**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 30 April 2024

| **Service name** | **Provider name** | **ID** | **State** | **Service type** | **Decision date** | **Type of action** |
| --- | --- | --- | --- | --- | --- | --- |
| 3Bridges Community Incorporated | 3Bridges Community Limited | 200859 | NSW | Residential service | 01-Dec-23 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| A1 Property Services - Thebarton | A1 Property Services SA Pty Ltd | 600132 | SA | Home service | 30-Oct-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 7 Human resources Standard 8 Organisational governance |
| A1 Property Services - Thebarton | A1 Property Services SA Pty Ltd | 600132 | SA | Home service | 05-Mar-24 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| 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 |
| Abbey House Aged Care | Thompson Health Care Pty Ltd | 2610 | NSW | Residential service | 30-Nov-23 | Directions - to revise Plans for Continuous Improvement |
| Abbey House Aged Care | THOMPSON HEALTH CARE PTY. LTD. | 2610 | NSW | Residential service | 30-Nov-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 |
| Aboriginal CDC Home Packaged Program | The Aboriginal Elders and Community Care Services Incorporated | NAPS ID 23381 | SA | Home service | 22-Sep-23 | Notice of Requirement to Agree |
| Aboriginal Elders - MILE END | The Aboriginal Elders And Community Care Services Incorporated | 600145 | SA | Home service | 27-Nov-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 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| 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 |
| ACDMA Aged Care Services | Australian Chinese & Descendants Mutual Association Ltd | 33 | 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 |
| Action on Disability within Ethnic Communities Inc | ACTION ON DISABILITY WITHIN ETHNIC COMMUNITIES INC | 488 | 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 |
| Adelaide Quality Care | Adelaide Quality Care Pty Ltd | 600589 | SA | Home service | 18-Nov-23 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources Standard 8 Organisational governance |
| Adina Care Cootamundra | Cootamundra Health Care Co-operative Limited | 367 | 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 |
| 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 |
| Adventist Residential Care | Seventh-Day Adventist Care (Western Australia) Limited | 7852 | WA | Residential service | 09-Oct-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Adventist Residential Care | Seventh-day Adventist Care (Western Australia) Ltd | 7852 | WA | Residential service | 09-Oct-23 | Directions - to revise Plans for Continuous Improvement |
| 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 |
| 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 |
| Akooramak Care of Older Persons | Warwick Benevolent Society Inc | 5084 | QLD | Residential service | 16-Nov-23 | Directions - to revise Plans for Continuous Improvement |
| Akooramak Care of Older Persons | Warwick Benevolent Society Inc | 5084 | QLD | Residential service | 16-Nov-23 | Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living |
| Akooramak Care of Older Persons | Warwick Benevolent Society Inc | 700106 | QLD | Residential service | 17-Nov-23 | 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 |
| Akooramak Care of Older Persons CCP | Warwick Benevolent Society Inc | NAPS 17960 | QLD | Home service | 21-Nov-23 | Directions - to revise Plans for Continuous Improvement |
| Akooramak Care of Older Persons EACH | Warwick Benevolent Society Inc | NAPS 17959 | QLD | Home service | 21-Nov-23 | Directions - to revise Plans for Continuous Improvement |
| 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 |
| 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 |
| Alkira Lodge | BUSHLAND HEALTH GROUP LIMITED | 165 | NSW | Residential service | 14-Mar-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Alkira Lodge | Bushland Health Group Limited | 165 | NSW | Residential service | 15-Mar-24 | Directions - to revise Plans for Continuous Improvement |
| 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 |
| Allanvale Private Nursing Home | Carewest Group Pty Ltd | 4302 | VIC | Residential service | 01-Nov-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 |
| Altona Gardens Care Community | DPG Services Pty Ltd | 3536 | VIC | Residential service | 15-Nov-23 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| Altona Gardens Care Community | DPG Services Pty Ltd | 3536 | NSW | Residential service | 06-Dec-23 | Directions - to revise Plans for Continuous Improvement |
| 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 |
| ANFE - TORRENSVILLE | Associazione Nazionale Famiglie degli Emigrati Incorporated | 600117 | SA | Home service | 16-Oct-23 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 8 Organisational governance |
| Anglican Care C A Brown | Anglican Care | 335 | NSW | Residential service | 24-Jan-24 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources |
| 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 Mirrabooka Place | Anglican Care | 1073 | NSW | Residential service | 16-Oct-23 | Notice to Remedy |
| Anglican Care Scenic Lodge Merewether | Anglican Care | 900 | NSW | Residential service | 14-Mar-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Anglican Care Storm Village | Anglican Care | 230 | NSW | Residential service | 20-Dec-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 |
| Anglican Care Storm Village | Anglican Care | 230 | NSW | Residential service | 22-Jan-24 | Directions - to revise Plans for Continuous Improvement |
| 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 |
| AnglicareSA Elizabeth East | Anglicare SA Ltd | 6963 | SA | Residential service | 23-Oct-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 |
| AnglicareSA Elizabeth East | Anglicare SA Ltd | 6963 | SA | Residential service | 27-Oct-23 | Notice to Remedy |
| AnglicareSA Westbourne Park | Anglicare SA Ltd | 6204 | SA | Residential service | 06-Sep-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Applecross Shore Care Community | DPG Services Pty Ltd | 7879 | WA | Residential service | 21-Sep-23 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| 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 |
| 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 Kanwal | Arcare Pty Ltd | 885 | NSW | Residential service | 07-Dec-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 |
| Arcare Parkwood | Arcare Pty Ltd | 5440 | QLD | Residential service | 24-Nov-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Armidale Care for Seniors Inc | Armidale Care For Seniors Incorporated | 200030 | NSW | Home service | 07-Mar-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 7 Human resources |
| Arthur Blackburn VC Gardens | RSL LifeCare Limited | 537 | NSW | Residential service | 15-Apr-24 | 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 |
| 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 |
| At Home Feros Care | Feros Care | 700308 | QLD | Home service | 19-Jul-23 | Directions - to revise Plans for Continuous Improvement |
| Atticus Health Pty Ltd | Atticus Health Pty Ltd | 301079 | VIC | Home service | 02-Nov-23 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| Aunty Grace Home Care | AUNTY GRACE CLIENTS PTY LTD | 600475 | VIC | Home service | 15-Sep-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Aurrum Norah Head | Aurrum Pty Limited | 234 | NSW | Residential service | 23-Nov-23 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice |
| Aurrum Norah Head | Aurrum Pty Limited | 234 | NSW | Residential service | 30-Nov-23 | Directions - to revise Plans for Continuous Improvement |
| Aurrum Reservoir | Aurrum Pty Limited | 3647 | VIC | Residential service | 26-Oct-23 | Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living |
| Aurukun Community Aged Care Service | Aurukun Shire Council | 700261 | QLD | Home service | 29-Dec-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 |
| AUSCARE Staffing Agency Pty Ltd | AUSCARE Staffing Agency Pty Ltd | 500317 | WA | Home service | 22-Mar-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 8 Organisational governance |
| 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 |
| Baptcare - Western | Baptcare Ltd | 300161 | VIC | Residential service | 30-Nov-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 |
| Baptcare Abbey Gardens Community | Baptcare Ltd | 3989 | VIC | Residential service | 13-Mar-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 |
| Baptcare Wattle Grove Community | Baptcare Ltd | 548 | 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 Bethel | BaptistCare NSW + ACT | 7206 | WA | Residential service | 27-Oct-23 | Notice to Remedy |
| Baptistcare Bethel | BaptistCare NSW & ACT | 7206 | WA | Residential service | 20-Nov-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 |
| Baptistcare Gracehaven | BaptistCare NSW & ACT | 7914 | WA | Residential service | 22-Mar-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 |
| 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 |
| Baptistcare Moonya | BaptistCare NSW & ACT | 7064 | WA | Residential service | 15-Sep-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Baptistcare Morrison Gardens | BaptistCare NSW & ACT | 7186 | WA | Residential service | 15-Mar-24 | 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 | 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 William Carey Court | BaptistCare NSW & ACT | 7267 | WA | Residential service | 15-Mar-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 |
