

The Failure of the Aged Care Star Rating System - A Discussion Paper

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Executive Summary

The aged care Star Rating System was implemented to boost transparency and make it possible for the general public to compare 'like for like' services across the sector.

Our analysis found that there was little correlation between the overall star rating and the actual performance of the residential aged care facility.

There was also little correlation between the Quality Measures rating awarded to the facility by the Department of Health & Aged Care and its ability to meet the minimum aged care standards. A significant proportion of non-compliant homes were self-rated at three, four or five stars for Quality while on any measure, non-compliance with minimum basic standards would be considered unacceptable.

The Resident Experience star rating lacks support from any meaningful data and has little to no correlation to the experience of all residents in a facility. The limitations of small sample size (only 10% of residents are surveyed) and the infrequency of surveys (only completed once per year) make them virtually useless as an accurate reflection of satisfaction.

For the 12 months from 1 November 2022, the Non-Compliance Register contained 804 entries pertaining to noncompliance with the accreditation standards or action by the Aged Care Quality & Safety Commission or Department of Health and Aged care in 501 residential aged care facilities.

Between 1 December 2022 – 30 June 2023, there were 278 services identified on the Non-Compliance Register. Taking into consideration that:

- (a) The Compliance Rating makes up 30% of the Overall Rating
- (b) The Compliance Rating for 20.50% of facilities identified on the Non-Compliance Register for this period did not meet the requirements of the guidelines

It is reasonable to suggest that at least 57 facilities are incorrectly rated.

Between 1 July 2023 – 12 December 2023, there were 152 services identified on the Non-Compliance Register. Taking into consideration that:

- (c) The Compliance Rating makes up 30% of the Overall Rating
- (d) The Compliance Rating for 42.76% of facilities identified on the Non-Compliance Register for this period did not meet the requirements of the guidelines

It is reasonable to suggest that at least 65 facilities are incorrectly rated.

Serious questions regarding the apparent discrepancy between the guidelines and the publicly reported data that in effect skews the star rating outcomes towards three, four and five star facilities needs urgent investigation. It is difficult to reconcile that this level of discrepancy is a result of human error in isolation.

Introduction

Recent announcements by the Aged Care Minister regarding the success of the Aged Care Star Rating System and reforms prompted us to undertake a systematic review of all homes found to be non-compliant with the aged care accreditation standards in the 12 months to December 2023 and compare their allocated star rating in an attempt to correlate star ratings with actual performance and quality.

While it is not unusual for Ministers and politicians more generally to present a positive narrative surrounding their implemented improvement strategies, the almost complete absence of dissenting commentary from the sector, industrial unions, Inspector General of Aged Care, Peak Body Aged and Community Providers Association, and Advocacy Groups Older Persons Advocacy Network (OPAN) and Council on the Ageing (COTA) prompted us to dig a little deeper ^{1, 2, 3, 4, 5, 6, 7}.

Throughout this paper we make reference to minimum or basic aged care standards. In utilizing this term, we reference the minimum set of demonstrable standards outlined in the *Aged Care Act 1997* that a provider must meet to maintain accreditation and meet their responsibilities. The full requirements are documented in detail within the Quality of Care Principles 2014 <https://www.legislation.gov.au/F2014L00830/latest/text>

This paper examines the star rating system against the Department’s Non-Compliance Register to determine whether there been a sudden dramatic improvement across aged care in Australia as cited by the Aged Care Minister or if the Australian public and parliament are being presented with a carefully curated data set that incorrectly suggests the reforms are actually working.

What is the Star Rating System?

The Star Rating System was an initiative of the Albanese government designed to improve transparency of the system and allow prospective residents and family members the ability to compare the quality of facilities. It commenced in December 2022.

The system comprises of an overall star rating, which is made up of scores from four distinct areas:

Resident Experience – the experience of residents as gauged through an annual survey. The survey consults 10% of residents and fails to reflect that residents’ experiences can change on an almost daily basis.

Compliance – the compliance rating makes up 30% of the total rating and is supposedly based upon the accreditation and compliance information provided by the Aged Care Quality & Safety Commission.

Staffing – self reported, unvetted staffing levels provided by the provider. The Department of health recently advised that the figures they have been reporting for some time are completely incorrect.

Quality Measures – self reported, unvetted data submitted by providers. Many of the providers appearing on the Non-compliance Register rated themselves either 4 or 5 stars for Quality measures.



The Star Rating Guidelines contain very clear and precise guidelines for the allocation of Compliance Star Ratings:

A **5-star Compliance Rating** reflects a 3-year period with no non-compliance decisions and an accreditation period of at least 3 years.

A **4-star Compliance Rating** means the aged care home has had no compliance issues for 1 year.

A **3-star Compliance Rating** means the aged care home has no compliance issues or is working with the Commission to fix compliance issues.

