**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/).

01 July 2023 to 29 February 2024

| **Service name** | **Provider name** |  **ID** | **State** | **Service type** | **Decision date** | **Type of action** |
| --- | --- | --- | --- | --- | --- | --- |
| Caddies Care Aged & Disability Support | Able Australia Services | 700646 | QLD | Home service | 11-Jul-23 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers  |
| Acacia Living Group Menora Gardens Aged Care Facility | Acacia Living Group Limited | 7151 | WA | Residential service | 18-Jul-23 | 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  |
| Action on Disability within Ethnic Communities Inc | ACTION ON DISABILITY WITHIN ETHNIC COMMUNITIES INC | 0488 | VIC | Residential service | 31-Jan-24 | 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  |
| All Care | All Care Health Services Group Pty Ltd | 201349 | NSW | Home service | 03-Jul-23 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources  |
| Garden City Retirement Home | Alzheimer's Association of Queensland Inc | 5136 | QLD | Residential service | 04-Aug-23 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care  |
| Amaroo Village McMahon Caring Centre | Amaroo Care Services Inc | 7909 | WA | Residential service | 16-Aug-23 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 8 Organisational governance  |
| Amaroo Village McMahon Caring Centre | Amaroo Care Services Inc | 7909 | WA | Residential Service | 17-Aug-23 | Directions - to revise Plans for Continuous Improvement |
| Anglican Care Kilpatrick Court | Anglican Care | 1026 | NSW | Residential service | 11-Jul-23 | Notice to Remedy |
| Anglican Care Mirrabooka Place | Anglican Care | 1073 | NSW | Residential service | 12-Jul-23 | 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  |
| Anglican Care Storm Village | Anglican Care | 230 | NSW | Residential service | 22-Jan-24 | Directions - to revise Plans for Continuous Improvement |
| Anglican Care C A Brown | Anglican Care | 0335 | NSW | Residential service | 24-Jan-24 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources  |
| Anglicare NSW South, NSW West & ACT | Anglicare Canberra and Goulburn | 201205 | NSW | Home service | 31-Aug-23 | 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  |
| Glenella Care | Annimaci Pty Ltd | 5349 | QLD | Residential service | 03-Jul-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care  |
| Glenella Care | Annimaci Pty Ltd | 5349 | QLD | Residential service | 04-Jul-23 | Directions - to revise Plans for Continuous Improvement |
| Arcare Glenhaven | Arcare Pty Ltd | 1060 | NSW | Residential service | 18-Aug-23 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 3 Personal care and clinical care  |
| Arcare Belmont | Arcare Pty Ltd | 3536 | NSW | Residential service | 09-Jan-24 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance  |
| Cumberland View Aged Care - Whalley Drive | Arton Retirement Villages Pty Limited | 3135 | VIC | Residential service | 07-Aug-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance  |
| Cumberland View Aged Care – Whalley Drive | Arton Retirement Villages Pty Limited | 3135 | VIC | Residential service | 14-Aug-23 | Directions - to revise Plans for Continuous Improvement |
| Aurrum Norah Head | Aurrum Pty Limited | 234 | NSW | Residential service | 30-Nov-23 | Directions - to revise Plans for Continuous Improvement |
| ACDMA Aged Care Services | Australian Chinese & Descendants Mutual Association Ltd | 0033 | NSW | Residential service | 24-Jan-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance  |
| ACDMA Aged Care Services | Australian Chinese & Descendants Mutual Association Ltd  | 365 | NSW | Residential Service | 08-Feb-24 | Directions - to revise Plans for Continuous Improvement |
| Katherine Hostel | Australian Regional and Remote Community Services Limited | 6990 | NT | Residential service | 25-Jul-23 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care  |
| Hetti Perkins | Australian Regional and Remote Community Services Limited | 6992 | NT | Residential service | 27-Jul-23 | Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living Standard 5 Organisation’s service environment  |
| Hetti Perkins | Australian Regional and Remote Community Services Limited | 7026 | NT | Residential service | 27-Jul-23 | Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living Standard 5 Organisation’s service environment  |
| Rocky Ridge (Merged) | Australian Regional and Remote Community Services Limited | 6996 | NT | Residential service | 04-Aug-23 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers  |
| Balwyn Evergreen Centre | Balwyn Evergreen Centre | 300549 | VIC | Home service | 15-Aug-23 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 8 Organisational governance  |
| Balwyn Evergreen Centre | BALWYN EVERGREEN CENTRE | 300549 | VIC | Home service | 14-Feb-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 8 Organisational governance  |
| Carinya of Bicton | Bansley Pty Ltd | 7230 | WA | Residential service | 11-Jul-23 | Notice to Remedy |
| Baptcare Wattle Grove Community | Baptcare Ltd | 0548 | VIC | Residential service | 29-Jan-24 | 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  |
| BaptistCare Shalom Centre | BaptistCare NSW & ACT | 608 | NSW | Residential service | 30-Aug-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care  |
| BaptistCare Shalom Centre | BaptistCare NSW & ACT | 608 | NSW | Residential service | 30-Aug-23 | Directions - to revise Plans for Continuous Improvement |
| Baptistcare Gracewood | BaptistCare NSW & ACT | 7166 | WA | Residential service | 31-Aug-23 | Service is non-compliant in the following Quality Standards: Standard 5 Organisation’s service environment  |
| Barkly Regional Council | Barkly Regional Council | 5151 | NT | Residential service | 17-Jan-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance  |