| Baptistcare William Carey Court | BaptistCare NSW & ACT | 7267 | WA | Residential service | 15-Mar-24 | Directions - to revise Plans for Continuous Improvement |
| 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 |
| Bathurst Seymour Centre | Bathurst Seymour Centre Incorporated | 200323 | NSW | Home service | 03-Apr-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 5 Organisation’s service environment Standard 6 Feedback and complaints 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 |
| Beenleigh and District Senior Citizens Centre | Beenleigh and Districts Senior Citizens Centre Inc | 700325 | QLD | Home service | 11-Oct-23 | 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 |
| Beenleigh and Districts Senior Citizens Centre | Beenleigh and District Senior Citizens Centre Inc | 700325 | QLD | Home service | 10-Nov-23 | Directions - to revise Plans for Continuous Improvement |
| 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 |
| Belyuen Community Government Council Aged Care Program | Belyuen Community Council Inc. | 600301 | NT | Home service | 05-Apr-24 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources Standard 8 Organisational governance |
| Bentleys Aged Care | Violet Town Bush Nursing Centre Inc. | 3987 | VIC | Residential service | 20-Sep-23 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources |
| Berrigan Aged Care Hostel | Berrigan and District Aged Care Association Ltd | 377 | NSW | Residential Service | 21-Aug-23 | Notice to Remedy |
| Bethanie Dalyellup | The Bethanie Group Inc | 8226 | WA | Residential service | 12-Sep-23 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| Bethanie Elanora Villas Nursing Home | The Bethanie Group Inc | 7854 | WA | Residential service | 20-Sep-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 |
| Bethanie Elanora Villas Nursing Home | The Bethanie Group Incorporated | 7854 | WA | Residential service | 22-Sep-23 | Notice to Remedy |
| Bethanie Peel | The Bethanie Group Inc | 7211 | WA | Residential service | 24-Apr-24 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| 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 |
| Bethanie Waters | The Bethanie Group Inc | 7276 | WA | Residential service | 27-Mar-24 | 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.) 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 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 Gracemere Aged Care Facility | The Uniting Church in Australia Property Trust (Q.) through Blue Care | 5435 | QLD | Residential service | 10-Oct-23 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| Blue Care Ingham Bluehaven Aged Care Facility | The Uniting Church in Australia Property Trust (Q.) through Blue Care | 5176 | QLD | Residential service | 20-Sep-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources |
| Blue Care Ingham Bluehaven Aged Care Facility | The Uniting Church in Australia Property Trust (Q.) | 5176 | QLD | Residential service | 09-Nov-23 | Notice to Remedy |
| Blue Care Ingham Bluehaven Aged Care Facility | The Uniting Church in Australia Property Trust (Q.) through Blue Care | 5176 | QLD | Residential service | 12-Mar-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 | Residential service | 11-Oct-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 |
| Blue Care Kirra Aged Care Facility | The Uniting Church in Australia Property Trust (Q.) through Blue Care | 5151 | QLD | Residential service | 06-Feb-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Blue Care Mackay Homefield Aged Care Facility | The Uniting Church in Australia Property Trust (Q.) through Blue Care | 5122 | QLD | Residential service | 21-Nov-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 |
| 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 Haven Bonaira | Kiama Municipal Council | 94 | NSW | Residential service | 13-Sep-23 | 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 |
| Blue Haven Bonaira | The Council of the Municipality of Kiama | 94 | NSW | Residential service | 19-Sep-23 | Directions - to revise Plans for Continuous Improvement |
| Blue Haven Bonaira | Kiama Municipal Council | 94 | NSW | Residential 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 |
| BlueCross Western Gardens | Blue Cross Community Care Services Pty Ltd | 3654 | VIC | Residential service | 12-Sep-23 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources |
| 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 |
| 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 |
| Bolton Clarke Fairways | RSL Care RDNS Limited | 5354 | QLD | Residential service | 11-Sep-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Bolton Clarke Fernhill | RSL Care RDNS Limited | 5081 | QLD | Residential service | 03-Oct-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 |
| Bolton Clarke Fernhill | RSL Care RDNS Limited | 5081 | QLD | Residential service | 04-Oct-23 | Directions - to revise Plans for Continuous Improvement |
| 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 |
| 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 | 26-Apr-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| 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 Bexley | Bupa Aged Care Australia Pty Ltd | 2470 | NSW | Residential service | 20-Sep-23 | 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 |
| Bupa Bexley | Bupa Aged Care Australia Pty Ltd | 2470 | NSW | Residential service | 21-Sep-23 | Directions - to revise Plans for Continuous Improvement |
| Bupa Bexley | Bupa Aged Care Australia Pty Ltd | 2470 | NSW | Residential service | 24-Apr-24 | Service is non-compliant in the following Quality Standards: Standard 5 Organisation’s service environment Standard 7 Human resources |
| Bupa Portland | Bupa Aged Care Australia Pty Ltd | 3885 | VIC | Residential service | 02-Oct-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources |
| Bupa Portland | Bupa Aged Care Australia Pty Ltd | 3885 | VIC | Residential service | 17-Oct-23 | Directions - to revise Plans for Continuous Improvement |
| Bupa Seaforth | Bupa Aged Care Australia Pty Ltd | 1034 | NSW | Residential service | 30-Nov-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Bupa Tamworth | Bupa Aged Care Australia Pty Ltd | 38 | 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 |
| Bupa Waratah | Bupa Aged Care Australia Pty Ltd | 728 | NSW | Residential service | 10-Nov-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 7 Human resources |
| Bupa Wodonga | Bupa Aged Care Australia Pty Ltd | 4303 | VIC | Residential service | 21-Dec-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 |
| 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 | 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 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 |
| Burringilly Respite Services | Burringilly | 700253 | QLD | Home service | 27-Nov-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Cabanda Community Aged Care Packages | Cabanda Care Inc | 700145 | QLD | Home service | 24-Apr-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 |
| 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 |
| 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 Albury & District | Calvary Aged Care Services Pty Ltd | 2820 | NSW | Residential service | 02-Oct-23 | Notice to Remedy |
| Calvary Albury & District | CALVARY AGED CARE SERVICES PTY LTD | 2820 | NSW | Residential service | 25-Mar-24 | 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 |
| Calvary Albury & District | Calvary Aged Care Services Pty Ltd | 2820 | NSW | Residential service | 25-Mar-24 | Directions - to revise Plans for Continuous Improvement |
| Calvary Haydon Retirement Community | Calvary Retirement Communities Limited | 2930 | ACT | Residential service | 16-Apr-24 | Service is non-compliant in the following Quality Standards: Standard 5 Organisation’s service environment |
| Calvary Rosanna Views | CALVARY AGED CARE SERVICES PTY LTD | 938 | 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 |
| Calvary Ryde Retirement Community - Mary Potter Residential Care | Calvary Retirement Communities Limited | 2818 | NSW | Residential service | 05-Dec-23 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources |
| 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 | 200245 | NSW | Home service | 13-Feb-24 | Directions - to revise Plans for Continuous Improvement |
| Capital Region Community Services | Capital Region Community Service Limited | 200964 | ACT | Residential service | 06-Nov-23 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| Carers @ Work | Carers Victoria Inc. | 300233 | VIC | Home service | 06-Mar-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 8 Organisational governance |
| 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 |
| Careways Community Ltd | Careways Community Ltd | 200398 | NSW | Home service | 06-Oct-23 | Notice to Remedy |
| 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 |
| Carinya of Bicton | Bansley Pty Ltd | 7230 | WA | Residential service | 11-Jul-23 | Notice to Remedy |
| 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 |
| Carpenter Court Aged Care Plus Centre | The Trustee for the Salvation Army (NSW) Property Trust | 421 | NSW | Residential service | 28-Sep-23 | Service is non-compliant in the following Quality Standards: Standard 5 Organisation’s service environment |
| Casa Mia Aged Care Centre | Oracle Care (VIC) Pty Ltd | 2550 | NSW | Residential service | 22-Dec-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 |
| Catholic Healthcare - Macquarie Park | Catholic Healthcare Limited | 200155 | NSW | Home 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 |
