**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 2024 to 31 December 2024

| **Service name** | **Provider name** | **ID** | **State** | **Service type** | **Decision date** | **Type of action** |
| --- | --- | --- | --- | --- | --- | --- |
| 3Bridges Community Incorporated | 3Bridges Community Limited | 200859 | NSW | Home Service | 01-Nov-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| Abberfield Aged Care Facility | Sandra Pty Ltd | 4002 | VIC | Residential Service | 25-Oct-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 |
| Active Refugee Migrant Home Services | Armis Healing The Incurables Pty Ltd | 701110 | QLD | Home Service | 03-Sep-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 |
| Adina Care Cootamundra | Cootamundra Health Care Co-operative Limited | 2743 | NSW | Residential Service | 12-Aug-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 |
| Afea Pty Ltd | Leora Healthcare Pty Ltd | 201273 | NSW | Home Service | 24-Dec-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 8 Organisational governance |
| Alliance Health Services Group Pty Limited | Alliance Health Services Group Pty Limited | 200937 | NSW | Home service | 15-Jul-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 |
| Alpha Omega Consulting | Alpha Omega Aged Care Pty Ltd | 201443 | NSW | Home Service | 07-Nov-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| Amaroo Village Buckley Caring Centre | Amaroo Care Services Inc | 7093 | WA | Residential Service | 21-Nov-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 |
| AMES Australia | AMES Australia | 301104 | VIC | Home Service | 04-Jul-24 | Directions - to revise Plans for Continuous Improvement |
| ANFE - Torrensville | Associazione Nazionale Famiglie degli Emigrati Incorporated | 600117 | SA | Home Service | 26-Sep-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| Anglican Care Bishop Tyrrell Place | Anglican Care | 0896 | NSW | Residential Service | 18-Oct-24 | Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living |
| Anglican Care Storm Village | Anglican Care | 0230 | NSW | Residential Service | 29-Jul-24 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| Anglican Care Storm Village | Anglican Care | 0230 | NSW | Residential Service | 24-Dec-24 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources  Standard 8 Organisational governance |
| AnglicareSA Grange | Anglicare SA Ltd | 6779 | SA | Residential Service | 02-Aug-24 | Service is non-compliant in the following Quality Standards: Standard 6 Feedback and complaints Standard 7 Human resources |
| Annecto Inc | Annecto Inc | 300971 | VIC | Home Service | 13-Nov-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 8 Organisational governance |
| Annecto Inc | Annecto Inc | 300971 | NSW | Home service | 18-Nov-24 | Directions - to revise Plans for Continuous Improvement |
| Ardent Care Services Pty Ltd | Ardent Care Services Pty Ltd | 201476 | NSW | Home Service | 14-Dec-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 |
| Ashleigh House Hostel | Sale Elderly Citizens Village Inc | 3026 | VIC | Residential Service | 29-Aug-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care  Standard 8 Organisational governance |
| Aurukun Community Aged Care Service | Aurukun Shire Council | 700261 | QLD | Home service | 21-Aug-24 | Notice of Requirement to Agree |
| Awabakal Newcastle Aboriginal Co-Operative Ltd | Awabakal Ltd | 200177 | NSW | Home Service | 09-Aug-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 |
| BallyCara Community Care | Hibernian (QLD) Friendly Society Ltd | 700800 | QLD | Home Service | 02-Aug-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 |
| Baptistcare Bethel | BaptistCare NSW & ACT | 7206 | WA | Residential Service | 06-Sep-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Baptistcare Bethel | Baptistcare NSW & ACT | 7206 | WA | Residential service | 11-Sep-24 | Directions - to revise Plans for Continuous Improvement |
| Baptistcare Gracehaven | BaptistCare NSW & ACT | 7914 | WA | Residential Service | 14-Oct-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care  Standard 8 Organisational governance |
| Baptistcare Gracewood | BaptistCare NSW & ACT | 7166 | WA | Residential Service | 17-Dec-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 |
| Baptistcare Morrison Gardens | BaptistCare NSW & ACT | 7186 | WA | Residential Service | 05-Aug-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| BaptistCare Warabrook Centre | BaptistCare NSW & ACT | 0515 | NSW | Residential Service | 23-Dec-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Baptistcare William Carey Court | BaptistCare NSW & ACT | 7267 | WA | Residential Service | 12-Dec-24 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources  Standard 8 Organisational governance |
| Barrington Lodge | The Trustee for The Salvation Army (Tasmania) Property Trust | 8031 | TAS | Residential Service | 24-Dec-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 |
| Barrington Lodge | The Salvation Army (Tasmania) Property Trust | 8031 | TAS | Residential Service | 05-Jul-24 | Directions - to revise Plans for Continuous Improvement |
| Beenleigh and District Senior Citizens Centre | Beenleigh and Districts Senior Citizens Centre Inc | 700325 | QLD | Home service | 12-Jul-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 |