| Bedingfeld Park | Bedingfeld Park Inc | 1112 | WA | Residential service | 25-Jan-24 | 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  |
| Bega Valley Home Modification and Maintenance | Bega Valley Home Modification and Maintenance Project Inc | 3654 | NSW | Residential service | 16-Jan-24 | Service is non-compliant in the following Quality Standards: Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance  |
| Berrigan Aged Care Hostel | Berrigan and District Aged Care Association Ltd | 377 | NSW | Residential Service | 21-Aug-23 | Notice to Remedy |
| Serene Residential Care Services | Blu Dawn Pty Ltd | 6820 | SA | Residential service | 17-Aug-23 | 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  |
| Serene Residential Care Services | Blu Dawn Pty Ltd | 2519 | SA | Residential service | 19-Jan-24 | 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 | 25-Aug-23 | 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  |
| Brightwater Birralee | Brightwater Care Group Limited | 7232 | WA | Residential service | 10-Aug-23 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers  |
| Brightwater The Village | Brightwater Care Group Limited | 7415 | WA | Residential service | 16-Aug-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care  |
| Bupa Woodville | Bupa Aged Care Australia Pty Ltd | 6940 | SA | Residential service | 23-Aug-23 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care  |
| Bupa Wodonga  | Bupa Aged Care Australia Pty Ltd | 3404 | VIC | Residential Service | 01-Dec-23 | Notice to Remedy |
| Bupa Woodville | Bupa Aged Care Australia Pty Ltd | 2610 | SA | Residential service | 15-Jan-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care  |
| Bupa Tamworth | Bupa Aged Care Australia Pty Ltd | 0038 | NSW | Residential service | 22-Jan-24 | 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  |
| Lee Roshana Care | Burswood Care Pty Ltd | 327 | NSW | Residential service | 12-Jul-23 | 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  |
| Uralba Retirement Village | Burswood Care Pty Ltd | 220 | NSW | Residential service | 04-Aug-23 | 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  |
| Alkira Lodge | Bushland Health Group Limited | 165 | NSW | Residential service | 10-Aug-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care  |
| Calvary Albury & District | Calvary Aged Care Services Pty Ltd | 2820 | NSW | Residential service | 21-Aug-23 | 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  |
| Calvary Rosanna Views | CALVARY AGED CARE SERVICES PTY LTD | 0938 | VIC | Residential service | 23-Jan-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance  |
| Canowindra Tweed Byron Aged & Disabled Aboriginal Corporation | Canowindra Tweed-Byron Aged and Disabled Aboriginal Corporation | 200245 | NSW | Home service | 12-Feb-24 | 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  |
| Canowindra Tweed Byron Aged & Disabled Aboriginal Corporation | Canowindra Tweed-Byron Aged and Disabled Aboriginal Corporation | NAPS 17400 | NSW | Home service | 13-Feb-24 | Directions - to revise Plans for Continuous Improvement |
| Carers NT - Bayview | Carers NT Limited | 5208 | NT | Residential service | 15-Jan-24 | Service is non-compliant in the following Quality Standards: Standard 6 Feedback and complaints Standard 8 Organisational governance  |
| Catholic Healthcare - Macquarie Park | Catholic Healthcare Limited | 0212 | NSW | Residential service | 12-Jan-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 6 Feedback and complaints  |
| Courtlands Aged Care Facility | Christadelphian Homes Limited | 585 | NSW | Residential service | 17-Aug-23 | Notice to Remedy |
| Christophorus House Hostel | CHRISTOPHORUS HOUSE RETIREMENT CENTRE | 0200 | NSW | Home service | 13-Feb-24 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance  |
| Christophorus House Hostel | Christophorus House Retirement Village | 200 | NSW | Residential service | 03-Aug-23 | Directions - to revise Plans for Continuous Improvement |
| Christophorus House Hostel | Christophorus House Retirement Village | 200 | NSW | Residential service | 15-Feb-24 | Directions - to revise Plans for Continuous Improvement |
| City of Onkaparinga | City of Onkaparinga | 5081 | SA | Residential service | 31-Jan-24 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance  |
| Prospect Home Assist and Community Care Program | City of Prospect | 5122 | SA | Residential service | 12-Jan-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers  |
| Co.As.It. Community Services | CO.AS.IT Community Services Inc. | 700747 | QLD | Home service | 26-Feb-24 | Service is non-compliant in the following Quality Standards: Standard 6 Feedback and complaints Standard 8 Organisational governance  |
| Lilliane Brady Village Hostel | Cobar Shire Council | 366 | NSW | Residential service | 21-Aug-23 | 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  |
| Lilliane Brady Village Nursing Home | Cobar Shire Council | 2699 | NSW | Residential service | 21-Aug-23 | 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  |
| Co-ordinating Italian Committee Inc. - Stepney | Coordinating Italian Committee Incorporated | 5084 | SA | Residential service | 10-Jan-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers  |
| Adina Care Cootamundra | Cootamundra Health Care Co-operative Limited | 0367 | NSW | Residential service | 31-Jan-24 | 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  |
| Coptic Hostel | Coptic Village Hostel Inc | 3268 | VIC | Residential service | 21-Aug-23 | 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 8 Organisational governance  |
| J E Murray Home | Dale Cottages (Inc.) | 7062 | WA | Residential service | 23-Aug-23 | 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  |
| Dandenong and District Aborigines Co Operative Ltd | Dandenong & District Aborigines Co-operative Limited | 300583 | VIC | Home service | 10-Jul-23 | 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  |