| CatholicCare Canberra & Goulburn | Roman Catholic Church for the Archdiocese of Canberra and Goulburn as trustees for Catholiccare | 200977 | ACT | Residential service | 14-Dec-23 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| Central Gippsland Health and Community Services | Central Gippsland Health Service | 300227 | VIC | Home service | 15-Sep-23 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 7 Human resources |
| 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 CENTRE | 200 | NSW | Residential 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 | 15-Feb-24 | Directions - to revise Plans for Continuous Improvement |
| Churches of Christ Bribie Aged Care Service | Churches of Christ in Queensland | 5057 | QLD | Residential service | 07-Sep-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Churches of Christ Bribie Aged Care Service | Churches of Christ in Queensland | 5057 | QLD | Residential service | 25-Oct-23 | Notice to Remedy |
| Churches of Christ Lady Small Haven Aged Care Service | Churches of Christ in Queensland | 5063 | QLD | Residential service | 20-Dec-23 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice |
| Churches of Christ Stanthorpe Aged Care Service | Churches of Christ in Queensland | 5644 | QLD | Residential service | 29-Sep-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| City of Campbelltown | Corporation of the City of Campbelltown | 600134 | SA | Home service | 21-Sep-23 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 8 Organisational governance |
| City of Charles Sturt | City Of Charles Sturt | 600147 | SA | Home service | 16-Nov-23 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| City of Holdfast Bay - Alwyndor Aged Care - HOVE | City of Holdfast Bay | 600049 | SA | Home service | 11-Dec-23 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| City Of Moonee Valley Care Packages | Moonee Valley City Council | 421 | 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 |
| 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 |
| City of Playford Home Assist | City of Playford | 600201 | SA | Home service | 13-Nov-23 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| Clincare Pty Ltd | Clincare Pty Ltd | 600633 | SA | Home service | 20-Nov-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 |
| 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 |
| Coast Community Connections | Peninsula Community Centre Inc | 200145 | NSW | Home service | 01-Sep-23 | Service is non-compliant in the following Quality Standards: Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Colac Otway Shire Council | COLAC OTWAY SHIRE | 300577 | VIC | Home service | 04-Apr-24 | 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 8 Organisational governance |
| Community Care NESB Inc. CACP Service | Community Care NESB Inc | 300272 | TAS | Home service | 26-Apr-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 |
| Community Home Care | Community Home Care Pty Ltd | 201367 | NSW | Home service | 21-Sep-23 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources |
| Cooee Lodge | Gilgandra Council | 232 | NSW | Residential service | 15-Nov-23 | Directions - to revise Plans for Continuous Improvement |
| Cooma Challenge Limited | Cooma Challenge Limited | 200909 | NSW | Residential service | 15-Dec-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 |
| 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 |
| 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 |
| Corpus Christi Community | Corpus Christi Community Greenvale Incorporated | 3138 | VIC | Residential service | 19-Oct-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 |
| Courtlands Aged Care Facility | Christadelphian Homes Limited | 585 | NSW | Residential service | 17-Aug-23 | Notice to Remedy |
| CraigCare Ascot Waters | GLENN-CRAIG VILLAGES PTY. LTD. | 7412 | WA | Residential 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 |
| Craigcare Maylands | GLENN-CRAIG VILLAGES PTY. LTD. | 7867 | WA | Residential service | 09-Nov-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| 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 |
| 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 |
| Della Dale Aged Care | NDN CARE SERVICES PTY LTD | 4190 | VIC | Residential service | 26-Oct-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 |
| Derwent Views | Respect Group Limited | 8063 | TAS | Residential service | 08-Apr-24 | 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 |
| Direct Care Home Care Packages Adelaide | Direct Care (Australia) Pty Ltd | 600578 | SA | Home service | 16-Apr-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 |
| Diversicare | The Ethnic Communities Council of Queensland Limited | 700105 | QLD | Home service | 18-Jul-23 | Directions - to revise Plans for Continuous Improvement |
| Doutta Galla Avondale Heights Aged Care Facility | DOUTTA GALLA AGED SERVICES LIMITED | 3685 | VIC | Residential 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 |
| ECH North | ECH Incorporated | 600097 | SA | Home service | 15-Dec-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 6 Feedback and complaints |
| ECH WEST | ECH Incorporated | 600362 | SA | Home service | 04-Oct-23 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 7 Human resources |
| 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 |
| Edward River Gardens | Moulamein Retirement Village Committee Inc | 304 | NSW | Residential service | 30-Oct-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 |
| Edward River Gardens | Moulamein Retirement Village Inc | 304 | NSW | Residential service | 16-Nov-23 | Directions - to revise Plans for Continuous Improvement |
| Edward River Gardens | Moulamein Retirement Village Committee Inc | 304 | NSW | Residential service | 26-Apr-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| Edward River Gardens | Moulamein Retirement Village Inc | 304 | NSW | Residential service | 26-Apr-24 | Directions - to revise Plans for Continuous Improvement |
| EICARE | Ei Care Pty Ltd | 300937 | VIC | Home service | 03-Oct-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 |
| Eldercare Allambi | Eldercare Australia Ltd | 6183 | SA | Residential service | 06-Sep-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| 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 |
| Elizabeth Lodge Hostel | Seventh-day Adventist Aged Care (Greater Sydney) Ltd | 179 | NSW | Residential service | 14-Sep-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 |
| Elizabeth Lodge Hostel | Seventh-day Adventist Aged Care (Greater Sydney) Ltd | 176 | NSW | Residential service | 18-Sep-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 |
| Eltham Retirement Centre | St Vincent’s Care Services Ltd. | 300078 | VIC | Home service | 01-Aug-23 | Directions - to revise Plans for Continuous Improvement |
| 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 |
| Emmerton Park Aged Care Facility | Emmeron Park Inc | 8006 | TAS | Residential service | 11-Sep-23 | Directions - to revise Plans for Continuous Improvement |
| Empowered Ageing | Empowered Ageing Pty Ltd | 201276 | NSW | Home service | 15-Sep-23 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| Empowered Ageing | Empowered Ageing Pty Ltd | NAPS 26643 | NSW | Home service | 14-Nov-23 | Notice of Decision to impose Sanction |
| Endeavor In Home Care Pty Ltd | Endeavor In Home Services | 201506 | NSW | Home service | 25-Jan-24 | Directions - to revise Plans for Continuous Improvement |
| Endeavor In Home Services | Endeavor In Home Care Pty Ltd | 304 | 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 |
| Enhance Supports and Services | Enhance Supports and Services Pty Ltd | 201478 | NSW | Home service | 25-Jan-24 | Directions - to revise Plans for Continuous Improvement |
| Esperance Aged Care Facility | Esperance Aged Care Facility Inc | 7248 | WA | Residential service | 06-Dec-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 |
| Esperance Aged Care Facility | Esperance Aged Care Facility Inc | 7248 | WA | Residential service | 11-Dec-23 | Directions - to revise Plans for Continuous Improvement |
| Estia Health Bankstown | Estia Investments Pty Ltd | 538 | NSW | Residential service | 21-Nov-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Estia Health Camden | Estia Investments Pty Ltd | 2079 | NSW | Residential service | 14-Mar-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 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Estia Health Camden | Estia Investments Pty Ltd | 2079 | NSW | Residential service | 14-Mar-24 | 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 |
| 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 |
| 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 |
| 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 |
| Feros Village Bangalow | Feros Care | 468 | NSW | Residential service | 27-Jul-23 | Notice to Remedy |
| Finncare Aged Care | The Australian Finnish Rest Home Association Incorporation | 5131 | QLD | Residential service | 09-Apr-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| First Call Nursing | SCC Health Pty Limited | 201410 | NSW | Home service | 06-Mar-24 | 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 |
| Fitzgerald Memorial Aged Care Facility Limited | Fitzgerald Memorial Aged Care Facility Limited | 383 | NSW | Residential service | 21-Feb-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Florence Price Gardens | RSL LifeCare Limited | 352 | NSW | Residential service | 10-Jan-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Florence Price Gardens | RSL LifeCare Limited | 2681 | NSW | Residential service | 16-Apr-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Flynn Lodge | Australian Regional and Remote Community Services Limited | 6994 | NT | Residential service | 27-Sep-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 |
