australia.

You can find out more about what [it regulates](#) or [lodge a complaint](#) on its website or by calling 13 22 62.

We have recorded your report

We appreciate you reporting your matter to us. All information is potentially valuable to help us identify trends and where we can most effectively direct our resources, so we encourage you to report any behaviour or business practice that is concerning to you.

What the ACCC does with information from reports

The ACCC focuses on enforcing the laws we administer in circumstances that have the potential to harm the competitive process or result in widespread consumer or business detriment. We use reports received from the public and small business, as well as other sources of intelligence, to inform our work. When the ACCC takes action, it is to remedy market problems; we are not a complaint handling body and don't resolve individual disputes. You can [read more about how we prioritise our work](#) and [what we can and can't do for consumers](#) on our website.

We hope the information we have provided today will be helpful to you.

Yours sincerely

Peter

Public Information Officer | Infocentre
Australian Competition and Consumer Commission
23 Marcus Clarke Street Canberra 2601 | www.accc.gov.au
T: 1300 302502
[@acccgovau](https://twitter.com/acccgovau) [ACCCConsumerrights](https://www.facebook.com/ACCCConsumerrights)

 Please consider the environment and before printing this email

Created On	12/5/2019 11:42:08 AM
Sent On	12/5/2019 11:46:03 AM
Activity Status	Completed