| Doutta Galla Avondale Heights Aged Care Facility | DOUTTA GALLA AGED SERVICES LIMITED | 3685 | VIC | Home service | 06-Feb-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 5 Organisation’s service environment Standard 6 Feedback and complaints Standard 8 Organisational governance  |
| Waverley Valley Care Community | DPG Services Pty Ltd | 3564 | VIC | Residential service | 18-Aug-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care  |
| Altona Gardens Care Community | DPG Services Pty Ltd | 3536 | NSW | Residential service | 06-Dec-23 | Directions - to revise Plans for Continuous Improvement |
| Somerville Gardens Care Community | DPG Services Pty Ltd | 0946 | VIC | Residential service | 08-Jan-24 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance  |
| Eldercare The Lodge | Eldercare Australia Ltd | 6184 | SA | Residential service | 26-Jul-23 | Directions - to revise Plans for Continuous Improvement |
| Eldercare The Lodge | Eldercare Australia Ltd | 6184 | SA | Residential service | 26-Jul-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care  |
| Emmerton Park Aged Care Facility | Emmerton Park Inc | 8006 | TAS | Residential service | 25-Aug-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance  |
| Endeavor In Home Services | Endeavor In Home Care Pty Ltd | 0304 | NSW | Residential service | 17-Jan-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 8 Organisational governance  |
| Esperance Aged Care Facility | Esperance Aged Care Facility Inc | 7248 | WA | Residential service | 11-Dec-23 | Directions - to revise Plans for Continuous Improvement |
| Eventide Homes (Stawell) Inc | Eventide Homes (Stawell) Inc | 3345 | VIC | Residential service | 15-Aug-23 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources  |
| Family Home Support Services - PAYNEHAM | Family Home Support Services Pty Ltd | 600166 | SA | Home service | 22-Feb-24 | 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  |
| At Home Feros Care | Feros Care | 700308 | QLD | Home service | 19-Jul-23 | Directions - to revise Plans for Continuous Improvement |
| Feros Village Bangalow | Feros Care | 468 | NSW | Residential service | 27-Jul-23 | Notice to Remedy |
| Fitzgerald Memorial Aged Care Facility Limited | Fitzgerald Memorial Aged Care Facility Limited | 0383 | NSW | Home service | 21-Feb-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care  |
| Support Services Queensland | Flexible Living Ltd | 5354 | QLD | Residential service | 12-Jan-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 5 Organisation’s service environment Standard 6 Feedback and complaints  |
| ILSA Home Care | FNQ Independent Living Support Association Inc | 3543 | QLD | Residential service | 11-Jan-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 8 Organisational governance  |
| St Raphaels Home For The Aged | Franciscan Sisters of the Heart of Jesus (South Australia) Inc | 6107 | SA | Residential service | 20-Dec-23 | Directions - to revise Plans for Continuous Improvement |
| Caroline Chisholm Nursing Home | Fresh Fields Aged Care (NSW) - NO 1 Pty Ltd | 2498 | NSW | Residential service | 31-Aug-23 | 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  |
| Mosman Park Nursing Home | Fresh Fields Aged Care Pty Ltd | 7849 | WA | Residential service | 15-Aug-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care  |
| Gallipoli Home | Gallipoli Health Services Limited | 1071 | NSW | Residential service | 16-Dec-22 | Notice to Remedy |
| Gallipoli Home | Gallipoli Health Services Limited | 1071 | NSW | Residential service | 17-Aug-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care  |
| Garden View Nursing Home | Garden View Aged Care Pty Ltd | 2571 | NSW | Residential service | 03-Jul-23 | Directions - to revise Plans for Continuous Improvement |
| Garden View Nursing Home | Garden View Aged Care Pty Ltd | 2571 | NSW | Residential service | 03-Jul-23 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care  |
| Cooee Lodge | Gilgandra Council | 232 | NSW | Residential service | 15-Nov-23 | Directions - to revise Plans for Continuous Improvement |
| CraigCare Ascot Waters | GLENN-CRAIG VILLAGES PTY. LTD. | 7412 | WA | Home service | 13-Feb-24 | 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 Oaks Aged Care Facility | Goel Nominees Pty Ltd | 6001 | SA | Residential service | 06-Jul-23 | Notice to Remedy |
| The Oaks Aged Care Facility | Goel Nominees Pty Ltd | 2391 | SA | Residential service | 31-Jan-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care  |
| Grampians and Central Highlands Home Care | Grampians Health | 300032 | VIC | Home service | 02-Feb-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers  |
| Forest Lodge Residential Aged Care | Great Oaks Pty Ltd | 3825 | VIC | Residential service | 18-Jan-24 | Directions - to revise Plans for Continuous Improvement |
| Forest Lodge Residential Aged Care | GREAT OAKS PTY. LTD. | 0969 | VIC | Residential service | 05-Jan-24 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance  |
| Uralba Hostel | Gundagai and District Hostel Accommodation Inc | 0285 | NSW | Home service | 04-Feb-24 | 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 Hostel | Gundagai and District Hostel Accommodation Inc | 285 | NSW | Residential service | 04-Feb-24 | Directions - to revise Plans for Continuous Improvement |
| Hakea Grove Aged Care | Hakea Grove Aged Care Pty Limited | 1036 | NSW | Residential service | 05-Jul-23 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care  |
| HammondCare Waratah | HammondCare | 369 | NSW | Residential service | 02-Aug-23 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 5 Organisation’s service environment Standard 8 Organisational governance  |
| HammondCare - Leighton Lodge | HammondCare | 498 | NSW | Residential service | 03-Aug-23 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance  |