| Flynn Lodge | Australian Regional and Remote Community Services Limited | 6994 | NT | Residential service | 29-Sep-23 | Directions - to revise Plans for Continuous Improvement |
| Forest Lake Lodge | Lollies Management Pty Ltd | 5339 | QLD | Residential service | 15-Dec-23 | Directions - to revise Plans for Continuous Improvement |
| Forest Lake Lodge | LOLLIES MANAGEMENT PTY. LTD. | 5339 | QLD | Residential service | 15-Dec-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Forest Lodge Residential Aged Care | GREAT OAKS PTY. LTD. | 969 | VIC | Residential service | 05-Jan-24 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| Forest Lodge Residential Aged Care | Great Oaks Pty Ltd | 3825 | VIC | Residential service | 18-Jan-24 | Directions - to revise Plans for Continuous Improvement |
| Forest View Childers Inc | Forest View Childers Inc | 700133 | QLD | Home service | 24-Nov-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 |
| 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 |
| 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 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 |
| 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 |
| Gawler Grande Views | Martindale ACF Pty Ltd | 6894 | SA | Residential service | 08-Dec-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 7 Human resources Standard 8 Organisational governance |
| Georges Estate Health & Aged Care | Kogarah Health, Aged and Community Care (NSW) Pty Ltd | 1112 | NSW | Residential service | 05-Oct-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 |
| Georges Estate Health & Aged Care | Kogarah Health, Aged and Community Care (NSW) Pty Ltd | 1112 | NSW | Residential service | 05-Oct-23 | Directions - to revise Plans for Continuous Improvement |
| Georges Estate Health & Aged Care | Kogarah Health, Aged and Community Care (NSW) Pty Ltd | 1112 | NSW | Residential service | 26-Apr-24 | Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living Standard 6 Feedback and complaints |
| Gilgandra Shire Council Services | Gilgandra Shire Council | 200438 | NSW | Home service | 28-Mar-24 | Service is non-compliant in the following Quality Standards: Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| 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 |
| Gippsland Health and Community Services | Central Gippsland Health Services | 300227 | VIC | Home service | 10-Nov-23 | Directions - to revise Plans for Continuous Improvement |
| Glaica House | GLAICA LIMITED | 210 | NSW | Residential service | 27-Nov-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 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 |
| 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 |
| Goulburn Meals on Wheels | Goulburn and District Meals on Wheels Service Incorporated | 200452 | NSW | Residential service | 03-Dec-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 |
| 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 |
| Gratitude In-home Care | Latitude Care Pty Ltd | 538 | 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 |
| Great Care Werribee | Great Care Pty Ltd | 300959 | VIC | Home service | 19-Sep-23 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| Griffith Nursing Service | The Mary Potter Nursing and The Ethel Forrest Day Care Centre | NAPS 17515 | NSW | Home service | 26-Oct-23 | Notice to Remedy |
| 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 |
| Guildford Village | PU-FAM PTY LTD | 7204 | WA | Residential service | 24-Apr-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 8 Organisational governance |
| 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 - Leighton Lodge | HammondCare | 498 | NSW | Residential service | 03-Aug-23 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| 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 |
| HammondCare Scarborough | HammondCare | 1006 | NSW | Residential service | 12-Dec-23 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| 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 Waratah | HammondCare | 369 | NSW | Residential service | 15-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 |
| Hawkesbury Living Pty Limited | Hawkesbury Living Pty Limited | 2467 | NSW | Residential service | 16-Oct-23 | Notice of Requirement to Agree |
| Haydays Retirement Hostel | Hay Senior Citizens Association Incorporated | 212 | NSW | Residential service | 20-Nov-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Haydays Retirement Hostel | Hay Senior Citizens Association Incorporated | 212 | NSW | Residential service | 10-Apr-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| HCA Home | HCA Corporate Health Pty Ltd | 600594 | SA | Home service | 13-Nov-23 | Notice to Remedy |
| 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 |
| 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 |
| 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 |
| Home Instead - Mid North Coast | Senior Care Group Pty Ltd | 201300 | NSW | Residential service | 09-Nov-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living |
| 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 |
| 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 |
| Hornsby Ku-ring-gai Home Modification & Maintenance Service | Hornsby Council | 200567 | NSW | Home service | 21-Sep-23 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources 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 |
| Huon Eldercare | Huon Eldercare Limited | 8002 | TAS | Residential service | 30-Nov-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 |
| Huon Eldercare | Huon Eldercare Limited | 8805 | TAS | Residential service | 30-Nov-23 | Service is non-compliant in the following Quality Standards: Standard 6 Feedback and complaints Standard 8 Organisational governance |
| Icare Community Aged Services (IAWCC) | Italo-Australian Welfare & Cultural Centre Incorporated | 500021 | WA | Home service | 21-Sep-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 |
| 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 |
| Imlay House | Sapphire Coast Community Aged Care Ltd | 2740 | NSW | Residential service | 20-Feb-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Indochinese Elderly Refugees Association - Victoria Inc | Indochinese Elderly Refugees Association Victoria Inc | 300614 | VIC | Home service | 12-Apr-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 Standard 8 Organisational governance |
| 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 |
| Interchange Wingecarribee Inc | Interchange Wingecaribee Inc | 200027 | NSW | Home service | 11-Oct-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 |
| Interchange Wingecarribee Inc | Interchange Wingecaribee Inc | 200027 | NSW | Home service | 25-Mar-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 7 Human resources Standard 8 Organisational governance |
| Intereach Limited - Deniliquin | Intereach Limited | 200673 | NSW | Home service | 19-Apr-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 |
| 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 |
| 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 |
| IRT Thomas Holt Kirrawee | Illawarra Retirement Trust | 157 | NSW | Residential service | 16-Apr-24 | Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living |
| Islamic Women's Association of Australia | Islamic Women's Association of Australia (IWAA) Inc. | 700191 | QLD | Home service | 19-Jul-23 | Notice to Remedy |
| 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 |
| J E Murray Home | Dale Cottages (Inc.) | 7062 | WA | Residential service | 14-Dec-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources |
| 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 |
| John Curtin Aged Care | John Curtin Aged Care Inc | 3310 | VIC | Residential service | 08-Dec-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Jonathan Rogers GC House | RSL LifeCare Limited | 179 | 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 |
| Joseph Cooke House | Southern Cross Care (WA) Inc | 7085 | WA | Residential service | 11-Apr-24 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| Jubilee Community Care Association Inc | Jubilee Community Care Inc | 700196 | QLD | Home service | 15-Dec-23 | Service is non-compliant in the following Quality Standards: Standard 6 Feedback and complaints Standard 8 Organisational governance |
| Julalikari Council Aboriginal Corporation | Julalikari Council Aboriginal Corporation | 600264 | NT | Home service | 30-Apr-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 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 |
| Juniper Hayloft | Uniting Church Homes | 7468 | WA | Residential service | 05-Oct-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Just Better Care Macarthur and Central West NSW and Murrumbidgee Lachlan | Lana & Terry Beyond Care Pty Ltd | 201346 | NSW | Home service | 26-Apr-24 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources Standard 8 Organisational governance |
| 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 |
| Kal'ang Community Care | Kalang Respite Care Centre Aboriginal Corporation | 700173 | QLD | Home service | 15-Dec-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 |
| Kalano Association - Kalano Aged Care | Kalano Community Association Incorporated | 600313 | NT | Home service | 22-Mar-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 |
| 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 |
