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:

- Funds raised can't be distributed to help kangaroos because they 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).

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. 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.

I'm deeply concerned that people are being misled.
# Individual InfoForm Report

## External Identifiers
- **Reference Number**: REF2856149
- **CRM 2011 Ticket Number**: 
- **TrackIT ID**: 

## Activities

<table>
<thead>
<tr>
<th>Type</th>
<th>Subject</th>
<th>Status</th>
<th>Owner</th>
<th>Actual Start</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email</td>
<td>ACCC Response (Reference: REF2856149)</td>
<td>Sent</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Clock

<table>
<thead>
<tr>
<th>Start Date and Time</th>
<th>End Date and Time</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>14/01/2020 3:33:08 PM</td>
<td>20/01/2020 4:31:09 PM</td>
<td>4:00</td>
</tr>
</tbody>
</table>

## Classification

### Categories
- **Level 1**: Not ACCC
- **Level 2**: No CCA
- **Level 3**: 

### Types of Claim
- **Organic**: No
- **Technology or Scientific**: No
- **Environmental**: No
- **Free Range**: No
- **Fair Trade**: No
- **Animal Welfare**: No
- **Genetically Modified**: No
- **Quality and Content Standards**: No
- **Place of Origin**: No
- **Health**: No

### Issue
- **Carbon Issue**: No
- **Small Business Issue**: No
- **Franchise Issue**: No
- **Food Labelling**: No
- **NBN Network**: No

### Industry of Interest
- **Medical**: No
- **Supermarkets General**: No
- **Supermarkets Shopper Dockets**: No
- **Debt Collection**: No
- **Telecommunications**: No
- **Energy**: No
- **Online or eCommerce**: No
- **Fuel**: No

### Mode of Communication
- **Door to Door**: No
- **Telemarketing**: No
- **Internet**: No
- **Radio**: No
- **Television**: No
- **Press**: No

### Advertising
- **Press**: No

## Conducts

<table>
<thead>
<tr>
<th>Section Id</th>
<th>Section Name</th>
<th>Act / Division / Part</th>
<th>Group Description</th>
<th>ACL Classification</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td>General - No CCA Issue</td>
<td>Act CCA Div 3 Part General Other</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## 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
- Last Resolved On: 20/01/2020

#### 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
- Escalated To: None
- Escalated By: None

#### Action Date
- Action Date: 20/01/2020

#### Comments

#### Confidentiality & TRIM Documents
- Material: No
- TRIM Contact Doc: No
- TRIM Response Doc: No

#### Product Safety

#### Action Taken
- Complained: No
- Returned: No
- Asked Refund: No
- Returned Purchase: No
- Action Taken Other: Consent to disclose

#### Contacted Supplier

#### Outcome of contact with supplier

#### PS Other action taken

#### Product Details
- Brand: Date of Purchase
- Type: Batch Name / Number
- Manufacturer: 
- Name: 
- Model: 

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*Note: This document is released under FOI.*
Individual InfoForm Report

Description
Product Category
Regulated Product No
How was product obtained
Other

Why Reporting
Problem Report
Believe Banned No
Injured No

Injury Details

Product Safety Injury/Incident Details
PS Injured
Treatment from a medical professional
Require hospital stay

Provide details

Scam Watch
Scammer Contact Date
Scam Contact Mode N/A
Scam Contact Website
Scam Contact Website Other
How Paid (Payment Type)
How Paid (Other)

Loss Type
Is a Loss Suffered? No
Personal Info Loss No
Amount Lost

Small Business
Business Name
Business Age
Description of Loss

Relationship
As Competitor No
Related As Franchisee No
As Other No
As Other Description

Refusal
Is Refusal No
Refusal to Supply? No
Refusal Type
Reason Sought No
Referred Elsewhere No

Almost Accident No
Injury Required Hospital Treat. No

Injury Severity
Near Miss/Almost Accident
Type of incident nearly occurred

Will You Share Your Story:
On Behalf of Business No
Business Age
Business Size

Commercial Information Loss No
Banking Details Loss No

Industry
Business Size

As Supplier No
As Customer No

Refusal Other No
Refusal Date
Alternative Available No
# Individual InfoForm Report

<table>
<thead>
<tr>
<th>Reason Description</th>
<th>Referral Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Franchise</strong></td>
<td>Franchise Legal Received</td>
</tr>
<tr>
<td>Name</td>
<td>Franchise Legal Waiver</td>
</tr>
<tr>
<td>Location</td>
<td>Mediation Date</td>
</tr>
<tr>
<td>Date Disclosure</td>
<td>Negotiation Date</td>
</tr>
<tr>
<td>Date Entered</td>
<td>Franchise Other</td>
</tr>
<tr>
<td>Mediation</td>
<td>Negotiation Result</td>
</tr>
<tr>
<td>Mediation Result</td>
<td>Franchise Other Details</td>
</tr>
<tr>
<td>Negotiation</td>
<td>Franchise Other Outcome</td>
</tr>
<tr>
<td>Negotiation Result</td>
<td>Anticompetitive &amp; Unconscionable Conduct</td>
</tr>
<tr>
<td>Franchise Other</td>
<td>Is Anticompetitive</td>
</tr>
<tr>
<td>Franchise Other Details</td>
<td>Product</td>
</tr>
<tr>
<td>Franchise Other Outcome</td>
<td>Description</td>
</tr>
<tr>
<td>Anticompetitive &amp; Unconscionable Conduct</td>
<td></td>
</tr>
<tr>
<td>Is Unconscionable</td>
<td>Unconscionable Conduct</td>
</tr>
<tr>
<td>Unconscionable Event</td>
<td>Unconscionable Influence</td>
</tr>
<tr>
<td>Documents</td>
<td>Used</td>
</tr>
<tr>
<td>Report Lodged With Other Agency</td>
<td>Created On</td>
</tr>
<tr>
<td>Lodged With Other?</td>
<td>Modified On</td>
</tr>
<tr>
<td>Description</td>
<td></td>
</tr>
<tr>
<td></td>
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<tr>
<td><strong>Audit</strong></td>
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</tr>
<tr>
<td>Created By</td>
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<tr>
<td>Created On</td>
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<tr>
<td>Modified By</td>
<td></td>
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<tr>
<td>Modified On</td>
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<td></td>
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</tr>
</tbody>
</table>
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
T: 1300 302502
[@acccgovau](https://twitter.com/acccgovau) ACCCConsumerrights

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