

**From:** Pam Hyland  
**To:** [Committee, Charity Fundraising \(SEN\)](#)  
**Subject:** Senate Select Committee on Charity Fundraising in the 21st Century  
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Thank you for sending me the opportunity to comment on your committee on Charity Fundraising in the 21st Century.

I am a frequent and consistent donor to various charities here in Tasmania and have done so for many years.

I have several thoughts on how the charity system could be improved but I will firstly confine myself to those that seem to fall within the Terms of Reference of your committee.

It would seem to me to be more than obvious that any required registration or regulation which charities need to comply with would be more efficiently achieved if a single and probably national registration and set of regulations were put in place instead of seven state, federal and territory requirements.

However, my immediate concern with this concept is simply one of perception from the point-of-view of the donor.

For example, I donate regularly to the Guide Dogs for the Blind Charity here in Hobart. My donations to this group was disrupted some time ago because I was being contacted simultaneously by their Hobart and Sydney offices.

I found this annoying and confusing and suspended my donations for a while until the Sydney office was told to stop contacting me.

Now, if there was a single national set of rules and regulations I wonder if this would tend to promote the charity to operate from a central office say in Sydney.

I know that I would feel much more disinclined to donate to any national office rather than a local one as I would feel that I was not supporting the charity locally. Hopefully relieving the local charity office from the time and effort of having to deal with the registration and regulations would allow them to work more effectively in their local area.

On a quick couple of points about charities which may not fall within your terms of reference.

A few years ago I would receive phone calls from charities and discuss and negotiate with them how I would donate to them and then usually post off a cheque to them.

Nowadays I can't even answer my house phone because I am receiving 8 to 10 calls a day who do not identify themselves on the phone and range from straight out illegal scams to aggressive recorded messages saying such things as a warrant has been issued for my arrest by the tax department and, if I wanted to avoid the police executing this warrant, I should pay this much in this way to such and such. Then there are the simple calls which ask if I want to buy solar panels today. I do have my phone number on the 'do-not-call' register but this does not seem to make any difference. (I am aware that charities which I normally deal with are permitted to call me even though I am on the 'do-not-call' register).

In between these calls are still my calls from the charities which I have always dealt with. To try and identify these calls I have as many I as I can marked in my phone with their names.

And finally, there is a definite trend these days for all charities to press hard for me to allow them to set up a regular monthly payment to them from my credit card. This is obviously best for them as it is regular and they are hoping that I will either forget about the payments or not take the trouble to cancel the arrangement.

It is sad days for dealing with charities these days and all of this has happened in the past few years.

Best regards

Pamela Hyland