**Aged Care Quality Standards Non-Compliance Decision Log**

This document provides a point in time record of decisions made about non-compliance against the Aged Care Quality Standards. For current information on the compliance status of residential aged care services, please visit [My Aged Care](https://www.myagedcare.gov.au/).

This register shows non-compliance determined by the Commission during the period from 1 July 2021 to 30 June 2022.

| Service name | Provider name | ID | State | Service type | Decision date | Type of action |
| --- | --- | --- | --- | --- | --- | --- |
| 1st Care Community Care Package South Brisbane & Gold Coast | 1st Care Community Pty Ltd | 700920 | QLD | Home service | 13-Sep-21 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 7 Human resources Standard 8 Organisational governance |
| 1st Care Community Pty Ltd | 1st Care Community Pty Ltd | 700920 | QLD | Home service | 01-Oct-21 | Non-compliance Notice |
| Aboriginal Elders - MILE END | The Aboriginal Elders And Community Care Services Incorporated | 600145 | SA | Home service | 21-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Aboriginal Elders - MILE END | The Aboriginal Elders and Community Care Services Incorporated | 600145 | SA | Home service | 29-Apr-22 | Non-compliance Notice |
| Aboriginal Elders Council of Tasmania | Aboriginal Elders Council of Tasmania | 300338 | TAS | Home service | 06-Dec-21 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 4 Services and supports for daily living Standard 5 Organisation’s service environment Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Absolute Home Care | Absolute Home Care Pty Ltd | 201396 | ACT | Home service | 06-Apr-22 | Non-compliance Notice |
| Accept | Accept Caregroup Pty Ltd | 600575 | SA | Home service | 06-Oct-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care |
| Accept Care Group - Home Care Packages | Accept Caregroup Pty Ltd | 600575 | SA | Home service | 21-Oct-21 | Directions to revise Plan for Continuous Improvement |
| ACH Group Residential Care - Highercombe | Aged Care & Housing Group Inc | 6289 | SA | Residential service | 14-Sep-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| ACH Group Residential Care - Highercombe | Aged Care & Housing Group Inc | 6289 | SA | Residential service | 20-Sep-21 | Directions to revise Plan for Continuous Improvement |
| ACH Group Residential Care - Highercombe | Aged Care & Housing Group Inc | 6289 | SA | Residential service | 23-Feb-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| ACH Group Residential Care - Highercombe | Aged Care & Housing Group Inc | 6289 | SA | Residential service | 24-Mar-22 | Non-compliance Notice |
| ACH Group Residential Care - Yankalilla Centre | Aged Care & Housing Group Inc | 6196 | SA | Residential service | 07-Sep-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| ACH Group Residential Care - Yankalilla Centre | Aged Care & Housing Group Inc | 6196 | SA | Residential service | 15-Sep-21 | Non-compliance Notice |
| Adria Village Ltd | Adria Village Limited | 2908 | ACT | Residential service | 25-May-22 | Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living Standard 5 Organisation’s service environment |
| Advanced Care Australia | Advanced Care Australia Pty Ltd | 700922 | QLD | Home service | 11-Feb-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Advanced Care Australia | Advanced Care Australia Pty Ltd | 700922 | QLD | Home service | 22-Feb-22 | Non-compliance Notice |
| Advantaged Care at Prestons Lodge | Advantaged Care 2 Pty Limited ATF The Prestons Lodge Trust | 1038 | NSW | Residential service | 23-Sep-21 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 7 Human resources Standard 8 Organisational governance |
| Adventist Nursing Home | Seventh-day Adventist Aged Care (Greater Sydney) Ltd | 2562 | NSW | Residential service | 15-Jul-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance |
| Adventist Nursing Home | Seventh-day Adventist Aged Care (Greater Sydney) Ltd | 2562 | NSW | Residential service | 17-Sep-21 | Non-compliance Notice |
| Aegis Balmoral | Balmoral Aged Care Group Pty Ltd | 7872 | WA | Residential service | 20-Oct-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Aegis Parkview | Lakeside Hostel Pty Ltd | 7307 | WA | Residential service | 14-Oct-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Aegis Parkview | Lakeside Hostel Pty Ltd | 7307 | WA | Residential service | 02-Nov-21 | Directions to revise Plan for Continuous Improvement |
| Aegis Shorehaven | Aegis Aged Care Group Pty Ltd | 7474 | WA | Residential service | 02-Sep-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care |
| Aegis Shorehaven | Aegis Aged Care Group Pty Ltd | 7474 | WA | Residential service | 13-Sep-21 | Directions to revise Plan for Continuous Improvement |
| Afea Care Services | Afea Pty Ltd | 201273 | NSW | Home service | 12-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 6 Feedback and complaints Standard 7 Human resources |
| Albany Community Care Centre | Albany Community Care Centre Inc | 500090 | WA | Home service | 08-Aug-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Albany Community Care Centre | Albany Community Care Centre Inc | 500090 | WA | Home service | 02-Sep-21 | Directions to revise Plan for Continuous Improvement |
| Alpha Omega Consulting | Alpha Omega Aged Care Pty Ltd | 201443 | NSW | Home service | 07-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| Alton Lodge | Seventh-day Adventist Aged Care (North New South Wales) Ltd | 373 | NSW | Residential service | 19-May-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Alwyndor Aged Care | City of Holdfast Bay | 6931 | SA | Residential service | 09-Sep-21 | Non-compliance Notice |
| Alwyndor Aged Care - City of Holdfast Bay | City of Holdfast Bay | 6931 | SA | Residential service | 18-Nov-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance |
| Amaroo Village McMahon Caring Centre | Amaroo Care Services Inc | 7909 | WA | Residential service | 02-Aug-21 | Non-compliance Notice |
| Amaroo Village McMahon Caring Centre | Amaroo Care Services Inc | 7909 | WA | Residential service | 10-Sep-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Amaroo Village McMahon Caring Centre | Amaroo Care Services Inc | 7909 | WA | Residential service | 08-Apr-22 | Directions to revise Plan for Continuous Improvement |
| Aminya Village Hostel | Mid Murray Homes for the Aged Inc | 6136 | SA | Residential service | 13-Jul-21 | Non-compliance Notice |
| Ananda Aged Care Findon | K N H Nominees Pty Ltd | 6861 | SA | Residential service | 22-Dec-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Anglican Care Greenmount Gardens | Anglican Care | 238 | NSW | Residential service | 14-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 5 Organisation’s service environment Standard 7 Human resources |
| Anglican Care Warnervale Gardens | Anglican Care | 645 | NSW | Residential service | 21-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 5 Organisation’s service environment Standard 7 Human resources |
| Anglican Care Warnervale Gardens | Anglican Care | 645 | NSW | Residential service | 13-May-22 | Directions to revise Plan for Continuous Improvement |
| Anglicare SQ - Give Me a Break | The Corporation of the Synod of the Diocese of Brisbane | 700607 | QLD | Home service | 21-May-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Anglicare SQ Kirami Home for the Aged | The Corporation of the Synod of the Diocese of Brisbane | 5243 | QLD | Residential service | 07-Oct-21 | Service is non-compliant in the following Quality Standards: Standard 5 Organisation’s service environment Standard 7 Human resources Standard 8 Organisational governance |
| Anglicare SQ Kirami Home for the Aged | The Corporation of the Synod of the Diocese of Brisbane | 5243 | QLD | Residential service | 13-Oct-21 | Directions to revise Plan for Continuous Improvement |
| Anglicare SQ Symes Grove Home for the Aged | The Corporation of the Synod of the Diocese of Brisbane | 5051 | QLD | Residential service | 22-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| AnglicareSA Elizabeth - Dutton Court | Anglicare SA Ltd | 6162 | SA | Residential service | 17-Sep-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care |
| AnglicareSA Elizabeth - Dutton Court | Anglicare SA Ltd | 6162 | SA | Residential service | 04-Oct-21 | Directions to revise Plan for Continuous Improvement |
| AnglicareSA Elizabeth East | Anglicare SA Ltd | 6963 | SA | Residential service | 02-Jul-21 | Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living Standard 8 Organisational governance |
| AnglicareSA Elizabeth East | Anglicare SA Ltd | 6963 | SA | Residential service | 15-Jul-21 | Directions to revise Plan for Continuous Improvement |
| AnglicareSA Grange | Anglicare SA Ltd | 6779 | SA | Residential service | 16-Sep-21 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 4 Services and supports for daily living Standard 7 Human resources |
| AnglicareSA Grange | Anglicare SA Ltd | 6779 | SA | Residential service | 23-Sep-21 | Directions to revise Plan for Continuous Improvement |
| AnglicareSA Westbourne Park | Anglicare SA Ltd | 6204 | SA | Residential service | 13-Aug-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care |
| AnglicareSA Westbourne Park | Anglicare SA Ltd | 6204 | SA | Residential service | 27-Aug-21 | Directions to revise Plan for Continuous Improvement |
| Annie Lockwood Court | Whyalla Aged Care Inc | 6131 | SA | Residential service | 27-Aug-21 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 3 Personal care and clinical care Standard 5 Organisation’s service environment Standard 7 Human resources |
| Arcare North Lakes | Arcare Pty Ltd | 5587 | QLD | Residential service | 08-Nov-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Arcare Taigum | Arcare Pty Ltd | 5891 | QLD | Residential service | 13-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 5 Organisation’s service environment Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Arcare Templestowe | Arcare Pty Ltd | 3255 | VIC | Residential service | 27-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living Standard 7 Human resources |
| Ardrossan Community Hostel | Ardrossan Community Hospital Inc | 6111 | SA | Residential service | 19-May-22 | Non-compliance Notice |
| Ardrossan Community Hostel | Ardrossan Community Hospital Inc | 6111 | SA | Residential service | 16-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 8 Organisational governance |
| Arts Access Victoria | Arts Access Victoria | 300540 | VIC | Home service | 14-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| Ascott Gardens | United Protestant Association of NSW Limited | 125 | NSW | Residential service | 10-Dec-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Ascott Gardens | United Protestant Association of NSW Limited | 125 | NSW | Residential service | 24-Dec-21 | Non-compliance Notice |
| Ascott Gardens | United Protestant Association of NSW Limited | 125 | NSW | Residential service | 10-May-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources |
| Ashleigh House Hostel | Sale Elderly Citizens Village Inc | 3026 | VIC | Residential service | 15-Jul-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 5 Organisation’s service environment Standard 8 Organisational governance |
| Ashleigh House Hostel | Sale Elderly Citizens Village Inc | 3026 | VIC | Residential service | 29-Jul-21 | Non-compliance Notice |
| Ashmore Retreat | Shalimah Aust Pty Ltd | 5276 | QLD | Residential service | 13-Oct-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care |
| Ashmore Retreat | Shalimah Aust Pty Ltd | 5276 | QLD | Residential service | 21-Oct-21 | Directions to revise Plan for Continuous Improvement |
| Ashmore Retreat | Shalimah Aust Pty Ltd | 5276 | QLD | Residential service | 21-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Aspley Aged Care | CPSM Pty Ltd | 5884 | QLD | Residential service | 06-May-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Assisi Centre Aged Care | Assisi Centre Limited | 3364 | VIC | Residential service | 24-Jan-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Assisi Centre Aged Care | Assisi Centre Limited | 3364 | VIC | Residential service | 13-Apr-22 | Directions to revise Plan for Continuous Improvement |
| Auburn Glen Care Community | DPG Services Pty Ltd | 2387 | NSW | Residential service | 20-May-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 5 Organisation’s service environment Standard 8 Organisational governance |
| Auburn House | St Vincent's Hospital (Melbourne) Limited | 4491 | VIC | Residential service | 12-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Auburn House | St Vincent's Hospital (Melbourne) Limited | 4491 | VIC | Residential service | 24-May-22 | Non-compliance Notice |
| Aurrum Norah Head | Aurrum Pty Limited | 234 | NSW | Residential service | 09-Jul-21 | Directions to revise Plan for Continuous Improvement |
| Australian Home Care Services - QLD | AHC Care Services Pty Ltd | 700585 | QLD | Home service | 25-Oct-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Balaklava Millcourt Homes | Balaklava Mill Court Homes Inc | 6063 | SA | Residential service | 07-Oct-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| Balranald Retirement Hostel | Balranald Shire Council | 442 | NSW | Residential service | 13-Jul-21 | Non-compliance Notice |
| Bangalor Retreat | Temahl (Aust) Pty Ltd | 604 | NSW | Residential service | 13-Apr-22 | Non-compliance Notice |
| Bangalor Retreat | Temahl (AUST) Pty Ltd | 604 | NSW | Residential service | 20-May-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 5 Organisation’s service environment Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Baptcare - Westhaven Community | Baptcare Ltd | 3601 | VIC | Residential service | 27-Nov-21 | Notice of requirement to agree to certain matters |
| Baptcare Abbey Gardens Community | Baptcare Ltd | 3989 | VIC | Residential service | 29-Jul-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Baptcare Abbey Gardens Community | Baptcare Ltd | 3989 | VIC | Residential service | 24-Aug-21 | Non-compliance Notice |
| Baptist Village Baxter Community Services | Baptist Village Baxter Ltd | 300061 | VIC | Home service | 26-May-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| BaptistCare Caloola Centre | BaptistCare NSW & ACT | 614 | NSW | Residential service | 01-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Baptistcare David Buttfield Centre | Baptistcare WA Limited | 7275 | WA | Residential service | 13-Aug-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance |
| Baptistcare David Buttfield Centre | Baptistcare WA Limited | 7275 | WA | Residential service | 30-Aug-21 | Directions to revise Plan for Continuous Improvement |
| BaptistCare Kularoo Centre | BaptistCare NSW & ACT | 255 | NSW | Residential service | 13-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 7 Human resources Standard 8 Organisational governance |
| BaptistCare Maranoa Centre - Alstonville | BaptistCare NSW & ACT | 3 | NSW | Residential service | 07-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 5 Organisation’s service environment Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Baptistcare Mirrambeena | Baptistcare WA Limited | 7296 | WA | Residential service | 06-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| BaptistCare The Gracewood Centre | BaptistCare NSW & ACT | 1040 | NSW | Residential service | 29-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 7 Human resources Standard 8 Organisational governance |
| BaptistCare Warabrook Centre | BaptistCare NSW & ACT | 515 | NSW | Residential service | 05-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| BaptistCare Warabrook Centre | BaptistCare NSW & ACT | 515 | NSW | Residential service | 12-May-22 | Non-compliance Notice |
| BaptistCare Warena Centre | BaptistCare NSW & ACT | 253 | NSW | Residential service | 01-Jul-21 | Directions to revise Plan for Continuous Improvement |
| Barossa Park Lodge | OneCare Limited | 8110 | TAS | Residential service | 19-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance |
| Barrington Lodge | The Salvation Army (Tasmania) Property Trust | 8031 | TAS | Residential service | 19-Jul-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Barrington Lodge | The Salvation Army (Tasmania) Property Trust | 8031 | TAS | Residential service | 09-Sep-21 | Directions to revise Plan for Continuous Improvement |
| Barrington Lodge | The Salvation Army (Tasmania) Property Trust | 8031 | TAS | Residential service | 07-Dec-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 8 Organisational governance |
| Barrington Lodge | The Salvation Army (Tasmania) Property Trust | 8031 | TAS | Residential service | 22-Dec-21 | Directions to revise Plan for Continuous Improvement |
| Barrington Lodge | The Salvation Army (Tasmania) Property Trust | 8031 | TAS | Residential service | 12-May-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Barwo Homestead | Nathalia and District Hostel for the Aged Association Inc | 3154 | VIC | Residential service | 07-Sep-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Barwo Homestead | Nathalia and District Hostel for the Aged Association Inc | 3154 | VIC | Residential service | 07-Oct-21 | Directions to revise Plan for Continuous Improvement |
| Beauaraba Lodge | The Pittsworth and District Hospital Friendly Society Ltd | 5043 | QLD | Residential service | 22-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources |
| Bedingfeld Lodge | Bedingfeld Park Inc | 7057 | WA | Residential service | 23-Mar-22 | Non-compliance Notice |
| Bella Vista Gardens | Bella Vista Gardens Pty Ltd | 1031 | NSW | Residential service | 28-Jan-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Bella Vista Gardens | Bella Vista Gardens Pty Ltd | 1031 | NSW | Residential service | 11-Feb-22 | Directions to revise Plan for Continuous Improvement |
| Belvedere Aged Care | Belvedere Aged Care Pty Ltd | 3600 | VIC | Residential service | 13-Oct-21 | Notice of requirement to agree to certain matters |
| Belvedere Aged Care | Belvedere Aged Care Pty Ltd | 3600 | VIC | Residential service | 23-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Bene Aged Care - Community Services | Italian Benevolent Foundation SA Inc | 600063 | SA | Home service | 08-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance |
| Bene Aged Care - St Clair | Italian Benevolent Foundation SA Inc | 6838 | SA | Residential service | 15-Mar-22 | Directions to revise Plan for Continuous Improvement |
| Bene Aged Care - The Italian Village | Italian Benevolent Foundation SA Inc | 6018 | SA | Residential service | 10-Sep-21 | Directions to revise Plan for Continuous Improvement |
| Bene Aged Care - The Italian Village | Italian Benevolent Foundation SA Inc | 6018 | SA | Residential service | 23-Dec-21 | Notice of requirement to agree to certain matters |
| Bene Aged Care - The Italian Village | Italian Benevolent Foundation SA Inc | 6018 | SA | Residential service | 11-Jan-22 | Notice of decision to impose sanctions |
| Benetas Dalkeith Gardens | Anglican Aged Care Services Group | 3034 | VIC | Residential service | 29-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living Standard 7 Human resources |
| Benetas Gladswood Lodge | Anglican Aged Care Services Group | 3033 | VIC | Residential service | 16-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living Standard 7 Human resources |
| Benetas St George's | Anglican Aged Care Services Group | 4472 | VIC | Residential service | 22-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 5 Organisation’s service environment Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Benetas St Laurence Court - Eaglehawk | Anglican Aged Care Services Group | 3071 | VIC | Residential service | 20-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources |
| Bentleys Aged Care | Violet Town Bush Nursing Centre Inc | 3987 | VIC | Residential service | 20-Aug-21 | Directions to revise Plan for Continuous Improvement |
| Bentleys Aged Care | Violet Town Bush Nursing Centre Inc | 3987 | VIC | Residential service | 14-Dec-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Bentleys Aged Care | Violet Town Bush Nursing Centre Inc | 3987 | VIC | Residential service | 11-Jan-22 | Non-compliance Notice |
| Bert England Lodge | The Bethanie Group Incorporated | 7191 | WA | Residential service | 23-Dec-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Bert England Lodge | City of Rockingham | 7191 | WA | Residential service | 12-Jan-22 | Directions to revise Plan for Continuous Improvement |
| Bethania Gardens | Pu-Fam Pty Ltd | 5499 | QLD | Residential service | 09-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Bethanie Community Care - North Metro | The Bethanie Group Incorporated | 500086 | WA | Home service | 22-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| Bethanie Edinboro | The Bethanie Group Incorporated | 7140 | WA | Residential service | 07-Jul-21 | Directions to revise Plan for Continuous Improvement |
| Bethanie Edinboro | The Bethanie Group Incorporated | 7140 | WA | Residential service | 29-Apr-22 | Directions to revise Plan for Continuous Improvement |
| Bethanie Fields | The Bethanie Group Incorporated | 7273 | WA | Residential service | 18-Nov-21 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Bethanie Fields | The Bethanie Group Incorporated | 7273 | WA | Residential service | 17-Dec-21 | Directions to revise Plan for Continuous Improvement |
| Bethanie Gwelup | The Bethanie Group Incorporated | 7457 | WA | Residential service | 06-Aug-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care |
| Bethanie Gwelup | The Bethanie Group Incorporated | 7457 | WA | Residential service | 18-Aug-21 | Directions to revise Plan for Continuous Improvement |