| HammondCare Waratah | HammondCare | 369 | NSW | Residential service | 15-Aug-23 | Directions - to revise Plans for Continuous Improvement |
| HammondCare - Wahroonga | HammondCare | 1035 | NSW | Residential service | 16-Aug-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care  |
| HammondCare - Wahroonga | HammondCare | 1035 | NSW | Residential service | 17-Aug-23 | Directions - to revise Plans for Continuous Improvement |
| Hawkesbury Colo Meals on Wheels Inc | Hawkesbury Colo Meals on Wheels Incorporated | 200588 | NSW | Home service | 28-Feb-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 7 Human resources  |
| HCA Home Care No hidden costs | HCA Corporate Health Pty Ltd | 600594 | SA | Home service | 28-Aug-23 | 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  |
| Homewood Gardens | Homewood Care Pty Limited | 967 | NSW | Residential service | 03-Jul-23 | Directions - to revise Plans for Continuous Improvement |
| Homewood Gardens | Homewood Care Pty Limited | 967 | NSW | Residential service | 03-Jul-23 | 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  |
| Hume City Council Community Services | Hume City Council | 4282 | VIC | Residential service | 12-Jan-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers  |
| Home Care Nursing | Hunter Healthcare Group Pty Ltd | 201371 | NSW | Home service | 22-Feb-24 | 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  |
| Waterview Aged Care Facility | HUNTER VALLEY CARE PTY. LIMITED | 2391 | NSW | Home service | 28-Feb-24 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance  |
| IRT Sarah Claydon | Illawarra Retirement Trust | 2706 | NSW | Residential service | 01-Aug-23 | 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  |
| Ingham Parents Support Group Inc t/a Ingham Disability Support Service | Ingham Parents Support Group Inc | 700999 | QLD | Home service | 06-Dec-23 | Directions - to revise Plans for Continuous Improvement |
| Inspired Aged Care Services Pty Ltd | Inspired Aged Care Services Pty Ltd | 201350 | NSW | Home service | 19-Feb-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers  |
| Institute for Urban Indigenous Health Ltd Growth | Institute for Urban Indigenous Health Ltd | 700051 | QLD | Home service | 25-Aug-23 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 6 Feedback and complaints  |
| Iris Manor | Iris Aged Care Pty Ltd | 300904 | VIC | Home service | 05-Feb-24 | 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  |
| Islamic Women's Association of Australia | Islamic Women's Association of Australia (IWAA) Inc. | 700191 | QLD | Home service | 19-Jul-23 | Notice to Remedy |
| Jallarah Homes | Jallarah Homes Inc | 6053 | SA | Residential service | 12-Jul-23 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers  |
| Jallarah Homes | Jallarah Homes Inc | 6053 | SA | Residential service | 14-Jul-23 | Directions - to revise Plans for Continuous Improvement |
| Kal'ang Community Care | Kal'ang Respite Care Centre Aboriginal Corporation | 700173 | QLD | Home service | 15-Dec-23 | Directions - to revise Plans for Continuous Improvement |
| Blue Haven Bonaira | Kiama Municipal Council | 0094 | NSW | Home service | 12-Feb-24 | 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  |
| Para Hills Residential Care | L P Rositano & M Rositano & R M Rositano and S P Rositano | 2781 | SA | Residential service | 15-Jan-24 | 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  |
| Aegis Parkview | Lakeside Hostel Pty Ltd | 7307 | WA | Residential service | 15-Aug-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 5 Organisation’s service environment Standard 6 Feedback and complaints Standard 8 Organisational governance  |
| Gratitude In-home Care | Latitude Care Pty Ltd | 0538 | VIC | Residential service | 29-Jan-24 | 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  |
| Latrobe Valley Village Hostel | Latrobe Valley Village Inc | 3113 | VIC | Residential service | 08-Aug-23 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance  |
| The Little Sisters of the Poor Mount St Joseph's Home | Little Sisters of the Poor Aged Care Ltd | 2238 | NSW | Residential service | 08-Aug-23 | 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  |
| The Little Sisters of the Poor Mount St Joseph's Home | Little Sisters of the Poor Aged Care Ltd | 2238 | NSW | Residential Service | 09-Aug-23 | Directions - to revise Plans for Continuous Improvement |
| Local Guardians - Canterbury | Local Guardians Pty Ltd | 301040 | VIC | Home service | 28-Aug-23 | Notice to Remedy |
| Forest Lake Lodge | Lollies Management Pty Ltd | 5339 | QLD | Residential service | 15-Dec-23 | Directions - to revise Plans for Continuous Improvement |
| Ltyentye Apurte Community Care | Ltyentye Apurte Arelhe-Ingkerrenyekekenhe Apmere Aboriginal Corporation | 5176 | NT | Residential service | 15-Jan-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 8 Organisational governance  |
| Eventide Lutheran Homes | Lutheran Church of Australia Victorian District | 3285 | VIC | Residential service | 06-Jul-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance  |
| May Shaw Residential Aged Care | May Shaw Health Centre Inc | 8037 | TAS | Residential service | 16-Aug-23 | 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  |
| May Shaw Residential Aged Care | May Shaw Health Centre Inc | 8037 | TAS | Residential Service | 21-Aug-23 | Directions - to revise Plans for Continuous Improvement |
| McLean Care Yallambee | McLean Care Ltd | 5137 | QLD | Residential service | 02-Aug-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care  |
| Melaleuca Home For The Aged | Melaleuca Home for the Aged Inc | 8820 | TAS | Residential service | 27-Jul-23 | 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  |
