**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 Service aged care services, please visit [My Aged Care](https://www.myagedcare.gov.au/).

01 July 2024 to 31 July 2024

| **Service name** | **Provider name** | **ID** | **State** | **Service type** | **Decision date** | **Type of action** |
| --- | --- | --- | --- | --- | --- | --- |
| 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  |
| AMES Australia | AMES Australia | 301104 | VIC | Residential Service  | 04-Jul-24 | Directions - to revise Plans for Continuous Improvement |
| 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  |
| 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  |
| 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  |
| 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  |
| 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  |
| 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  |
| 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  |
| 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  |
| 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  |
| 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  |
| 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  |
| 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  |
| 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  |
| 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  |
| 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  |
| 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  |
| 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  |
| 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 |
| 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  |
| 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  |
| MHA Care  | MHA Care Limited | 300643 | VIC | Home service | 25-Jul-24 | Directions - to revise Plans for Continuous Improvement |
| 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  |
| 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  |
| 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  |
| 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  |
| Onkaparinga Lodge Residential Service 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  |
| Ourcare Services Limited | Ourcare Services Limited | 200454 | NSW | Residential Service  | 02-Jul-24 | Directions - to revise Plans for Continuous Improvement |
| Ozcare Villa Vincent | Ozcare | 5875 | QLD | Residential Service | 08-Jul-24 | Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance  |
| 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  |
| 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  |
| 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  |
| 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 |
| 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 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 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  |
| 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  |
| 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  |
| 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  |
| 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  |
| 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  |
| 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  |
| 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  |
| 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  |