| Bellevue Care Centre | Burswood Care Pty Ltd | 5369 | QLD | Residential Service | 09-Dec-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Bethanie Waters | The Bethanie Group Inc | 7276 | WA | Residential Service | 14-Aug-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Bexley Care Centre | Fresh Fields Management (NSW) No 2 Pty Ltd | 2541 | NSW | Residential Service | 18-Nov-24 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| Blue Care Flinders View Nowlanvil Aged Care Facility | The Uniting Church in Australia Property Trust (Q.) through Blue Care | 5456 | QLD | Residential Service | 09-Oct-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 |
| BlueCross The Boulevard | DPG Services Pty Ltd | 3827 | VIC | Residential Service | 20-Nov-24 | Service is non-compliant in the following Quality Standards: Standard 6 Feedback and complaints Standard 8 Organisational governance |
| Bolton Clarke Little Para | RSL Care RDNS Limited | 6205 | SA | Residential Service | 02-Aug-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Bolton Clarke Little Para | RSL Care RDNS Limited | 6205 | SA | Residential Service | 09-Aug-24 | Directions - to revise Plans for Continuous Improvement |
| Booroongen Djugun Limited | Booroongen Djugun Limited | 0457 | NSW | Residential Service | 09-Oct-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 |
| Bucketts Way Neighbourhood Group Incorporated | Bucketts Way Neighbourhood Group Incorporated | 200358 | NSW | Home Service | 15-Aug-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 |
| Bupa Bexley | Bupa Aged Care Australia Pty Ltd | 2470 | NSW | Residential Service | 16-Dec-24 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources  Standard 8 Organisational governance |
| Bupa Tugun | Bupa Aged Care Australia Pty Ltd | 5380 | QLD | Residential Service | 28-Nov-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 |
| Bupa Waratah | Bupa Aged Care Australia Pty Ltd | 0728 | NSW | Residential Service | 12-Sep-24 | Service is non-compliant in the following Quality Standards: Standard 5 Organisation’s service environment |
| Burrowa House | Boorowa Hostel Incorporated | 0260 | NSW | Residential Service | 05-Jul-24 | 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 Ltd | 700145 | QLD | Home Service | 22-Nov-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 |
| Calvary Cordelia Grove | Calvary Aged Care Services Pty Ltd | 3709 | VIC | Residential Service | 02-Aug-24 | Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living |
| Calvary Corymbia | Calvary Aged Care Services Pty Ltd | 1096 | NSW | Residential Service | 05-Dec-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 8 Organisational governance |
| Calvary Sandhill | Calvary Aged Care Services Pty Ltd | 8057 | TAS | Residential Service | 18-Nov-24 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 7 Human resources |
| Canberra Aged Care Facility | Bunyundah Nominees Pty Ltd | 2984 | ACT | Residential Service | 17-Sep-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 |
| Canterbury City Community Centre | Canterbury City Community Centre Inc. | 200577 | NSW | Home service | 16-Jul-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 |
| Capital Region Community Services | Capital Region Community Service Limited | 200964 | ACT | Home Service | 25-Sep-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| Casey City Council | Casey City Council | 300567 | VIC | Home service | 18-Jul-24 | Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living Standard 8 Organisational governance |
| CatholicCare Canberra & Goulburn | Roman Catholic Church for the Archdiocese of Canberra and Goulburn as trustees for Catholiccare | 200977 | ACT | Home Service | 18-Sep-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| Central Australian Aboriginal Congress Aboriginal Corporation | Central Australian Aboriginal Congress Aboriginal Corporation | 600632 | NT | Home Service | 05-Sep-24 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| Charles Brownlow Retirement Village | Ryman Aged Care (Australia) Pty Ltd | 4005 | VIC | Residential Service | 30-Sep-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care  Standard 8 Organisational governance |
| Charleville and District Community Support Association | Charleville and District Community Support Association Incorporated | 700365 | QLD | Home Service | 26-Nov-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 |
| Chorus Australia Limited | Chorus Australia Limited | 500322 | WA | Home Service | 24-Sep-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 |
| Christies Beach Residential Care Services | Hahndorf Holdings Pty Ltd | 6945 | SA | Residential Service | 18-Oct-24 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| Churches of Christ Gracehaven Aged Care Service | Churches of Christ in Queensland | 5245 | QLD | Residential Service | 23-Jul-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care  Standard 8 Organisational governance |
| Clifton Nursing Home | Clifton Co-Op Hospital Ltd | 5997 | QLD | Residential Service | 14-Nov-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Columbia Aged Care Services - Oberon Village | Columbia Nursing Homes Pty Ltd | 1022 | NSW | Residential Service | 17-Dec-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 |
| Comfort Care Home Services | Comfort Care Group Pty Ltd | 301095 | VIC | Home Service | 22-Oct-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 |
| Comfort Disability and Aged Home Care Services | Comfort Disability and Aged Home Care Services Pty Ltd | 201329 | NSW | Home Service | 23-Oct-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 |
