



## Individual InfoForm Report

Reference Number: REF2856149

### Customer

#### Customer Name

Is Anonymous: False  
 Salutation: Ms  
 First Name: [Redacted]  
 Last Name: [Redacted]

#### Contact Numbers

Business Phone: [Redacted]  
 Home Phone: [Redacted]  
 Mobile Phone: [Redacted]

#### Address Details

Address Type: Primary  
 Address Line 1: [Redacted]  
 Address Line 2: [Redacted]  
 Address Line 3: [Redacted]  
 Suburb: [Redacted]  
 Postcode: [Redacted]  
 State: VIC  
 Country: [Redacted]

#### Email Address

Email Address: [Redacted]

#### Demographic Details

Age: 35-44  
 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: [Redacted]

### Report Details

Contact Date: 14/01/2020  
 Contact Reason: Enquiry  
 Contact Mode: Web Form  
 Phone Source Line: [Redacted]

Description: I have some questions regarding a registered charity using misleading / misrepresenting communications during the bushfires to raise more money. So far some of the claims have included

[Redacted]

- Funds raised can't be distributed to help kangaroos because [Redacted] won't let them access the money.
- Funds raised can't be distributed because all decisions are made by a committee and that committee is unavailable (committee members are accessible by phone).

[Redacted]

I've had messages from former volunteers saying that I should be asking questions of this charity given what they experienced during their time there. [Redacted] Two vets that visited the property recently told another volunteer they felt they had been misled.

A significant amount of money has been raised for this charity, and continues to be raised.

[Redacted]

I'm deeply concerned that people are being misled.

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

Desired Outcome: [Redacted]



## Individual InfoForm Report

### External Identifiers

Reference Number REF2856149 CRM 2011 Ticket Number  
TrackIT ID

### Activities

Type	Subject	Status	Owner	Actual Start
Email	ACCC Response (Reference: REF2856149) [SEC=UNCLASSIFIED]	Sent		

### Clock

Start Date and Time	End Date and Time	Duration
14/01/2020 1:33:08 PM	20/01/2020 4:31:09 PM	4:00

### Classification

#### Categories

Level 1 Not ACCC  
Level 2 No CCA  
Level 3

#### 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
General	General - No CCA Issue	Act: CCA Div: 3 Part: General	Other	

### Trader Details

Primary Trader: Not Applicable / NA / Unknown / Anonymous

Trader ANZSIC Code: 9603-No Description Given

Primary Trader Business Contact Name :



## Individual InfoForm Report

### 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: adv unlikely to raise ACL concerns  
 refer ACNC

### Assignment

Owner: No Response Required No

### Resolution Dates

First Resolved On: 20/01/2020  
 Last Resolved On: 20/01/2020

### InfoForm Action

Report Status: Referred to External Party  
 Report Status Reason: Non-ACCC Issue

Referred To External Party: Other Government Agency

Escalated To: Escalated By

Action Date: 20/01/2020

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

### Description

Product Category

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





## Individual InfoForm Report

Reason Description

Referral Outcome

### 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

### Anticompetitive & 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

14/01/2020

Modified By

Modified On

20/01/2020

# Released under FOI

Reference Number: REF2856149

**Activity Type** Email  
**Direction** Outgoing  
**From** Infocentre  
**To** REF2856149 [REDACTED]  
**Cc**  
**Bcc** [REDACTED]  
**Email Classification** UNCLASSIFIED  
**Subject** ACCC Response (Reference: REF2856149) [SEC=UNCLASSIFIED]  
**Attachment Count** 0  
**Description** Dear Ms [REDACTED]

Thank you for writing to us regarding your concerns a registered charity may be misleading the public about its use of donations to help it recover from bushfires. From the information you have provided, the concerns you have raised appear to fall outside of the laws we administer. The Australian Consumer Law (ACL) provides Australians with broad consumer protections including the right to truthful and accurate representation and consumer guarantees. You can [read more about consumer rights](#) on our website.

The ACL generally applies to businesses engaged in the regular supply of goods or services and is unlikely to apply to charities gathering donations for charitable purposes. If a charity misleads consumers regarding the use or purpose of donated funds, you can report your concerns to the Australian Charities and Not-for profits Commission.

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

The Australian Charities & Not-for-profits Commission 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 hope the information we have provided today will help you.

Yours sincerely

William  
Public Information Officer | Infocentre  
**Australian Competition and Consumer Commission**  
23 Marcus Clarke Street Canberra 2601 | [www.accc.gov.au](http://www.accc.gov.au)  
T: 1300 302502  
[@accgovau](mailto:@accgovau) [ACCCConsumerrights](#)

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**Created On** 1/20/2020 12:40:41 PM  
**Sent On** 1/20/2020 4:31:08 PM  
**Activity Status** Completed