| Rangeview Private Nursing Home | Merakis Enterprises Pty Ltd | 0728 | VIC | Residential service | 03-Jan-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 7 Human resources  |
| Mercy Place Mandurah | Mercy Aged and Community Care Ltd | 7896 | WA | Residential service | 11-Aug-23 | Notice of Requirement to Agree |
| Mercy Place Lathlain | Mercy Aged and Community Care Ltd | 7868 | WA | Residential service | 30-Aug-23 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers  |
| Edgewater Mercy Hostel | Mercy Aged and Community Care Ltd | 3015 | WA | Residential service | 23-Jan-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care  |
| MiCare Home Care (Thuiszorg) | MiCare Ltd | 0487 | VIC | Residential service | 11-Jan-24 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance  |
| Migrant Resource Centre Community Aged Care Packages | Migrant Resource Centre (Southern Tas) Inc |   | TAS | Home service | 30-Jun-23 | Notice to Remedy |
| City Of Moonee Valley Care Packages | Moonee Valley City Council | 0421 | VIC | Residential service | 05-Jan-24 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 8 Organisational governance  |
| Moonta Health Home Services | Moonta Health & Aged Care Services Inc | 600640 | SA | Home service | 19-Feb-24 | 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 8 Organisational governance  |
| Parkview Community Care | Moonta Health & Aged Care Services Inc | NAPS 26498 | SA | Home service | 20-Feb-24 | Directions - to revise Plans for Continuous Improvement |
| Moran Kellyville | Moran Australia (Aged Care Services) Pty Ltd | 1070 | NSW | Residential service | 21-Jul-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care  |
| Senior Helpers Northern Tasmania | Mosel Williams Care Pty Ltd | 301022 | TAS | Home service | 15-Aug-23 | 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  |
| Moyne Health Services | Moyne Health Services | 300086 | VIC | Home service | 04-Jul-23 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers  |
| St Francis Hostel | Mt La Verna Retirement Village Inc | 7152 | WA | Residential service | 02-Aug-23 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance  |
| Tarago Views Aged Care | Neerim District Soldiers' Memorial Hospital Inc | 4352 | VIC | Residential service | 25-Jul-23 | 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 Standard 8 Organisational governance  |
| Tarago Views Aged Care | Neerim District Soldiers' Memorial Hospital Inc | 4352 | VIC | Residential service | 03-Aug-23 | Directions - to revise Plans for Continuous Improvement |
| New Care Services Ltd | New Care Services Ltd | 301085 | VIC | Home service | 18-Dec-23 | Directions - to revise Plans for Continuous Improvement |
| Nindilingarri Cultural Health Service | Nindilingarri Cultural Health Services Inc | 5057 | WA | Residential service | 29-Jan-24 | 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  |
| Northern Coalfields Community Care Association (NeighbourCare) Limited | Northern Coalfields Community Care Association (NeighbourCare) Limited | 3647 | NSW | Residential service | 19-Jan-24 | 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  |
| Wallsend Aged Care Facility | NSW Ministry of Health  | 1500 | NSW | Residential service | 20-Feb-24 | Notice to Remedy |
| The Queenslea | Oryx Communities AP Pty Ltd | 7476 | WA | Residential service | 15-Aug-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care  |
| Ozcare Mackay | Ozcare | 5767 | QLD | Residential service | 27-Jul-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care  |
| Millhaven Lodge | Pakenham & District Hospital Inc | 4275 | VIC | Residential service | 06-Jul-23 | Notice to Remedy |
| Palm Lake Care Toowoomba | Palm Lake Care Operations Pty Ltd | 2339 | QLD | Residential service | 04-Jan-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care  |
| Parkes Shire Food Service | Parkes Shire Food Service Incorporated | 3987 | NSW | Residential service | 29-Jan-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers  |
| Parkinson's South Australia Incorporated | Parkinson’s South Australia Incorporated | 600450 | SA | Home service | 04-Jul-23 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources Standard 8 Organisational governance  |
| Pinaroo Roma Inc | Pinaroo Roma Inc | 5068 | QLD | Residential service | 17-Aug-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care  |
| Pinaroo Roma Inc | Pinaroo Roma Inc | 5068 | QLD | Residential Service | 21-Aug-23 | Directions - to revise Plans for Continuous Improvement |
| Princes Court at Home | Princes Court Ltd | NAPS ID 28116 | VIC | Home service | 30-Nov-23 | Directions - to revise Plans for Continuous Improvement |
| Progressive Home Care | Progressive Home Care Pty Ltd | 500254 | WA | Home service | 07-Feb-24 | 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  |
| Guildford Village | PU-FAM PTY LTD | 3138 | WA | Residential service | 10-Jan-24 | 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  |
| St Jude's Home Care Services | PU-FAM PTY LTD | 500293 | WA | Home service | 21-Feb-24 | 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  |
| Pam Corker House | Quambie Park Waroona (Inc) | 7125 | WA | Residential service | 24-Aug-23 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance  |
| Quambie Park Waroona Inc. Community Services | Quambie Park Waroona (Inc) | 500020 | WA | Home service | 26-Feb-24 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources  |
| Waroona Multipurpose Centre | Queensland Health | 5328 | QLD | Residential service | 07-Aug-23 | 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  |
| Randwick City Council | Randwick City Council | 4190 | NSW | Residential service | 10-Jan-24 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance  |
| Goondee Aged Care Home | Rasko Holdings Pty Ltd | 2143 | NSW | Residential service | 31-Aug-23 | 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  |
