**COMPLAINT SUMMARY FOR 201708638:** Complaint is about the way the disability support worker threw the consumer's clothes around in her wardrobe. The complainant says that the support worker vandalised the consumer's wardrobe, the consumer became trapped in the wardrobe, she was out of the wardrobe when the fire brigade attended. The provider has ceased provided the consumer with services. The consumer has one hour of assistance a day, on Friday it is 3.5 hours a day: meal preparation, shopping, feeding family cat Oliver and cleaning his food bowls and banking, and paying bills.

**Due Dates**
- Reminder Date: 
- Due Date: 

**Closure**
- Completed By: 
- Completed Date: 25-Aug-2017 12:00 AM
- Outcome: 25-Aug-2017 12:00 AM
### Action Details
- **Case Number:** 201708638
- **Assigned Date:** 25-Aug-2017 12:00 AM
- **Assigned To:** [Redacted]
- **Location:** Unknown
- **Status:** Closed

### Comments
Need advice as to jurisdiction – undertook to contact [Redacted] next week.

### Due Dates
- **Reminder Date:** [Redacted]
- **Due Date:** [Redacted]

### Closure
- **Completed By:** [Redacted]
- **Completed Date:** 25-Aug-2017 12:00 AM
- **Outcome:** 25-Aug-2017 12:00 AM
201708638 Email - to

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<tr>
<td><strong>Location:</strong></td>
<td>Unknown</td>
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<td><strong>Status:</strong></td>
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</table>

**Comments**

Hi Alison,

I think this matter is outside our jurisdiction. Do you agree?

Regards

[Customer Service Officer]

Health Complaints Commissioner
Level 26, 570 Bourke Street, Melbourne 3000

Please note: Any information contained in this e-mail is strictly confidential. It is intended for the addressee only and may not be used or disclosed without the permission of the Health Complaints Commissioner. If you have received this email by mistake or are not the intended recipient please contact the sender immediately.

Health Complaints Commissioner
<A statutory authority of the Government of Victoria>

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<td>25-Aug-2017 12:00 AM</td>
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</table>
Because the provider is a Disability Support Worker it looks like it should be handled by the Disability Services Commissioner. We can refer these complaints if required. Might be prudent to call DSC to confirm its in their jurisdiction.

Alison

hcc.vic.gov.au
Level 26, 570 Bourke Street
Melbourne VIC 3000

The information in this email is confidential. It is intended only for the person to whom it is specifically addressed. If you have received this information in error please notify me immediately.

Hi 

I think this matter is outside our jurisdiction. Do you agree?

Customer Service Officer

Health Complaints Commissioner
Level 26, 570 Bourke Street, Melbourne 3000

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Health Complaints Commissioner
< A statutory authority of the Government of Victoria >
### Action Details
- **Case Number:** 201708638
- **Assigned Date:** 28-Aug-2017 12:00 AM
- **Assigned To:** Unknown
- **Location:** Closed

### Comments
Outgoing call to 11:30am – advised matter is outside jurisdiction, referred her to Disability Services Commissioner.

### Due Dates
- **Reminder Date:**
- **Due Date:**

### Closure
- **Completed By:**
- **Completed Date:** 28-Aug-2017 12:00 AM
- **Outcome:**
**Action Details**

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**Comments**

This File was Reallocated From: [Redacted] To: On 28/08/2017

**Due Dates**

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**Closure**

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Outcome:
COMPLAINT SUMMARY FOR 201708638 - Complaint is about the way the disability support worker threw the consumer's clothes around in her wardrobe. The complainant says that the support worker vandalised the consumer's wardrobe, the consumer became trapped in the wardrobe, she was out of the wardrobe when the fire brigade attended. The provider has ceased providing the consumer with services. The consumer has one hour of assistance a day, on Friday it is 3.5 hours a day: meal preparation, shopping, feeding family cat Oliver and cleaning his food bowls and banking, and paying bills.