| Karinya Residential Care | Narrogin Cottage Homes Inc | 7222 | WA | Residential service | 16-Oct-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Karinya Residential Care | Narrogin Cottage Homes Inc | 7222 | WA | Residential service | 18-Oct-23 | 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 |
| Kensington Park Nursing Home | Fresh Fields Aged Care Pty Ltd | 7916 | WA | Residential service | 30-Apr-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Killara Adult Day Centre & Respite | Shire of Northam | 500032 | WA | Home service | 18-Apr-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 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Killarney and District Meals on Wheels | Killarney Memorial Aged Care Ltd | 700428 | QLD | Home service | 16-Apr-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 |
| Koorooman House Nursing Home | Gippsland Southern Health Service | 3419 | VIC | Residential service | 28-Mar-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 |
| 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 |
| Korongee | Glenview Community Services Inc | 8083 | TAS | Residential service | 21-Apr-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 |
| Kura Yerlo | Kura Yerlo Incorporated | 600165 | SA | Home service | 19-Oct-23 | 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 |
| Kurilpa Kitchen | Australian Pensioners & Superannuants League QLD Inc | 700581 | QLD | Home service | 05-Sep-23 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 6 Feedback and complaints |
| Lachlan Lodge | Lachlan Lodge Inc | 328 | NSW | Residential service | 22-Apr-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 |
| LaoAus Care Incorporated | LAO ELDERLY ASSOCIATION INC. | 300627 | VIC | Home service | 21-Sep-23 | 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 |
| Larrakia Nation Aged Care Service | Larrakia Nation Aboriginal Corporation | 600283 | NT | Home service | 13-Dec-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 |
| 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 |
| Laurieton Lakeside Aged Care Residence | Halenvy Pty. Limited | 2793 | NSW | Residential service | 18-Dec-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 |
| 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 |
| Leighton Nursing Home | Fresh Fields Aged Care Pty Ltd | 7807 | WA | Residential service | 04-Mar-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| 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 |
| 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 |
| Linsell Lodge Aged Care Facility | The Trustee for the Salvation Army (SA) Property Trust | 6084 | SA | Residential service | 14-Dec-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 |
| Linsell Lodge Aged Care Facility | The Trustee for the Salvation Army (SA) Property Trust | 6084 | SA | Residential service | 19-Apr-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 |
| LiveBetter Services - Orange | Livebetter Services Limited | 200029 | NSW | Residential service | 06-Nov-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 |
| Local Guardians - Canterbury | Local Guardians Pty Ltd | 301040 | VIC | Home service | 28-Aug-23 | Notice to Remedy |
| Logan Central Meals on Wheels Inc. | Logan Central Meals on Wheels Incorporated | 700501 | QLD | Home service | 21-Dec-23 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| Loyal Care homecare package | Loyal Care Pty Ltd | 300936 | VIC | Home service | 16-Apr-24 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| Ltyentye Apurte Community Care | Ltyentye Apurte Arelhe-Ingkerrenyekekenhe Apmere Aboriginal Corporation | 600308 | NT | Home 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 |
| Luke's Place | Alara Qld Limited | 700399 | QLD | Home service | 18-Nov-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 |
| Macleay Valley House | THOMPSON HEALTH CARE PTY. LTD. | 946 | NSW | Residential service | 15-Sep-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 |
| Macleay Valley House | Thompson Health Care Pty Ltd | 946 | NSW | Residential service | 06-Mar-24 | Directions - to revise Plans for Continuous Improvement |
| Macleay Valley House | THOMPSON HEALTH CARE PTY. LTD. | 946 | NSW | Residential service | 06-Mar-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Mallacoota District Health & Support Service CACP Project | Mallacoota District Health & Support Service Inc | 300100 | VIC | Home service | 22-Apr-24 | Service is non-compliant in the following Quality Standards: Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Maltese Meals and Community Service - CHELTENHAM | Maltese Aged Care Association (S.A.) Incorporated | 600176 | SA | Home service | 05-Apr-24 | Service is non-compliant in the following Quality Standards: Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Maranatha House | MARANATHA HOUSE | 223 | NSW | Residential service | 19-Sep-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 |
| Marco Polo Woonona Care Services | Illawarra Retirement Trust | 1032 | NSW | Residential service | 22-Apr-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 5 Organisation’s service environment |
| Maribyrnong City Council - In and Out of Home Respite | City of Maribyrnong | 300230 | VIC | Home service | 13-Mar-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 |
| Mater Christi Aged Care Facility | Catholic Parish Of Mary Help Of Christians Sawtell - Catholic Care Of The Aged | 487 | NSW | Residential service | 16-Oct-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Mater Christi Aged Care Facility | The Trustees of the Roman Catholic Church for the Diocese of Lismore Sawtell Catholic Care of the Aged | 487 | NSW | Residential service | 23-Oct-23 | Directions - to revise Plans for Continuous Improvement |
| 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 |
| Mayfield Aged Care | M.N.H. PTY LIMITED | 2507 | NSW | Residential service | 16-Apr-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 |
| 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 |
| Meals on Wheels - Capalaba District Inc. | Capalaba District Meals on Wheels Inc | 700551 | QLD | Home service | 12-Dec-23 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| Meals on Wheels Redcliffe Inc. | Meals on Wheels Redcliffe Inc. | 700497 | QLD | Home service | 18-Sep-23 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| mecwacare Park Hill | MECWA | 3543 | VIC | Residential service | 08-Sep-23 | Service is non-compliant in the following Quality Standards: Standard 5 Organisation’s service environment |
| Meercroft Care | Meercroft Care Inc | 8788 | TAS | Residential service | 13-Dec-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 |
| Melaleuca Home For The Aged | Melaleuca Home for the Aged Inc | 8820 | TAS | Residential service | 12-Sep-23 | Notice to Remedy |
| Melaleuca Home For The Aged | MELALEUCA HOME FOR THE AGED INC | 8820 | TAS | Residential service | 04-Apr-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 |
| Mercy Place Ave Maria | Mercy Aged and Community Care Ltd | 3269 | VIC | Residential service | 04-Apr-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 7 Human resources |
| Mercy Place Ave Maria | Mercy Aged and Community Care Ltd | 3269 | NSW | Residential service | 08-Apr-24 | Directions - to revise Plans for Continuous Improvement |
| 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 |
| Mercy Place Mandurah | Mercy Aged and Community Care Ltd | 7896 | WA | Residential service | 11-Aug-23 | Notice of Requirement to Agree |
| Mercy Place Mandurah | Mercy Aged and Community Care Ltd | 7896 | WA | Residential service | 18-Sep-23 | 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 |
| Mercy Place Mont Clare | Mercy Aged and Community Care Ltd | 7443 | WA | Residential service | 03-Oct-23 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| Mercy Place Mont Clare | Mercy Aged and Community Care Ltd | 7443 | WA | Residential service | 05-Oct-23 | Directions - to revise Plans for Continuous Improvement |
| MercyCare Kelmscott | Mercy Human Services Limited | 7245 | WA | Residential service | 05-Oct-23 | Directions - to revise Plans for Continuous Improvement |
| MercyCare Kelmscott | Mercy Human Services Limited | 7245 | WA | Residential service | 05-Oct-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| MercyCare Maddington | Mercy Human Services Limited | 7270 | WA | Residential service | 25-Oct-23 | Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living |
| 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 | 18-Sep-23 | Notice to Remedy |
| Merrimac Park Private Care | Superior Care Group Pty Ltd | 5746 | QLD | Residential service | 13-Nov-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 7 Human resources Standard 8 Organisational governance |
| Merrimac Park Private Care | Superior Care Group Pty Ltd | 5746 | QLD | Residential service | 30-Nov-23 | Notice of Decision to impose Sanction |
| MiCare Home Care (Thuiszorg) | MiCare Ltd | 487 | VIC | Residential service | 11-Jan-24 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| Midlands Multipurpose Health Centre | Tasmanian Health Service | 8827 | TAS | Residential service | 18-Sep-23 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| Midlands Multipurpose Health Centre | Tasmanian Health Service | 8827 | TAS | Residential service | 22-Feb-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 |
| Migrant Resource Centre Community Aged Care Packages | Migrant Resource Centre (Southern Tas) Inc | 300314 | TAS | Home service | 30-Jun-23 | Notice to Remedy |
