

National Square Dance Society of Australia

Public Relations report to AGM 26th September 2021

Listed below are the numbers of calls received for the last four years on the 1800 line. I have left in the previous 3 years figures to give you a comparison.

	2017/2018	2018/2019	2019/2020	2020/2021
NSW	11	17	17	24
Victoria	12	22	8	15
WA	6	7	5	9
Queensland	6	10	7	15
ACT	0	0	0	0
SA	5	4	2	4
Tasmania	1	1	0	2
National	6	2	0	0
Total contacts	47	63	39(10 mths only)	69 -- 17 months

8/8

As in the past, we are using our personal landline and mobiles for outgoing calls at no cost to the Society. The total cost for the last 17 months has been \$1023.06. This is an average of \$60.18 per month against \$62.58 last year for the line and 1800 service combined

Payments for our 1800 service and the landline are still on autopay and twice a year, The "Account" is topped up by our treasurer with \$400. This system is still working well.

If you are using the 1800 number in your advertising, PLEASE LET ME KNOW. It is quite embarrassing and unprofessional when I do not know what a caller is talking about.

As you can see, there is not that much activity considering this is a 17 month period. However, the calls I do get leave people very happy that they have got on to a real person.

Because of all the scam calls we are getting, we have stopped answering the 1800 service after about 7.00 pm. However, we always check it before retiring and handle the call the next morning if necessary. Most genuine calls come in during the day.

If there are any changes to your state contact details for 1800 call purposes, please advise me of the necessary alterations.

Pauline Hansford, Public Relations Officer. (and Alan, my PA)

Email "hansfordap@gmail.com"