**2018/00140 Memo - General**

**Action Details**
- **Case Number:** 2018/00140
- **Assigned Date:** 09-Jul-2018 11:31 AM
- **Assigned To:** [Redacted]
- **Location:** Unknown
- **Status:** Closed

**Comments**
I would like to know why and how this happened, and wanting dad's wallet back. I appreciate any help ... Thank you

**COMPLAINT ORIGINAL SUMMARY FOR ONLINE REFERENCE 4396:**
- in_vic = yes:
- registered_prac = yes:
- registered_position = nurse or midwife:
- tried_resolve = yes:
- tried_resolve = yes:
- tried_resolve_response = other:
- happened_permission_explain =:
- share_permission = no:
- share_permission_why = This has nothing to do with my medical records I am my fathers carer and would appreciate help in the above. I do not give permission to share my complaint:

**Due Dates**
- **Reminder Date:** 12-Jul-2018 11:30 AM
- **Due Date:** 16-Jul-2018 11:30 AM

**Closure**
- **Completed By:** [Redacted]
- **Completed Date:** 09-Jul-2018 3:23 PM
### Action Details

<table>
<thead>
<tr>
<th>Case Number:</th>
<th>2018/00140</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assigned Date:</td>
<td>09-Jul-2018 4:10 PM</td>
</tr>
<tr>
<td>Assigned To:</td>
<td>[Redacted]</td>
</tr>
<tr>
<td>Location:</td>
<td>Unknown</td>
</tr>
<tr>
<td>Status:</td>
<td>Closed</td>
</tr>
</tbody>
</table>

#### Comments

Called complainant and advised her to forward this complaint to the Aged Care Commissioner as the consumer is receiving services from an aged care facility.

Informed complainant that I will be closing this case.

### Due Dates

<table>
<thead>
<tr>
<th>Reminder Date:</th>
<th>12-Jul-2018 4:10 PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Due Date:</td>
<td>16-Jul-2018 4:10 PM</td>
</tr>
</tbody>
</table>

### Closure

<table>
<thead>
<tr>
<th>Completed By:</th>
<th>[Redacted]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Completed Date:</td>
<td>09-Jul-2018 4:12 PM</td>
</tr>
</tbody>
</table>

Outcome: [Redacted]
### 2018/00140 Close Case

**Action Details**
- **Case Number:** 2018/00140
- **Assigned Date:** 09-Jul-2018 4:26 PM
- **Assigned To:** Unknown
- **Location:** Closed
- **Assigned By:** [Redacted]

**Comments**
- Referred to Aged Care Commissioner

**Due Dates**
- **Due Date:** 10-Jul-2018 4:26 PM
- **Completion:** [Redacted] (Case Owner)

**Closure**
- **Completed By:** [Redacted]
- **Completed Date:** 09-Jul-2018 4:29 PM
- **Outcome:** [Redacted]
Health Complaints Commissioner - Online Complaint

Reference: 4396  
IP: 49.199.94.20

**WHO THE COMPLAINT IS ABOUT**
Did the incident happen in Victoria? yes
First name:  
Last name:  
Organisation:  
Address:  
Suburb:  
Postcode:  
Website address:  
Phone Number: 1300334455
Email:  
ABN:  OR ACN:  
Is practitioner registered? yes  
Registered profession? nurse_or_midwife  
When did the incident occur? 12/06/2018

**IF IT HAPPENED MORE THAN 12 MONTHS AGO, WHY DID YOU NOT COMPLAIN EARLIER?**

Have you tried to resolve the complaint? yes  
What was their response? other
Response Other: Police report has been filed  
Response File:  

Are you complaining on behalf of someone else ?: else
First name:  
Last name:  
Do you have permission to make a complaint on their behalf?: yes  
If yes, what happened?