| Bethanie Subiaco | The Bethanie Group Incorporated | 7445 | WA | Residential service | 11-May-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care |
| Bethanie Waters | The Bethanie Group Incorporated | 7276 | WA | Residential service | 04-May-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 7 Human resources |
| Bethsalem Care | Christadelphian Care Services (SA) Incorporated | 6088 | SA | Residential service | 01-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| Bexley Care Centre | Fresh Fields Management (NSW) No 2 Pty Ltd | 2541 | NSW | Residential service | 29-Jul-21 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 5 Organisation’s service environment Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Bexley Care Centre | Fresh Fields Management (NSW) No 2 Pty Ltd | 2541 | NSW | Residential service | 13-Sep-21 | Non-compliance Notice |
| Bill Newton VC Gardens | RSL LifeCare Limited | 499 | NSW | Residential service | 16-Aug-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 5 Organisation’s service environment Standard 8 Organisational governance |
| Bill Newton VC Gardens | RSL LifeCare Limited | 499 | NSW | Residential service | 07-Oct-21 | Non-compliance Notice |
| Blue Care Arundel Woodlands Lodge Aged Care Facility | The Uniting Church in Australia Property Trust (Q.) | 5226 | QLD | Residential service | 12-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| Blue Care Bayside Integrated Services | The Uniting Church in Australia Property Trust (Q.) | 700112 | QLD | Home service | 23-May-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| Blue Care Beenleigh Bethania Haven Aged Care Facility | The Uniting Church in Australia Property Trust (Q.) | 5182 | QLD | Residential service | 24-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources |
| Blue Care Bli Bli Aged Care Facility | The Uniting Church in Australia Property Trust (Q.) | 5178 | QLD | Residential service | 29-Dec-21 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 7 Human resources |
| Blue Care Bundaberg Pioneer Aged Care Facility | The Uniting Church in Australia Property Trust (Q.) | 5158 | QLD | Residential service | 02-Aug-21 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources |
| Blue Care Bundaberg Pioneer Aged Care Facility | The Uniting Church in Australia Property Trust (Q.) | 5158 | QLD | Residential service | 06-Aug-21 | Directions to revise Plan for Continuous Improvement |
| Blue Care Bundaberg Pioneer Aged Care Facility | The Uniting Church in Australia Property Trust (Q.) | 5158 | QLD | Residential service | 31-Mar-22 | Non-compliance Notice |
| Blue Care Bundaberg Riverlea Aged Care Facility | The Uniting Church in Australia Property Trust (Q.) | 5865 | QLD | Residential service | 08-Nov-21 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 7 Human resources Standard 8 Organisational governance |
| Blue Care Bundaberg Riverlea Aged Care Facility | The Uniting Church in Australia Property Trust (Q.) | 5865 | QLD | Residential service | 16-Dec-21 | Directions to revise Plan for Continuous Improvement |
| Blue Care Carbrook Wirunya Aged Care Facility | The Uniting Church in Australia Property Trust (Q.) | 5273 | QLD | Residential service | 06-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Blue Care Gracemere Aged Care Facility | The Uniting Church in Australia Property Trust (Q.) | 5435 | QLD | Residential service | 07-Jan-22 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources Standard 8 Organisational governance |
| Blue Care Gracemere Aged Care Facility | The Uniting Church in Australia Property Trust (Q.) | 5435 | QLD | Residential service | 18-Jan-22 | Directions to revise Plan for Continuous Improvement |
| Blue Care Ingham Bluehaven Aged Care Facility | The Uniting Church in Australia Property Trust (Q.) | 5176 | QLD | Residential service | 02-Jul-21 | Non-compliance Notice |
| Blue Care Ipswich Community Care EACH | The Uniting Church in Australia Property Trust (Q.) | 700766 | QLD | Home service | 18-Feb-22 | Directions to revise Plan for Continuous Improvement |
| Blue Care Kenmore Aged Care Facility | The Uniting Church in Australia Property Trust (Q.) | 5893 | QLD | Residential service | 20-Jan-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Blue Care Kenmore Aged Care Facility | The Uniting Church in Australia Property Trust (Q.) | 5893 | QLD | Residential service | 01-Feb-22 | Directions to revise Plan for Continuous Improvement |
| Blue Care Lowood Glenwood Aged Care Facility | The Uniting Church in Australia Property Trust (Q.) | 5284 | QLD | Residential service | 07-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Blue Care Mackay Homefield Aged Care Facility | The Uniting Church in Australia Property Trust (Q.) | 5122 | QLD | Residential service | 06-Oct-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 5 Organisation’s service environment Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Blue Care Mackay Homefield Aged Care Facility | The Uniting Church in Australia Property Trust (Q.) | 5122 | QLD | Residential service | 18-Nov-21 | Non-compliance Notice |
| Blue Care Mackay Homefield Aged Care Facility | The Uniting Church in Australia Property Trust (Q.) | 5122 | QLD | Residential service | 08-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance |
| Blue Care Mareeba Aged Care Facility | The Uniting Church in Australia Property Trust (Q.) | 5121 | QLD | Residential service | 01-Oct-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Blue Care Mareeba Aged Care Facility | The Uniting Church in Australia Property Trust (Q.) | 5121 | QLD | Residential service | 06-Oct-21 | Directions to revise Plan for Continuous Improvement |
| Blue Care Redland Bay Yarrabee Aged Care Facility | The Uniting Church in Australia Property Trust (Q.) | 5356 | QLD | Residential service | 11-May-22 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources |
| Blue Care Toogoolawah Alkira Aged Care Facility | The Uniting Church in Australia Property Trust (Q.) | 5150 | QLD | Residential service | 28-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Blue Care Toowoomba Aged Care Facility | The Uniting Church in Australia Property Trust (Q.) | 5817 | QLD | Residential service | 23-Nov-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 6 Feedback and complaints |
| Blue Care Toowoomba Residential Aged Care Facility | The Uniting Church in Australia Property Trust (Q.) | 5817 | QLD | Residential service | 02-Dec-21 | Non-compliance Notice |
| Blue Care Warana Beachwood Aged Care Facility | The Uniting Church in Australia Property Trust (Q.) | 5185 | QLD | Residential service | 24-Dec-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance |
| Blue Care Warana Beachwood Aged Care Facility | The Uniting Church in Australia Property Trust (Q.) | 5185 | QLD | Residential service | 14-Jan-22 | Non-compliance Notice |
| Blue Care Warana Beachwood Aged Care Facility | The Uniting Church in Australia Property Trust (Q.) | 5185 | QLD | Residential service | 19-May-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| BlueCross Autumdale | Blue Cross Community Care Services Group Pty Ltd | 3236 | VIC | Residential service | 05-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| BlueCross Glengowrie | Blue Cross Community Care Services Group Pty Ltd | 3612 | VIC | Residential service | 13-Oct-21 | Non-compliance Notice |
| BlueCross Glengowrie | Blue Cross Community Care Services Group Pty Ltd | 3612 | VIC | Residential service | 17-Dec-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 5 Organisation’s service environment Standard 7 Human resources Standard 8 Organisational governance |
| BlueCross Glengowrie | Blue Cross Community Care Services Group Pty Ltd | 3612 | VIC | Residential service | 06-Jan-22 | Non-compliance Notice |
| Boandik Kessal | Boandik Lodge Inc | 6914 | SA | Residential service | 02-Jul-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 7 Human resources Standard 8 Organisational governance |
| Boandik Kessal | Boandik Lodge Inc | 6914 | SA | Residential service | 07-Jul-21 | Directions to revise Plan for Continuous Improvement |
| Boandik Kessal | Boandik Lodge Inc | 6914 | SA | Residential service | 23-Jan-22 | Notice of decision to impose sanctions |
| Boandik St Mary's | Boandik Lodge Inc | 6234 | SA | Residential service | 20-Sep-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance |
| Boandik St Mary's | Boandik Lodge Inc | 6234 | SA | Residential service | 17-Nov-21 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources |
| Boandik St Mary's | Boandik Lodge Inc | 6234 | SA | Residential service | 09-Dec-21 | Directions to revise Plan for Continuous Improvement |
| BodeWell Community Care | Arcare Pty Ltd | 300075 | VIC | Home service | 12-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 4 Services and supports for daily living Standard 6 Feedback and complaints Standard 8 Organisational governance |
| Bolton Clarke Fairview | RSL Care RDNS Limited | 5080 | QLD | Residential service | 08-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Bolton Clarke Rowes Bay | RSL Care RDNS Limited | 5286 | QLD | Residential service | 11-Jan-22 | Service is non-compliant in the following Quality Standards: Standard 5 Organisation’s service environment |
| Bonney Lodge | Riverland Mallee Coorong Local Health Network Incorporated | 6149 | SA | Residential service | 29-Oct-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Bonney Lodge | Riverland Mallee Coorong Local Health Network Incorporated | 6149 | SA | Residential service | 16-Dec-21 | Directions to revise Plan for Continuous Improvement |
| Borella House | The Churches of Christ Property Trust | 221 | NSW | Residential service | 29-Apr-22 | Directions to revise Plan for Continuous Improvement |
| Boroondara Aged Services | Boroondara Aged Services Society | 300238 | VIC | Home service | 21-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Bowral House Nursing Home | Thompson Health Care Pty Ltd | 2644 | NSW | Residential service | 07-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 3 Personal care and clinical care |
| Bowral House Nursing Home | Thompson Health Care Pty Ltd | 2644 | NSW | Residential service | 25-May-22 | Directions to revise Plan for Continuous Improvement |
| Bracken House Dubbo | United Protestant Association of NSW Limited | 215 | NSW | Residential service | 27-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 5 Organisation’s service environment Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Braemar House | The Commissioners of the Presbyterian Church in WA | 7758 | WA | Residential service | 03-Dec-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Braemar House | The Commissioners of the Presbyterian Church in WA | 7758 | WA | Residential service | 10-Dec-21 | Non-compliance Notice |
| Brentwood Nursing Home | Opeka Lodge Pty Ltd | 4026 | VIC | Residential service | 13-Sep-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care |
| Brentwood Nursing Home | Opeka Lodge Pty Ltd | 4026 | VIC | Residential service | 01-Nov-21 | Directions to revise Plan for Continuous Improvement |
| Brian King Gardens | Anglican Community Services | 41 | NSW | Residential service | 26-Mar-22 | Notice of decision to impose sanctions |
| Brian King Gardens | Anglican Community Services | 41 | NSW | Residential service | 13-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 5 Organisation’s service environment Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Bribie Island Voluntary Community Help Association | Bribie Island Voluntary Community Help Association Inc | 700422 | QLD | Home service | 01-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 4 Services and supports for daily living Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Bridges Connecting Communities Ltd | Bridges Connecting Communities Ltd | 300561 | VIC | Home service | 06-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 5 Organisation’s service environment Standard 8 Organisational governance |
| Brightwater Birralee | Brightwater Care Group Limited | 7232 | WA | Residential service | 16-Aug-21 | Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living Standard 8 Organisational governance |
| Brightwater Birralee | Brightwater Care Group Limited | 7232 | WA | Residential service | 20-Aug-21 | Directions to revise Plan for Continuous Improvement |
| Brightwater Huntingdale | Brightwater Care Group Limited | 7195 | WA | Residential service | 24-Jan-22 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources |
| Brightwater Huntingdale | Brightwater Care Group Limited | 7195 | WA | Residential service | 27-Jan-22 | Directions to revise Plan for Continuous Improvement |
| Brightwater Joondalup | Brightwater Care Group Limited | 7187 | WA | Residential service | 07-Sep-21 | Directions to revise Plan for Continuous Improvement |
| Brightwater Madeley | Brightwater Care Group Limited | 7272 | WA | Residential service | 20-Sep-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Brightwater Madeley | Brightwater Care Group Limited | 7272 | WA | Residential service | 24-Sep-21 | Directions to revise Plan for Continuous Improvement |
| Brightwater Madeley | Brightwater Care Group Limited | 7272 | WA | Residential service | 09-May-22 | Notice of requirement to agree to certain matters |
| Brightwater Madeley | Brightwater Care Group Limited | 7272 | WA | Residential service | 08-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Brightwater Onslow Gardens | Brightwater Care Group Limited | 7401 | WA | Residential service | 06-Sep-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance |
| Brightwater Onslow Gardens | Brightwater Care Group Limited | 7401 | WA | Residential service | 21-Sep-21 | Non-compliance Notice |
| Brightwater Oxford Gardens | Brightwater Care Group Limited | 7238 | WA | Residential service | 20-Jul-21 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources |
| Brightwater Oxford Gardens | Brightwater Care Group Limited | 7238 | WA | Residential service | 28-Jul-21 | Directions to revise Plan for Continuous Improvement |
| Brightwater Oxford Gardens | Brightwater Care Group Limited | 7238 | WA | Residential service | 24-Dec-21 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources |
| Brightwater Oxford Gardens | Brightwater Care Group Limited | 7238 | WA | Residential service | 14-Jan-22 | Directions to revise Plan for Continuous Improvement |
| Brightwater Redcliffe | Brightwater Care Group Limited | 7201 | WA | Residential service | 14-Oct-21 | Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living Standard 7 Human resources |
| Brightwater South Lake | Brightwater Care Group Limited | 7194 | WA | Residential service | 23-Sep-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 5 Organisation’s service environment Standard 7 Human resources Standard 8 Organisational governance |
| Brightwater South Lake | Brightwater Care Group Limited | 7194 | WA | Residential service | 22-Oct-21 | Directions to revise Plan for Continuous Improvement |
| Bundaleer Gardens Hostel | Bundaleer Care Services Ltd | 434 | NSW | Residential service | 02-Jul-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Bundaleer Gardens Hostel | Bundaleer Care Services Ltd | 434 | NSW | Residential service | 13-Jul-21 | Non-compliance Notice |
| Bupa Ashfield | Bupa Aged Care Australia Pty Ltd | 2578 | NSW | Residential service | 21-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living |
| Bupa Ballina | Bupa Aged Care Australia Pty Ltd | 980 | NSW | Residential service | 07-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 5 Organisation’s service environment Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Bupa Ballina | Bupa Aged Care Australia Pty Ltd | 980 | NSW | Residential service | 17-May-22 | Non-compliance Notice |
| Bupa Bateau Bay | Bupa Aged Care Australia Pty Ltd | 17 | NSW | Residential service | 09-Jul-21 | Directions to revise Plan for Continuous Improvement |
| Bupa Baulkham Hills | Bupa Aged Care Australia Pty Ltd | 1014 | NSW | Residential service | 20-Jan-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Bupa Baulkham Hills | Bupa Aged Care Australia Pty Ltd | 1014 | NSW | Residential service | 09-Feb-22 | Non-compliance Notice |
| Bupa Bellarine Lakes | Bupa Aged Care Australia Pty Ltd | 4318 | VIC | Residential service | 19-Jul-21 | Directions to revise Plan for Continuous Improvement |
| Bupa Bendigo | Bupa Aged Care Australia Pty Ltd | 3614 | VIC | Residential service | 13-Aug-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Bupa Bendigo | Bupa Aged Care Australia Pty Ltd | 3614 | VIC | Residential service | 07-Sep-21 | Non-compliance Notice |
| Bupa Clayton | Bupa Aged Care Australia Pty Ltd | 3859 | VIC | Residential service | 04-Aug-21 | Notice of requirement to agree to certain matters |
| Bupa Clemton Park | Bupa Aged Care Australia Pty Ltd | 1024 | NSW | Residential service | 11-Jan-22 | Notice of decision to impose sanctions |
| Bupa Donvale | Bupa Aged Care Australia Pty Ltd | 4110 | VIC | Residential service | 09-Jul-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Bupa Donvale | Bupa Aged Care Australia Pty Ltd | 4110 | VIC | Residential service | 10-Aug-21 | Non-compliance Notice |
| Bupa Donvale | Bupa Aged Care Australia Pty Ltd | 4110 | VIC | Residential service | 24-Jan-22 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| Bupa Dural | Bupa Aged Care Australia Pty Ltd | 570 | NSW | Residential service | 21-Dec-21 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| Bupa Eastwood | Bupa Aged Care Australia Pty Ltd | 3939 | VIC | Residential service | 27-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 5 Organisation’s service environment Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Bupa Merrimac | Bupa Aged Care Australia Pty Ltd | 5368 | QLD | Residential service | 20-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Bupa Morphettville | Bupa Aged Care Australia Pty Ltd | 6915 | SA | Residential service | 13-Apr-22 | Non-compliance Notice |
| Bupa Queens Park | Bupa Aged Care Australia Pty Ltd | 2420 | NSW | Residential service | 13-Jul-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Bupa Queens Park | Bupa Aged Care Australia Pty Ltd | 2420 | NSW | Residential service | 23-Jul-21 | Directions to revise Plan for Continuous Improvement |
| Bupa St Ives | Bupa Aged Care Australia Pty Ltd | 1059 | NSW | Residential service | 23-Jul-21 | Non-compliance Notice |
| Bupa Templestowe | Bupa Aged Care Australia Pty Ltd | 3974 | VIC | Residential service | 07-Oct-21 | Non-compliance Notice |
| Bupa Templestowe | Bupa Aged Care Australia Pty Ltd | 3974 | VIC | Residential service | 25-Mar-22 | Notice of decision to impose sanctions |
| Bupa Templestowe | Bupa Aged Care Australia Pty Ltd | 3974 | VIC | Residential service | 12-May-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Bupa Tugun | Bupa Aged Care Australia Pty Ltd | 5380 | QLD | Residential service | 16-Sep-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance |
| Bupa Tugun | Bupa Aged Care Australia Pty Ltd | 5380 | QLD | Residential service | 28-Sep-21 | Non-compliance Notice |
| Bupa Tumut | Bupa Aged Care Australia Pty Ltd | 2690 | NSW | Residential service | 09-Jul-21 | Directions to revise Plan for Continuous Improvement |
| Bupa Waratah | Bupa Aged Care Australia Pty Ltd | 728 | NSW | Residential service | 16-Nov-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 7 Human resources |
| Bupa Waratah | Bupa Aged Care Australia Pty Ltd | 728 | NSW | Residential service | 08-Dec-21 | Non-compliance Notice |
| Bupa Waratah | Bupa Aged Care Australia Pty Ltd | 728 | NSW | Residential service | 29-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 5 Organisation’s service environment Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Bupa Wodonga | Bupa Aged Care Australia Pty Ltd | 4303 | VIC | Residential service | 09-Jul-21 | Non-compliance Notice |
| Bupa Wodonga | Bupa Aged Care Australia Pty Ltd | 4303 | VIC | Residential service | 25-Nov-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Bupa Wodonga | Bupa Aged Care Australia Pty Ltd | 4303 | VIC | Residential service | 24-Dec-21 | Non-compliance Notice |
| Burdekin Community Association Inc. Home Care Services | Burdekin Community Association Inc | 700056 | QLD | Home service | 06-Aug-21 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Burdekin Community Association Incorporated Home Care Service | Burdekin Community Association Inc | 700056 | QLD | Home service | 13-Sep-21 | Directions to revise Plan for Continuous Improvement |
| Burswood Care Gwen Hardie Lodge | Burswood Care Pty Ltd | 7068 | WA | Residential service | 24-Feb-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 5 Organisation’s service environment Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Burswood Care Gwen Hardie Lodge | Burswood Care Pty Ltd | 7068 | WA | Residential service | 16-Mar-22 | Non-compliance Notice |
| Calvary Community Care - ACT | Calvary Community Care | 200959 | ACT | Home service | 05-May-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Calvary Community Care Services | Calvary Community Care | 300105 | VIC | Home service | 13-May-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 7 Human resources Standard 8 Organisational governance |
| Calvary Mirridong | Calvary Aged Care Services Pty Ltd | 3439 | VIC | Residential service | 07-Dec-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Calvary Mitcham | Calvary Aged Care Services Pty Ltd | 6002 | SA | Residential service | 12-Jan-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers |
| Calvary Trugo Place | Calvary Aged Care Services Pty Ltd | 3998 | VIC | Residential service | 19-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Canberra Aged Care Facility | Bunyundah Nominees Pty Ltd | 2984 | ACT | Residential service | 14-Jan-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance |
| Canberra Aged Care Facility | Bunyundah Nominees Pty Ltd | 2984 | ACT | Residential service | 28-Jan-22 | Directions to revise Plan for Continuous Improvement |
| Canberra Seniors Centre Inc | Canberra Seniors Centre Inc | 200963 | ACT | Home service | 20-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 4 Services and supports for daily living Standard 5 Organisation’s service environment Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Capricorn Adventist Retirement Village | Seventh-Day Adventist Aged Care (South Queensland) Ltd | 5277 | QLD | Residential service | 18-Oct-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance |
| Capricorn Adventist Retirement Village | Seventh-Day Adventist Aged Care (South Queensland) Ltd | 5277 | QLD | Residential service | 11-Nov-21 | Non-compliance Notice |
| Care Companions (Monash) Pty Ltd | Care Companions (Monash) Pty Ltd | 301074 | VIC | Home service | 17-Feb-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Care Companions (Monash) Pty Ltd | Care Companions (Monash) Pty Ltd | 301074 | VIC | Home service | 01-Mar-22 | Directions to revise Plan for Continuous Improvement |
| Carine Parkside Care Community | DPG Services Pty Ltd | 7466 | WA | Residential service | 24-Sep-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources |
| Carine Parkside Care Community | DPG Services Pty Ltd | 7466 | WA | Residential service | 19-Oct-21 | Directions to revise Plan for Continuous Improvement |
| Carinity Hilltop | The Baptist Union of Queensland | 5048 | QLD | Residential service | 11-May-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 5 Organisation’s service environment Standard 6 Feedback and complaints Standard 7 Human resources |
| Carino Care at Rockdale | Carino Care Pty Ltd | 2525 | NSW | Residential service | 11-Aug-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Carino Care at Rockdale | Carino Care Pty Ltd | 2525 | NSW | Residential service | 27-Aug-21 | Non-compliance Notice |
| Carino Care at Russell Lea | Carino Care Pty Ltd | 2748 | NSW | Residential service | 23-Feb-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 5 Organisation’s service environment Standard 7 Human resources Standard 8 Organisational governance |
| Carino Care at Sylvania | Carino Care Pty Ltd | 2513 | NSW | Residential service | 02-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| Carinya (Atherton) Hostel | Carinya Home for the Aged | 5077 | QLD | Residential service | 02-Jul-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care |
| Carinya (Atherton) Hostel | Carinya Home for the Aged | 5077 | QLD | Residential service | 09-Jul-21 | Directions to revise Plan for Continuous Improvement |
| Carinya House | Christian Brethren Community Services | 764 | NSW | Residential service | 22-Feb-22 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| Carinya Of Bicton | Bansley Pty Ltd | 7230 | WA | Residential service | 02-Jul-21 | Directions to revise Plan for Continuous Improvement |
| Carinya of Bristol | Bansley Pty Ltd | 7449 | WA | Residential service | 11-May-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Casa Mia Aged Care Centre | Christadelphian Homes Limited | 2550 | NSW | Residential service | 01-Dec-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| Casa Mia Aged Care Centre | Christadelphian Homes Limited | 2550 | NSW | Residential service | 12-Jan-22 | Directions to revise Plan for Continuous Improvement |
| Casson House | Casson Homes Incorporated | 7069 | WA | Residential service | 28-Oct-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Casson House | Casson Homes Incorporated | 7069 | WA | Residential service | 15-Nov-21 | Directions to revise Plan for Continuous Improvement |
| Castlemaine Health | Castlemaine Health | 3401 | VIC | Residential service | 14-Sep-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 5 Organisation’s service environment Standard 7 Human resources Standard 8 Organisational governance |
| Castlemaine Health | Castlemaine Health | 3401 | VIC | Residential service | 30-Sep-21 | Non-compliance Notice |
| Catholic Healthcare Holy Spirit Dubbo | Catholic Healthcare Limited | 1484 | NSW | Residential service | 13-Sep-21 | Notice of requirement to agree to certain matters |
| Catholic Healthcare Holy Spirit Dubbo | Catholic Healthcare Limited | 1484 | NSW | Residential service | 19-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 7 Human resources |
| Catholic Healthcare Holy Spirit Dubbo | Catholic Healthcare Limited | 1484 | NSW | Residential service | 27-May-22 | Directions to revise Plan for Continuous Improvement |
| Catholic Healthcare St Mary's Villa | Catholic Healthcare Limited | 58 | NSW | Residential service | 13-Sep-21 | Notice of requirement to agree to certain matters |
| Catholic Healthcare St Mary's Villa | Catholic Healthcare Limited | 58 | NSW | Residential service | 22-Apr-22 | Directions to revise Plan for Continuous Improvement |
| Catholic Healthcare St Paul's Residential Aged Care | Catholic Healthcare Limited | 1001 | NSW | Residential service | 06-Aug-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 5 Organisation’s service environment Standard 7 Human resources Standard 8 Organisational governance |
| Catholic Healthcare St Paul's Residential Aged Care | Catholic Healthcare Limited | 1001 | NSW | Residential service | 27-Sep-21 | Non-compliance Notice |
| Catholic Healthcare The Haven Residential Aged Care | Catholic Healthcare Limited | 2584 | NSW | Residential service | 04-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources |
| Catholic Healthcare The Haven Residential Aged Care | Catholic Healthcare Limited | 2584 | NSW | Residential service | 05-May-22 | Directions to revise Plan for Continuous Improvement |
| Centennial Lodge | Royal Freemasons Ltd | 4167 | VIC | Residential service | 15-Oct-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Centennial Lodge | Royal Freemasons Ltd | 4167 | VIC | Residential service | 02-Dec-21 | Non-compliance Notice |
| Centennial Lodge | Royal Freemasons Ltd | 4167 | VIC | Residential service | 14-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Chaffey Aged Care | Chaffey Aged Care Inc | 3782 | VIC | Residential service | 20-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Charingfield | Apollo Care Operations Pty Ltd | 384 | NSW | Residential service | 19-Jan-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Charingfield | Apollo Care Operations Pty Ltd | 384 | NSW | Residential service | 09-Feb-22 | Directions to revise Plan for Continuous Improvement |
| Churches of Christ Care Fair Haven Aged Care Service Maryborough | Churches of Christ in Queensland | 5059 | QLD | Residential service | 25-Oct-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Churches of Christ Gracehaven Aged Care Service | Churches of Christ in Queensland | 5245 | QLD | Residential service | 06-May-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 3 Personal care and clinical care Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| City of Marion Home Assist - STURT | Corporation of the City of Marion | 600129 | SA | Home service | 06-May-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 4 Services and supports for daily living Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| City of Playford Home Assist | City of Playford | 600201 | SA | Home service | 15-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 4 Services and supports for daily living Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Claremont Terrace | Allity Pty Ltd | 3592 | VIC | Residential service | 05-Jul-21 | Directions to revise Plan for Continuous Improvement |
| Claremont Terrace | Allity Pty Ltd | 3592 | VIC | Residential service | 22-Oct-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Claremont Terrace | Allity Pty Ltd | 3592 | VIC | Residential service | 17-Nov-21 | Non-compliance Notice |
| Clayton Church Homes - Magill | Clayton Church Homes Inc | 6032 | SA | Residential service | 20-Aug-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Clayton Church Homes - Magill | Clayton Church Homes Inc | 6032 | SA | Residential service | 26-Aug-21 | Directions to revise Plan for Continuous Improvement |
| Clincare Pty Ltd Home Care Packages | Clincare Pty Ltd | 600092 | SA | Home service | 04-Feb-22 | Directions to revise Plan for Continuous Improvement |
| Clover Lea Nursing Home | Fresh Fields Management (NSW) Pty Ltd | 2104 | NSW | Residential service | 09-Feb-22 | Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living Standard 5 Organisation’s service environment |
| Clover Lea Nursing Home | Fresh Fields Management (NSW) Pty Ltd | 2104 | NSW | Residential service | 25-Feb-22 | Directions to revise Plan for Continuous Improvement |
| CO AS IT Italian Association | CO.AS.IT. - Italian Association of Assistance | 200149 | NSW | Home service | 28-Sep-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 8 Organisational governance |
| CO AS IT Italian Association | CO.AS.IT. - Italian Association of Assistance | 200149 | NSW | Home service | 26-May-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| Co.As.It Community Care | CO.AS.IT. - Italian Assistance Association | 300102 | VIC | Home service | 10-Feb-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 8 Organisational governance |
| Co.As.It Community Care Packages-Barwon South Western | CO.AS.IT. - Italian Association of Assistance | 300102 | VIC | Home service | 22-Nov-21 | Non-compliance Notice |
| Co.As.It. Eastern Metro Community Care Packages | CO.AS.IT. - Italian Assistance Association | 300102 | VIC | Home service | 22-Nov-21 | Non-compliance Notice |
| CO.AS.IT. Italian Assistance Association - EACH - Northern Region | CO.AS.IT. - Italian Association of Assistance | 300102 | VIC | Home service | 22-Nov-21 | Non-compliance Notice |
| CO.AS.IT. Italian Assistance Association - EACH - Western Metro | CO.AS.IT. - Italian Assistance Association | 300102 | VIC | Home service | 22-Nov-21 | Non-compliance Notice |
| Co.As.It. Northern Metro Region Care Packages Project | CO.AS.IT. - Italian Association of Assistance | 300102 | VIC | Home service | 22-Nov-21 | Non-compliance Notice |
| Co.As.It. Southern Metro Region Care Packages Project | CO.AS.IT. - Italian Assistance Association | 300102 | VIC | Home service | 22-Nov-21 | Non-compliance Notice |
| Co.As.It. Western Metro Region Care Packages Project | CO.AS.IT. - Italian Association of Assistance | 300102 | VIC | Home service | 22-Nov-21 | Non-compliance Notice |
| Coastal Home Care | Coastal Home Care | 701075 | QLD | Home service | 23-Feb-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care |
| Coastal Home Care - Sunshine Coast | Coastal Home Care | 701075 | QLD | Home service | 11-Mar-22 | Directions to revise Plan for Continuous Improvement |
| Coffs Harbour Grange Care Community | DPG Services Pty Ltd | 823 | NSW | Residential service | 12-Jan-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 5 Organisation’s service environment Standard 7 Human resources Standard 8 Organisational governance |
| Coffs Harbour Grange Care Community | DPG Services Pty Ltd | 823 | NSW | Residential service | 28-Jan-22 | Directions to revise Plan for Continuous Improvement |
| Coffs Harbour Legacy Nursing Home | Coffs Harbour Legacy Welfare Fund | 2622 | NSW | Residential service | 16-Jul-21 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 5 Organisation’s service environment Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Coffs Harbour Legacy Nursing Home | Coffs Harbour Legacy Welfare Fund | 2622 | NSW | Residential service | 13-Aug-21 | Non-compliance Notice |
| Coffs Haven Residential Care Service | The Churches of Christ Property Trust | 545 | NSW | Residential service | 20-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 7 Human resources Standard 8 Organisational governance |
| Columbia Aged Care Services - Oberon Village | Columbia Nursing Homes Pty Ltd | 1022 | NSW | Residential service | 20-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living |
| Columbia Aged Care Services - Oberon Village | Columbia Nursing Homes Pty Ltd | 1022 | NSW | Residential service | 06-May-22 | Directions to revise Plan for Continuous Improvement |
| Communify Qld Home Care Packages | Communify Queensland Inc | 700403 | QLD | Home service | 13-Sep-21 | Directions to revise Plan for Continuous Improvement |
| Communify Queensland | Communify Queensland Inc | 700403 | QLD | Home service | 18-Aug-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Community Outreach Physiotherapy South | Tasmanian Health Service | 300797 | TAS | Home service | 24-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Cooee Lodge | Gilgandra Council | 216 | NSW | Residential service | 09-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Cooinda | Respect Group Limited | 2771 | NSW | Residential service | 09-Jul-21 | Directions to revise Plan for Continuous Improvement |
| Cooinda Court Hostel | Cooinda Court Aged Care Limited | 315 | NSW | Residential service | 01-Jun-21 | Directions to revise Plan for Continuous Improvement |
| Cooinda Lodge Nursing Home | West Gippsland Healthcare Group | 3473 | VIC | Residential service | 23-Sep-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance |
| Cooinda Lodge Nursing Home | West Gippsland Healthcare Group | 3473 | VIC | Residential service | 19-Oct-21 | Non-compliance Notice |
| Coroneagh Park | Respect Group Limited | 8044 | TAS | Residential service | 14-Jan-22 | Non-compliance Notice |
| Coroneagh Park Hostel | Respect Group Limited | 8044 | TAS | Residential service | 30-Nov-21 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 7 Human resources Standard 8 Organisational governance |
| Corowa District Hospital | NSW State Government (NSW Ministry of Health) | 1496 | NSW | Residential service | 20-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 5 Organisation’s service environment Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Costa House | Karingal St Laurence Limited | 3634 | VIC | Residential service | 26-May-22 | Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living Standard 5 Organisation’s service environment Standard 7 Human resources |
| Country to Coast Home Care | Victorian Homecare Services | 301053 | VIC | Home service | 07-Feb-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 8 Organisational governance |
| Craigcare Albany | Glenn-Craig Villages Pty Ltd | 7891 | WA | Residential service | 26-Aug-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Craigcare Albany | Glenn-Craig Villages Pty Ltd | 7891 | WA | Residential service | 03-Sep-21 | Directions to revise Plan for Continuous Improvement |
| CraigCare Ascot Waters | Glenn-Craig Villages Pty Ltd | 7412 | WA | Residential service | 06-Sep-21 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Crossley House Hostel Inc | Yarram & District Health Service | 3091 | VIC | Residential service | 16-Jan-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Daughterly Care Community Services - Northern Beaches | Daughterly Care Community Services Limited | 201280 | NSW | Home service | 09-Aug-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Daughterly Care Community Services Limited | Daughterly Care Community Services Limited | 201280 | NSW | Home service | 24-Aug-21 | Directions to revise Plan for Continuous Improvement |
| David, Gita and Michael Hoffman Nursing Home | Maurice Zeffert Home (Inc) | 7785 | WA | Residential service | 31-Aug-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Dougherty Apartments | Dougherty Apartments Retirement Housing Project | 280 | NSW | Residential service | 17-Dec-21 | Non-compliance Notice |
| Edenfield Family Care | El-Jasbella Pty Ltd | 6142 | SA | Residential service | 26-May-22 | Directions to revise Plan for Continuous Improvement |
| Edenfield Family Care - Nerrilda | El-Jasbella Nerrilda Pty Ltd | 6974 | SA | Residential service | 23-Jul-21 | Non-compliance Notice |
| Edenfield Family Care - Parafield Gardens | El-Jasbella Pty Ltd | 6142 | SA | Residential service | 17-May-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 8 Organisational governance |
| Edenfield Family Care - Ramsay | El-Jasbella Ramsay Pty Ltd | 6039 | SA | Residential service | 12-Nov-21 | Notice of decision to impose sanctions |
| Edenfield Family Care - Ramsay | El-Jasbella Ramsay Pty Ltd | 6039 | SA | Residential service | 24-Jan-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 5 Organisation’s service environment Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Edenfield Family Care - Ramsay | El-Jasbella Ramsay Pty Ltd | 6039 | SA | Residential service | 17-Feb-22 | Non-compliance Notice |
| Edenfield Family Care Nerrilda | El-Jasbella Nerrilda Pty Ltd | 6974 | SA | Residential service | 09-Sep-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Edenfield Family Care Nerrilda | El-Jasbella Nerrilda Pty Ltd | 6974 | SA | Residential service | 22-Oct-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Ei Care Pty Ltd | Ei Care Pty Ltd | 300937 | VIC | Home service | 01-Sep-21 | Non-compliance Notice |
| EICARE | Ei Care Pty Ltd | 300937 | VIC | Home service | 11-Aug-21 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Eldercare Allambi | Eldercare Australia Ltd | 6183 | SA | Residential service | 27-Sep-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources |
| Eldercare Allambi | Eldercare Inc | 6183 | SA | Residential service | 08-Oct-21 | Directions to revise Plan for Continuous Improvement |
| Eldercare Evanston Park | Eldercare Australia Ltd | 6939 | SA | Residential service | 06-Sep-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care |
| Eldercare Evanston Park | Eldercare Inc | 6939 | SA | Residential service | 09-Sep-21 | Directions to revise Plan for Continuous Improvement |
| Eldercare The Lodge | Eldercare Australia Ltd | 6184 | SA | Residential service | 24-Dec-21 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice |
| Eldercare The Lodge | Eldercare Inc | 6184 | SA | Residential service | 07-Jan-22 | Directions to revise Plan for Continuous Improvement |
| Elderly Chinese Home | Elderly Chinese Home Inc | 3142 | VIC | Residential service | 15-Dec-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| Embracia Moonee Valley | Embracia Victoria Pty Ltd | 4560 | VIC | Residential service | 03-May-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 8 Organisational governance |
| Envigor Caboolture Care Packages | Envigor Pty Limited | 700011 | QLD | Home service | 20-Sep-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Envigor Home Care | Envigor Pty Limited | 700011 | QLD | Home service | 14-Oct-21 | Directions to revise Plan for Continuous Improvement |
| Esperance Aged Care Facility | Esperance Aged Care Facility Inc | 7248 | WA | Residential service | 09-Aug-21 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 5 Organisation’s service environment Standard 7 Human resources Standard 8 Organisational governance |
| Esperance Aged Care Facility | Esperance Aged Care Facility Inc | 7248 | WA | Residential service | 07-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance |
| Estia Health Altona Meadows | Estia Investments Pty Ltd | 4319 | VIC | Residential service | 01-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources |
| Estia Health Kadina | Estia Investments Pty Ltd | 6006 | SA | Residential service | 07-Jul-21 | Directions to revise Plan for Continuous Improvement |
| Estia Health Kensington Gardens | Estia Investments Pty Ltd | 6835 | SA | Residential service | 04-Nov-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Estia Health Kensington Gardens | Estia Investments Pty Ltd | 6835 | SA | Residential service | 12-Nov-21 | Directions to revise Plan for Continuous Improvement |
| Estia Health Melton South | Estia Investments Pty Ltd | 3598 | VIC | Residential service | 06-Jul-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Estia Health South Morang | Estia Investments Pty Ltd | 3824 | VIC | Residential service | 20-Aug-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care |
| Eyre Peninsula Old Folks Home | Eyre Peninsula Old Folks Home Inc | 6046 | SA | Residential service | 04-Feb-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Fairfield Nursing Home | Fresh Fields Management (NSW) Pty Ltd | 2504 | NSW | Residential service | 03-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living Standard 5 Organisation’s service environment |
| Fairlea Aged Care @ Harris Park | Trinity Aged Care Pty Ltd | 579 | NSW | Residential service | 02-Feb-22 | Service is non-compliant in the following Quality Standards: Standard 6 Feedback and complaints Standard 8 Organisational governance |
| Fairlea Aged Care @ Harris Park | Trinity Aged Care Pty Ltd | 579 | NSW | Residential service | 14-Feb-22 | Directions to revise Plan for Continuous Improvement |
| Fairview Community Care | Fairview Village Limited | 300064 | VIC | Home service | 14-Dec-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care |
| Fairview Community Care | Fairview Village Limited | 300064 | VIC | Home service | 06-Jan-22 | Directions to revise Plan for Continuous Improvement |
| Fairview Inc | Fairview Village Limited | 3070 | VIC | Residential service | 04-May-22 | Directions to revise Plan for Continuous Improvement |
| Farris Care Services Pty Ltd | Farris Care Services PTY LTD | 301052 | VIC | Home service | 04-Oct-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Finncare Aged Care | Finncare Incorporated | 5131 | QLD | Residential service | 15-Jul-21 | Non-compliance Notice |
| Fitzgerald Memorial Aged Care Facility Limited | Fitzgerald Memorial Aged Care Facility Limited | 383 | NSW | Residential service | 06-Jul-21 | Non-compliance Notice |
| Fitzgerald Memorial Aged Care Facility Limited | Fitzgerald Memorial Aged Care Facility Limited | 383 | NSW | Residential service | 28-Dec-21 | Notice of requirement to agree to certain matters |