| Concorde Nursing Home | Fresh Fields Aged Care Pty Ltd | 7880 | WA | Residential Service | 14-Oct-24 | Service is non-compliant in the following Quality Standards: Standard 5 Organisation’s service environment |
| Continuum Care | Continuum Care Australia Pty. Ltd. | 600577 | SA | Home service | 30-Jul-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| Cooma Challenge Limited | Cooma Challenge Limited | 200909 | NSW | Home Service | 05-Nov-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 |
| Country Home Advocacy Project Inc. (Trading as Country Home Services) | Country Home Advocacy Project Incorporated | 600124 | SA | Home service | 09-Jul-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 |
| Courtlands Aged Care Facility | Christadelphian Homes | 0585 | NSW | Residential Service | 11-Dec-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Crowley Retirement Village | The Trustees of the Roman Catholic Church for the Diocese of Lismore | 2718 | NSW | Residential Service | 08-Jul-24 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources |
| Crowley Retirement Village | The Trustees of the Roman Catholic Church for the Diocese of Lismore | 200049 | NSW | Home Service | 23-Sep-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 |
| Crowley Retirement Village | The Trustees of the Roman Catholic Church for the Diocese of Lismore | 200049 | NSW | Home service | 03-Oct-24 | Directions - to revise Plans for Continuous Improvement |
| Della Dale Aged Care | NDN CARE SERVICES PTY LTD | 4190 | VIC | Residential Service | 16-Sep-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 |
| Della Dale Aged Care | NDN CARE SERVICES PTY LTD | 4190 | VIC | Residential Service | 19-Dec-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 |
| Dementia Caring Australia Pty Ltd | Dementia Caring Australia Pty Ltd | 201282 | NSW | Home Service | 11-Dec-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 8 Organisational governance |
| Disability SA Northgate | Disability SA | 6203 | SA | Residential Service | 16-Dec-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 |
| Dohma Home Services | Dohmac Pty Ltd trading as Dohma Care | 201513 | NSW | Home Service | 10-Dec-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 |
| Dowerin Home Care | Shire of Dowerin | 500299 | WA | Home Service | 25-Sep-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 |
| Dutch Aged Care | Rembrandt Living Incorporated | 600072 | SA | Home service | 05-Jul-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 |
| Edward River Gardens | Moulamein Retirement Village Committee Inc | 0304 | NSW | Residential Service | 27-Aug-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 |
| Elderly Home Care Solutions | Elderly Home Care Solutions Pty Ltd | 201285 | NSW | Home Service | 02-Dec-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 |
| Fairfield Nursing Home | Fresh Fields Management (NSW) Pty Ltd | 2504 | NSW | Residential Service | 04-Nov-24 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| First Call Nursing | SCC Health Pty Limited | 201410 | NSW | Home Service | 05-Nov-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 |
| First Call Nursing | SCC Health Pty Limited | 201410 | NSW | Home service | 05-Nov-24 | Directions - to revise Plans for Continuous Improvement |
| Florence Price Gardens | RSL LifeCare Limited | 2681 | NSW | Residential Service | 01-Aug-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care  Standard 8 Organisational governance |
| Freedom Home Care | Freedom Home Care Pty Ltd | 300320 | TAS | Home Service | 15-Oct-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 |
| Garden View Nursing Home | Garden View Aged Care Pty Ltd | 2571 | NSW | Residential Service | 20-Nov-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 7 Human resources  Standard 8 Organisational governance |
| Gill Waminda Aged Care Plus Centre | The Trustee for the Salvation Army (NSW) Property Trust | 0076 | NSW | Residential Service | 09-Jul-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Glenview Community Services Inc. | Glenview Community Services Inc | 8060 | TAS | Residential Service | 12-Jul-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care  Standard 8 Organisational governance |
| Glow Healthcare Agency | OZConnections (NSW) Pty Ltd | 201453 | NSW | Home Service | 30-Sep-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 |
| Goodwin Aged Care Services Limited | Goodwin Aged Care Services Limited | 200950 | ACT | Home Service | 13-Sep-24 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 8 Organisational governance |
| Goodwin Aged Care Services Limited | Goodwin Aged Care Services Limited | 200950 | NSW | Home service | 16-Sep-24 | Directions - to revise Plans for Continuous Improvement |
| Goulburn Meals on Wheels | Goulburn and District Meals on Wheels Service Incorporated | 200452 | NSW | Home Service | 06-Nov-24 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice |
| Goulburn Valley Health | Goulburn Valley Health | 300060 | VIC | Home Service | 12-Dec-24 | Service is non-compliant in the following Quality Standards: Standard 6 Feedback and complaints Standard 8 Organisational governance |
| Guildford Village | Pu-Fam Pty Ltd | 7204 | WA | Residential Service | 21-Aug-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 8 Organisational governance |
| Guildford Village | Pu-Fam Pty Ltd | 7204 | WA | Residential Service | 28-Aug-24 | Directions - to revise Plans for Continuous Improvement |
| Gunnedah Shire Council | Gunnedah Shire Council | 200170 | NSW | Home service | 24-Jul-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 |