| Milang and Clayton Community Care | Milang & District Community Association Incorporated | 600034 | SA | Home service | 21-Dec-23 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| Milford House Nursing Home | THOMPSON HEALTH CARE PTY. LTD. | 2035 | NSW | Residential service | 31-Oct-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 |
| Milford House Nursing Home | THOMPSON HEALTH CARE PTY. LTD. | 2035 | NSW | Residential service | 16-Feb-24 | 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 |
| Miranda Aged Care Facility | Jesmond Aged Care Pty Limited | 2502 | NSW | Residential service | 27-Sep-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 |
| Mission Australia - HACC Transport | Mission Australia | 600316 | NT | Home service | 25-Oct-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 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 |
| 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 |
| 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 |
| 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 |
| Moyne Aged Care Plus Centre | The Salvation Army (NSW) Property Trust | 33 | NSW | Residential service | 30-Aug-23 | Notice to Remedy |
| Moyne Aged Care Plus Centre (0033) | The Trustee for the Salvation Army (NSW) Property Trust | 33 | NSW | Residential service | 13-Nov-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 |
| Moyne Aged Care Plus Centre (2519) | The Trustee for the Salvation Army (NSW) Property Trust | 2519 | NSW | Residential service | 16-Nov-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 |
| 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 |
| Multilink Community Care | Multilink Community Services Inc. | 700098 | QLD | Home service | 16-Oct-23 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources Standard 8 Organisational governance |
| Murroona Gardens | Bowen Old People's Homes Society | 700316 | QLD | Home service | 05-Apr-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 |
| My Home Care Choices | My Home Care Choices Pty Ltd | NAPS ID 26940 | VIC | Home service | 11-Aug-23 | Notice to Remedy |
| My Home Care Choices | My Home Care CHoices Pty Ltd | 301069 | VIC | Home service | 13-Mar-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 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Nambucca Valley Care Ltd | Nambucca Valley Care Limited | 201161 | NSW | Home service | 28-Mar-24 | Service is non-compliant in the following Quality Standards: Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| New Age Home and Community Services | New Age Community Services Pty Ltd | 201313 | NSW | Home service | 17-Apr-24 | Service is non-compliant in the following Quality Standards: Standard 6 Feedback and complaints Standard 8 Organisational governance |
| New Age Home and Community Services | New Age Community Services Pty Ltd | 201313 | NSW | Home service | 18-Apr-24 | Directions - to revise Plans for Continuous Improvement |
| NEW CARE SERVICES LTD | New Care Services Ltd | 301085 | VIC | Home service | 28-Nov-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 |
| New Care Services Ltd | New Care Services Ltd | 301085 | VIC | Home service | 18-Dec-23 | Directions - to revise Plans for Continuous Improvement |
| New England Community Care | UNITING (NSW.ACT) | 216 | 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 |
| Nhulundu Health Service | Nhulundu Wooribah Indigenous Health Organisation Incorporated | 700524 | QLD | Home service | 23-Apr-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 8 Organisational governance |
| 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 |
| North Eastern Community Nursing Home | North Eastern Community Hospital Incorporated | 6921 | SA | Residential service | 06-Sep-23 | Directions - to revise Plans for Continuous Improvement |
| North Eastern Community Nursing Home | North Eastern Community Hospital Incorporated | 6921 | SA | Residential service | 06-Sep-23 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources |
| 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 |
| Northern Settlement Services - Hamilton | Northern Settlement Services Limited | 200237 | NSW | Home service | 06-Mar-24 | 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 |
| Oakwood Aged Care | Tolega Pty Ltd | 6965 | SA | Residential service | 17-Apr-24 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| Old Timers | Australian Regional and Remote Community Services Limited | 6983 | NT | Residential service | 11-Apr-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 |
| Outer Islands HACC Project | Torres Strait Island Regional Council | 700200 | QLD | Home service | 10-Oct-23 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| 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 |
| Ozcare Palm Lodge | Ozcare | 5918 | QLD | Residential service | 20-Sep-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Palm Lake Bethania Aged Care Facility | Palm Lake Care Operations Pty Ltd | 5377 | QLD | Residential service | 22-Apr-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources |
| Palm Lake Care Toowoomba | Palm Lake Care Operations Pty Ltd | 5784 | QLD | Residential service | 28-Sep-23 | Incident Management Compliance Notice |
| 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 |
| 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 |
| Pam Corker House | Quambie Park Waroona (Inc) | 7125 | WA | Residential service | 09-Nov-23 | Service is non-compliant in the following Quality Standards: 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 |
| 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 |
| Parkview Community Care | Moonta Health & Aged Care Services Inc | 600640 | SA | Home service | 20-Feb-24 | Directions - to revise Plans for Continuous Improvement |
| Pearl Home Care Brisbane North | Pearl Home Care Pty Ltd | 700965 | QLD | Home service | 24-Oct-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 |
| Peel Community Care Inc | Peel Community Care Inc | 500269 | WA | Home service | 12-Apr-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 |
| Peninsula Aged Care Service | Beaumont Care (Holdings) Pty Ltd | 5461 | QLD | Residential service | 10-Oct-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Peninsula Aged Care Service | Beaumont Care Holdings Pty Ltd | 5461 | QLD | Residential service | 10-Oct-23 | Directions - to revise Plans for Continuous Improvement |
| Pika Wiya Aboriginal HACC | Pika Wiya Health Service Aboriginal Corporation | 600175 | SA | Home service | 18-Mar-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 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 |
| Port Curtis Day RnR | Gladstone Community Linking Agency Inc | 700357 | QLD | Home service | 09-Apr-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 8 Organisational governance |
| Presbyterian Aged Care - Ashfield | Presbyterian Aged Care | 534 | NSW | Residential service | 28-Sep-23 | 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 |
| Presbyterian Aged Care - Ashfield | The Presbyterian Church (New South Wales) Property Trust | 534 | NSW | Residential service | 09-Oct-23 | Directions - to revise Plans for Continuous Improvement |
| Presbyterian Aged Care - Ashfield | Presbyterian Aged Care | 534 | NSW | Residential service | 15-Apr-24 | Service is non-compliant in the following Quality Standards: Standard 5 Organisation’s service environment |
| 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 |
| Princes Court at Home | Princes Court Ltd | 301124 | 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 |
| 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 |
| Prospect Home Assist and Community Care Program | City of Prospect | 600144 | SA | Home service | 26-Apr-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| Pyramid Residential Care Centre | Pyramid Retirement Centre | 5111 | QLD | Residential Service | 28-Mar-24 | Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living |
| 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 |
| 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 |
| 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 |
| 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 |
| Rangeview Private Nursing Home | Merakis Enterprises Pty Ltd | 728 | 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 |
| 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 |
| Regis Greenmount | Regis Aged Care Pty Ltd | 7802 | WA | Residential service | 06-Nov-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 |
| Regis Marleston | Regis Aged Care Pty Ltd | 6864 | SA | Residential service | 08-Sep-23 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice |
| 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 Port Coogee | Regis Aged Care Pty Ltd | 7469 | WA | Residential 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 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 |
| 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 |
| Residential Gardens | Residential Gardens For Spanish Speaking Frail Aged Limited | 367 | NSW | Residential service | 18-Oct-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 6 Feedback and complaints |
| Residential Gardens | Residential Gardens For Spanish Speaking Frail Aged Limited | 367 | NSW | Residential service | 24-Oct-23 | Directions - to revise Plans for Continuous Improvement |
| Residential Gardens | Residential Gardens For Spanish Speaking Frail Aged Limited | 367 | NSW | Residential 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 |
| RFBI Lakemba Masonic Village | Royal Freemasons’ Benevolent Institution | 206 | NSW | Residential service | 21-Jul-23 | Directions - to revise Plans for Continuous Improvement |
| 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 |
| River HealthCare | Rescare Podiatrists Pty Ltd | 700945 | QLD | Home service | 21-Jul-23 | Notice to Remedy |