| Regis Nedlands | Regis Aged Care Pty Ltd | 7149 | WA | Residential service | 17-Jul-23 | 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  |
| Regis Sandgate - Lucinda | Regis Aged Care Pty Ltd | 5968 | QLD | Residential service | 24-Aug-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care  |
| Regis Port Coogee | Regis Aged Care Pty Ltd | 7469 | WA | Home service | 20-Feb-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance  |
| Regis Bulimba | REGIS GROUP PROPRIETARY LIMITED | 2035 | QLD | Residential service | 15-Jan-24 | 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  |
| Relative Care Home Support Services | Relative Care Home Support Services Pty Ltd | 201297 | NSW | Home service | 11-Jul-23 | 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  |
| River HealthCare | Rescare Podiatrists Pty Ltd | 700945 | QLD | Home service | 21-Jul-23 | Notice to Remedy |
| Residential Gardens | Residential Gardens For Spanish Speaking Frail Aged Limited | 0367 | NSW | Home service | 06-Feb-24 | Service is non-compliant in the following Quality Standards: Standard 6 Feedback and complaints Standard 8 Organisational governance  |
| Residential Gardens | Residential Gardens For Spanish Speaking Frail Aged Limited | 367 | NSW | Residential service | 08-Feb-24 | Directions - to revise Plans for Continuous Improvement |
| Koraleigh Nursing Home | Respect Group Limited | 4441 | VIC | Residential service | 10-Jul-23 | Service is non-compliant in the following Quality Standards: Standard 6 Feedback and complaints Standard 8 Organisational governance  |
| R M McHale Hostel | Respect Group Limited | 3314 | VIC | Residential service | 10-Jul-23 | 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  |
| Mitchell House Hostel | Respect Group Limited | 3121 | VIC | Residential service | 24-Aug-23 | 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  |
| Bonney Lodge | Riverland Mallee Coorong Local Health Network Inc. | 6149 | SA | Residential Service | 07-Aug-23 | Notice to Remedy |
| Bonney Lodge | Riverland Mallee Coorong Local Health Network Incorporated | 6149 | SA | Residential service | 11-Jul-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care  |
| Rochedale Springwood Meals on Wheels Inc. | Rochedale-Springwood Meals on Wheels Incorporated | 700494 | QLD | Home service | 13-Feb-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 6 Feedback and complaints Standard 8 Organisational governance  |
| RFBI Lakemba Masonic Village | Royal Freemasons' Benevolent Institution | 206 | NSW | Residential service | 24-Jul-23 | Service is non-compliant in the following Quality Standards: Standard 5 Organisation’s service environment  |
| RFBI Lakemba Masonic Village | Royal Freemasons’ Benevolent Institution | 206 | NSW | Residential service | 21-Jul-23 | Directions - to revise Plans for Continuous Improvement |
| Bolton Clarke Centaur | RSL Care RDNS Limited | 5251 | QLD | Residential service | 12-Jul-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance  |
| Walkerville Residential Care Centre | RSL Care RDNS Limited | 6908 | SA | Home service | 29-Feb-24 | Service is non-compliant in the following Quality Standards: 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 | 07-Aug-23 | Notice to Remedy |
| William Beech Gardens - Bushmaster | RSL LifeCare Limited | 2648 | NSW | Residential service | 09-Aug-23 | 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  |
| Jonathan Rogers GC House | RSL LifeCare Limited | 0179 | NSW | Residential service | 05-Jan-24 | 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  |
| Florence Price Gardens | RSL LifeCare Limited | 0352 | NSW | Residential service | 10-Jan-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care  |
| Ron Middleton VC Gardens | RSl LifeCare Limited | 1013 | NSW | Residential service | 15-Jan-24 | Directions - to revise Plans for Continuous Improvement |
| Ron Middleton VC Gardens | RSL LifeCare Limited | 0186 | NSW | Residential service | 15-Jan-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living  |
| RSL LifeCare @ Home North Coast | RSL LifeCare Limited | 0234 | NSW | Residential service | 23-Jan-24 | 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  |
| Imlay House | Sapphire Coast Community Aged Care Ltd | 2740 | NSW | Home service | 20-Feb-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care  |
| The Village by Scalabrini | SCALABRINI VILLAGE LTD | 0210 | NSW | Residential service | 22-Jan-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care  |
| Adventist Nursing Home | Seventh-day Adventist Aged Care (Greater Sydney) Ltd | 2562 | NSW | Residential service | 08-Jul-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care  |
| Karingal Seymour | Seymour Elderly Citizens Hostel Inc | 3050 | VIC | Residential service | 28-Aug-23 | 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  |
| Shepparton Villages Home Care & Support Services | Shepparton Retirement Villages Inc | 300083 | VIC | Home service | 23-Feb-24 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources Standard 8 Organisational governance  |
| Shire of Manjimup Home and Community Care | Shire of Manjimup | 500238 | WA | Home service | 26-Feb-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers  |
| Aruma Lodge | Southern Cross Care (Broken Hill) Ltd | 28 | NSW | Residential service | 11-Jul-23 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance  |
| Southern Cross Community Care - Parkes | Southern Cross Care (NSW & ACT) Limited | 0223 | NSW | Residential service | 14-Jan-24 | 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  |
| The Philip Kennedy Centre Residential Care | Southern Cross Care (SA NT & VIC) Incorporated | 6090 | SA | Residential service | 06-Jul-23 | 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  |
| The Pines Lodge Residential Care | Southern Cross Care (SA, NT & VIC) Incorporated | 2502 | SA | Residential service | 12-Jan-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers  |