A **2-star Compliance Rating** means a home has current compliance issues and the Commission requires the home to take action to fix them.

An aged care home with a **1-star Compliance Rating** means that a decision such as a sanction has been made in response to a high level of risk to people receiving aged care.

Why did we choose these facilities?

The Department of Health & Aged Care Non-Compliance Register was the starting point for the review as it, by the very essence of its existence, is supposed to contain the very worst performers in the sector for a given period. It would be expected that this register contained the lowest star rating services in the country. Given the very specific guidelines surrounding Compliance Star Ratings it was also hypothesized that errors would be easily identified.

It is noted that the searchable Register operating under the previous government has been replaced and now includes a deconstructed series of Microsoft Word documents for monthly periods that make review and data analysis both time consuming and difficult. It also appears that the ability to search for non-compliant homes in a particular state or territory has also been removed.

It is also noted that a number of changes to the way noncompliance and accreditation failure is reported by the Department of Health and the Aged Care Quality and Safety Commission have been incrementally put into place over the past 3 years. Between 15 December 2023 and 30 December 2023 the team reviewed:

- (a) The Aged Care Star Rating website <https://www.myagedcare.gov.au/find-a-provider>
- (b) The Aged Care Quality & Safety Commission website
https://www.agedcarequality.gov.au/service-and-reports?field_acqsc_report_provider_name=boor&field_acqsc_service_racs_key=&field_acqsc_service_postcode=&field_acqsc_service_suburb=&sort_by=title
- (c) The Department of Health & Aged Care Non-Compliance Register
<https://www.agedcarequality.gov.au/providers/non-compliance/non-compliance-register>

to determine individual facility non-compliance. The team found that the incremental reporting of compliance data by the Department now made it impossible to always obtain a clear picture of performance from a single source which is not in line with the vision of the tool.

What is Compliance and Non-Compliance?

My Aged Care defines compliance as ⁸.

Every aged care provider needs to meet a number of government regulations and standards to protect and enhance the safety, health, and wellbeing of older Australians receiving care.

Checking compliance is the process of making sure providers meet these requirements and taking action when they do not.

Non-compliance is the failure of an aged care provider to meet one or more of these government regulations and standards outlined in the *Aged Care Act 1997*.

What is a Non-Compliance Decision?

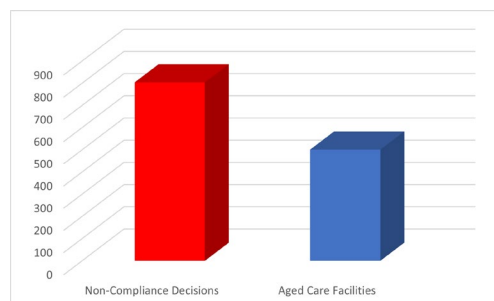
A non-compliance decision is defined⁸ as

- a) Directions – to Revise a Plan for Continuous Improvement (PCI Directions)
- b) Compliance Notice – Incident Management (IMCN)
- c) Compliance Notice - Restrictive Practices (RPCN)
- d) Compliance Notice - Code of Conduct (CCCN)
- e) Notice to Remedy (NTR)
- f) Issuance of Infringement Notice – Compliance Notice
- g) Issuance of Infringement Notice – Victimisation
- h) Notice of Requirement to Agree (NTA)
- i) Notice of Decision to Impose Sanction

So, following these guidelines, it can reasonably be expected that no facilities will appear on the Non-compliance Register with a four or five star Compliance Rating because all have a documented incidence of non-compliance in the previous 12 months.

What did we find?

For the 12 months from 1 November 2022, the Non-Compliance Register contained 804 entries pertaining to noncompliance with the accreditation standards or action by the Aged Care Quality & Safety Commission or Department of Health and Aged care in 501 residential aged care facilities. Multiple facilities appear on the register multiple times (some facilities appear up to five times on separate occasions in the 12-month period).



It is important to note that the data presented on the Non-compliance Register does not include facilities which were identified as non-compliant prior to the review period and have failed to address the non-compliance or are yet to have been re-assessed as compliant by the Aged Care Quality & Safety Commission. This results in not all non-compliant facilities being represented in a date range review.

Under the new monitoring regime instituted by the Commission, facilities can remain non-compliant with the basic minimum standards specified in the *Aged Care Act 1997* for years without sanction by the Commonwealth or ongoing action. When the initial intervention timeframe by the Commission expires, the non-compliance is simply archived, regardless of whether it has been addressed or not. This results in non-compliant services being hidden away from the general public and can only be identified by sifting through accreditation visit reports.