| 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 |
| 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 |
| 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 | 186 | 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 |
| Royal Society for the Blind of SA Inc (See Differently with Royal Society for the Blind) | Royal Society for the Blind of South Australia Inc | 600451 | SA | Home service | 28-Mar-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 8 Organisational governance |
| RSL LifeCare @ Home North Coast | RSL LifeCare Limited | 234 | 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 |
| 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 |
| SA Disability Care Pty Ltd | SA Disability Care Pty Ltd | 600631 | SA | Home service | 22-Nov-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 |
| SB Care Incorporated | SBcare Incorporated | 700359 | QLD | Home service | 13-Dec-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 |
| 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 |
| 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 | 6820 | SA | Residential service | 18-Sep-23 | Notice of Requirement to Agree |
| 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 |
| Share And Care Community Services Group Inc - Home Support Services | Share & Care Community Services Group Incorporated | 500067 | WA | Home service | 27-Mar-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers 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 |
| Singleton Community Aged Care | Signature Care Pty Ltd | 8225 | WA | Residential service | 11-Dec-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 |
| Somerville Gardens Care Community | DPG Services Pty Ltd | 946 | VIC | Residential service | 08-Jan-24 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| South East Tasmania Aboriginal Corporation | South East Tasmanian Aboriginal Corporation | 300280 | TAS | Residential service | 09-Nov-23 | 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 |
| 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 |
| South West Simply Helping | Batson Group Pty Ltd | 301000 | VIC | Home service | 26-Mar-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 8 Organisational governance |
| Southern Cross Care (Tas) Community Care South | Southern Cross Care (Tas) Inc | 300293 | TAS | Residential service | 06-Nov-23 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| Southern Cross Care St Catherine's Residential Aged Care | Southern Cross Care (NSW & ACT) Limited | 78 | NSW | Residential service | 12-Apr-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Southern Cross Care St Catherine's Residential Aged Care | Southern Cross Care (NSW & ACT) Limited | 78 | NSW | Residential service | 15-Apr-24 | Directions - to revise Plans for Continuous Improvement |
| Southern Cross Care St Michael's Residential Aged Care | Southern Cross Care (NSW & ACT) Limited | 38 | NSW | Residential service | 14-Sep-23 | 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 |
| Southern Cross Care St Michael's Residential Aged Care | Southern Cross Care (NSW & ACT) Limited | 38 | NSW | Residential service | 15-Sep-23 | Directions - to revise Plans for Continuous Improvement |
| Southern Cross Care St Michael's Residential Aged Care | Southern Cross Care (NSW & ACT) Limited | 38 | NSW | Residential service | 07-Mar-24 | Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living |
| Southern Cross Community Care - Parkes | Southern Cross Care (NSW & ACT) Limited | 223 | 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 |
| Southern Shoalhaven Multi Service Outlet | Southern Shoalhaven Zone Meals on Wheels Incorporated | 200565 | NSW | Home service | 21-Sep-23 | 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 |
| Southhaven Aged Care | Oracle Care (NSW) Pty Ltd | 2781 | NSW | Residential service | 08-Nov-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 7 Human resources Standard 8 Organisational governance |
| Southwest Simply Helping | Batson Group Pty Ltd | 301000 | VIC | Home service | 11-Apr-24 | 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 |
| Sri Om Care | Sri Om Foundation Limited | 201359 | NSW | Home service | 07-Mar-24 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| Sri Om Foundation Limited | Sri Om Foundation Limited | 201359 | NSW | Home service | 15-Mar-24 | Directions - to revise Plans for Continuous Improvement |
| SRS Home Care | Sunraysia Residential Services Inc | 534 | VIC | Residential service | 23-Jan-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| St Andrew’s Village Byron Bay | St Andrew's Village Ballina Limited | 9616 | NSW | Residential service | 15-Mar-24 | Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living |
| 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 |
| 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 |
| St Francis Hostel | Mt La Verna Retirement Village Inc | 7152 | WA | Residential service | 14-Nov-23 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| St George's Care Centre | Amana Living Incorporated | 7257 | WA | Residential service | 19-Apr-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 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| St John Ambulance, Transport Access Project | St John Ambulance Australia (QLD) | 700057 | QLD | Home service | 09-Oct-23 | Service is non-compliant in the following Quality Standards: Standard 6 Feedback and complaints Standard 7 Human resources 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 |
| St Mary's Home Service | Gilbert Care (Sunshine Coast) Pty. Ltd. | 700217 | QLD | Home service | 21-Mar-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| St Paul's Hostel For The Elderly | Antonine Sister Aged Care Services Ltd | 3330 | VIC | Residential service | 08-Dec-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| 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 |
| St Raphaels Home For The Aged | Franciscan Sisters of the Heart of Jesus (South Australia) Inc | 6107 | SA | Residential service | 20-Dec-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 5 Organisation’s service environment |
| St Ritas Nursing Home | Casson Homes Incorporated | 7796 | WA | Residential service | 21-Nov-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Stafford and District Meals on Wheels | Stafford & District Meals on Wheels Association Inc | 700498 | QLD | Home service | 15-Nov-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 |
| Star Community Services | STAR Community Services Ltd | 700911 | QLD | Home service | 11-Sep-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 7 Human resources Standard 8 Organisational governance |
| Start Nursing Services Pty Ltd | Start Nursing Services Pty Ltd | 201392 | NSW | Residential service | 22-Dec-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 |
| 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 |
| Sunnymeade Park Aged Care Community | JOMAL PTY. LTD. | 5208 | QLD | Residential service | 13-Oct-23 | 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 | 26-Mar-24 | Notice to Remedy |
| Sunnyside House | Sunnyside House Inc | 3015 | VIC | Residential service | 23-Oct-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 |
| Sunrise Home Care | Sunrise Home Care PTY LTD | 201322 | NSW | Home service | 27-Mar-24 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| 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 |
| 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 |
| TAC Home Care Packages | Tasmanian Aboriginal Corporation | 301066 | TAS | Home service | 15-Nov-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 5 Organisation’s service environment Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| TAC Home Care Packages | Tasmanian Aboriginal Corporation | 301066 | TAS | Home service | 06-Mar-24 | Notice to Remedy |
| Tandara Lodge | TANDARA LODGE COMMUNITY CARE INC | 8818 | TAS | Residential service | 19-Oct-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources |
| Tandara Lodge Hostel | TANDARA LODGE COMMUNITY CARE INC | 8028 | TAS | Residential service | 13-Oct-23 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources |
| 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 |
| Technology for Ageing and Disability Queensland | Technical Aid To The Disabled Queensland Inc | 700463 | QLD | Home service | 19-Nov-23 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources Standard 8 Organisational governance |
| The Carers Home Care Service | Westend Management Australia Pty Ltd | 500251 | WA | Home service | 13-Dec-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 |
| The CareSide | The Care Side Pty Ltd | 500246 | WA | Home service | 22-Mar-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 8 Organisational governance |
| The CareSide | The Care Side Pty Ltd | 500246 | WA | Home service | 22-Mar-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 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 |
| The Co-operative Life Western Sydney | The Co-operative Life Limited | 201274 | NSW | Home service | 14-Mar-24 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 7 Human resources Standard 8 Organisational governance |
| The Forrest Centre CACP (Wagga Wagga) | The Mary Potter Nursing and The Ethel Forrest Day Care Centre | NAPS 17781 | NSW | Home service | 26-Oct-23 | Notice to Remedy |
| The House of Saint Hilarion | The Society of St Hilarion Inc | 6504 | SA | Residential 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 |
| 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 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 |