| Hahndorf Residential Care Services | Hahndorf Holdings Pty Ltd | 6937 | SA | Residential Service | 30-Oct-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Hakea Grove Aged Care | Hakea Grove Aged Care Pty Limited | 1036 | NSW | Residential Service | 01-Nov-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Hakea Grove Aged Care | Hakea Grove Aged Care P/L | 1036 | NSW | Residential service | 05-Nov-24 | Directions - to revise Plans for Continuous Improvement |
| Hawthorn Village | Christian Homes Tasmania Inc | 8026 | TAS | Residential Service | 04-Jul-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| HCA Home Care No hidden costs | HCA Corporate Health Pty Ltd | 600594 | SA | Home Service | 13-Dec-24 | Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living |
| Home Care Assistance Gold Coast | Prestige Linx Pty Ltd | 700947 | QLD | Home Service | 05-Aug-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 7 Human resources  Standard 8 Organisational governance |
| Home Care Nursing | Hunter Healthcare Group Pty Ltd | 201371 | NSW | Home Service | 02-Dec-24 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| Home Maintenance & Modification Program- South Coast | St. Vincent De Paul Society Queensland | 700424 | QLD | Home Service | 15-Aug-24 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| Hope Aged Care Gladstone Park | Sixth Eastway Unit Trust | 4301 | VIC | Residential Service | 20-Nov-24 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| Hope Vale Community Care | Hope Vale Aboriginal Shire Council | 700456 | QLD | Home Service | 06-Sep-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 |
| Ingham Parent Support Group | Ingham Parents Support Group Inc | 700999 | QLD | Home Service | 08-Aug-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 |
| Inspired Aged Care Services Pty Ltd | Inspired Aged Care Services Pty Ltd | 201350 | NSW | Home Service | 23-Dec-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| Iris Manor | Iris Aged Care Pty Ltd | 300904 | VIC | Home Service | 26-Sep-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 |
| Jali Aged Care | Jali Local Aboriginal Land Council | 200249 | NSW | Home Service | 06-Sep-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 |
| Jindalee Aged Care Residence | Johnson Village Services Pty Ltd | 2988 | ACT | Residential Service | 30-Oct-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Jonathan Rogers GC House | RSL LifeCare Limited | 0821 | NSW | Residential Service | 17-Sep-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 |
| Julia Creek Home Care Service | McKinlay Shire Council | 700623 | QLD | Home Service | 20-Sep-24 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources  Standard 8 Organisational governance |
| Juniper Annesley | Uniting Church Homes | 7838 | WA | Residential Service | 27-Aug-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care  Standard 7 Human resources |
| Juniper Annesley | Uniting Church Homes | 7838 | WA | Residential service | 30-Aug-24 | Directions - to revise Plans for Continuous Improvement |
| Juniper Bethavon | Uniting Church Homes | 7131 | WA | Residential Service | 02-Sep-24 | Service is non-compliant in the following Quality Standards: Standard 6 Feedback and complaints  Standard 7 Human resources  Standard 8 Organisational governance |
| Juniper Bethshan | Uniting Church Homes | 7097 | WA | Residential Service | 16-Sep-24 | 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 |
| Juniper Hayloft | Uniting Church Homes | 7468 | WA | Residential Service | 05-Aug-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care  Standard 8 Organisational governance |
| Juniper Hillcrest | Uniting Church Homes | 7129 | WA | Residential Service | 29-Aug-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 |
| Juniper St David's | Uniting Church Homes | 7143 | WA | Residential Service | 25-Jul-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 |
| Just Better Care - Eastern Suburbs | Kindi Capers Pty Ltd | 201327 | NSW | Home Service | 13-Nov-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 |
| Justor Pty Ltd | Justor Pty Ltd | 200629 | NSW | Home service | 25-Oct-24 | Directions - to revise Plans for Continuous Improvement |
| Kalyna Care | Ukrainian Elderley People's Home | 3162 | VIC | Residential Service | 15-Aug-24 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources |
| Kalyra Woodcroft Aged Care | James Brown Memorial Trust | 6126 | SA | Residential Service | 17-Jul-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Kanandah Hostel | Kanandah Retirement Ltd | 0464 | NSW | Residential Service | 21-Aug-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Kerrisdale Gardens | Good Shepherd Lodge Limited | 5383 | QLD | Residential Service | 12-Aug-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care   Standard 8 Organisational governance |
| Kurilpa Kitchen | Australian Pensioners & Superannuants League QLD Inc | 700581 | QLD | Home service | 22-Jul-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| Lakeview Lodge Hostel | Nagambie HealthCare Incorporated | 3324 | VIC | Residential Service | 22-Aug-24 | Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living |
| Larrakia Nation Aged Care Service | Larrakia Nation Aboriginal Corporation | 600283 | NT | Home Service | 18-Oct-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 |
| Laurieton Lakeside Aged Care Residence | Halenvy Pty. Limited | 2793 | NSW | Residential Service | 19-Jul-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 |
