



Individual InfoForm Report

Reference Number: REF2833943

Customer

Customer Name

Is Anonymous: False
 Salutation: Mrs
 First Name: [Redacted]
 Last Name: [Redacted]

Contact Numbers

Business Phone: [Redacted]
 Home Phone: [Redacted]
 Mobile Phone: [Redacted]

Address Details

Address Type: Primary
 Address Line 1: [Redacted]
 Address Line 2: [Redacted]
 Address Line 3: [Redacted]
 Suburb: [Redacted]
 Postcode: [Redacted]
 State: WA
 Country: [Redacted]

Email Address

Email Address: [Redacted]

Demographic Details

Age: 65 and Over
 Gender: Not Specified
 Financial Hardship: No
 Youth: No
 Older Australian: No
 English Language Skills: No
 Indigenous: No
 Remote Community: No
 Disability: No
 Serious or Chronic Illness: No
 Other Temporary Circumstances: No

Special Requirements

Interpreter Call: No
 TTY: No
 Contact Record: [Redacted]

Report Details

Contact Date: 05/12/2019
 Contact Mode: Web Form
 Description: [Redacted] who is watching that the money being collected in stores from customers by [Redacted] allegedly for drought affected farmers and bushfire victims, is ACTUALLY being passed on to those in need? I would be grateful if you will look at it.
 Thank you
 #qualitychecked

Contact Reason: Enquiry
 Phone Source Line: [Redacted]

Reported By: [Redacted] | On Behalf of Organisation: [Redacted]

Desired Outcome: [Redacted]

External Identifiers

Reference Number: REF2833943 | CRM 2011 Ticket Number: [Redacted]
 TrackIT ID: [Redacted]

Activities

Type	Subject	Status	Owner	Actual Start
Task	No Response Provided	Completed	[Redacted]	13/12/2019

Clock

Start Date and Time	End Date and Time	Duration
05/12/2019 8:04:40 PM	13/12/2019 4:38:18 PM	6:00



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Classification

Categories

Level 1	Consumer Protection
Level 2	Misleading and Deceptive
Level 3	

Types of Claim

Organic	No	Animal Welfare	No
Technology or Scientific	No	Genetically Modified	No
Environmental	No	Quality and Content Standards	No
Free Range	No	Place of Origin	No
Fair Trade	No	Health	No

Issue

Consumer Issue	No	Franchise Issue	No
Small Business Issue	No	Food Labelling	No
NBN Network	No		

Industry of Interest

Medical	No	Fuel	No
Supermarkets General	No	Supermarkets Shopper Dockets	No
Debt Collection	No	Telecommunications	No
Energy	No	Online or eCommerce	No

Mode of Communication

Door to Door	No	Telemarketing	No
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Advertising

Internet	No	Radio	No
Television	No	Press	No

Conducts

Section Id	Section Name	Act / Division / Part	Group Description	ACL Classificationname
18	18 - Misleading or deceptive conduct	Act: CCA Div: Part 2-1	ACL	M&D Conduct & False Representations

Trader Details

Primary Trader: [REDACTED]

Trader ANZSIC Code: [REDACTED]

Primary Trader Business Contact Name :

Trader Details (if Different from Primary)

Trader Website

Trader Email Address

Trader Phone

Trader Address Line 1

Trader Address Line 2

Trader Address Line 3

Trader Address Suburb

Trader Address State



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Trader Address Post Code

Other Traders

Action

Advice NRP - No alleged CCA breach – no direct question asked – No request for assistance - report only

Assignment

Owner No Response Required Yes

Resolution Dates

First Resolved On 13/12/2019 Last Resolved On 13/12/2019

InfoForm Action

Report Status Closed Report Status Reason Intelligence

Referred To External Party:

Escalated To Escalated By

Action Date 13/12/2019

Comments

Confidentiality & TRIM Documents

Ministerial No
TRIM Contact Doc TRIM Response Doc

Product Safety

Action Taken

Complained No Returned No

Asked Refund No Returned Purchase No

Action Taken Other

Contacted Supplier Consent to disclose

Outcome of contact with supplier

PS Other action taken

Product Details

Brand Date of Purchase
Type Batch Name / Number

Manufacturer

Name

Model

Description

Product Category

Regulated Product No

How was product obtained

Other

Why Reporting

Problem Report

Believe Banned No Almost Accident No

Injured No Injury Required Hospital Treat. No



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Product Safety Injury/Incident details

PS Injured	Injury Severity
Treatment from a medical professional	Near Miss/Almost Accident
Require hospital stay	Type of incident nearly occurred
Provide details	

Scam Watch

Scammer Contact Date	Will You Share Your Story:
Scam Contact Mode N/A	On Behalf of Business No
Scam Contact Website	Business Age
Scam Contact Website Other	Business Size
How Paid (Payment Type)	
How Paid (Other)	

Loss Type

Is a Loss Suffered? No	Commercial Information Loss No
Personal Info Loss No	Banking Details Loss No
Amount Lost	

Small Business

Business Name	Industry
Business Age	Business Size
Description of Loss	

Relationship

As Competitor No	As Supplier No
Related As Franchisee No	As Customer No
As Other No	
As Other Description	

Refusal

Is Refusal No	Refusal Other No
Refusal to Supply? No	Refusal Date
Refusal Type	Alternative Available No
Reason Sought No	
Referred Elsewhere No	
Reason Description	
Referral Outcome	

Franchise

Name	
Location	
Date Disclosure	Franchise Legal Received No
Date Entered	Franchise Legal Waiver No
Mediation No	Mediation Date
Mediation Result	
Negotiation No	Negotiation Date



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Negotiation Result

Franchise Other No

Franchise Other Details

Franchise Other Outcome

Anticompetitive & Unconscionable Conduct

Is Anticompetitive No

Product

Description

Unconscionable Conduct

Is Unconscionable No

Unconscionable Event

Documents No

Unconscionable Influence No
Used

Report Lodged With Other Agency

Lodged With Other? No

Description

Result

Audit

Created By

Created On

05/12/2019

Modified By

Modified On

19/12/2019