| 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 |
| 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 |
| 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 |
| The Pioneers Lodge | The Pioneers Lodge Limited | 80 | NSW | Residential service | 12-Apr-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| 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 |
| The Royce Manor | Tulich Aged Care Services Pty Ltd | 938 | NSW | Residential service | 27-Oct-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 |
| The Royce Manor | Tulich Aged Care Services Pty Ltd | 938 | 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 |
| The Royce Manor | The Royce Aged Care Pty Ltd | 938 | NSW | Residential service | 22-Jan-24 | Directions - to revise Plans for Continuous Improvement |
| The Society of St Hilarion Inc Aged Care | The Society of St Hilarion Inc | 600089 | SA | Home service | 05-Mar-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 |
| The Views at Heidelberg | Anglican Aged Care Services Group | 3127 | VIC | Residential service | 18-Jul-23 | Notice to Remedy |
| The Village by Scalabrini | SCALABRINI VILLAGE LTD | 210 | NSW | Residential service | 22-Jan-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| The Whiddon Group - Glenfield | The Frank Whiddon Masonic Homes of New South Wales | 2135 | NSW | Residential service | 25-Oct-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| The Whiddon Group - Glenfield | The Frank Whiddon Masonic Homes of New South Wales | 2135 | NSW | Residential service | 30-Oct-23 | Directions - to revise Plans for Continuous Improvement |
| 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 - Largs | The Frank Whiddon Masonic Homes of New South Wales | 335 | NSW | Residential service | 15-Nov-23 | Service is non-compliant in the following Quality Standards: Standard 6 Feedback and complaints |
| The Whiddon Group - Wingham - Primrose | The Frank Whiddon Masonic Homes of New South Wales | 186 | NSW | Residential service | 06-Sep-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 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| The Whiddon Group - Wingham - Primrose | The Frank Whiddon Masonic Homes of New South Wales | 186 | NSW | Residential service | 12-Feb-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Treeby Parklands Care Community | DPG Services Pty Ltd | 7424 | WA | Residential service | 05-Sep-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 |
| 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 |
| TriCare Kawana Waters Aged Care Residence | TRICARE ROCHE AGED CARE PTY LTD | 5471 | QLD | Residential service | 08-Nov-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| TriCare Williams Landing Aged Care Residence | TRICARE MELBOURNE AGED CARE PTY LTD | 8231 | VIC | Residential service | 12-Dec-23 | Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living |
| Uniting AgeWell Southern Metro Home Care | Uniting Agewell Limited | 300148 | VIC | Residential service | 16-Nov-23 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| 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 |
| 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 Eden | UNITING (NSW.ACT) | 842 | NSW | Residential 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 |
| Uniting Edinglassie Lodge Penrith | UNITING (NSW.ACT) | 488 | NSW | Residential service | 30-Oct-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Uniting Elanora Shellharbour | UNITING (NSW.ACT) | 969 | NSW | Residential service | 26-Sep-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Uniting Kari Court St Ives | UNITING (NSW.ACT) | 548 | NSW | Residential service | 09-Nov-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 8 Organisational governance |
| 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 |
| Uralba Hostel | Gundagai and District Hostel Accommodation Inc | 285 | NSW | Residential 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 |
| 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 |
| Villa Maria Catholic Homes Wantirna Aged Care Residence | Villa Maria Catholic Homes Limited | 4282 | VIC | Residential service | 05-Oct-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Villa Maria Catholic Homes Wantirna Aged Care Residence | Villa Maria Catholic Homes Limited | 4282 | VIC | Residential service | 17-Oct-23 | Directions - to revise Plans for Continuous Improvement |
| Wagga Wagga Community Aged Care | Signature Care Pty Ltd | 8221 | NSW | Residential service | 03-Nov-23 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice |
| Wagga Wagga Meals on Wheels | Wagga Wagga Meals on Wheels Inc | 200539 | NSW | Home service | 10-Oct-23 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 8 Organisational governance |
| Walkerville Residential Care Centre | RSL Care RDNS Limited | 6908 | SA | Residential service | 23-Oct-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 | Residential service | 31-Oct-23 | Directions - to revise Plans for Continuous Improvement |
| Walkerville Residential Care Centre | RSL Care RDNS Limited | 6908 | SA | Residential 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 |
| Wallsend Aged Care Facility | Ministry of Health | 1500 | NSW | Residential service | 17-Dec-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 |
| Wallsend Aged Care Facility | NSW Ministry of Health | 1500 | NSW | Residential service | 20-Feb-24 | Notice to Remedy |
| 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 |
| 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 |
| Warramunda Village Hostel | Warramunda Village Inc | 3281 | VIC | Residential service | 05-Sep-23 | Directions - to revise Plans for Continuous Improvement |
| Warrigal Care - Queanbeyan | Warrigal Care | 200191 | NSW | Home service | 11-Oct-23 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 8 Organisational governance |
| 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 | 19-Dec-23 | 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 |
| Warrigal Care Albion Park Rail | Warrigal Care | 291 | NSW | Residential service | 20-Dec-23 | Directions - to revise Plans for Continuous Improvement |
| Warrigal Care Mt Warrigal | Warrigal Care | 181 | NSW | Residential service | 12-Nov-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Warrigal Care Mt Warrigal | Warrigal Care | 181 | NSW | Residential Service | 14-Nov-23 | Directions - to revise Plans for Continuous Improvement |
| Warrigal Mount Terry | Warrigal Care | 94 | NSW | Residential service | 19-Jan-24 | Service is non-compliant in the following Quality Standards: 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 |
| Warrina Innisfail | Warrina Innisfail | 5076 | QLD | Residential service | 17-Apr-24 | 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 |
| Waterview Aged Care Facility | Hunter Valley Care Pty Ltd | 2391 | NSW | Residential service | 21-Sep-23 | Directions - to revise Plans for Continuous Improvement |
| Waterview Aged Care Facility | HUNTER VALLEY CARE PTY. LIMITED | 2391 | NSW | Residential service | 21-Sep-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 |
| Waterview Aged Care Facility | HUNTER VALLEY CARE PTY. LIMITED | 2391 | NSW | Residential service | 28-Feb-24 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| Wattle Hill Lodge | Wattle Hill Lodge Inc | 7096 | WA | Residential service | 01-Nov-23 | 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 | 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 |
| 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 |
| Waverley Valley Care Community | DPG Services Pty Ltd | 3564 | VIC | Residential service | 13-Sep-23 | Directions - to revise Plans for Continuous Improvement |
| WeCare Disability and Social Work Services | WeCare Disability and Social Work Services Pty Ltd | 701118 | QLD | Home service | 03-Nov-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 |
| Wellington Park Private Care | Superior Care Group Pty Ltd | 5362 | QLD | Residential service | 05-Mar-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance |
| Wellington Views | Respect Group Limited | 8061 | TAS | Residential service | 27-Oct-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources |
| West Coast District Hospital - Lyell House | Tasmanian Health Service | 8046 | TAS | Residential service | 16-Mar-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 7 Human resources Standard 8 Organisational governance |
| Whitehall Nursing Home | QUINVIL PTY LTD | 2339 | NSW | Residential service | 15-Sep-23 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care 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 |
| 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 |
| Wirraminna Care Home Care Packages | Wirraminna Care Incorporated | 600614 | SA | Home service | 23-Nov-23 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| Wirraminna Care Home Care Packages | Wirraminna Care Incorporated | 600614 | SA | Home service | 24-Nov-23 | Directions - to revise Plans for Continuous Improvement |
| Woodlands Aged Care and NDIS Services | MELLREACH PTY. LTD. | 5264 | QLD | Residential service | 21-Sep-23 | 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 | 27-Sep-23 | Directions - to revise Plans for Continuous Improvement |
| Yallambee Lodge | SNOWY MONARO REGIONAL COUNCIL | 352 | NSW | Residential service | 04-Sep-23 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| 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 |
| Yarram and District Health Service | Yarram & District Health Service | 300933 | VIC | Home service | 12-Sep-23 | Notice to Remedy |
| 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 |