### Action Details
- **Case Number:** 201702009
- **Assigned Date:** 01-Feb-2017 12:00 AM
- **Assigned To:** [Redacted]
- **Location:** Unknown
- **Status:** Closed

### Comments
COMPLAINT SUMMARY FOR 201702009: Consumer called as former staff member of [Redacted] facility. Concerned about potentially unqualified staff with access to medications and performing injections, as well as poor reporting of resident injuries amongst other things.

Have consulted with the Aged Care Complaints Commission to confirm that it would take the complaint regarding [Redacted].

Have provided contact details to the consumer.

### Due Dates
- **Reminder Date:** [Redacted] (Action Owner)
- **Due Date:** [Redacted] (Action Owner)

### Closure
- **Completed By:** [Redacted]
- **Completed Date:** 01-Feb-2017 12:00 AM
- **Outcome:**
## Closure Report

| Case Number: | 201702009 | Issue 1: | Unskilful/incompetent treatment |
| Case Stage: | Closed in Enquiry | Issue 2: | None |
| Officer: | | Issue 3: | None |
| Written Rec'd: | | Objective 1: | Register Concern |
| | | Objective 2: | None |
| | | Objective 3: | None |

### Consumer:
- **Name:** Unknown Unknown
- **Address:**
- **Phone:**

### Complainant:
- **Name:** Unknown Unknown
- **Address:**
- **Phone:**

### Provider:
- **Name:**
- **Address:**
- **Phone:**

### Closure information:
- **Reason for Decline:**
- **Outcome:**
### Summary

COMPLAINT SUMMARY FOR 201702009: Consumer called as former staff member of [redacted] facility. Concerned about potentially unqualified staff with access to medications and performing injections, as well as poor reporting of resident injuries amongst other things.

Have consulted with the Aged Care Complaints Commission to confirm that it would take the complaint regarding [redacted]...

Have provided contact details to the consumer.

### Actions - 3 (All Completed)

<table>
<thead>
<tr>
<th>Action</th>
<th>Owner</th>
<th>Due</th>
<th>Completed</th>
<th>Comments</th>
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</thead>
</table>
| Memo - General | [redacted] | 01-Jan-0001 | 01-Feb-2017, [redacted] | COMPLAINT SUMMARY FOR 201702009: Consumer called as former staff member of [redacted] facility. Concerned about potentially unqualified staff with access to medications and performing injections, as well as poor reporting of resident injuries amongst other things. Have consulted with the Aged Care Complaints Commission to confirm that it would take the complaint regarding [redacted]...

Have provided contact details to the consumer. |

| Close Case | [redacted] | 01-Jan-0001 | 01-Feb-2017, [redacted] | |

### Documents - 1

<table>
<thead>
<tr>
<th>Title</th>
<th>Date Received by HCC</th>
<th>Date Added</th>
<th>By</th>
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<tbody>
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<td>01-Feb-2017 12:00 AM</td>
<td>01-Feb-2017 12:00 AM</td>
<td>[redacted]</td>
</tr>
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