

NSDSA Public Relations Report to AGM 14/4/2024 for period 1/1/2023 to 31/12 2023

Listed below are the calls received on the 1800 line for 2023. They are on a very close par with last year.

	2022	2023
NSW	17	23
Queensland	11	6
Tasmania	2	2
Victoria	17	15
ACT	0	1
SA	2	5
WA	8	6
Total	57	58

As in the past, for return Calls, we are using our personal landline and mobiles at no cost to the Society. The total cost for 2023 was \$823.04 averaging \$68.59 per month.

Payments to Telstra for the 1800 service and landline are made automatically from our personal credit card and the account is topped up by \$400 whenever needed. This is approximately twice a year.

Late 2023, we had an increase of \$5.00 to the Telstra pricing.

The landline service and the charges went up from \$35 to \$40 per month,. Alan & I are happy to continue to donate our\$10 monthly pensioner concession for this line to the NSDSA to achieve this cost..

If you are using the 1800 number for your state advertising, please let me know as it's extremely unprofessional when I do not know anything about a caller's enquiry.

See over the page for a listing of the 1800 line state contacts. Please ensure that you advise me when this changes.

Pauline Hansford,

P.R.O. (and Alan, my PA)

Contacts for 1800 643 277 enquiry calls **State Contacts 18/3/2024**

1800 Service line (02) 9620 5591

W A	Celia & Chris Karas Celia	(08) 9456 1266 0417 973 083
S A	Murray Dempsey	0468 560 782
Vic.	Carmel Sinclair & Greg Wight Greg	(03) 9803 0163 0412 521 369
Tas.	Barry & Kaye Chandler	(03) 6272 4898
NSW	Todd David Ros Jason & Leanne Nicholson	(02) 4753 6382 0411 888 515 0408 428 248 0411 539 213
ACT	Gail Giuliano	(02) 6288 1911
Qld.	Lorraine Keenan (Qld Secretary) squaredanceqld.secretary@gmail.com Glen Wilson	0437 000 558 0413 017 778

Web "squaredancing.com.au" & "squaredance.org.au"

For travellers badges, contact Barbara Treharne on 0419 100 816

General Business 14/4/2024

Discussion on 1800 service

In the past, when Alan and I go away, a committee member would call into the 1800 message bank service to collect any messages. This has worked well for years. Unfortunately, Telstra has once again made an improvement and removed this part of the service and increased the cost.

In January, Alan and I were away for 10 days, and Ros was going to keep a check on messages. Fortunately, she did a test and found she could not access the message bank service. As we were leaving the next day, we changed the message on the service to say "This office is closed from ... to If your call is urgent, please call Ros on mobile Otherwise, please leave a message and we will get back to you on our return.

When we got home, Ros had received no calls and there were no messages on message bank.

Alan then contacted Telstra and to cut a very long story short, after talking to 3 different people, over several days, he was told that messages can only be recovered from the message bank service landline and not from any outside number. Outside message recovery has been discontinued. Alan asked for this in writing but none of the people he spoke to were able to do this, so we are now waiting to hear from the complaints department to see if this whole scenario is true and to get something official in writing. So far, there has been no call. Fortunately, this year, Alan and I only have a couple of short holidays organised so it should not cause us any problems. We have used this service for over 25 years.

Alan & Pauline

Manning the National Society booth in Darwin.

Please discuss when and who.???