**ABOUT THE COMPLAINANT**
First name:  
Date of birth:  
Sex: female  
Email:  
Phone number:  
Address:  
Suburb:  
Postcode:  
Preferred method of contact: phone  
Interpreter?: no  
Interpreter Language:  

**ABOUT THE COMPLAINT**
Has a summary file attached:  

**COMPLAINT SUMMARY**
Stolen wallet from dads house.. RDNS visit twice a day to do meds for father who has dementia and diabetes. I went there today 6 July needing dads licence.. I asked dad for wallet so I can get licence and dad gave me what he thought was his wallet ... this wallet was not dads it had someone elseâ€™s cards in it someone by the name of that lives in Heathcote. ... Someone took dads wallet and put someone elseâ€™s wallet in dads home knowing dad wouldn't know as he has dementia.. I called RDNS and spoke with in customer service and she was not able to help nor was I put through to speak with anyone else, whereby I had asked on several occasions. I asked for the names of the nurses that have been to my dads house and this was not disclosed and was told that it is not possible.. I am the primary care giver and was have every right to know who goes in and out of dads house and who is there .. this has been reported to the police in greensborough.. not sure what happened, although the wallet that doesnâ€™t belong to my father was in my fathers house, and this has been handed over to the police. ... where is dads wallet with all his cards and money? Also, we need to find out who has been at dads to do medications, and also
maybe find out who has been at [redacted] to do med??? Could it be the same nurse???? This is horrible to think that we put our trust in Nurses, allowing them in our homes, and then an act of such is unacceptable. I would appreciate your help in this matter. Many thanks

WHAT DO YOU WANT TO HAPPEN?
I would like to know why and how this happened, and wanting dad’s wallet back. I appreciate any help ... Thank you

Do you give permission to share your complaint?: no
If not giving permission, why?
This has nothing to do with my medical records I am my fathers carer and would appreciate help in the above. I do not give permission to share my complaint.
**Complainant**

Name: Ms
Phone - Main:
Email:
Preferred Contact: Email
Address (Postal):

**Consumer**

Name:
Phone - Main:
Preferred Contact: Phone

**Service Provider**

Name:
Phone - Main:
Preferred Contact: Postal Address
Address (Postal):

**Service Provider Contact**

Name: No Service Provider Contact

**Summary**

Complainant said her dad has dementia and someone stole his wallet and replaced it with another wallet. She has also reported the matter to the police.

**Receipt Details**

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<thead>
<tr>
<th>File Type</th>
<th>Case Type</th>
<th>Received Date:</th>
<th>09-Jul-2018 12:00 AM</th>
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<tr>
<td>Complaint</td>
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<td>Received By:</td>
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<tr>
<td>Online</td>
<td>Online</td>
<td>Registered Date:</td>
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<tr>
<td>Owned By:</td>
<td>Registered By:</td>
<td></td>
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<tr>
<td>Closed</td>
<td>Due Date:</td>
<td>16-Jul-2018 4:10 PM</td>
<td></td>
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<td></td>
<td>Close Date:</td>
<td>09-Jul-2018 4:29 PM</td>
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</tbody>
</table>

**Details**

Falls under Act: HCA
How Received: Online
Other Identifiers: 2018-07-09_07-58-02(4396)
Service Type: Aged care service
Stage Name: Closure
Incident Date: 12-Jun-2018
Complainant Type: On Behalf of Consumer (OBO)
Confidential Flag: No
Case Provider Type: GHSP
Migrated Case: No
Imported from AHPRA: No

**Issues - 1**

Issue Taxonomy
Criminal offence
Outcome
Refuse or cease to deal
Closed Date
09-Jul-2018 4:29 PM

**Actions - 5 (All Completed)**

<table>
<thead>
<tr>
<th>Action</th>
<th>Owner</th>
<th>Due</th>
<th>Completed</th>
<th>Comments</th>
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<tbody>
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<td>16-Jul-2018</td>
<td></td>
<td></td>
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<tr>
<td>Documents - in</td>
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<td>16-Jul-2018</td>
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<tr>
<td>Memo - General</td>
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Phones calls - out 16 Jul-2018 09-Jul-2018
Called complainant and advised her to forward this complaint to the Aged Care Commissioner as the consumer is receiving services from an aged care facility. Informed complainant that I will be closing this case.

Close Case 10 Jul-2018 09-Jul-2018
Referred to Aged Care Commissioner

Documents - 1

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<th>Title</th>
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<th>By</th>
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