| Florence Price Gardens | RSL LifeCare Limited | 2681 | NSW | Residential service | 14-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources Standard 8 Organisational governance |
| Flynn Lodge | Australian Regional and Remote Community Services Limited | 6994 | NT | Residential service | 02-Aug-21 | Non-compliance Notice |
| Flynn Lodge | Australian Regional and Remote Community Services Limited | 6994 | NT | Residential service | 30-Sep-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care |
| Focused Health Care Pty Ltd | Focused Health Care Pty Ltd | 700927 | QLD | Home service | 04-Aug-21 | Directions to revise Plan for Continuous Improvement |
| Focused Health Care Pty Ltd - Brisbane | Focused Health Care Pty Ltd | 700927 | QLD | Home service | 28-Jul-21 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Footprints in Brisbane Inc | Footprints Community Limited | 700231 | QLD | Home service | 13-Jan-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| Footprints in Brisbane Inc. | Footprints Community Limited | 700231 | QLD | Home service | 21-Jan-22 | Directions to revise Plan for Continuous Improvement |
| Forest Lake Lodge | Lollies Management Pty Ltd | 5339 | QLD | Residential service | 19-Jan-22 | Notice of decision to impose sanctions |
| Forest Lodge Residential Aged Care | Great Oaks Pty Ltd | 3825 | VIC | Residential service | 15-Feb-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Forest Lodge Residential Aged Care | Great Oaks Pty Ltd | 3825 | VIC | Residential service | 13-Apr-22 | Non-compliance Notice |
| Freemasons Nursing Home | Masonic Care Tasmania Incorporated | 8063 | TAS | Residential service | 13-Apr-22 | Non-compliance Notice |
| Freemasons Nursing Home | Masonic Care Tasmania Incorporated | 8063 | TAS | Residential service | 04-May-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Gawler Grande Views | Martindale ACF Pty Ltd | 6894 | SA | Residential service | 19-Jul-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 5 Organisation’s service environment Standard 7 Human resources |
| Gawler Grande Views | Martindale ACF Pty Ltd | 6894 | SA | Residential service | 04-Aug-21 | Non-compliance Notice |
| Gawler Grande Views | Martindale ACF Pty Ltd | 6894 | SA | Residential service | 06-Dec-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 5 Organisation’s service environment Standard 7 Human resources |
| Gaynes Park Manor | Churches of Christ Life Care Incorporated | 6955 | SA | Residential service | 05-Aug-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Gaynes Park Manor | Churches of Christ Life Care Incorporated | 6955 | SA | Residential service | 10-Jan-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| Gaynes Park Manor | Churches of Christ Life Care Incorporated | 6955 | SA | Residential service | 25-Jan-22 | Directions to revise Plan for Continuous Improvement |
| Gaynes Park Manor | Churches of Christ Life Care Incorporated | 6955 | SA | Residential service | 27-May-22 | Non-compliance Notice |
| Gaynes Park Manor | Churches of Christ Life Care Incorporated | 6955 | SA | Residential service | 23-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care |
| Geegeelup Aged Care Facility | Geegeelup Aged Care Facility | 7127 | WA | Residential service | 17-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance |
| Geelong Barwon Simply Helping | Jatoch Pty Ltd | 300905 | VIC | Home service | 04-Nov-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Geelong Barwon Simply Helping | Jatoch Pty Ltd | 300905 | VIC | Home service | 24-Nov-21 | Directions to revise Plan for Continuous Improvement |
| Karingal St Laurence | Karingal St Laurence Limited | 300445 | VIC | Home service | 20-Oct-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| genU Karingal St Laurence | Karingal St Laurence Limited | 300445 | VIC | Home service | 10-Dec-21 | Directions to revise Plan for Continuous Improvement |
| genU Grampians 3-4 | Karingal St Laurence Limited | 300445 | VIC | Home service | 10-Dec-21 | Directions to revise Plan for Continuous Improvement |
| genU Grampians 1-2 | Karingal St Laurence Limited | 300445 | VIC | Home service | 10-Dec-21 | Directions to revise Plan for Continuous Improvement |
| genU Barwon 3-4 | Karingal St Laurence Limited | 300445 | VIC | Home service | 10-Dec-21 | Directions to revise Plan for Continuous Improvement |
| genU Barwon 1-2 | Karingal St Laurence Limited | 300445 | VIC | Home service | 10-Dec-21 | Directions to revise Plan for Continuous Improvement |
| genU Adelaide 3-4 | Karingal St Laurence Limited | 300445 | VIC | Home service | 10-Dec-21 | Directions to revise Plan for Continuous Improvement |
| genU Adelaide 1-2 | Karingal St Laurence Limited | 300445 | VIC | Home service | 10-Dec-21 | Directions to revise Plan for Continuous Improvement |
| Gilbert Valley Senior Citizens Homes | Gilbert Valley Senior Citizens Homes (Riverton) Inc | 6049 | SA | Residential service | 01-Feb-22 | Directions to revise Plan for Continuous Improvement |
| Gilbert Valley Senior Citizens Homes (Riverton) Inc | Gilbert Valley Senior Citizens Homes (Riverton) Inc | 6049 | SA | Residential service | 25-Jan-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance |
| Gilgai Aboriginal Centre Inc | Gilgai Aboriginal Centre | 200207 | NSW | Home service | 10-Jan-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Gippsland Lakes Community Health | Gippsland Lakes Complete Health Limited | 300185 | VIC | Home service | 23-Aug-21 | Directions to revise Plan for Continuous Improvement |
| Gippsland Lakes Complete Health | Gippsland Lakes Complete Health Limited | 300185 | VIC | Home service | 28-Jul-21 | Service is non-compliant in the following Quality Standards: Standard 6 Feedback and complaints Standard 8 Organisational governance |
| Glaica House | Great Lakes Aged & Invalid Care Association Ltd | 210 | NSW | Residential service | 16-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 5 Organisation’s service environment Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Glengollan Village | Glengollan Village | 3631 | VIC | Residential service | 13-May-22 | Directions to revise Plan for Continuous Improvement |
| Glenrose Court | Churches of Christ Life Care Incorporated | 6764 | SA | Residential service | 11-Aug-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources |
| Glenrose Court | Churches of Christ Life Care Incorporated | 6764 | SA | Residential service | 17-Aug-21 | Directions to revise Plan for Continuous Improvement |
| Glenview Community Services Inc. | Glenview Community Services Inc | 8060 | TAS | Residential service | 25-Aug-21 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| Glenview Community Services Inc. | Glenview Community Services Inc | 8060 | TAS | Residential service | 13-Sep-21 | Directions to revise Plan for Continuous Improvement |
| Gold Star Home Care and Community Services | GOLD STAR HOME CARE AND COMMUNITY SERVICES PTY LTD | 300919 | VIC | Home service | 26-Nov-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care |
| Golden Oaks Nursing Home | Bendigo Health Care Group | 4512 | VIC | Residential service | 18-Oct-21 | Non-compliance Notice |
| Golden Oaks Nursing Home | Bendigo Health Care Group | 4512 | VIC | Residential service | 21-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 3 Personal care and clinical care Standard 5 Organisation’s service environment |
| Goondee Aged Care Home | Rasko Holdings Pty Ltd | 2143 | NSW | Residential service | 07-Jul-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Goondee Aged Care Home | Rasko Holdings Pty Ltd | 2143 | NSW | Residential service | 04-Aug-21 | Non-compliance Notice |
| Gosling Creek Aged Care | Allity Pty Ltd | 1019 | NSW | Residential service | 16-Nov-21 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 3 Personal care and clinical care Standard 7 Human resources |
| Gosling Creek Aged Care | Allity Pty Ltd | 1019 | NSW | Residential service | 07-Dec-21 | Non-compliance Notice |
| Grace Munro Centre | Grace Munro Aged Care Centre Ltd | 616 | NSW | Residential service | 06-Jul-21 | Directions to revise Plan for Continuous Improvement |
| GraniteHill Aged Care | Euroa Health Inc | 4354 | VIC | Residential service | 20-May-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care |
| Greenhill Manor | Greenhill Manor Pty Limited | 1030 | NSW | Residential service | 01-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 5 Organisation’s service environment Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Gregory Lodge | Royal Freemasons Ltd | 4516 | VIC | Residential service | 18-Jul-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Gregory Lodge | Royal Freemasons Ltd | 4516 | VIC | Residential service | 25-Aug-21 | Non-compliance Notice |
| Groves House | Christian Brethren Community Services | 894 | NSW | Residential service | 22-Feb-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Groves House | Christian Brethren Community Services | 894 | NSW | Residential service | 09-Mar-22 | Directions to revise Plan for Continuous Improvement |
| Guildford Nursing Home | Guildford Management Pty Ltd | 2564 | NSW | Residential service | 20-Sep-21 | Notice of requirement to agree to certain matters |
| Gumleigh Gardens Hostel | United Protestant Association of NSW Limited | 1011 | NSW | Residential service | 14-Jul-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance |
| Gumleigh Gardens Hostel | United Protestant Association of NSW Limited | 1011 | NSW | Residential service | 28-Jul-21 | Non-compliance Notice |
| Gymea Bay Aged Care | Apex Software Pty Limited | 2249 | NSW | Residential service | 10-Aug-21 | Directions to revise Plan for Continuous Improvement |
| Gymea Bay Aged Care | Apex Software Pty Limited | 2249 | NSW | Residential service | 17-Feb-22 | Notice of requirement to agree to certain matters |
| Gymea Bay Aged Care | Apex Software Pty Limited | 2249 | NSW | Residential service | 11-Mar-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care |
| Haddington Nursing Home | Tenterfield Care Centre Limited | 569 | NSW | Residential service | 05-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 5 Organisation’s service environment Standard 8 Organisational governance |
| Haddington Nursing Home | Tenterfield Care Centre Limited | 569 | NSW | Residential service | 30-May-22 | Directions to revise Plan for Continuous Improvement |
| Hahndorf Residential Care Services | Hahndorf Holdings Pty Ltd | 6937 | SA | Residential service | 11-Oct-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 4 Services and supports for daily living |
| Hahndorf Residential Care Services | Hahndorf Holdings Pty Ltd | 6937 | SA | Residential service | 21-Oct-21 | Directions to revise Plan for Continuous Improvement |
| Haisey Home Care Service | Haisey Home Care Service Pty Ltd | 301038 | VIC | Home service | 03-Dec-21 | Non-compliance Notice |
| Haisey Home Care Services | Haisey Home Care Service Pty Ltd | 301038 | VIC | Home service | 28-Sep-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| Hale Hostel | Amana Living Incorporated | 7200 | WA | Residential service | 08-Oct-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources |
| Halls Creek Peoples Church Frail Aged Hostel | Halls Creek Peoples Church Incorporated | 7178 | WA | Residential service | 14-Oct-21 | Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Halls Creek Peoples Church Frail Aged Hostel | Halls Creek Peoples Church Incorporated | 7178 | WA | Residential service | 12-Nov-21 | Directions to revise Plan for Continuous Improvement |
| Halls Creek Peoples Church Frail Aged Hostel | Halls Creek Peoples Church Incorporated | 7178 | WA | Residential service | 06-Apr-22 | Notice of requirement to agree to certain matters |
| Hamley Bridge Rest Home | Hamley Bridge Aged Care Inc | 6050 | SA | Residential service | 18-Oct-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| Hamley Bridge Rest Home | Hamley Bridge Aged Care Inc | 6050 | SA | Residential service | 25-Oct-21 | Directions to revise Plan for Continuous Improvement |
| HammondCare - Miranda | HammondCare | 1006 | NSW | Residential service | 04-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 7 Human resources Standard 8 Organisational governance |
| HammondCare - Miranda | HammondCare | 1006 | NSW | Residential service | 23-May-22 | Non-compliance Notice |
| HammondCare - Wahroonga | HammondCare | 1035 | NSW | Residential service | 29-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 5 Organisation’s service environment Standard 7 Human resources |
| HammondCare - Woy Woy | HammondCare | 615 | NSW | Residential service | 17-Jan-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 7 Human resources |
| HammondCare At Home - Northern Rivers | HammondCare | 201382 | NSW | Home service | 23-Dec-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Harbour Quays Residential Aged Care | Provectus Care Pty Limited | 5793 | QLD | Residential service | 04-Feb-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 7 Human resources |
| Harbour Quays Residential Aged Care | Provectus Care Pty Limited | 5793 | QLD | Residential service | 21-Feb-22 | Directions to revise Plan for Continuous Improvement |
| Harmony Homecare | Batra's Home and Health Pty Ltd | 300896 | VIC | Home service | 22-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| Hawdon House | Riverland Mallee Coorong Local Health Network Incorporated | 6005 | SA | Residential service | 29-Oct-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance |
| Hawdon House | Riverland Mallee Coorong Local Health Network Incorporated | 6005 | SA | Residential service | 16-Dec-21 | Non-compliance Notice |
| Hawkesbury Living Pty Limited | Hawkesbury Living Pty Limited | 2467 | NSW | Residential service | 25-Aug-21 | Notice of requirement to agree to certain matters |
| Hawksbury Gardens Aged Care | UnitingSA Ltd | 6198 | SA | Residential service | 24-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 8 Organisational governance |
| Hawthorn Village | Christian Homes Tasmania Inc. | 8026 | TAS | Residential service | 01-Feb-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance |
| Hawthorn Village | Christian Homes Tasmania Inc. | 8026 | TAS | Residential service | 16-Mar-22 | Non-compliance Notice |
| HCR - Home Care Packages | Argent Nominees Pty Ltd | 300494 | VIC | Home service | 19-May-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 7 Human resources Standard 8 Organisational governance |
| Helping Hand Aged Care - Ingle Farm | Helping Hand Aged Care Inc | 6000 | SA | Residential service | 04-Nov-21 | Directions to revise Plan for Continuous Improvement |
| Helping Hand Aged Care - Ingle Farm | Helping Hand Aged Care Inc | 6000 | SA | Residential service | 27-May-22 | Non-compliance Notice |
| Helping Hand Aged Care - Lealholme Port Pirie | Helping Hand Aged Care Inc | 6173 | SA | Residential service | 25-Aug-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources |
| Helping Hand Aged Care - Lealholme Port Pirie | Helping Hand Aged Care Inc | 6173 | SA | Residential service | 26-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| Helping Hand Aged Care - Mawson Lakes Facility | Helping Hand Aged Care Inc | 6207 | SA | Residential service | 28-Sep-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 5 Organisation’s service environment Standard 7 Human resources Standard 8 Organisational governance |
| Helping Hand Aged Care - Mawson Lakes Facility | Helping Hand Aged Care Inc | 6207 | SA | Residential service | 30-Sep-21 | Directions to revise Plan for Continuous Improvement |
| Helping Hand Aged Care - Mawson Lakes Facility | Helping Hand Aged Care Inc | 6207 | SA | Residential service | 02-May-22 | Non-compliance Notice |
| Helping Hand Aged Care - Rotary House | Helping Hand Aged Care Inc | 6051 | SA | Residential service | 13-Aug-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Helping Hand Aged Care Ingle Farm Facility | Helping Hand Aged Care Inc | 6000 | SA | Residential service | 28-Oct-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources |
| Helping Hand Aged Care Ingle Farm Facility | Helping Hand Aged Care Inc | 6000 | SA | Residential service | 21-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Heritage Botany | Heritage Care Pty Ltd | 519 | NSW | Residential service | 20-May-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 5 Organisation’s service environment Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Heritage Illawong | Heritage Care Pty Ltd | 504 | NSW | Residential service | 07-Jan-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Hills Mallee Southern Aged Care Facility | Riverland Mallee Coorong Local Health Network Incorporated | 6178 | SA | Residential service | 12-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 6 Feedback and complaints Standard 8 Organisational governance |
| Hills Mallee Southern Aged Care Facility | Riverland Mallee Coorong Local Health Network Incorporated | 6178 | SA | Residential service | 04-May-22 | Non-compliance Notice |
| Hillside Residential Care Centre | Allity Pty Ltd | 6176 | SA | Residential service | 17-Dec-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care |
| Hillside Residential Care Centre | Allity Pty Ltd | 6176 | SA | Residential service | 23-Mar-22 | Non-compliance Notice |
| Hillview Bunyip Aged Care Inc | Hillview Bunyip Aged Care Inc | 3212 | VIC | Residential service | 19-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance |
| Hocart Lodge | Hocart Lodge Aged Centre (Inc) | 7051 | WA | Residential service | 21-Aug-21 | Notice of decision to impose sanctions |
| Hocart Lodge Aged Centre Inc | Hocart Lodge Aged Centre (Inc) | 7051 | WA | Residential service | 07-Oct-21 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources Standard 8 Organisational governance |
| Holly Residential Care Centre | Allity Pty Ltd | 6042 | SA | Residential service | 13-May-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources |
| Holly Residential Care Centre | Allity Pty Ltd | 6042 | SA | Residential service | 30-May-22 | Directions to revise Plan for Continuous Improvement |
| Home Care Assistance Gold Coast | Prestige Linx Pty Ltd | 700947 | QLD | Home service | 10-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Home Care Assistance Newcastle | Merrie Family Pty Ltd | 201351 | NSW | Home service | 30-Jul-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| Home Care Assistance Newcastle | Merrie Family Pty Ltd | 201351 | NSW | Home service | 18-Aug-21 | Directions to revise Plan for Continuous Improvement |
| Home Instead Toowoomba | Sharafield Pty Ltd | 700935 | QLD | Home service | 09-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Hope Aged Care Brunswick | Sixth Eastway Pty Ltd | 4081 | VIC | Residential service | 28-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living |
| Hope Aged Care Gladstone Park | Sixth Eastway Pty Ltd | 4301 | VIC | Residential service | 13-Aug-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Hope Aged Care Gladstone Park | Sixth Eastway Pty Ltd | 4301 | VIC | Residential service | 08-Sep-21 | Directions to revise Plan for Continuous Improvement |
| Hope Aged Care Swan Hill | Sixth Eastway Pty Ltd | 3796 | VIC | Residential service | 11-Nov-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care |
| Hope Vale Aged Hostel | Hope Vale Aboriginal Council | 5177 | QLD | Residential service | 29-Nov-21 | Non-compliance Notice |
| Hopevale Aged Hostel | Hope Vale Aboriginal Council | 5177 | QLD | Residential service | 10-Nov-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance |
| Horton House | Twilight House | 1037 | NSW | Residential service | 03-Feb-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 7 Human resources Standard 8 Organisational governance |
| Horton House | Twilight House | 1037 | NSW | Residential service | 01-Mar-22 | Non-compliance Notice |
| IBIS Care Miranda | IBIS (No 2) Pty Ltd | 34 | NSW | Residential service | 17-May-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 5 Organisation’s service environment Standard 8 Organisational governance |
| Inala Meals on Wheels | Inala Meals on Wheels Incorporated | 700431 | QLD | Home service | 03-May-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 4 Services and supports for daily living Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Indochinese Aged Care Services | Indochinese Aged Care Limited | 581 | NSW | Residential service | 09-Dec-21 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 5 Organisation’s service environment Standard 8 Organisational governance |
| Indochinese Aged Care Services | Indochinese Aged Care Limited | 581 | NSW | Residential service | 06-Jan-22 | Non-compliance Notice |
| Inhome Care SA | Inhome Care SA Pty Ltd | 600580 | SA | Home service | 07-Oct-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care |
| Ipswich Community Care | The Uniting Church in Australia Property Trust (Q.) | 700766 | QLD | Home service | 03-Feb-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance |
| IRT Sarah Claydon | Illawarra Retirement Trust | 2706 | NSW | Residential service | 11-Jan-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| IRT Sarah Claydon | Illawarra Retirement Trust | 2706 | NSW | Residential service | 02-Feb-22 | Directions to revise Plan for Continuous Improvement |
| IRT Tarrawanna Care Centre | Illawarra Retirement Trust | 2616 | NSW | Residential service | 07-Jul-21 | Directions to revise Plan for Continuous Improvement |
| IRT William Beach Gardens | Illawarra Retirement Trust | 406 | NSW | Residential service | 04-Aug-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources |
| IRT William Beach Gardens | Illawarra Retirement Trust | 406 | NSW | Residential service | 27-Aug-21 | Non-compliance Notice |
| Isomer Aged Care Facility | Islamic Society of Melbourne Eastern Regions Inc | 3199 | VIC | Residential service | 14-Oct-21 | Notice of requirement to agree to certain matters |