The vast majority of facilities (300) on the reviewed Non-Compliance Register were awarded 3 stars which according to the guidelines is deemed to be “acceptable”. This is despite the service failing to meet the very basic minimum standards expected under the *Aged Care Act 1997* and it could be argued that failing to meet the minimum standards of an accreditation system is by its very nature unacceptable. It is further noted that a number of facilities failed multiple times during this period. Seventy-seven (or 25%) of these facilities have been awarded what appears to be an incorrect four or five-star Compliance Rating by the Department of Health & Aged Care, which would suggest that they are actually one or two-star facilities, not three-star as presented.

Sixty-eight (68) services on the Non-Compliance Register were rated as five-star facilities for Compliance despite this being impossible to achieve according to the guidelines provided by both the Department of Health & Aged Care and the Aged Care Quality & Safety Commission. Given the Compliance Rating accounts for 30% of the overall star rating, it is reasonable to deduce that all these services have been incorrectly rated.

An additional eighty-one (81) services on the Non-Compliance Register were rated as 4-star Compliance facilities despite this being impossible to achieve according to the guidelines provided by both the Department of Health & Aged Care and the Aged Care Quality & Safety Commission. Given the Compliance Rating accounts for 30% of the overall star rating, it is reasonable to deduce that many, if not all of these services have all been incorrectly rated.

Between 1 December 2022 – 30 June 2023, there were 278 services identified on the Non-Compliance Register. Taking into consideration that:

- a) The Compliance Rating makes up 30% of the Overall Rating
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It is noted that the dramatically increased error rate coincided with an increase in information dissemination by the Minister and Advocacy groups about the success of the aged care reforms to improve quality^{7,9}. This public release of information by a Minister based upon what appears to be incorrect data may well warrant further investigation.

There was little correlation between the awarded overall star rating and the actual performance of the residential aged care facility.

There was also little correlation between the Quality Measures rating awarded to the facility and its ability to meet the minimum aged care standards. A significant proportion of non-compliant homes were rated three, four or five stars for Quality.

The Resident Experience star rating lacks support from any meaningful data and has little to no correlation to the experience of residents in a facility. It is a very limited snapshot in time of a small

proportion of the residents in a facility. The limitations of small sample size (only 10% of residents are surveyed) and the infrequency of surveys (only completed once per year) make them virtually useless as an accurate reflection of satisfaction.

It was also noted that two hundred and seventy-one (271) non-compliance decisions were issued which according to the guidelines, may warrant either a one or two-star compliance rating.

Of the five hundred and one facilities on the Non-Compliance Register, just fourteen (14) facilities are rated one-star overall and a further eighty-five (85) facilities are rated two-star overall.

Case Studies

St Elizabeth Home in Sydney's west has been non-compliant with the accreditation standards since April 2020. Despite repeated interventions by the Commission including the imposition of sanctions and the requirement to engage external advisors, the facility has been unable to address the non-compliance and it remains non-compliant 3 and a half years later.

Despite this, it is fully accredited until August 2024 and has been awarded a 3-star overall rating with a 4-star compliance rating.

St Elizabeth Home does not appear on the Non-Compliance Register for the review period despite being non-compliant for its duration because the regulator failed to take any action at all in the 12-month period. Beyond the level of facility and regulatory failure, this level of ongoing failure also poses serious questions about the competence of appointed advisors and the effectiveness of the Commissions regulatory processes which aim to return a provider to compliance and ensure the safety of residents.

Booroongen Djugun Limited, an indigenous stand-alone service in NSW rated three-stars (acceptable) yet has had a questionable history of non-compliance going back over 20 years. They were a service provider of concern for the Department of Health for over 10 years.

The facility failed seven of eight standards in February 2020 and again failed seven of the eight standards in November 2022.

The facility was again reaccredited by the Aged Care Quality & Safety Commission for an additional 2 years despite remaining non-compliant, having been unable to demonstrate compliance in any of the non-compliant standards over the following 12 months.

Repeat Appearances on the Non-Compliance Register – November 2022 to December 2023

The data appears to suggest that larger groups have greater difficulty maintaining compliance across their facilities with the top 33 contributors to the Non-Compliance Register representing 37% of all non-compliance actions.