| Lerwin Nursing Home | Rural City of Murray Bridge | 6966 | SA | Residential Service | 23-Sep-24 | Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living |
| Lifetec Australia Limited | Lifetec Australia Limited | 700471 | QLD | Home Service | 04-Nov-24 | Service is non-compliant in the following Quality Standards: Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance |
| Lilliane Brady Village Hostel | Cobar Shire Council | 366 | NSW | Residential Service | 02-Jul-24 | Directions - to revise Plans for Continuous Improvement |
| Lilliane Brady Village Nursing Home | Cobar Shire Council | 2699 | NSW | Residential Service | 01-Jul-24 | Directions - to revise Plans for Continuous Improvement |
| Little Sisters of the Poor Glendalough Home | Little Sisters of the Poor Aged Care Ltd | 7771 | WA | Residential Service | 11-Dec-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| Mabunji Aboriginal Resource Indigenous Corporation | Mabunji Aboriginal Resource Indigenous Corporation | 600310 | NT | Home Service | 25-Nov-24 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| Mackay Community Visitors Association Inc | Mackay Community Visitors Association Inc | 700345 | QLD | Home Service | 06-Aug-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 |
| Maculata Place | Shepparton Retirement Villages Inc | 3349 | VIC | Residential Service | 08-Aug-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care  Standard 8 Organisational governance |
| Manor Court Werribee Aged Care Ltd | Manor Court Werribbee Aged Care Limited | 3008 | VIC | Residential Service | 20-Aug-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Matthew Flinders Home Inc | Matthew Flinders Home Incorporated | 6951 | SA | Residential Service | 13-Sep-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 8 Organisational governance |
| Mayfield Aged Care | M.N.H. Pty Limited | 2507 | NSW | Residential Service | 08-Oct-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care  Standard 8 Organisational governance |
| Mayfield Aged Care | M.N.H. Pty Ltd | 2507 | NSW | Residential service | 23-Oct-24 | Directions - to revise Plans for Continuous Improvement |
| Meercroft Care | Meercroft Care Inc | 8788 | TAS | Residential Service | 11-Jul-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Melbcarlton Home Services | Melbcarlton Family Day Care Pty Ltd | 301120 | VIC | Home Service | 21-Nov-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 |
| Melville Parkside Care Community | DPG Services Pty Ltd | 7237 | WA | Residential Service | 21-Oct-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Melville Parkside Care Community | DPG Services Pty Ltd | 7237 | WA | Residential service | 28-Oct-24 | Directions - to revise Plans for Continuous Improvement |
| Mercy Place Albury | Mercy Aged and Community Care Ltd | 2667 | NSW | Residential Service | 25-Jul-24 | 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 |
| Merrimac Park Private Care | Superior Care Group Pty Ltd | 5746 | QLD | Residential Service | 23-Jul-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 |
| Merrimac Park Private Care | Superior Care Group Pty Ltd | 5746 | QLD | Residential Service | 17-Dec-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 7 Human resources  Standard 8 Organisational governance |
| MHA Care Limited | MHA Care Limited | 300643 | VIC | Home service | 09-Jul-24 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| MHA Care Limited | MHA Care Limited | 300643 | VIC | Home service | 25-Jul-24 | Directions - to revise Plans for Continuous Improvement |
| MiCare Home Care (Thuiszorg) | MiCare Ltd | 300120 | VIC | Home service | 31-Jul-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 |
| MiCare Overbeek Lodge | MiCare Ltd | 3188 | VIC | Residential Service | 15-Oct-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| Mid North Community Passenger Network | Clare and Gilbert Valleys Council | 600619 | SA | Home Service | 15-Aug-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 |
| Miles Meals on Wheels | Miles Meals on Wheels Inc | 700522 | QLD | Home Service | 30-Oct-24 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources  Standard 8 Organisational governance |
| Mosman Park Care Centre | Amana Living Incorporated | 8245 | WA | Residential Service | 04-Jul-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 |
| Murray House | Murray House Wentworth Aged Care Ltd | 0312 | NSW | Residential Service | 12-Dec-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 |
| Mutkin Residential Aged Care | Mutkin Residential and Community Care Indigenous Corporation | 5239 | QLD | Residential Service | 14-Nov-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 |
| My Guardian Home Services | My Guardian Group Pty Ltd | 201521 | NSW | Home Service | 16-Oct-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 |
| Navorina Nursing Home | The Deniliquin Nursing Home Foundation Ltd | 2744 | NSW | Residential Service | 22-Aug-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 |
| Navorina Nursing Home | The Deniliquin Nursing Home Foundation Ltd | 2744 | NSW | Residential Service | 27-Aug-24 | Directions - to revise Plans for Continuous Improvement |
| New Age Home and Community Services | New Age Community Services Pty Ltd | 201313 | NSW | Home Service | 01-Nov-24 | Service is non-compliant in the following Quality Standards: Standard 6 Feedback and complaints Standard 8 Organisational governance |
| New Care Services Ltd | New Care Services Ltd | 301085 | VIC | Home Service | 15-Oct-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 |