| Isomer Aged Care Facility | Islamic Society of Melbourne Eastern Regions Inc | 3199 | VIC | Residential service | 04-Nov-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance |
| Isomer Aged Care Facility | Islamic Society of Melbourne Eastern Regions Inc | 3199 | VIC | Residential service | 17-Dec-21 | Non-compliance Notice |
| Isomer Aged Care Facility | Islamic Society of Melbourne Eastern Regions Inc | 3199 | VIC | Residential service | 12-May-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Italian Village Fremantle | Fremantle Italian Aged Persons Service Association | 7158 | WA | Residential service | 11-Mar-22 | Notice of decision to impose sanctions |
| Jallarah Homes | Jallarah Homes Inc | 6053 | SA | Residential service | 13-Oct-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Jallarah Homes | Jallarah Homes Inc | 6053 | SA | Residential service | 22-Oct-21 | Directions to revise Plan for Continuous Improvement |
| James Thomas Court | Ballarat Health Services | 3273 | VIC | Residential service | 13-Aug-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 6 Feedback and complaints Standard 7 Human resources |
| James Thomas Court | Grampians Health | 3273 | VIC | Residential service | 07-Sep-21 | Non-compliance Notice |
| James Thomas Court | Ballarat Health Services | 3273 | VIC | Residential service | 30-May-22 | Service is non-compliant in the following Quality Standards: Standard 5 Organisation’s service environment |
| Japara Balmoral Grove | Calvary Aged Care Services Pty Ltd | 3540 | VIC | Residential service | 11-Oct-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance |
| Japara Balmoral Grove | Calvary Aged Care Services Pty Ltd | 3540 | VIC | Residential service | 05-Nov-21 | Directions to revise Plan for Continuous Improvement |
| Japara Bayview Gardens | Calvary Aged Care Services Pty Ltd | 2689 | NSW | Residential service | 09-Jul-21 | Non-compliance Notice |
| Japara Brighton | Calvary Aged Care Services Pty Ltd | 6757 | SA | Residential service | 15-Sep-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Japara Brighton | Calvary Aged Care Services Pty Ltd | 6757 | SA | Residential service | 12-Oct-21 | Non-compliance Notice |
| Japara Hallam | Calvary Aged Care Services Pty Ltd | 4292 | VIC | Residential service | 19-Jul-21 | Non-compliance Notice |
| Japara Millward | Calvary Aged Care Services Pty Ltd | 3577 | VIC | Residential service | 23-Aug-21 | Directions to revise Plan for Continuous Improvement |
| Japara Mirridong | Calvary Aged Care Services Pty Ltd | 3439 | VIC | Residential service | 13-Jan-22 | Directions to revise Plan for Continuous Improvement |
| Japara The Brelsford | Calvary Aged Care Services Pty Ltd | 2821 | NSW | Residential service | 26-May-22 | Non-compliance Notice |
| Japara Trugo Place | Calvary Aged Care Services Pty Ltd | 3998 | VIC | Residential service | 02-Aug-21 | Directions to revise Plan for Continuous Improvement |
| Jesmond Aged Care | Jesmond Aged Care Pty Ltd | 2175 | NSW | Residential service | 02-Sep-21 | Notice of requirement to agree to certain matters |
| Jesmond Aged Care | Jesmond Aged Care Pty Ltd | 2175 | NSW | Residential service | 07-Jan-22 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| Jeta Gardens Aged Care Facility | Jeta Gardens Aged Care (Qld) Pty Ltd | 5554 | QLD | Residential service | 23-Sep-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance |
| Jeta Gardens Aged Care Facility | Jeta Gardens Aged Care (Qld) Pty Ltd | 5554 | QLD | Residential service | 20-Oct-21 | Non-compliance Notice |
| Jeta Gardens Aged Care Facility | Jeta Gardens Aged Care (Qld) Pty Ltd | 5554 | QLD | Residential service | 02-Feb-22 | Notice of decision to impose sanctions |
| Jeta Gardens Aged Care Facility | Jeta Gardens Aged Care (Qld) Pty Ltd | 5554 | QLD | Residential service | 21-May-22 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources Standard 8 Organisational governance |
| Joseph Cooke House | Southern Cross Care (WA) Inc | 7085 | WA | Residential service | 21-Sep-21 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| Joseph Cooke House | Southern Cross Care (WA) Inc | 7085 | WA | Residential service | 29-Sep-21 | Directions to revise Plan for Continuous Improvement |
| Juniper Bethavon | Uniting Church Homes | 7131 | WA | Residential service | 28-Oct-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living |
| Juniper Bethshan | Uniting Church Homes | 7097 | WA | Residential service | 20-Oct-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources |
| Juniper Elimatta | Uniting Church Homes | 7098 | WA | Residential service | 20-Aug-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Juniper Elimatta | Uniting Church Homes | 7098 | WA | Residential service | 24-Aug-21 | Directions to revise Plan for Continuous Improvement |
| Juniper Hillcrest | Uniting Church Homes | 7129 | WA | Residential service | 17-Oct-21 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| Juniper John Bryant | Uniting Church Homes | 7189 | WA | Residential service | 04-Nov-21 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources Standard 8 Organisational governance |
| Juniper Numbala Nunga | Uniting Church Homes | 7426 | WA | Residential service | 29-Jul-21 | Directions to revise Plan for Continuous Improvement |
| Juniper Pilgrim | Uniting Church Homes | 7144 | WA | Residential service | 10-Aug-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Juniper Pilgrim | Uniting Church Homes | 7144 | WA | Residential service | 20-Aug-21 | Directions to revise Plan for Continuous Improvement |
| Juniper The Residency | Uniting Church Homes | 7910 | WA | Residential service | 22-Sep-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 5 Organisation’s service environment Standard 8 Organisational governance |
| Juniper The Residency | Uniting Church Homes | 7910 | WA | Residential service | 30-Sep-21 | Directions to revise Plan for Continuous Improvement |
| Just Better Care - Newington | LTC Care Services Pty Ltd | 201293 | NSW | Home service | 21-Jul-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| Just Better Care Gippsland | Just Better Care Australia Pty Ltd | 301046 | VIC | Home service | 03-Nov-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Just Better Care Gippsland | Just Better Care Australia Pty Ltd | 301046 | VIC | Home service | 24-Nov-21 | Directions to revise Plan for Continuous Improvement |
| Just Better Care Hume & Southern Riverina | Just Better Care Australia Pty Ltd | 301047 | VIC | Home service | 20-Jul-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Just Better Care Hume and Southern Riverina | Just Better Care Australia Pty Ltd | 301047 | VIC | Home service | 20-Aug-21 | Non-compliance Notice |
| Kanandah Hostel | Kanandah Retirement Ltd | 464 | NSW | Residential service | 08-Jul-21 | Non-compliance Notice |
| Kanangra Hostel | Aged Care Deloraine Inc. | 8030 | TAS | Residential service | 16-Sep-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Kanangra Hostel | Aged Care Deloraine Inc. | 8030 | TAS | Residential service | 06-Oct-21 | Directions to revise Plan for Continuous Improvement |
| Kanangra Hostel | Aged Care Deloraine Inc. | 8030 | TAS | Residential service | 26-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Kanwal Gardens Care Community | DPG Services Pty Ltd | 2806 | NSW | Residential service | 16-May-22 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources Standard 8 Organisational governance |
| Karana | Yarrawonga Health | 3482 | VIC | Residential service | 20-Jan-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care |
| Karana | Yarrawonga Health | 3482 | VIC | Residential service | 03-Feb-22 | Directions to revise Plan for Continuous Improvement |
| Karingal St Laurence | Karingal St Laurence Limited | 300445 | VIC | Home service | 20-Oct-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| Karingal St Laurence | Karingal St Laurence Limited | 300445 | VIC | Home service | 10-Dec-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| Karlarra House | Western Australian Government | 7297 | WA | Residential service | 09-Nov-21 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance |
| Karlarra House | Western Australian Government | 7297 | WA | Residential service | 23-Nov-21 | Directions to revise Plan for Continuous Improvement |
| Katherine Hostel | Australian Regional and Remote Community Services Limited | 6990 | NT | Residential service | 22-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| Katoomba Views Care Community | DPG Services Pty Ltd | 2279 | NSW | Residential service | 22-Dec-21 | Notice of decision to impose sanctions |
| Katoomba Views Care Community | DPG Services Pty Ltd | 2279 | NSW | Residential service | 04-Feb-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 5 Organisation’s service environment Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Keith & District Hospital Inc | Keith & District Hospital Inc | 6197 | SA | Residential service | 22-Jul-21 | Directions to revise Plan for Continuous Improvement |
| Kinross Care Centre | Amana Living Incorporated | 7209 | WA | Residential service | 29-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 5 Organisation’s service environment |
| Koh-I-Noor Contemporary Care | Alinea Inc. | 7870 | WA | Residential service | 24-Dec-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Koraleigh Nursing Home | Tongala | 4441 | VIC | Residential service | 17-Jan-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care |
| Koraleigh Nursing Home | Tongala & District Memorial Aged Care Service Inc | 4441 | VIC | Residential service | 08-Feb-22 | Non-compliance Notice |
| Kubirri Residential Care Centre | The Salvation Army (Queensland) Property Trust | 5783 | QLD | Residential service | 05-Jul-21 | Non-compliance Notice |
| Lady McCusker Home | Amana Living Incorporated | 7905 | WA | Residential service | 03-Dec-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care |
| Lake Haven Court Aged Care Facility | Central Coast Community Care Association Limited | 707 | NSW | Residential service | 09-May-22 | Directions to revise Plan for Continuous Improvement |
| Langford Grange | Wickro Pty Ltd | 3684 | VIC | Residential service | 08-Sep-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Langford Grange | Wickro Pty Ltd | 3684 | VIC | Residential service | 27-Sep-21 | Non-compliance Notice |
| Langford Grange | Wickro Pty Ltd | 3684 | VIC | Residential service | 29-Apr-22 | Non-compliance Notice |
| Lark Ellen Aged Care | Apex Software Pty Limited | 2816 | NSW | Residential service | 07-Jan-22 | Notice of decision to impose sanctions |
| Lark Ellen Aged Care | Apex Software Pty Limited | 2816 | NSW | Residential service | 08-Feb-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance |
| Laurieton Lakeside Aged Care Residence | Halenvy Pty Limited | 2793 | NSW | Residential service | 29-Jul-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Laurieton Lakeside Aged Care Residence | Halenvy Pty Limited | 2793 | NSW | Residential service | 30-Aug-21 | Non-compliance Notice |
| Lee Hostel | Lee Hostel Committee Limited | 3274 | NSW | Residential service | 28-Feb-22 | Notice of requirement to agree to certain matters |
| Lee Hostel | Lee Hostel Committee Limited | 327 | NSW | Residential service | 12-May-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Leighton Nursing Home | Fresh Fields Aged Care Pty Ltd | 7807 | WA | Residential service | 15-Feb-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Leighton Nursing Home | Fresh Fields Aged Care Pty Ltd | 7807 | WA | Residential service | 28-Feb-22 | Directions to revise Plan for Continuous Improvement |
| Lerwin Nursing Home | Rural City of Murray Bridge | 6966 | SA | Residential service | 07-Dec-21 | Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living Standard 5 Organisation’s service environment Standard 6 Feedback and complaints Standard 7 Human resources |
| Lerwin Nursing Home | Rural City of Murray Bridge | 6966 | SA | Residential service | 17-Dec-21 | Non-compliance Notice |
| Linsell Lodge Aged Care Facility | The Salvation Army (South Australia) Property Trust | 6084 | SA | Residential service | 04-Apr-22 | Directions to revise Plan for Continuous Improvement |
| Lions Haven For The Aged | Lions Haven for the Aged Limited | 5188 | QLD | Residential service | 12-Jul-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 6 Feedback and complaints Standard 8 Organisational governance |
| Lions Haven For The Aged | Lions Haven for the Aged Limited | 5188 | QLD | Residential service | 20-Jul-21 | Non-compliance Notice |
| Local Guardians Home Care | Local Guardians Pty Ltd | 301040 | VIC | Home service | 15-Sep-21 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Lower Lakes Home Care | MILANG AND DISTRICT COMMUNITY ASSOCIATION INCORPORATED | 600034 | SA | Home service | 29-Oct-21 | Directions to revise Plan for Continuous Improvement |
| Loxton District Nursing Home | Riverland Mallee Coorong Local Health Network Incorporated | 6405 | SA | Residential service | 03-May-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Loxton District Nursing Home | Riverland Mallee Coorong Local Health Network Incorporated | 6405 | SA | Residential service | 24-May-22 | Directions to revise Plan for Continuous Improvement |
| Loxton Hostel for the Aged | Riverland Mallee Coorong Local Health Network Incorporated | 6064 | SA | Residential service | 02-May-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Loxton Hostel For The Aged | Riverland Mallee Coorong Local Health Network Incorporated | 6064 | SA | Residential service | 24-May-22 | Directions to revise Plan for Continuous Improvement |
| LTC Care Services Pty Ltd t/as Just Better Care Ryde Parramatta and Just Better Care Bankstown | LTC Care Services Pty Ltd | 201293 | NSW | Home service | 06-Aug-21 | Directions to revise Plan for Continuous Improvement |
| Luson The Vue | Luson Aged Care Pty Ltd | 4571 | VIC | Residential service | 16-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Lutheran Homes | Lutheran Homes Inc | 600055 | SA | Home service | 20-May-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 6 Feedback and complaints Standard 8 Organisational governance |
| Lynden Aged Care | Lynden Aged Care Association Inc | 3102 | VIC | Residential service | 25-Jan-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance |
| Lynden Aged Care | Lynden Aged Care Association Inc | 3102 | VIC | Residential service | 18-Feb-22 | Non-compliance Notice |
| Lyndoch Hostel | Lyndoch Living Limited | 3347 | VIC | Residential service | 21-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Lyndoch Nursing Home | Lyndoch Living Limited | 3460 | VIC | Residential service | 28-Oct-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance |
| Lyndoch Nursing Home | Lyndoch Living Limited | 3460 | VIC | Residential service | 02-Nov-21 | Non-compliance Notice |
| Lyndoch Nursing Home | Lyndoch Living Limited | 3460 | VIC | Residential service | 21-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 7 Human resources Standard 8 Organisational governance |
| Lyrebird Village for the Aged | Lyrebird Villages for the Aged Inc | 3261 | VIC | Residential service | 31-Jan-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 7 Human resources Standard 8 Organisational governance |
| Lyrebird Village for the Aged | Lyrebird Villages for the Aged Inc | 3261 | VIC | Residential service | 03-Mar-22 | Non-compliance Notice |
| Macleay Valley House | Thompson Health Care Pty Ltd | 946 | NSW | Residential service | 22-Apr-22 | Notice of decision to impose sanctions |
| Macleay Valley House | Thompson Health Care Pty Ltd | 946 | NSW | Residential service | 19-May-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Maltese Meals and Community Service - CHELTENHAM | Maltese Aged Care Association (SA) Incorporated | 600176 | SA | Home service | 06-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 8 Organisational governance |
| Mandalay Retreat | Senjah Pty. Ltd. | 5350 | QLD | Residential service | 24-Sep-21 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 5 Organisation’s service environment Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Mandalay Retreat | Senjah Pty. Ltd. | 5350 | QLD | Residential service | 22-Oct-21 | Non-compliance Notice |
| Mandalay Retreat | Senjah Pty. Ltd. | 5350 | QLD | Residential service | 16-May-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| MannaCare - Cassia House | MannaCare Inc. | 4374 | VIC | Residential service | 23-Jul-21 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| MannaCare - Cassia House | MannaCare Inc. | 4374 | VIC | Residential service | 04-Aug-21 | Directions to revise Plan for Continuous Improvement |
| Marain Home and Community Care Pty Ltd | Marain Home & Community Care Pty Ltd | 301068 | VIC | Home service | 18-May-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 7 Human resources Standard 8 Organisational governance |
| Maranatha House | Maranatha House | 223 | NSW | Residential service | 06-Apr-22 | Non-compliance Notice |
| Mary Cecelia Hart Court | Boneham Aged Care Services Incorporated | 6026 | SA | Residential service | 08-Jul-21 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources |
| Mary Cecelia Hart Court Hostel | Boneham Aged Care Services Incorporated | 6026 | SA | Residential service | 15-Jul-21 | Directions to revise Plan for Continuous Improvement |
| Mary Ogilvy Home | The Mary Ogilvy Homes Society | 8009 | TAS | Residential service | 04-Feb-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Matthew Flinders Home Inc | Matthew Flinders Home Inc | 6951 | SA | Residential service | 17-Nov-21 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| May Noonan Centre | Lyndoch Living Limited | 3299 | VIC | Residential service | 02-Jul-21 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 5 Organisation’s service environment Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| May Noonan Centre | Lyndoch Living Limited | 3299 | VIC | Residential service | 21-Jul-21 | Non-compliance Notice |
| May Shaw Aminya | May Shaw Health Centre Inc | 8023 | TAS | Residential service | 20-Jul-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| May Shaw Aminya | May Shaw Health Centre Inc | 8023 | TAS | Residential service | 03-Aug-21 | Directions to revise Plan for Continuous Improvement |
| Mayflower Brighton | Mayflower Brighton | 3075 | VIC | Residential service | 14-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Mayflower Reservoir | Mayflower Reservoir | 3098 | VIC | Residential service | 21-Jan-22 | Non-compliance Notice |
| McCauley Lodge | The Churches of Christ Property Trust | 168 | NSW | Residential service | 06-May-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources |
| McCauley Lodge | The Churches of Christ Property Trust | 168 | NSW | Residential service | 25-May-22 | Directions to revise Plan for Continuous Improvement |
| McGregor Gardens Aged Care | Menarock Aged Care Services (Victoria) Pty Ltd | 4355 | VIC | Residential service | 15-Feb-22 | Notice of requirement to agree to certain matters |
| McNamara Lodge | Air Force Association (Western Australian Division) Incorporated | 7259 | WA | Residential service | 07-Oct-21 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| Meercroft Care | Meercroft Care Inc | 8788 | TAS | Residential service | 16-May-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance |
| Melbourne Hebrew Memorial Nursing Home | Jewish Care (Victoria) Inc | 3836 | VIC | Residential service | 25-Aug-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Melville Grange Hostel | Wickro Pty Ltd | 3561 | VIC | Residential service | 07-Sep-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance |
| Melville Grange Hostel | Wickro Pty Ltd | 3561 | VIC | Residential service | 27-Sep-21 | Non-compliance Notice |
| Melville Grange Hostel | Wickro Pty Ltd | 3561 | VIC | Residential service | 19-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| Melville Grange Hostel | Wickro Pty Ltd | 3561 | VIC | Residential service | 06-May-22 | Directions to revise Plan for Continuous Improvement |
| Mercy Health - Gippsland | Mercy Aged and Community Care Ltd | 300138 | VIC | Home service | 15-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 6 Feedback and complaints Standard 8 Organisational governance |
| Mercy Place East Melbourne | Mercy Aged and Community Care Ltd | 3837 | VIC | Residential service | 16-Feb-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Mercy Place East Melbourne | Mercy Aged and Community Care Ltd | 3837 | VIC | Residential service | 21-Mar-22 | Non-compliance Notice |
| Mercy Place Keon Park | Mercy Aged and Community Care Ltd | 4329 | VIC | Residential service | 27-Jan-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care |
| Mercy Place Keon Park | Mercy Aged and Community Care Ltd | 4329 | VIC | Residential service | 18-Feb-22 | Non-compliance Notice |
| Mercy Place Keon Park | Mercy Aged and Community Care Ltd | 4329 | VIC | Residential service | 11-May-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Mercy Place Keon Park | Mercy Aged and Community Care Ltd | 4329 | VIC | Residential service | 31-May-22 | Non-compliance Notice |
| Mercy Place Lathlain | Mercy Aged and Community Care Ltd | 7868 | WA | Residential service | 05-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 7 Human resources |
| Mercy Place Mandurah | Mercy Aged and Community Care Ltd | 7896 | WA | Residential service | 03-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living |
| Mercy Place Montrose | Mercy Aged and Community Care Ltd | 4477 | VIC | Residential service | 26-Jul-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources |
| Mercy Place Montrose | Mercy Aged and Community Care Ltd | 4477 | VIC | Residential service | 02-Sep-21 | Non-compliance Notice |