| Frank Prendergast House | Southern Cross Care (WA) Inc | 7255 | WA | Residential service | 25-Aug-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance  |
| Frank Prendergast House | Southern Cross Care (WA) Inc | 7255 | WA | Residential service | 25-Aug-23 | Directions - to revise Plans for Continuous Improvement |
| Spectrum Community Care | Spectrum Migrant Resource Centre Inc | 4302 | VIC | Residential service | 05-Jan-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care  |
| St Basil's Kensington | St Basil's Homes | 2285 | NSW | Residential service | 26-Jul-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance  |
| St Basil's Kensington | St Basil's Homes | 2285 | NSW | Residential service | 02-Aug-23 | Directions - to revise Plans for Continuous Improvement |
| Eltham Retirement Centre | St Vincent’s Care Services Ltd. | 300078 | VIC | Home service | 01-Aug-23 | Directions - to revise Plans for Continuous Improvement |
| Eltham Retirement Centre | St Vincent's Care Services Ltd. | 300078 | VIC | Home service | 25-Jul-23 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 7 Human resources Standard 8 Organisational governance  |
| Home Maintenance & Modification Program- South Coast | St. Vincent De Paul Society Queensland | 5264 | QLD | Residential service | 22-Jan-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 6 Feedback and complaints Standard 8 Organisational governance  |
| Staffing Options for Community Services | Staffing Options for Community Services Pty Ltd | 700936 | QLD | Home service | 16-Dec-22 | Notice of Requirement to Agree |
| SRS Home Care | Sunraysia Residential Services Inc | 0534 | VIC | Residential service | 23-Jan-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers  |
| Merrimac Park Private Care | Superior Care Group Pty Ltd | 5746 | QLD | Residential service | 06-Jul-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources  |
| Merrimac Park Private Care | Superior Care Group Pty Ltd | 5746 | QLD | Residential service | 30-Nov-23 | Notice of Decision to impose Sanction |
| SWIAA Gardens | SWIAA Limited | 656 | NSW | Residential service | 22-Jun-23 | Directions - to revise Plans for Continuous Improvement |
| Sydney Multicultural Community Services Inc | Sydney Multicultural Community Services Incorporated | 200645 | NSW | Home service | 27-Feb-24 | 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 8 Organisational governance  |
| Midlands Multipurpose Health Centre | Tasmanian Health Service | 8827 | TAS | Home service | 22-Feb-24 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance  |
| Carinity Home Care - Brisbane North | The Baptist Union of Queensland | 700318 | QLD | Home service | 07-Aug-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care  |
| Bethanie Subiaco | The Bethanie Group Incorporated | 7445 | WA | Residential service | 03-Jul-23 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 6 Feedback and complaints Standard 8 Organisational governance  |
| The Chinese Fraternity Association of QLD Inc. | The Chinese Fraternity Association of Queensland Inc | 700123 | QLD | Home service | 16-Feb-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 8 Organisational governance  |
| Diversicare | The Ethnic Communities Council of Queensland Limited | 700105 | QLD | Home service | 18-Jul-23 | Directions - to revise Plans for Continuous Improvement |
| Eyre Peninsula Old Folks Home | The Eyre Peninsula Old Folks Home Incorporated | 2470 | SA | Residential service | 29-Jan-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers  |
| The Whiddon Group - Largs | The Frank Whiddon Masonic Homes of New South Wales | 335 | NSW | Residential service | 27-Jul-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 6 Feedback and complaints  |
| The Whiddon Group - Wingham - Primrose | The Frank Whiddon Masonic Homes of New South Wales | 0186 | NSW | Home service | 12-Feb-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance  |
| The Junction Neighbourhood Centre Inc | The Junction Neighbourhood Centre Incorporated | 3885 | NSW | Residential service | 10-Jan-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers  |
| The Mary Potter Nursing Home and The Ethel Forrest Day Care Centre - Wagga Wagga | The Mary Potter Nursing Home and The Ethel Forrest Day Care Centre Pty Ltd | 200136 | NSW | Home service | 22-Aug-23 | 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  |
| Presbyterian Aged Care - Thornleigh | The Presbyterian Church (New South Wales) Property Trust | 530 | NSW | Residential service | 14-Aug-23 | 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  |
| The Royce Manor | The Royce Aged Care Pty Ltd  | 938 | NSW | Residential service | 22-Jan-24 | Directions - to revise Plans for Continuous Improvement |
| Gill Waminda Aged Care Plus Centre | The Salvation Army (NSW) Property Trust | 76 | NSW | Residential service | 23-Aug-23 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources  |
| Moyne Aged Care Plus Centre | The Salvation Army (NSW) Property Trust | 33 | NSW | Residential service | 30-Aug-23 | Notice to Remedy |
| Linsell Lodge Aged Care Facility | The Salvation Army (South Australia) Property Trust | 6084 | SA | Residential service | 04-Aug-23 | 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  |
| Ruby Manor | The Sisters of Our Lady of China Health Care (2) Pty Ltd | 763 | NSW | Residential Service | 14-Jul-23 | Incident Management Compliance Notice |
| Ruby Manor | The Sisters of Our Lady of China Health Care (2) Pty Ltd | 763 | NSW | Residential service | 16-Aug-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources  |
| The House of Saint Hilarion | The Society of St Hilarion Inc | 6504 | SA | Home service | 18-Feb-24 | 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 Caroona Marima Goonellabah | The Uniting Church in Australia Property Trust (NSW) | 2535 | NSW | Residential service | 13-Jul-23 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources  |