| New Horizons Home Care | New Horizons Enterprise Limited | 201386 | NSW | Home Service | 19-Sep-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 7 Human resources  Standard 8 Organisational governance |
| New Horizons Home Care | New Horizons Enterprise Limited | 201386 | NSW | Home service | 27-Sep-24 | Directions - to revise Plans for Continuous Improvement |
| Newcastle & District Nursing Service | Justor Pty Limited | 200629 | NSW | Home Service | 22-Oct-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 |
| Ngambaga Bindarry Girrwaa Community Service | Ngambaga Bindarry Girrwaa Community Service Incorporated | 200366 | NSW | Home Service | 25-Nov-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 5 Organisation’s service environment  Standard 6 Feedback and complaints  Standard 7 Human resources  Standard 8 Organisational governance |
| Nindilingarri Cultural Health Service | Nindilingarri Cultural Health Services Inc | 500255 | WA | Home Service | 04-Oct-24 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| North Eastern Community Nursing Home | North Eastern Community Hospital Incorporated | 6921 | SA | Residential Service | 05-Jul-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care  Standard 7 Human resources |
| Northern Coalfields Community Care Association (NeighbourCare) Limited | Northern Coalfields Community Care Association (NeighbourCare) Limited | 200375 | NSW | Home Service | 29-Oct-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| Northern Settlement Services - Hamilton | Northern Settlement Services Limited | 200237 | NSW | Home Service | 25-Oct-24 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources  Standard 8 Organisational governance |
| Onkaparinga Lodge Residential Care | Southern Cross Care (SA, NT & VIC) Incorporated | 6222 | SA | Residential Service | 12-Jul-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 |
| OSAN Ability Assist Pty Ltd | OSAN Ability Assist Pty Ltd | 201390 | NSW | Home Service | 15-Aug-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care  Standard 8 Organisational governance |
| Our Lady Mercy Place Harris Park | Mercy Aged and Community Care Ltd | 8258 | NSW | Residential Service | 10-Oct-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 |
| Ourcare Services Limited | Ourcare Services Limited | 200454 | NSW | Home service | 02-Jul-24 | Directions - to revise Plans for Continuous Improvement |
| Ozcare | Ozcare | 700104 | QLD | Home Service | 14-Oct-24 | Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 6 Feedback and complaints Standard 8 Organisational governance |
| Ozcare Innisfail | Ozcare | 5076 | QLD | Residential Service | 22-Nov-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Ozcare Villa Vincent | Ozcare | 5875 | QLD | Residential Service | 08-Jul-24 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| Palm Lake Care Toowoomba | Palm Lake Care Operations Pty Ltd | 5784 | QLD | Residential Service | 25-Sep-24 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources |
| Para Hills Residential Care | L P Rositano & M Rositano & R M Rositano and S P Rositano | 6962 | SA | Residential Service | 18-Sep-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Peel Community Care Inc | Peel Community Care Inc | 500259 | QLD | Home service | 11-Nov-24 | Notice to Remedy |
| Pine Lodge Home for the Aged | Russian Benevolent Association for Homes for the Aged | 5054 | QLD | Residential Service | 03-Dec-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 |
| Pines Living | Pines Living Pty Ltd | 2950 | ACT | Residential Service | 13-Dec-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 |
| Presbyterian Aged Care - Thornleigh | Presbyterian Aged Care | 0530 | NSW | Residential Service | 10-Jul-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care  Standard 8 Organisational governance |
| Regis Bulimba | Regis Aged Care Pty Ltd | 5107 | QLD | Residential Service | 25-Nov-24 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources |
| Regis Port Coogee | Regis Aged Care Pty Ltd | 7469 | WA | Residential Service | 16-Dec-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care  Standard 8 Organisational governance |
| Regis Tiwi | Regis Aged Care Pty Ltd | 6997 | NT | Residential Service | 11-Nov-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 |
| Residency by Dillons Narrogin | Jacqueline Elizabeth Dillon Business Pty Ltd | 7890 | WA | Residential Service | 08-Jul-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Residential Gardens | Residential Gardens For Spanish Speaking Frail Aged Limited | 0367 | NSW | Residential Service | 05-Nov-24 | Service is non-compliant in the following Quality Standards: Standard 6 Feedback and complaints |
| Resourceful Australian Indian Network Community Centre | Resourceful Australian Indian Network Inc | 201193 | NSW | Home service | 05-Jul-24 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| Richmond Shire Council (CCP) | Richmond Shire Council | 700079 | QLD | Home Service | 24-Oct-24 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources |
| Rochedale Springwood Meals on Wheels Inc. | Rochedale-Springwood Meals on Wheels Incorporated | 700494 | QLD | Home Service | 29-Aug-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 |