| Mercy Place Montrose | Mercy Aged and Community Care Ltd | 4477 | VIC | Residential service | 21-Feb-22 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources |
| Mercy Place Montrose | Mercy Aged and Community Care Ltd | 4477 | VIC | Residential service | 13-Apr-22 | Non-compliance Notice |
| Mercy Place Rice Village | Rice Village Ltd | 4177 | VIC | Residential service | 07-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 5 Organisation’s service environment Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| MercyCare Kelmscott | Mercy Human Services Limited | 7245 | WA | Residential service | 23-May-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care |
| MercyCare Kelmscott | Mercy Human Services Limited | 7245 | WA | Residential service | 30-May-22 | Directions to revise Plan for Continuous Improvement |
| MercyCare Rockingham | Mercy Human Services Limited | 7218 | WA | Residential service | 27-Jul-21 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance |
| MercyCare Rockingham | Mercy Human Services Limited | 7218 | WA | Residential service | 05-Aug-21 | Directions to revise Plan for Continuous Improvement |
| MercyCare Rockingham | Mercy Human Services Limited | 7218 | WA | Residential service | 22-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources |
| Meredith House Nursing Home | Paston Pty Ltd | 2228 | NSW | Residential service | 20-Aug-21 | Notice of requirement to agree to certain matters |
| Milford House Nursing Home | Thompson Health Care Pty Ltd | 2035 | NSW | Residential service | 29-Jul-21 | Notice of requirement to agree to certain matters |
| Milford House Nursing Home | Thompson Health Care Pty Ltd | 2035 | NSW | Residential service | 17-Mar-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Milford House Nursing Home | Thompson Health Care Pty Ltd | 2035 | NSW | Residential service | 03-May-22 | Directions to revise Plan for Continuous Improvement |
| Millhaven Lodge | Pakenham & District Hospital Inc | 4275 | VIC | Residential service | 20-May-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 5 Organisation’s service environment Standard 8 Organisational governance |
| Millrace Hostel | Tenterfield Care Centre Limited | 307 | NSW | Residential service | 10-Aug-21 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 5 Organisation’s service environment Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Millrace Hostel | Tenterfield Care Centre Limited | 307 | NSW | Residential service | 10-Sep-21 | Non-compliance Notice |
| Miranda Aged Care Facility | Jesmond Aged Care Pty Ltd | 2502 | NSW | Residential service | 09-Aug-21 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 7 Human resources Standard 8 Organisational governance |
| Miranda Aged Care Facility | Jesmond Aged Care Pty Ltd | 2502 | NSW | Residential service | 06-Sep-21 | Notice of decision to impose sanctions |
| Mona Tait Gardens | Morshead Home for Veterans and Other Aged Persons Limited | 2918 | ACT | Residential service | 30-Jul-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Mona Tait Gardens | Morshead Home For Veterans and Other Aged Persons Limited | 2918 | ACT | Residential service | 25-Aug-21 | Directions to revise Plan for Continuous Improvement |
| Mooraleigh Hostel | Monash Health | 3379 | VIC | Residential service | 11-Mar-22 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| Mooraleigh Hostel | Monash Health | 3379 | VIC | Residential service | 23-Mar-22 | Directions to revise Plan for Continuous Improvement |
| Mooroolbark Aged Persons Mental Health Residential Care Facility | Eastern Health | 4489 | VIC | Residential service | 22-Jul-21 | Non-compliance Notice |
| Morayfield Grove Care Community | DPG Services Pty Ltd | 5346 | QLD | Residential service | 07-Dec-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Mount Clear Aged Care | OC Health Ballarat Pty Ltd | 3703 | VIC | Residential service | 04-Nov-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 4 Services and supports for daily living |
| Mount Martha Valley | Royal Freemasons Ltd | 3965 | VIC | Residential service | 20-Jul-21 | Non-compliance Notice |
| Mount Martha Valley | Royal Freemasons Ltd | 3965 | VIC | Residential service | 15-Dec-21 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources |
| Mount Martha Valley | Royal Freemasons Ltd | 3965 | VIC | Residential service | 01-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources |
| Moyne Aged Care Plus Centre (0033) | The Salvation Army (NSW) Property Trust | 33 | NSW | Residential service | 14-Dec-21 | Service is non-compliant in the following Quality Standards: Standard 5 Organisation’s service environment |
| Moyne Aged Care Plus Centre (2519) | The Salvation Army (NSW) Property Trust | 2519 | NSW | Residential service | 14-Dec-21 | Service is non-compliant in the following Quality Standards: Standard 5 Organisation’s service environment |
| Mt Gravatt Meals on Wheels Service | Mt Gravatt Meals on Wheels Service Incorporated | 700514 | QLD | Home service | 07-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Mt Kooyong Convalescent Home | Adermina Pty Ltd | 5827 | QLD | Residential service | 09-Nov-21 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| Murravale Aged Care Facility | Murravale Retirement Home Ltd | 330 | NSW | Residential service | 13-May-22 | Notice of requirement to agree to certain matters |
| Murravale Aged Care Facility | Murravale Retirement Home Ltd | 330 | NSW | Residential service | 23-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Murray Mallee Aged Care- MURRAY BRIDGE | Murray Mallee Aged Care Group Inc | 600053 | SA | Home service | 31-May-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Murrayvale Aged Care | Domacwa Holdings Pty Ltd | 2714 | NSW | Residential service | 29-Jul-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Murrayvale Aged Care | Domacwa Holdings Pty Ltd | 2714 | NSW | Residential service | 30-Aug-21 | Directions to revise Plan for Continuous Improvement |
| Muslim Care | Muslim Care | 201195 | NSW | Home service | 22-Dec-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Myvista Balcatta | Stirling Ethnic Aged Home Association (Inc) | 7202 | WA | Residential service | 20-Jan-22 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| Myvista Community Care | Stirling Ethnic Aged Home Association (Inc) | 500085 | WA | Home service | 08-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 6 Feedback and complaints Standard 8 Organisational governance |
| MYVISTA Mirrabooka | Stirling Ethnic Aged Home Association (Inc) | 7419 | WA | Residential service | 17-Aug-21 | Directions to revise Plan for Continuous Improvement |
| Myvista Mirrabooka | Stirling Ethnic Aged Home Association (Inc) | 7419 | WA | Residential service | 27-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance |
| Naracoorte Health Service | Limestone Coast Local Health Network Incorporated | 6926 | SA | Residential service | 24-May-22 | Notice of decision to impose sanctions |
| Nazareth House Ballarat | Nazareth Care | 4360 | VIC | Residential service | 19-Dec-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care |
| Nazareth House Geraldton | Nazareth Care | 7831 | WA | Residential service | 30-Jul-21 | Directions to revise Plan for Continuous Improvement |
| Nazareth House Wynnum | Nazareth Care | 5219 | QLD | Residential service | 01-Dec-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 8 Organisational governance |
| NewDirection Care at Bellmere | NewDirection Bellmere Pty Ltd | 5804 | QLD | Residential service | 15-Dec-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| NewDirection Care at Bellmere | NewDirection Bellmere Pty Ltd | 5804 | QLD | Residential service | 05-Jan-22 | Non-compliance Notice |
| Newmarch House | Anglican Community Services | 974 | NSW | Residential service | 20-Sep-21 | Notice of requirement to agree to certain matters |
| Newmarch House | Anglican Community Services | 974 | NSW | Residential service | 20-Jan-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 5 Organisation’s service environment Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Newmarch House | Anglican Community Services | 974 | NSW | Residential service | 03-Feb-22 | Non-compliance Notice |
| Newstead Grand Care Community | DPG Services Pty Ltd | 5758 | QLD | Residential service | 07-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Nextt Home Care Services | AHC Care Services Pty Ltd | 700585 | VIC | Home service | 09-Nov-21 | Non-compliance Notice |
| Nextt Southern CACP Program | AHC Care Services Pty Ltd | 300205 | VIC | Home service | 31-Mar-22 | Non-compliance Notice |
| Nexttcare Pty Limited | AHC Care Services Pty Ltd | 600595 | VIC | Home service | 31-Mar-22 | Non-compliance Notice |
| North Eastern Community Nursing Home | North Eastern Community Hospital Incorporated | 6921 | SA | Residential service | 27-Sep-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| North Eastern Community Nursing Home | North Eastern Community Hospital Incorporated | 6921 | SA | Residential service | 12-Oct-21 | Directions to revise Plan for Continuous Improvement |
| North Eastern Community Nursing Home | North Eastern Community Hospital Incorporated | 6921 | SA | Residential service | 08-Apr-22 | Non-compliance Notice |
| North Eastern Community Nursing Home | North Eastern Community Hospital Incorporated | 6921 | SA | Residential service | 17-May-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 5 Organisation’s service environment Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Northern Regional Aboriginal and Torres Strait Islander Corporation | Northern Regional Aboriginal and Torres Strait Islander Corporation | 700206 | QLD | Home service | 17-Nov-21 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Northern Regional Aboriginal and Torres Strait Islander Corporation | Northern Regional Aboriginal and Torres Strait Islander Corporation | 700206 | QLD | Home service | 21-Dec-21 | Non-compliance Notice |
| Northside Aged Persons Mental Health Residential Care Facility | Eastern Health | 4408 | VIC | Residential service | 10-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care |
| Northside Community Forum Incorporated | Northside Community Forum Ltd | 200576 | NSW | Home service | 26-Nov-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Oakden Green | Quality Care Homes Pty Ltd | 6800 | SA | Residential service | 06-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 6 Feedback and complaints Standard 8 Organisational governance |
| Oakden Green | Quality Care Homes Pty Ltd | 6800 | SA | Residential service | 12-May-22 | Directions to revise Plan for Continuous Improvement |
| Oaklea Hall | Aged Care Group Pty Ltd | 3213 | VIC | Residential service | 17-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Ocean Star Aged Care | Catholic Homes Incorporated | 7249 | WA | Residential service | 29-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Old Timers | Australian Regional and Remote Community Services Limited | 6983 | NT | Residential service | 30-Jul-21 | Notice of decision to impose sanctions |
| Old Timers | Australian Regional and Remote Community Services Limited | 6983 | NT | Residential service | 22-Sep-21 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance |
| Open House Christian Involvement Centres | Open House Christian Involvement Centres | 300668 | VIC | Home service | 14-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| Orana Gardens | Orana Gardens Ltd | 479 | NSW | Residential service | 19-Jul-21 | Non-compliance Notice |
| Orana Gardens | Orana Gardens Ltd | 479 | NSW | Residential service | 13-Aug-21 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 5 Organisation’s service environment Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Osboine Contemporary Aged Care | Alinea Inc. | 7274 | WA | Residential service | 08-Feb-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Ozcare - Brisbane North | Ozcare | 700104 | QLD | Home service | 21-Jan-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| Palm Lake Aged Care Deception Bay | Palm Lake Care Operations Pty Ltd | 5747 | QLD | Residential service | 08-Sep-21 | Directions to revise Plan for Continuous Improvement |
| Palm Lake Care Bethania | Palm Lake Care Operations Pty Ltd | 5377 | QLD | Residential service | 07-Jan-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Palm Lake Care Deception Bay | Palm Lake Care Operations Pty Ltd | 5747 | QLD | Residential service | 18-Aug-21 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Paradise Point Meals on Wheels | Paradise Point and District Meals on Wheels Incorporated | 700525 | QLD | Home service | 21-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| Parkdale Aged Care | Aged Care Group Pty Ltd | 4290 | VIC | Residential service | 22-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 5 Organisation’s service environment |
| Parkinson's Queensland Inc | Parkinson's Queensland Inc | 700617 | QLD | Home service | 14-Feb-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 8 Organisational governance |
| Parkview Aged Care | Moonta Health & Aged Care Services Inc | 6123 | SA | Residential service | 01-Sep-21 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice |
| Parkview Aged Care | Moonta Health & Aged Care Services Inc | 6123 | SA | Residential service | 03-Sep-21 | Directions to revise Plan for Continuous Improvement |
| Pathways Ashley House | Pathways Aged Care Pty Limited | 2281 | NSW | Residential service | 22-Jul-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Pathways Ashley House | Pathways Aged Care Pty Limited | 2281 | NSW | Residential service | 20-Aug-21 | Directions to revise Plan for Continuous Improvement |
| Pathways Cronulla Pines | Pathways Aged Care Pty Limited | 1029 | NSW | Residential service | 09-Jul-21 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 5 Organisation’s service environment Standard 6 Feedback and complaints |
| Pathways Cronulla Pines | Pathways Aged Care Pty Limited | 1029 | NSW | Residential service | 06-Aug-21 | Non-compliance Notice |
| Paynesville Gardens Care Community | DPG Services Pty Ltd | 4526 | VIC | Residential service | 12-Aug-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Paynesville Gardens Care Community | DPG Services Pty Ltd | 4526 | VIC | Residential service | 08-Sep-21 | Directions to revise Plan for Continuous Improvement |
| Paynesville Gardens Care Community | DPG Services Pty Ltd | 4526 | VIC | Residential service | 04-Feb-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 8 Organisational governance |
| Paynesville Gardens Care Community | DPG Services Pty Ltd | 4526 | VIC | Residential service | 03-Mar-22 | Non-compliance Notice |
| Peninsula Aged Care Service | Beaumont Care (Holdings) Pty Ltd | 5461 | QLD | Residential service | 27-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 6 Feedback and complaints |
| Peter Cosgrove House | RSL LifeCare Limited | 2326 | NSW | Residential service | 21-Jan-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Peter Cosgrove House | RSL LifeCare Limited | 2326 | NSW | Residential service | 15-Mar-22 | Non-compliance Notice |
| Phillip R H Chalker Sunset Lodge | Crookwell/Taralga Aged Care Ltd | 164 | NSW | Residential service | 03-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Pine Lodge Home for the Aged | The Russian Benevolent Association for Homes for the Aged | 5054 | QLD | Residential service | 30-May-22 | Directions to revise Plan for Continuous Improvement |
| Piper House | Anglican Community Services | 2669 | NSW | Residential service | 13-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Piper House | Anglican Community Services | 2669 | NSW | Residential service | 24-May-22 | Directions to revise Plan for Continuous Improvement |
| Polish Retirement Home | Australian-Polish Benevolent Association of Victoria Inc | 3189 | VIC | Residential service | 01-Jul-21 | Directions to revise Plan for Continuous Improvement |
| Polish Retirement Home | Australian-Polish Benevolent Association of Victoria Inc | 3189 | VIC | Residential service | 22-Oct-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Polish Retirement Home | Australian-Polish Benevolent Association of Victoria Inc | 3189 | VIC | Residential service | 16-Nov-21 | Non-compliance Notice |
| Polish Retirement Home | Australian-Polish Benevolent Association of Victoria Inc | 3189 | VIC | Residential service | 27-Apr-22 | Notice of requirement to agree to certain matters |
| Princeton View | Allity Pty Ltd | 3792 | VIC | Residential service | 27-Oct-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Programmed Care | Clincare Pty Ltd | 600092 | SA | Home service | 16-Feb-22 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| Pyramid Residential Care Centre | Pyramid Residential Care Centre | 5111 | QLD | Residential service | 16-Sep-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance |
| Pyramid Residential Care Centre | Pyramid Residential Care Centre | 5111 | QLD | Residential service | 28-Sep-21 | Directions to revise Plan for Continuous Improvement |
| R M McHale Hostel | Tongala | 3314 | VIC | Residential service | 17-Jan-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care |
| R M McHale Hostel | Tongala & District Memorial Aged Care Service Inc | 3314 | VIC | Residential service | 08-Feb-22 | Non-compliance Notice |
| Rainbow The Multicultural Aged Care Program | West Australian Association of Polish Women Inc | 500058 | WA | Home service | 06-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Regis Bunbury | Regis Aged Care Pty Ltd | 7247 | WA | Residential service | 09-Mar-22 | Directions to revise Plan for Continuous Improvement |
| Regis Burnside | Regis Aged Care Pty Ltd | 6085 | SA | Residential service | 05-Nov-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 5 Organisation’s service environment |
| Regis Burnside | Regis Aged Care Pty Ltd | 6085 | SA | Residential service | 18-Nov-21 | Directions to revise Plan for Continuous Improvement |
| Regis Cranbourne | Regis Aged Care Pty Ltd | 3619 | VIC | Residential service | 05-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources |
| Regis Cranbourne | Regis Aged Care Pty Ltd | 3619 | VIC | Residential service | 11-May-22 | Non-compliance Notice |
| Regis Greenmount | Regis Aged Care Pty Ltd | 7802 | WA | Residential service | 28-Sep-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Regis Greenmount | Regis Aged Care Pty Ltd | 7802 | WA | Residential service | 11-Oct-21 | Directions to revise Plan for Continuous Improvement |
| Regis Marleston | Regis Aged Care Pty Ltd | 6864 | SA | Residential service | 19-Aug-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care |
| Regis Marleston | Regis Aged Care Pty Ltd | 6864 | SA | Residential service | 07-Sep-21 | Non-compliance Notice |
| Regis Nedlands | Regis Aged Care Pty Ltd | 7149 | WA | Residential service | 28-Sep-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Regis Playford | Regis Aged Care Pty Ltd | 6852 | SA | Residential service | 11-Nov-21 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care |
| Regis Playford | Regis Aged Care Pty Ltd | 6852 | SA | Residential service | 06-Dec-21 | Directions to revise Plan for Continuous Improvement |
| Regis Playford | Regis Aged Care Pty Ltd | 6852 | SA | Residential service | 17-May-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| Regis Port Coogee | Regis Aged Care Pty Ltd | 7469 | WA | Residential service | 19-Jan-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Regis Port Coogee | Regis Aged Care Pty Ltd | 7469 | WA | Residential service | 27-Jan-22 | Directions to revise Plan for Continuous Improvement |
| Regis Port Macquarie | Regis Aged Care Pty Ltd | 623 | NSW | Residential service | 14-Jul-21 | Non-compliance Notice |
| Regis Tiwi Gardens | Regis Aged Care Pty Ltd | 6997 | NT | Residential service | 21-Jul-21 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 5 Organisation’s service environment Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Regis Woodlands | Regis Aged Care Pty Ltd | 7461 | WA | Residential service | 30-Aug-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Regis Woodlands | Regis Aged Care Pty Ltd | 7461 | WA | Residential service | 08-Dec-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Regis Wynnum | Regis Group Pty Ltd | 5332 | QLD | Residential service | 11-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance |
| Regis Wynnum | Regis Group Pty Ltd | 5332 | QLD | Residential service | 26-Apr-22 | Directions to revise Plan for Continuous Improvement |
| Rembrandt Court | Rembrandt Living Incorporated | 6127 | SA | Residential service | 26-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 8 Organisational governance |
| Remembrance Village | RSL LifeCare Limited | 338 | NSW | Residential service | 29-Nov-21 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 3 Personal care and clinical care Standard 5 Organisation’s service environment Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Remembrance Village | RSL LifeCare Limited | 338 | NSW | Residential service | 17-Dec-21 | Non-compliance Notice |
| Renmark & Paringa District Hospital Hostel | Riverland Mallee Coorong Local Health Network Incorporated | 6075 | SA | Residential service | 15-Oct-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 6 Feedback and complaints Standard 8 Organisational governance |
| Renmark & Paringa District Hospital Hostel | Riverland Mallee Coorong Local Health Network Incorporated | 6075 | SA | Residential service | 27-Oct-21 | Directions to revise Plan for Continuous Improvement |
| Renmark Nursing Home | Riverland Mallee Coorong Local Health Network Incorporated | 6936 | SA | Residential service | 15-Oct-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 5 Organisation’s service environment Standard 8 Organisational governance |