| Uniting Wesley Gardens Belrose | The Uniting Church in Australia Property Trust (NSW) | 2629 | NSW | Residential service | 02-Aug-23 | Service is non-compliant in the following Quality Standards: Standard 5 Organisation’s service environment  |
| Uniting Wesley Gardens Belrose | The Uniting Church in Australia Property Trust (NSW) | 2629 | NSW | Residential service | 03-Aug-23 | Directions - to revise Plans for Continuous Improvement |
| Uniting Berry | The Uniting Church in Australia Property Trust (NSW) | 899 | NSW | Residential service | 09-Aug-23 | 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 | 09-Aug-23 | Directions - to revise Plans for Continuous Improvement |
| Blue Care Mareeba Aged Care Facility | The Uniting Church in Australia Property Trust (Q.) | 5121 | QLD | Residential service | 21-Jul-23 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance  |
| Blue Care Toowoomba Residential Aged Care Facility | The Uniting Church in Australia Property Trust (Q.) | 5817 | QLD | Residential service | 31-Aug-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care  |
| Blue Care Bundaberg Pioneer Aged Care Facility | The Uniting Church in Australia Property Trust (Q.) | 5185 | QLD | Residential service | 25-Jan-24 | Directions - to revise Plans for Continuous Improvement |
| Blue Care Bundaberg Pioneer Aged Care Facility | The Uniting Church in Australia Property Trust (Q.) through Blue Care | 2135 | QLD | Residential service | 18-Jan-24 | Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living  |
| Blue Care Kirra Aged Care Facility | The Uniting Church in Australia Property Trust (Q.) through Blue Care | 5151 | QLD | Home service | 06-Feb-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care  |
| Abbey House Aged Care | Thompson Health Care Pty Ltd | 2610 | NSW | Residential service | 20-Jul-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care  |
| Macleay Valley House | Thompson Health Care Pty Ltd | 946 | NSW | Residential Service | 02-Aug-23 | Incident Management Compliance Notice |
| Abbey House Aged Care | Thompson Health Care Pty Ltd | 2610 | NSW | Residential service | 30-Nov-23 | Directions - to revise Plans for Continuous Improvement |
| Milford House Nursing Home | THOMPSON HEALTH CARE PTY. LTD. | 2035 | NSW | Home service | 16-Feb-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care  |
| Sunlight Residential Aged Care | TLC Whittlesea Pty Ltd | 3706 | VIC | Residential service | 12-Jul-23 | 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  |
| TriCare Annerley Aged Care Residence | TriCare Annerley Aged Care Pty Ltd | 5927 | QLD | Residential service | 31-Aug-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 5 Organisation’s service environment  |
| The Royce Manor | Tulich Aged Care Services Pty Ltd | 0181 | NSW | Residential service | 17-Jan-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance  |
| New England Community Care | UNITING (NSW.ACT) | 0216 | NSW | Residential service | 11-Jan-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 7 Human resources  |
| Uniting Eden | UNITING (NSW.ACT) | 0842 | NSW | Home service | 19-Feb-24 | 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  |
| Juniper Bethshan | Uniting Church Homes | 7097 | WA | Residential service | 28-Aug-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care  |
| Aldersgate Aged Care Services | Uniting Communities Incorporated | 6014 | SA | Residential service | 09-Aug-23 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance  |
| Warramunda Village Hostel | Warramunda Village Inc | 3281 | VIC | Residential service | 22-Aug-23 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers  |
| Warrigal Care Albion Park Rail | Warrigal Care | 291 | NSW | Residential service | 31-Jul-23 | Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living Standard 6 Feedback and complaints  |
| Warrigal Care Albion Park Rail | Warrigal Care | 291 | NSW | Residential service | 20-Dec-23 | Directions - to revise Plans for Continuous Improvement |
| Warrigal Mount Terry | Warrigal Care | 0094 | NSW | Residential service | 19-Jan-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care  |
| Warrigal Mount Terry | Warrigal Care | 769 | NSW | Residential service | 22-Jan-24 | Directions - to revise Plans for Continuous Improvement |
| South West Carer Respite Program | Warrnambool City Council | 300256 | VIC | Home service | 14-Feb-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 8 Organisational governance  |
| Akooramak Care of Older Persons | Warwick Benevolent Society Inc | 5084 | QLD | Residential service | 10-Aug-23 | Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living  |
| Wattle Hill Lodge | Wattle Hill Lodge Inc | 7096 | WA | Home service | 02-Feb-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care  |
| Wattle Hill Lodge | Wattle Hill Lodge Inc | 7096 | WA | Residential service | 02-Feb-24 | Notice to Remedy |
| Rainbow The Multicultural Aged Care Program | West Australian Association of Polish Women Inc | 1034 | WA | Residential service | 15-Jan-24 | Service is non-compliant in the following Quality Standards: Standard 6 Feedback and complaints  |
| Wintringham Hobart | Wintringham | 8209 | TAS | Residential service | 20-Jul-23 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers  |
| Wintringham Hobart | Wintringham | 8209 | TAS | Residential Service | 23-Aug-23 | Directions - to revise Plans for Continuous Improvement |
| Yarram and District Health Service | Yarram & District Health Service | 300933 | VIC | Home service | 02-Aug-23 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care  |
| Yeronga Meals on Wheels | Yeronga Meals on Wheels Incorporated | 700351 | QLD | Home service | 01-Aug-23 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources  |