| Rose Court Aged Care Facility | Hahndorf Holdings Pty Ltd | 6975 | SA | Residential Service | 18-Nov-24 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| Rumbalara Shepparton | Rumbalara Aboriginal Co-operative Ltd | 300049 | VIC | Home service | 12-Jul-24 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| Rumbalara Shepparton | Rumbalara Aboriginal Co-operative Ltd | 300049 | VIC | Home service | 12-Jul-24 | Directions - to revise Plans for Continuous Improvement |
| South Coast Home Modification and Maintenance Service Limited | South Coast Home Modification and Maintenance Service Limited | 200490 | NSW | Home Service | 22-Aug-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 |
| Southern Cross Care St Michael's Residential Aged Care | Southern Cross Care (NSW & ACT) Limited | 0038 | NSW | Residential Service | 14-Nov-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care  Standard 5 Organisation’s service environment |
| Spinifex Health Services | Paupiyala Tjarutja Aboriginal Corporation | 500273 | WA | Home Service | 22-Aug-24 | Service is non-compliant in the following Quality Standards: Standard 6 Feedback and complaints  Standard 7 Human resources  Standard 8 Organisational governance |
| Sri Om Care | Sri Om Foundation Limited | 201359 | NSW | Home Service | 25-Sep-24 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| St Andrew's Village Byron Bay | St Andrew's Village Ballina Limited | 8253 | NSW | Residential Service | 19-Sep-24 | Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living Standard 5 Organisation’s service environment |
| St Annes Nursing Home | Southern Cross Care (Broken Hill) Ltd | 2413 | NSW | Residential Service | 13-Sep-24 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources |
| St Annes Nursing Home | Southern Cross Care (Broken Hill) Ltd | 2413 | NSW | Residential service | 17-Sep-24 | Directions - to revise Plans for Continuous Improvement |
| St Basil's Aegean Village | St Basil's Homes for the Aged in South Australia (Vasileias) Incorporated | 6151 | SA | Residential Service | 05-Dec-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care  Standard 5 Organisation’s service environment |
| St Basil's at St Peters | St Basil's Homes for the Aged in South Australia (Vasileias) Incorporated | 6767 | SA | Residential Service | 03-Jul-24 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| St Charbel's Care Centre | St Charbel's Care Centre Ltd | 0978 | NSW | Residential Service | 20-Nov-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 |
| St Charbel's Care Centre | St Charbel's Care Centre Ltd | 978 | NSW | Residential service | 05-Nov-24 | Notice of Decision to impose Sanction and Notice of Requirement to Agree |
| St John's | Respect Group Limited | 4481 | VIC | Residential Service | 26-Aug-24 | Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living |
| St Ritas Nursing Home | Casson Homes Incorporated | 7796 | WA | Residential Service | 05-Jul-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 |
| Star Community Services | STAR Community Services Ltd | 700911 | QLD | Home Service | 03-Oct-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 |
| Star of the Sea Home for the Aged | The Catholic Diocese of Port Pirie Inc | 6028 | SA | Residential Service | 25-Jul-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| Star of the Sea Home for the Aged | The Catholic Diocese of Port Pirie Inc | 6968 | SA | Residential Service | 25-Jul-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| Start Nursing Services | Start Nursing Services Pty Ltd | 201392 | NSW | Home service | 19-Aug-24 | Notice to Remedy |
| Suncare Community Home Services | Suncare Community Services Ltd | 700036 | QLD | Home service | 23-Jul-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 |
| Suncare Community Home Services | Suncare Community Services Ltd | 700036 | QLD | Home service | 12-Aug-24 | Directions - to revise Plans for Continuous Improvement |
| Sunnyside House | Sunnyside House Inc | 3015 | VIC | Residential Service | 05-Aug-24 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| Sunnyside House | Sunnyside House Inc | 3015 | VIC | Residential Service | 31-Oct-24 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| TAC Home Care Packages | Tasmanian Aboriginal Corporation | 301066 | TAS | Home Service | 28-Oct-24 | Service is non-compliant in the following Quality Standards: Standard 5 Organisation’s service environment |
| Taroom Meals on Wheels | Taroom Meals on Wheels Association Inc | 700366 | QLD | Home service | 25-Jul-24 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources  Standard 8 Organisational governance |
| Taroom Meals on Wheels | Taroom Meals on Wheels Association Inc | 700366 | QLD | Home Service | 10-Dec-24 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources  Standard 8 Organisational governance |
| The Barossa Council | The Barossa Council | 600196 | SA | Home Service | 10-Sep-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 7 Human resources |
| The Corporation of the Trustees of the Roman Catholic Archdiocese of Brisbane | The Corporation of the Trustees of the Roman Catholic Archdiocese of Brisbane | 700564 | QLD | Home Service | 19-Nov-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 |
| The Good Shepherd Nursing Home | The Good Shepherd Limited | 5954 | QLD | Residential Service | 11-Nov-24 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| The Little Sisters of the Poor Mount St Joseph's Home | Little Sisters of the Poor Aged Care Ltd | 2238 | NSW | Residential Service | 02-Sep-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 |