| Renmark Nursing Home | Riverland Mallee Coorong Local Health Network Incorporated | 6936 | SA | Residential service | 27-Oct-21 | Directions to revise Plan for Continuous Improvement |
| Residency by Dillons Narrogin | Jacqueline Elizabeth Dillon Business Pty Ltd | 7890 | WA | Residential service | 20-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 8 Organisational governance |
| Residential Gardens | Residential Gardens For Spanish Speaking Frail Aged Limited | 367 | NSW | Residential service | 28-Apr-22 | Notice of requirement to agree to certain matters |
| Residential Gardens | Residential Gardens For Spanish Speaking Frail Aged Limited | 367 | NSW | Residential service | 11-May-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Resthaven Port Elliot | Resthaven Inc | 6309 | SA | Residential service | 31-Mar-22 | Directions to revise Plan for Continuous Improvement |
| Reynella Lodge | Churches of Christ Life Care Incorporated | 6169 | SA | Residential service | 26-Oct-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources |
| Reynella Lodge | Churches of Christ Life Care Incorporated | 6169 | SA | Residential service | 09-Nov-21 | Directions to revise Plan for Continuous Improvement |
| RFBI Berry Masonic Village | Royal Freemasons' Benevolent Institution | 401 | NSW | Residential service | 31-May-22 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources |
| RFBI Community Services ACT | Royal Freemasons' Benevolent Institution | 200955 | ACT | Home service | 24-Mar-22 | Directions to revise Plan for Continuous Improvement |
| RFBI Dubbo Masonic Village | Royal Freemasons' Benevolent Institution | 1055 | NSW | Residential service | 06-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources |
| RFBI Dubbo Masonic Village | Royal Freemasons' Benevolent Institution | 1055 | NSW | Residential service | 27-May-22 | Directions to revise Plan for Continuous Improvement |
| RFBI Glen Innes Masonic Village | Royal Freemasons' Benevolent Institution | 305 | NSW | Residential service | 08-Jul-21 | Non-compliance Notice |
| RFBI Lake Haven Masonic Village | Royal Freemasons' Benevolent Institution | 440 | NSW | Residential service | 23-Dec-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources |
| RFBI Lake Haven Masonic Village | Royal Freemasons' Benevolent Institution | 440 | NSW | Residential service | 17-Feb-22 | Directions to revise Plan for Continuous Improvement |
| Ridgehaven Residential Care Centre | Allity Pty Ltd | 6124 | SA | Residential service | 25-Oct-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Ridgehaven Residential Care Centre | Allity Pty Ltd | 6124 | SA | Residential service | 11-Nov-21 | Directions to revise Plan for Continuous Improvement |
| Ridleyton Greek Home for the Aged | Greek Orthodox Community of SA Inc | 6115 | SA | Residential service | 11-Aug-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 5 Organisation’s service environment Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Ridleyton Greek Home for the Aged | Greek Orthodox Community of SA Inc | 6115 | SA | Residential service | 02-Sep-21 | Non-compliance Notice |
| Ridleyton Greek Home for the Aged | Greek Orthodox Community of SA Inc | 6115 | SA | Residential service | 11-Feb-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Ridleyton Greek Home for the Aged | Greek Orthodox Community of SA Inc | 6115 | SA | Residential service | 25-Feb-22 | Directions to revise Plan for Continuous Improvement |
| Ridleyton Greek Home for the Aged | Greek Orthodox Community of SA Inc | 6115 | SA | Residential service | 02-May-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Riverside House | St Vincent's Hospital (Melbourne) Limited | 4490 | VIC | Residential service | 02-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 6 Feedback and complaints |
| Rivulet | Southern Cross Care (Tas) Inc | 8051 | TAS | Residential service | 13-Aug-21 | Notice of requirement to agree to certain matters |
| Rivulet | Southern Cross Care (Tas) Inc | 8051 | TAS | Residential service | 14-Sep-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources |
| Rocky Ridge | Australian Regional and Remote Community Services Limited | 6986 | NT | Residential service | 21-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| Rocky Ridge | Australian Regional and Remote Community Services Limited | 6996 | NT | Residential service | 21-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care |
| Ron Middleton VC Gardens | RSL LifeCare Limited | 1013 | NSW | Residential service | 13-Jul-21 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 5 Organisation’s service environment |
| Ron Middleton VC Gardens | RSL LifeCare Limited | 1013 | NSW | Residential service | 29-Jul-21 | Directions to revise Plan for Continuous Improvement |
| Ron Middleton VC Gardens | RSL LifeCare Limited | 1013 | NSW | Residential service | 26-Jan-22 | Notice of requirement to agree to certain matters |
| Rosary Gardens | Southern Cross Care (Tas) Inc | 8416 | TAS | Residential service | 29-Oct-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Rosary Gardens | Southern Cross Care (Tas) Inc | 8416 | TAS | Residential service | 29-Nov-21 | Non-compliance Notice |
| Rose Court Aged Care Facility | Hahndorf Holdings Pty Ltd | 6975 | SA | Residential service | 18-Nov-21 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 3 Personal care and clinical care |
| Rose Lodge | Wonthaggi & District Elderly Citizens Homes Inc | 3016 | VIC | Residential service | 01-Oct-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| Rose Lodge | Wonthaggi & District Elderly Citizens Homes Inc | 3016 | VIC | Residential service | 20-Oct-21 | Directions to revise Plan for Continuous Improvement |
| Rose Mumbler Village | Illaroo Co-operative Aboriginal Corporation | 368 | NSW | Residential service | 23-Feb-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources |
| Rose Mumbler Village | Illaroo Co-operative Aboriginal Corporation | 368 | NSW | Residential service | 09-Apr-22 | Notice of requirement to agree to certain matters |
| Rose Mumbler Village | Illaroo Co-operative Aboriginal Corporation | 368 | NSW | Residential service | 29-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Rosedurnate Aged Care Plus Centre (2503) | The Salvation Army (NSW) Property Trust | 2503 | NSW | Residential service | 07-Apr-22 | Non-compliance Notice |
| Roseneath Aged Care Centre Pty Ltd | Roseneath Aged Care Centre Pty Ltd | 2369 | NSW | Residential service | 05-Jul-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 5 Organisation’s service environment Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Roseneath Aged Care Centre Pty Ltd | Roseneath Aged Care Centre Pty Ltd | 2369 | NSW | Residential service | 23-Jul-21 | Non-compliance Notice |
| Ross Robertson Memorial Care Centre | Allity Pty Ltd | 6898 | SA | Residential service | 03-Aug-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 5 Organisation’s service environment Standard 6 Feedback and complaints Standard 7 Human resources |
| Ross Robertson Memorial Care Centre | Allity Pty Ltd | 6898 | SA | Residential service | 17-Aug-21 | Directions to revise Plan for Continuous Improvement |
| Rowville Manor | Wickro Pty Ltd | 3595 | VIC | Residential service | 01-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance |
| Royal Freemasons Bendigo | Royal Freemasons Ltd | 4558 | VIC | Residential service | 21-Sep-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources |
| Royal Freemasons Flora Hill | Royal Freemasons Ltd | 3966 | VIC | Residential service | 01-Nov-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance |
| Royal Freemasons Sale | Royal Freemasons Ltd | 4566 | VIC | Residential service | 11-Apr-22 | Notice of decision to impose sanctions |
| Royal Freemasons Sale | Royal Freemasons Ltd | 4566 | VIC | Residential service | 11-Apr-22 | Notice of decision to impose sanctions |
| Royal Freemasons Sale | Royal Freemasons Ltd | 4566 | VIC | Residential service | 06-May-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 5 Organisation’s service environment Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Rubies Nursing Care | Rubies Nursing Pvt Limited | 201416 | ACT | Home service | 17-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| Rural City of Murray Bridge - MURRAY BRIDGE | Rural City of Murray Bridge | 600173 | SA | Home service | 15-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 8 Organisational governance |
| Ryman Aged Care Australia | Ryman Aged Care (Australia) Pty Ltd | 301024 | VIC | Home service | 11-Aug-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 4 Services and supports for daily living |
| Ryman Aged Care Australia Pty Ltd | Ryman Aged Care (Australia) Pty Ltd | 301024 | VIC | Home service | 09-Sep-21 | Directions to revise Plan for Continuous Improvement |
| Samkay Health Tyabb | Samkay Health Pty Ltd | 3572 | VIC | Residential service | 30-Aug-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Samkay Health Tyabb | Samkay Health Pty Ltd | 3572 | VIC | Residential service | 15-Sep-21 | Directions to revise Plan for Continuous Improvement |
| Samkay Health Tyabb | Samkay Health Pty Ltd | 3572 | VIC | Residential service | 24-Jan-22 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| Samkay Health Tyabb | Samkay Health Pty Ltd | 3572 | VIC | Residential service | 01-Feb-22 | Directions to revise Plan for Continuous Improvement |
| Seaforth Gardens Senior Citizens' Residence | The Salvation Army (Western Australia) Property Trust | 7148 | WA | Residential service | 10-Feb-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 7 Human resources Standard 8 Organisational governance |
| Seaforth Gardens Senior Citizens' Residence | The Salvation Army (Western Australia) Property Trust | 7148 | WA | Residential service | 18-Feb-22 | Directions to revise Plan for Continuous Improvement |
| Seaton Nursing Home | UnitingSA Ltd | 6954 | SA | Residential service | 25-Nov-21 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 5 Organisation’s service environment |
| Seaton Nursing Home | UnitingSA Ltd | 6954 | SA | Residential service | 10-Dec-21 | Directions to revise Plan for Continuous Improvement |
| Serene Residential Care Services | Blu Dawn Pty Ltd | 6820 | SA | Residential service | 25-Aug-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Serene Residential Care Services | Blu Dawn Pty Ltd | 6820 | SA | Residential service | 31-Aug-21 | Directions to revise Plan for Continuous Improvement |
| Servite Villa | Catholic Homes Incorporated | 7108 | WA | Residential service | 07-Feb-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Sheoak Lodge | Limestone Coast Local Health Network Incorporated | 6510 | SA | Residential service | 10-Sep-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care |
| Sheoak Lodge | Limestone Coast Local Health Network Incorporated | 6510 | SA | Residential service | 16-Sep-21 | Directions to revise Plan for Continuous Improvement |
| Shepparton Aged Care | Menarock Aged Care Services (Victoria) Pty Ltd | 4357 | VIC | Residential service | 19-Jul-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Shepparton Aged Care | Menarock Aged Care Services (Victoria) Pty Ltd | 4357 | VIC | Residential service | 20-Aug-21 | Non-compliance Notice |
| Shepparton Aged Care | Menarock Aged Care Services (Victoria) Pty Ltd | 4357 | VIC | Residential service | 27-Jan-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| SHINE Community Services | TAPSS Community Care (Inc) | 500249 | WA | Home service | 03-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Silver Chain - Pilbara Region Service & Social Centre | Silver Chain Group Limited | 500101 | WA | Home service | 02-May-22 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources Standard 8 Organisational governance |
| Southcare Packaged Care CACP | Southcare Inc | 500048 | WA | Home service | 07-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 8 Organisational governance |
| Southern Cross Care Assumption Villa Residential Aged Care | Southern Cross Care (NSW & ACT) Limited | 398 | NSW | Residential service | 28-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care |
| Southern Cross Care McCracken Views | Southern Cross Care (SA, NT & VIC) Incorporated | 6220 | SA | Residential service | 01-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 6 Feedback and complaints |
| Southern Cross Care North Turramurra Residential Aged Care | Southern Cross Care (NSW & ACT) Limited | 173 | NSW | Residential service | 01-Jul-21 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources |
| Southern Cross Care North Turramurra Residential Aged Care | Southern Cross Care (NSW & ACT) Limited | 173 | NSW | Residential service | 17-Sep-21 | Directions to revise Plan for Continuous Improvement |
| Southport Lodge | Planlow Pty Ltd | 5295 | QLD | Residential service | 01-Jul-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 5 Organisation’s service environment Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Southport Lodge | Planlow Pty Ltd | 5295 | QLD | Residential service | 09-Jul-21 | Non-compliance Notice |
| Southport Lodge | Planlow Pty Ltd | 5295 | QLD | Residential service | 12-Oct-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| St Basil's Aegean Village | St Basil's Homes for the Aged in South Australia (Vasileias) Inc | 6151 | SA | Residential service | 23-Mar-22 | Directions to revise Plan for Continuous Improvement |
| St Basil's at St Peters | St Basil's Homes for the Aged in South Australia (Vasileias) Inc | 6767 | SA | Residential service | 10-May-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| St Basil's Homes for the Aged in Victoria | St Basil's Homes for the Aged in Victoria | 3150 | VIC | Residential service | 10-Aug-21 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| St Basil's Homes for the Aged in Victoria | St Basil's Homes for the Aged in Victoria | 3150 | VIC | Residential service | 17-Sep-21 | Directions to revise Plan for Continuous Improvement |
| St Basil's Lakemba | St Basil's Homes | 98 | NSW | Residential service | 18-Dec-21 | Notice of requirement to agree to certain matters |
| St Basil's Lakemba | St Basil's Homes | 98 | NSW | Residential service | 20-May-22 | Notice of decision to impose sanctions |
| St Basil's Lakemba | St Basil's Homes | 98 | NSW | Residential service | 22-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 5 Organisation’s service environment Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| St Basil's Randwick | St Basil's Homes | 1058 | NSW | Residential service | 13-Jul-21 | Notice of decision to impose sanctions |
| St Basil's Randwick | St Basil's Homes | 1058 | NSW | Residential service | 30-Jul-21 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 5 Organisation’s service environment Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| St Elizabeth Home | St Elizabeth Home | 23 | NSW | Residential service | 06-Jul-21 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 5 Organisation’s service environment Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| St Elizabeth Home | St Elizabeth Home | 23 | NSW | Residential service | 27-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| St Ezekiel Moreno Nursing Home | St Ezekiel Moreno Limited | 2810 | NSW | Residential service | 30-Jul-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| St Ezekiel Moreno Nursing Home | St Ezekiel Moreno Limited | 2810 | NSW | Residential service | 03-Sep-21 | Non-compliance Notice |
| St Francis Hostel | Mt La Verna Retirement Village Inc | 7152 | WA | Residential service | 24-Jan-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| St Francis Hostel | Mt La Verna Retirement Village Inc | 7152 | WA | Residential service | 28-Jan-22 | Directions to revise Plan for Continuous Improvement |
| St George Aged Care Centre | Marlowe Homes Pty Ltd | 2558 | NSW | Residential service | 23-Jul-21 | Directions to revise Plan for Continuous Improvement |
| St George Aged Care Centre | Marlowe Homes Pty Ltd | 2558 | NSW | Residential service | 12-Aug-21 | Notice of requirement to agree to certain matters |
| St George Aged Care Centre | Marlowe Homes Pty Ltd | 2558 | NSW | Residential service | 30-Mar-22 | Notice of decision to impose sanctions |
| St George Aged Care Centre | Marlowe Homes Pty Ltd | 2558 | NSW | Residential service | 19-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 5 Organisation’s service environment Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| St Joseph's House | The Catholic Diocese of Port Pirie Inc | 6961 | SA | Residential service | 15-Jul-21 | Non-compliance Notice |
| St Joseph's House | The Catholic Diocese of Port Pirie Inc | 6961 | SA | Residential service | 08-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 5 Organisation’s service environment |
| St Joseph's House | The Catholic Diocese of Port Pirie Inc | 6961 | SA | Residential service | 25-May-22 | Non-compliance Notice |
| St Patrick's Green | Greengate Care Pty Ltd | 1063 | NSW | Residential service | 14-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 7 Human resources |
| St Paul's Court | Anglican Aged Care Services Group | 300056 | VIC | Home service | 06-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| St Pauls Lutheran Hostel | St Paul's Lutheran Homes Hahndorf | 6157 | SA | Residential service | 09-Dec-21 | Non-compliance Notice |
| St Paul's Lutheran Hostel | St Paul's Lutheran Homes Hahndorf | 6157 | SA | Residential service | 16-Sep-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| St Ritas Nursing Home | Casson Homes Incorporated | 7796 | WA | Residential service | 11-Feb-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 5 Organisation’s service environment Standard 8 Organisational governance |
| St Ritas Nursing Home | Casson Homes Incorporated | 7796 | WA | Residential service | 23-Feb-22 | Directions to revise Plan for Continuous Improvement |
| St Ritas Nursing Home | Casson Homes Incorporated | 7796 | WA | Residential service | 13-May-22 | Notice of requirement to agree to certain matters |
| St Simeon Village | Serbian Orthodox Diocese Aged Care and Education Property Fund | 374 | NSW | Residential service | 08-Dec-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| St Simeon Village | Serbian Orthodox Diocese Aged Care and Education Property Fund | 374 | NSW | Residential service | 18-Jan-22 | Directions to revise Plan for Continuous Improvement |
| St Simeon Village | Serbian Orthodox Diocese Aged Care and Education Property Fund | 374 | NSW | Residential service | 11-Apr-22 | Notice of decision to impose sanctions |
| St Simeon Village | Serbian Orthodox Diocese Aged Care and Education Property Fund | 374 | NSW | Residential service | 24-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| St Vincent's Care Services | St Vincent's Care Services Ltd. | 200118 | NSW | Home service | 06-May-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 7 Human resources Standard 8 Organisational governance |
| St Vincent's Care Services Bronte | St Vincent's Care Services Ltd. | 1033 | NSW | Residential service | 16-Feb-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| St Vincent's Care Services Bronte | St Vincent's Care Services Ltd. | 1033 | NSW | Residential service | 14-Mar-22 | Non-compliance Notice |
| St Vincent's Care Services Hawthorn | St Vincent's Care Services Ltd. | 3610 | VIC | Residential service | 12-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care |
| St Vincent's Care Services Maroochydore | St Vincent's Care Services Ltd. | 5418 | QLD | Residential service | 29-Oct-21 | Directions to revise Plan for Continuous Improvement |
| Strathalbyn & District Aged Care Facility | Barossa Hills Fleurieu Local Health Network Incorporated | 6181 | SA | Residential service | 15-Jul-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 7 Human resources Standard 8 Organisational governance |
| Strathalbyn & District Aged Care Facility | Barossa Hills Fleurieu Local Health Network Incorporated | 6181 | SA | Residential service | 29-Jul-21 | Non-compliance Notice |
| Strathalbyn & District Aged Care Facility | Barossa Hills Fleurieu Local Health Network Incorporated | 6181 | SA | Residential service | 22-Oct-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 7 Human resources Standard 8 Organisational governance |
| Strathalbyn & District Aged Care Facility | Barossa Hills Fleurieu Local Health Network Incorporated | 6181 | SA | Residential service | 26-Nov-21 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 5 Organisation’s service environment Standard 7 Human resources Standard 8 Organisational governance |
| Strathalbyn & District Aged Care Facility | Barossa Hills Fleurieu Local Health Network Incorporated | 6181 | SA | Residential service | 23-Dec-21 | Non-compliance Notice |
| Strathearn Village High Care Facility | HammondCare | 2649 | NSW | Residential service | 09-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Strathearn Village Low Care Facility | HammondCare | 429 | NSW | Residential service | 15-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| SummitCare Wallsend | Stelcom Pty Limited | 841 | NSW | Residential service | 21-Sep-21 | Non-compliance Notice |
| Sunnymeade Park Aged Care Community | Jomal Pty Ltd | 5208 | QLD | Residential service | 24-Sep-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Sunnymeade Park Aged Care Community | Jomal Pty Ltd | 5208 | QLD | Residential service | 30-Sep-21 | Directions to revise Plan for Continuous Improvement |
| Sunnymeade Park Aged Care Community | Jomal Pty Ltd | 5208 | QLD | Residential service | 20-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 5 Organisation’s service environment |
| Sutton Park Assisted Aged Care | McKenzie Aged Care Group Pty Ltd | 3627 | VIC | Residential service | 11-Aug-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Sutton Park Assisted Aged Care | McKenzie Aged Care Group Pty Ltd | 3627 | VIC | Residential service | 29-Sep-21 | Directions to revise Plan for Continuous Improvement |
