

1300 4 ROTARY

Making Rotary Strangers Rotary Friends

Information for Districts and Clubs

OBJECTIVE

To provide the public with a single contact number for Rotary in Australia.

PROCESS

Callers to 1300 4 ROTARY (1300476827) are put through to a 24/7 call centre in Nowra NSW. They can request a wide variety of support from the call centre staff and examples are listed below. The call centre staff will provide as much information as they can by searching our databases, district and club web sites and/or search using one of several search engines. If the operator can not find an appropriate response to the caller, a message is sent to a Rotarian, who either finds the answer and calls the caller back with the answer or e-mails the nearest club or the appropriate district requesting their support. Generally, messages are sent to the clubs immediately or within a few hours of the message been taken if it has to go through a Rotarian. However the messages need to be acted on very quickly once received by the club/district contact.

How well the call centre can respond is dependent on how well we, as Rotarians, tell our story. If you don't make known through your website or by letting us know when you are doing something the public are interested in, there is little we can do to help. We would prefer every Rotary Club to keep their web site up to date (every club should have one) and create a web site for major projects or events that we can refer callers to.

EXAMPLES

The following are a small selection of calls received to show the diversity of callers and why providing information really helps.

- Provided telephone number for Bowelscan, Rotary President from RSL Club he booked a function in, web site for Medical Information Booklet
- Put a caller who was attending a meeting and lost through to Club Secretary
- Provided web address for Trash and Treasure markets, boot sales, (also Lions markets), Canberra Conference, address of many Rotary Clubs, provided information about most Rotary projects but mostly the high profile ones
- Sent e-mail to nearest Rotary Club for: Caller seeking club to join, seeking support for a Fund raiser, seeking to make donation, seeking a speaker, offering to speak, offering hospital beds, wanting a club to sponsor a Probus club, help in tree planting, offering blood glucose monitors, Honeywell Engineering school applicant, re sponsoring a shelter box (off talk on ABC), would like to know how they go about getting funding for the Hospital in ACT as they are looking at getting paintings for the Mental Health Department, wanted to donate a wheel chair, wanted to donate a piano, seeking address of an exchange student, offering free tickets to Rotarians
- Sent e-mail to District Secretary: Seeking "name" at a Canberra Rotary Club, the person who advertised for teachers to go overseas, seeking a President to interview for a Lithuanian newspaper.

For more info
rotary@welldone.com.au

Rotarians should call

02 4424 4364

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