| The Whiddon Group - Wingham - Primrose | The Frank Whiddon Masonic Homes of New South Wales | 0186 | NSW | Residential Service | 19-Sep-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Timbrebongie House | Timbrebongie House Limited | 0284 | NSW | Residential Service | 10-Oct-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 |
| Torrens Valley Aged Care | Barossa Hills Fleurieu Local Health Network Incorporated | 6138 | SA | Residential Service | 24-Sep-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Torrens Valley Aged Care | Barossa Hills Fleurieu Local Health Network Incorporated | 6138 | SA | Residential service | 07-Nov-24 | Directions - to revise Plans for Continuous Improvement |
| Transcare Hunter Limited | Transcare Hunter Limited | 200367 | NSW | Home service | 11-Jul-24 | Service is non-compliant in the following Quality Standards: Standard 6 Feedback and complaints  Standard 7 Human resources  Standard 8 Organisational governance |
| Transcare Hunter Limited | Transcare Hunter Limited | 200367 | NSW | Home service | 06-Aug-24 | Directions - to revise Plans for Continuous Improvement |
| TransitCare Limited | TransitCare Limited | 700448 | QLD | Home Service | 04-Sep-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 |
| TriCare Ashgrove Aged Care Residence | Tricare Ashgrove Aged Care Pty Ltd | 8247 | QLD | Residential Service | 14-Aug-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 |
| TriCare Kawana Waters Aged Care Residence | Tricare Roche Aged Care Pty Ltd | 5471 | QLD | Residential Service | 09-Jul-24 | Service is non-compliant in the following Quality Standards: Standard 6 Feedback and complaints  Standard 7 Human resources  Standard 8 Organisational governance |
| Tully & District Nursing Home | Tully Nursing Home Inc | 5454 | QLD | Residential Service | 29-Aug-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 |
| Uniting Mingaletta Port Macquarie | Uniting (NSW.ACT) | 0975 | NSW | Residential Service | 29-Jul-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care |
| Victoria Daly Regional Council Home Services | Victoria Daly Regional Council | 600453 | NT | Home Service | 15-Nov-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 |
| Victoria Park Nursing Home | Southern Cross Care (WA) Inc | 7862 | WA | Residential Service | 25-Sep-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 |
| Victoria Park Nursing Home | Southern Cross Care (WA) Inc | 7862 | WA | Residential service | 30-Sep-24 | Directions - to revise Plans for Continuous Improvement |
| Victorian Croatian Aged Care Services Inc | Victorian Croatian Aged Care Services Inc. | 4000 | VIC | Residential Service | 03-Sep-24 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources |
| Villa Dalmacia Aged Care Facility | Fresh Fields Management (NSW) No 2 Pty Ltd | 7234 | WA | Residential Service | 02-Dec-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 |
| Villa Dalmacia Aged Care Facility | Fresh Fields Management (NSW) No 2 Pty Ltd | 7234 | WA | Residential service | 03-Dec-24 | Directions - to revise Plans for Continuous Improvement |
| Villaggio Sant Antonio Hostel | Villaggio Italiano Limited | 2909 | ACT | Residential Service | 12-Jul-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 |
| Wagga Wagga Meals on Wheels | Wagga Wagga Meals on Wheels Inc | 200539 | NSW | Home Service | 16-Dec-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 8 Organisational governance |
| Waterview Aged Care Facility | Hunter Valley Care Pty Limited | 2391 | NSW | Residential Service | 01-Aug-24 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance |
| We Care A&TSI Service for the Aged and Disabled Association Inc | "We Care" Aboriginal and Torres Strait Islander Service for the Aged and Disabled Association Inc | 700459 | QLD | Home Service | 20-Dec-24 | Service is non-compliant in the following Quality Standards: Standard 6 Feedback and complaints Standard 8 Organisational governance |
| WeCare Disability and Social Work Services | WeCare Disability and Social Work Services Pty Ltd | 701118 | QLD | Home service | 31-Jul-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 |
| Wellington Park Private Care | Superior Care Group Pty Ltd | 5362 | QLD | Residential Service | 09-Oct-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 |
| Wellington Park Private Care | Superior Care Group Pty Limited | 5362 | QLD | Residential service | 04-Nov-24 | Notice to Remedy |
| Wesley Community Services Limited | Wesley Community Services Limited | 200126 | NSW | Home Service | 18-Oct-24 | Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care  Standard 8 Organisational governance |
| Wintringham | Wintringham | 300121 | VIC | Home Service | 16-Aug-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 |
| Woodlands Aged Care and NDIS Services | Mellreach Pty Ltd | 5264 | QLD | Residential Service | 18-Oct-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 8 Organisational governance |
| Yaandina Home Care | Yaandina Community Services Limited | 500135 | WA | Home Service | 20-Dec-24 | Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers |
| Yarriambiack Lodge Hostel | Rural Northwest Health | 3381 | VIC | Residential Service | 11-Jul-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 8 Organisational governance |
| Yarriambiack Lodge Nursing Home | Rural Northwest Health | 3488 | VIC | Residential Service | 11-Jul-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 8 Organisational governance |
| Yeppoon Meals on Wheels Inc. | Yeppoon Meals on Wheels Incorporated | 700663 | QLD | Home Service | 23-Aug-24 | Service is non-compliant in the following Quality Standards: Standard 7 Human resources |