| SVCS Maroochydore | St Vincent's Care Services Ltd. | 5418 | QLD | Residential service | 18-Oct-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources |
| Sylvan Woods Nursing Home | Allity Pty Ltd | 5937 | QLD | Residential service | 19-Jul-21 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance |
| Sylvan Woods Nursing Home | Queensland Rehabilitation Services Pty Ltd | 5937 | QLD | Residential service | 02-Dec-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 5 Organisation’s service environment Standard 7 Human resources Standard 8 Organisational governance |
| Sylvan Woods Nursing Home | Queensland Rehabilitation Services Pty Ltd | 5937 | QLD | Residential service | 16-Dec-21 | Directions to revise Plan for Continuous Improvement |
| Sylvan Woods Nursing Home | Queensland Rehabilitation Services Pty Ltd | 5937 | QLD | Residential service | 04-May-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 7 Human resources Standard 8 Organisational governance |
| Taralga Retirement Village Hostel | Taralga Retirement Village Incorporated | 5110 | QLD | Residential service | 23-Mar-22 | Non-compliance Notice |
| Terrace Gardens | Australian Regional and Remote Community Services Limited | 6988 | NT | Residential service | 21-Oct-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| The Alexander Aged Care Centre | Premier Aged Care Pty Ltd | 3516 | VIC | Residential service | 29-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 7 Human resources Standard 8 Organisational governance |
| The Belmont Residential Aged Care | Western Residential Aged Care Pty Ltd | 3659 | VIC | Residential service | 16-Dec-21 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| The Belmont Residential Aged Care | Western Residential Aged Care Pty Ltd | 3659 | VIC | Residential service | 23-Dec-21 | Directions to revise Plan for Continuous Improvement |
| The Claridge Residential Care | Fairlux Pty Ltd | 6967 | SA | Residential service | 29-Mar-22 | Directions to revise Plan for Continuous Improvement |
| The District Nurses | Hobart District Nursing Service | 300344 | TAS | Home service | 19-Oct-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| The District Nurses - SOUTHERN | Hobart District Nursing Service | 300344 | TAS | Home service | 25-Nov-21 | Directions to revise Plan for Continuous Improvement |
| The Good Shepherd Hostel | The Good Shepherd Limited | 5255 | QLD | Residential service | 15-Jul-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| The Good Shepherd Hostel | The Good Shepherd Limited | 5255 | QLD | Residential service | 28-Jul-21 | Directions to revise Plan for Continuous Improvement |
| The Good Shepherd Hostel | The Good Shepherd Limited | 5255 | QLD | Residential service | 15-Nov-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| The Good Shepherd Hostel | The Good Shepherd Limited | 5255 | QLD | Residential service | 24-Nov-21 | Directions to revise Plan for Continuous Improvement |
| The Good Shepherd Nursing Home | The Good Shepherd Limited | 5954 | QLD | Residential service | 15-Jul-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| The Good Shepherd Nursing Home | The Good Shepherd Limited | 5954 | QLD | Residential service | 28-Jul-21 | Directions to revise Plan for Continuous Improvement |
| The Good Shepherd Nursing Home | The Good Shepherd Limited | 5954 | QLD | Residential service | 15-Nov-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| The Good Shepherd Nursing Home | The Good Shepherd Limited | 5954 | QLD | Residential service | 24-Nov-21 | Directions to revise Plan for Continuous Improvement |
| The Greek Community Home For The Aged | The Greek Orthodox Community of New South Wales Ltd | 287 | NSW | Residential service | 24-Sep-21 | Notice of requirement to agree to certain matters |
| The Greek Community Home For The Aged | The Greek Orthodox Community of New South Wales Ltd | 287 | NSW | Residential service | 05-Jan-22 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources |
| The Italian Village | Italian Benevolent Foundation SA Inc | 6018 | SA | Residential service | 02-Sep-21 | Service is non-compliant in the following Quality Standards: Standard 5 Organisation’s service environment |
| The Menzies @ Pacific Paradise | Gerontic Services Pty Ltd | 5365 | QLD | Residential service | 29-Sep-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources |
| The Menzies @ Pacific Paradise | Gerontic Services Pty Ltd | 5365 | QLD | Residential service | 08-Oct-21 | Directions to revise Plan for Continuous Improvement |
| The Orchards Aged Care | Astoria Aged Care Services Pty Ltd | 1003 | NSW | Residential service | 08-Jul-21 | Non-compliance Notice |
| The Pines Lodge | Southern Cross Care (SA, NT & VIC) Incorporated | 6094 | SA | Residential service | 12-Oct-21 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice |
| The Pines Lodge Residential Care | Southern Cross Care (SA NT & VIC) Incorporated | 6094 | SA | Residential service | 21-Oct-21 | Directions to revise Plan for Continuous Improvement |
| The Pioneers Lodge | The Pioneers Lodge Limited | 80 | NSW | Residential service | 16-Jul-21 | Non-compliance Notice |
| The Queenslea | Oryx Communities AP Pty Ltd | 7476 | WA | Residential service | 04-Mar-22 | Non-compliance Notice |
| The Queenslea | Oryx Communities AP Pty Ltd | 7476 | WA | Residential service | 04-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance |
| The Whiddon Group - Maclean | The Frank Whiddon Masonic Homes of New South Wales | 106 | NSW | Residential service | 22-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| The Whiddon Group - Wingham - Primrose | The Frank Whiddon Masonic Homes of New South Wales | 186 | NSW | Residential service | 17-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 5 Organisation’s service environment Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Torbay | Torbay Lifestyles and Care Limited | 5086 | QLD | Residential service | 30-Jul-21 | Directions to revise Plan for Continuous Improvement |
| Torbay Hostel | Torbay Lifestyles and Care Limited | 5086 | QLD | Residential service | 19-Jul-21 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| Treeby Parklands Care Community | DPG Services Pty Ltd | 7424 | WA | Residential service | 04-Aug-21 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 7 Human resources Standard 8 Organisational governance |
| Treeby Parklands Care Community | DPG Services Pty Ltd | 7424 | WA | Residential service | 13-Aug-21 | Directions to revise Plan for Continuous Improvement |
| TriCare Kawana Waters Aged Care Residence | TriCare (Kawana Waters) Pty Ltd | 5471 | QLD | Residential service | 06-Aug-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| TriCare Kawana Waters Aged Care Residence | Tricare (Kawana Waters) Pty Ltd | 5471 | QLD | Residential service | 13-Aug-21 | Directions to revise Plan for Continuous Improvement |
| TriCare Kawana Waters Aged Care Residence | TriCare (Kawana Waters) Pty Ltd | 5471 | QLD | Residential service | 28-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| TriCare Mt Gravatt Aged Care Residence | TriCare Mt Gravatt Aged Care Pty Ltd | 5949 | QLD | Residential service | 01-Jul-21 | Directions to revise Plan for Continuous Improvement |
| Trilogy Care | Trilogy Care Pty Ltd | 701080 | QLD | Home service | 14-Apr-22 | Directions to revise Plan for Continuous Improvement |
| Trilogy Care Pty Ltd | Trilogy Care Pty Ltd | 701080 | QLD | Home service | 05-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Trinder Park | Lutheran Church of Australia - Queensland District | 5130 | QLD | Residential service | 19-Jul-21 | Directions to revise Plan for Continuous Improvement |
| Twin Parks Aged Care Centre | Coburg Aged Care Pty Ltd | 3296 | VIC | Residential service | 12-Feb-21 | Directions to revise Plan for Continuous Improvement |
| Uniting Arrunga Ermington | The Uniting Church in Australia Property Trust (NSW) | 838 | NSW | Residential service | 21-Feb-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources |
| Uniting Bernard Austin Lodge Liverpool | The Uniting Church in Australia Property Trust (NSW) | 347 | NSW | Residential service | 30-May-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Uniting Berry | The Uniting Church in Australia Property Trust (NSW) | 899 | NSW | Residential service | 27-Jan-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance |
| Uniting Berry | The Uniting Church in Australia Property Trust (NSW) | 899 | NSW | Residential service | 01-Mar-22 | Directions to revise Plan for Continuous Improvement |
| Uniting Caroona Kalina Goonellabah | The Uniting Church in Australia Property Trust (NSW) | 2083 | NSW | Residential service | 22-Jul-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| Uniting Caroona Kalina Goonellabah | The Uniting Church in Australia Property Trust (NSW) | 2083 | NSW | Residential service | 18-Aug-21 | Directions to revise Plan for Continuous Improvement |
| Uniting Griffith | The Uniting Church in Australia Property Trust (NSW) | 2599 | NSW | Residential service | 18-Jan-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources |
| Uniting Griffith | The Uniting Church in Australia Property Trust (NSW) | 2599 | NSW | Residential service | 28-Jan-22 | Directions to revise Plan for Continuous Improvement |
| Uniting Irwin Hall Mayfield | The Uniting Church in Australia Property Trust (NSW) | 112 | NSW | Residential service | 07-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 5 Organisation’s service environment Standard 7 Human resources Standard 8 Organisational governance |
| Uniting Kingscliff | The Uniting Church in Australia Property Trust (NSW) | 2719 | NSW | Residential service | 25-May-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 4 Services and supports for daily living Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Uniting Nareen Gardens Bateau Bay | The Uniting Church in Australia Property Trust (NSW) | 2680 | NSW | Residential service | 27-Jul-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Uniting Nareen Gardens Bateau Bay | The Uniting Church in Australia Property Trust (NSW) | 2680 | NSW | Residential service | 13-Aug-21 | Directions to revise Plan for Continuous Improvement |
| Uniting Starrett Lodge Hamlyn Terrace | The Uniting Church in Australia Property Trust (NSW) | 541 | NSW | Residential service | 13-May-22 | Directions to revise Plan for Continuous Improvement |
| UnitingSA West Lakes | UnitingSA Ltd | 6832 | SA | Residential service | 23-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Uralba Hostel | Gundagai and District Hostel Accommodation Inc | 285 | NSW | Residential service | 20-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance |
| Uralba Retirement Village | Uralba (Carcoar) Incorporated | 220 | NSW | Residential service | 27-Jul-21 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 5 Organisation’s service environment Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Uralba Retirement Village | Uralba (Carcoar) Incorporated | 220 | NSW | Residential service | 12-Aug-21 | Non-compliance Notice |
| Uralba Retirement Village | Uralba (Carcoar) Incorporated | 220 | NSW | Residential service | 23-Nov-21 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 5 Organisation’s service environment Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Uralba Retirement Village | Uralba (Carcoar) Incorporated | 220 | NSW | Residential service | 28-Jan-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 6 Feedback and complaints Standard 7 Human resources |
| Uralba Retirement Village | Uralba (Carcoar) Incorporated | 220 | NSW | Residential service | 11-Feb-22 | Non-compliance Notice |
| Vasey RSL Care Community Services (East) | Vasey RSL Care Ltd | 300159 | VIC | Home service | 24-Jan-22 | Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living |
| Vasey RSL Care Community Services (West) | Vasey RSL Care Ltd | 300159 | VIC | Home service | 08-Mar-22 | Directions to revise Plan for Continuous Improvement |
| Vasey RSL Care Community Services (South) | Vasey RSL Care Ltd | 300159 | VIC | Home service | 08-Mar-22 | Directions to revise Plan for Continuous Improvement |
| Vasey RSL Care Community Services (North) | Vasey RSL Care Ltd | 300159 | VIC | Home service | 08-Mar-22 | Directions to revise Plan for Continuous Improvement |
| Vasey RSL Care Community Services (East) | Vasey RSL Care Ltd | 300159 | VIC | Home service | 08-Mar-22 | Directions to revise Plan for Continuous Improvement |
| Vasey RSL Care Frankston South | Vasey RSL Care Ltd | 3038 | VIC | Residential service | 30-Nov-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care |
| Vasey RSL Care Frankston South | Vasey RSL Care Ltd | 3038 | VIC | Residential service | 20-Dec-21 | Directions to revise Plan for Continuous Improvement |
| Vaucluse Nursing Home | Fresh Fields Aged Care (NSW) - NO 1 Pty Ltd | 2414 | NSW | Residential service | 25-Jan-22 | Service is non-compliant in the following Quality Standards: Standard 5 Organisation’s service environment |
| Vaucluse Nursing Home | Fresh Fields Aged Care (NSW) - No 1 Pty Ltd | 2414 | NSW | Residential service | 14-Feb-22 | Directions to revise Plan for Continuous Improvement |
| Victorian Homecare Services PTY LTD | Victorian Homecare Services | 301053 | VIC | Home service | 30-Mar-22 | Directions to revise Plan for Continuous Improvement |
| Villa Dalmacia Aged Care Facility | Villa Dalmacia Association Inc | 7234 | WA | Residential service | 09-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance |
| Villa Del Sole | Securo Care Proprietary Limited | 3544 | VIC | Residential service | 23-May-22 | Directions to revise Plan for Continuous Improvement |
| Villa Maria Catholic Homes St Bernadette's Aged Care Residence | Villa Maria Catholic Homes Limited | 3323 | VIC | Residential service | 13-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Villa Serena | Allity Pty Ltd | 5361 | QLD | Residential service | 22-Nov-21 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| Villa Serena | Allity Pty Ltd | 5361 | QLD | Residential service | 04-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance |
| Villa Serena | Allity Pty Ltd | 5361 | QLD | Residential service | 22-Apr-22 | Non-compliance Notice |
| Villa St Hilarion-Fulham | The Society of St Hilarion Inc | 6145 | SA | Residential service | 13-Aug-21 | Non-compliance Notice |
| Villaggio Sant Antonio Hostel | Villaggio Italiano Ltd | 2909 | ACT | Residential service | 12-Aug-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Villaggio Sant Antonio Hostel | Villaggio Italiano Ltd | 2909 | ACT | Residential service | 17-Sep-21 | Directions to revise Plan for Continuous Improvement |
| Wakefield Aged Care Service | Yorke and Northern Local Health Network Incorporated | 6190 | SA | Residential service | 29-Nov-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Wanneroo Community Nursing Home | Shire of Wanneroo Aged Persons Homes Trust Inc | 7917 | WA | Residential service | 30-Mar-22 | Directions to revise Plan for Continuous Improvement |
| Wantirna Views Care Community | DPG Services Pty Ltd | 3158 | VIC | Residential service | 28-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care |
| Wantirna Views Care Community | DPG Services Pty Ltd | 3158 | VIC | Residential service | 26-May-22 | Directions to revise Plan for Continuous Improvement |
| Waratah Lodge | Wagin Frail Aged Inc | 7118 | WA | Residential service | 08-Sep-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Waratah Lodge | Wagin Frail Aged Inc | 7118 | WA | Residential service | 23-Sep-21 | Non-compliance Notice |
| Waratah Lodge | Wagin Frail Aged Inc | 7118 | WA | Residential service | 05-May-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance |
| Warramunda Village Hostel | Warramunda Village Inc | 3281 | VIC | Residential service | 27-May-22 | Notice of requirement to agree to certain matters |
| Warrigal Care Bundanoon | Warrigal Care | 2205 | NSW | Residential service | 14-Apr-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 4 Services and supports for daily living Standard 7 Human resources |
| Warrigal Care Bundanoon | Warrigal Care | 2205 | NSW | Residential service | 13-May-22 | Directions to revise Plan for Continuous Improvement |
| Warrigal Care Calwell | Warrigal Care | 2948 | ACT | Residential service | 29-Jul-21 | Directions to revise Plan for Continuous Improvement |
| Warrina Court Residential Aged Care Service | Warrina Homes Inc | 6105 | SA | Residential service | 16-Dec-21 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 3 Personal care and clinical care Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Warrina Court Residential Aged Care Service | Warrina Homes Inc | 6105 | SA | Residential service | 07-Jan-22 | Directions to revise Plan for Continuous Improvement |
| Warrina Innisfail | Warrina Innisfail | 5076 | QLD | Residential service | 08-Oct-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance |
| Warrina Innisfail | Warrina Innisfail | 5076 | QLD | Residential service | 04-Nov-21 | Non-compliance Notice |
| Waverley Valley Care Community | DPG Services Pty Ltd | 3564 | VIC | Residential service | 28-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 6 Feedback and complaints Standard 7 Human resources |
| Wesley House Aged Care Facility | UnitingSA Ltd | 6072 | SA | Residential service | 02-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 6 Feedback and complaints |
| Wesley Mission Brisbane - Community Care (South Coast - EACHD) | The Uniting Church in Australia Property Trust (Q.) | 700286 | QLD | Home service | 06-Jan-22 | Directions to revise Plan for Continuous Improvement |
| Wesley Mission Brisbane - Community Care (South Coast) | The Uniting Church in Australia Property Trust (Q.) | 700286 | QLD | Home service | 20-Dec-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care |
| Wesley Taylor | Wesley Community Services Limited | 121 | NSW | Residential service | 22-Dec-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Wesley Taylor | Wesley Community Services Limited | 121 | NSW | Residential service | 28-Jan-22 | Non-compliance Notice |
| Westgate Aged Care Facility | Pannavila Enterprises Pty Ltd | 4330 | VIC | Residential service | 13-May-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources |
| Wheatfields Incorporated | Wheatfields Incorporated | 6841 | SA | Residential service | 06-Apr-22 | Non-compliance Notice |
| Whiddon Moree NH | The Frank Whiddon Masonic Homes of New South Wales | 2647 | NSW | Residential service | 08-Jul-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 5 Organisation’s service environment Standard 7 Human resources Standard 8 Organisational governance |
| Whiddon Moree NH | The Frank Whiddon Masonic Homes of New South Wales | 2647 | NSW | Residential service | 06-Aug-21 | Non-compliance Notice |
| Whittlesea Lodge | Arcanola Pty Ltd | 4479 | VIC | Residential service | 17-Sep-21 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance |
| Whittlesea Lodge | Arcanola Pty Ltd | 4479 | VIC | Residential service | 30-Sep-21 | Non-compliance Notice |
| William Beech Gardens - Bushmaster | RSL LifeCare Limited | 2648 | NSW | Residential service | 07-Feb-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance |
| William Beech Gardens - Bushmaster | RSL LifeCare Limited | 2648 | NSW | Residential service | 25-Feb-22 | Directions to revise Plan for Continuous Improvement |
| William Beech Gardens - Waler | RSL LifeCare Limited | 43 | NSW | Residential service | 07-Feb-22 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance |
| William Beech Gardens - Waler | RSL LifeCare Limited | 43 | NSW | Residential service | 25-Feb-22 | Directions to revise Plan for Continuous Improvement |
| Windsor Park Aged Care | Fresh Fields Aged Care Pty Ltd | 7844 | WA | Residential service | 29-Sep-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 5 Organisation’s service environment |
| Windsor Park Aged Care | Fresh Fields Aged Care Pty Ltd | 7844 | WA | Residential service | 07-Oct-21 | Directions to revise Plan for Continuous Improvement |
| Wirraminna Care | Wirraminna Care Incorporated | 6159 | SA | Residential service | 22-Sep-21 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Woodlands Aged Care and NDIS Services | Mellreach Pty Ltd | 5264 | QLD | Residential service | 24-Jan-22 | Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living Standard 5 Organisation’s service environment Standard 8 Organisational governance |
| Woodlands Aged Care and NDIS Services | Mellreach Pty Ltd | 5264 | QLD | Residential service | 08-Feb-22 | Directions to revise Plan for Continuous Improvement |
| Woodport Aged Care Plus Centre | The Salvation Army (NSW) Property Trust | 489 | NSW | Residential service | 22-Jun-22 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 7 Human resources |
| Wunda Home & Community Care Services | GOLD STAR HOME CARE AND COMMUNITY SERVICES PTY LTD | 300919 | VIC | Home service | 03-Mar-22 | Non-compliance Notice |
| Wurramunda Village Inc | Warramunda Village Inc | 301023 | VIC | Home service | 29-Jul-21 | Directions to revise Plan for Continuous Improvement |
| Wyoming Nursing Home | Wyoming Nursing Home Pty Ltd | 2355 | NSW | Residential service | 01-Aug-21 | Notice of requirement to agree to certain matters |
| Yackandandah Health Residential Aged Care | Yackandandah Bush Nursing Hospital Inc | 3209 | VIC | Residential service | 14-May-22 | Notice of requirement to agree to certain matters |
| Yeltana Nursing Home | Whyalla Aged Care Inc | 6971 | SA | Residential service | 08-Dec-21 | Non-compliance Notice |
| Yeltana Nursing Home | Whyalla Aged Care Inc | 6971 | SA | Residential service | 14-Jan-22 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |

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