Bupa Aged Care Australia Pty Ltd – 24 appearances

The Uniting Church in Australia Property Trust (Qld) – 19 appearances

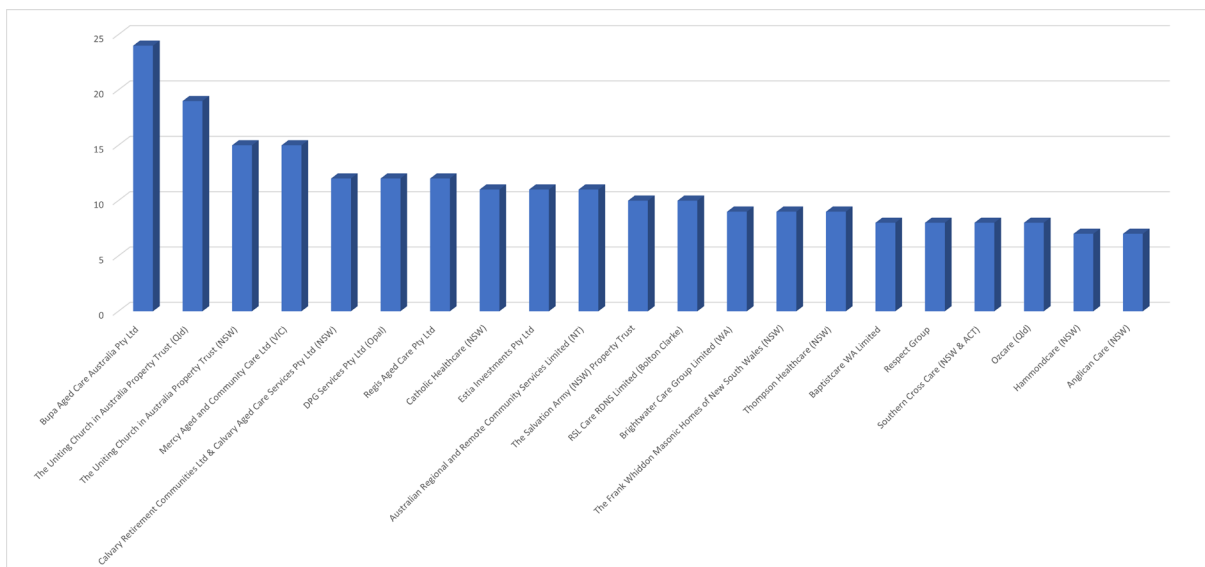
The Uniting Church in Australia Property Trust (NSW) – 15 appearances

Mercy Aged and Community Care Ltd (VIC) – 15 appearances

Calvary Retirement Communities Ltd & Calvary Aged Care Services Pty Ltd (NSW) – 12 appearances

DPG Services Pty Ltd (Opal) – 12 appearances

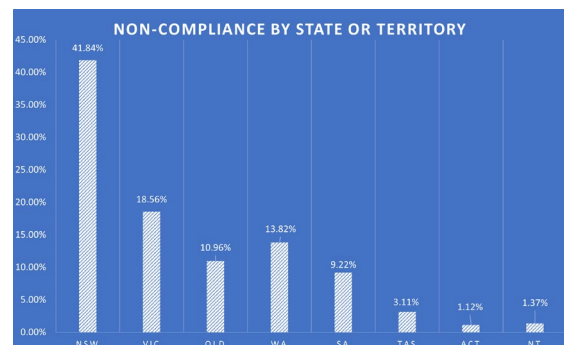
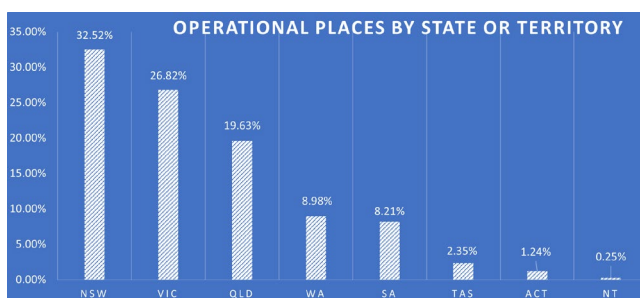
Regis Aged Care Pty Ltd – 12 appearances
 Catholic Healthcare (NSW) – 11 appearances
 Estia Investments Pty Ltd – 11 appearances
 Australian Regional and Remote Community Services Limited (NT) – 11 appearances
 The Salvation Army (NSW) Property Trust – 10 appearances
 RSL Care RDNS Limited (Bolton Clarke) – 10 appearances
 Brightwater Care Group Limited (WA) – 9 appearances
 The Frank Whiddon Masonic Homes of New South Wales (NSW) – 9 appearances
 Thompson Healthcare (NSW) – 9 appearances
 Baptistcare WA Limited – 8 appearances
 Respect Group – 8 appearances
 Southern Cross Care (NSW & ACT) Limited – 8 appearances
 Ozcare (Qld) – 8 appearances
 Hammondcare (NSW) – 7 appearances
 Anglican Care (NSW) – 7 appearances
 BaptistCare NSW & ACT – 6 appearances
 RSL LifeCare Limited (NSW) – 6 appearances
 The Bethanie Group Incorporated (WA) – 6 appearances
 Mercy Human Services – 6 appearances
 Warrigal Care (NSW) – 6 appearances
 Feros Care (NSW) – 6 appearances
 Bansley Pty Ltd – 6 appearances
 Arcare (NSW) – 5 appearances
 Boandik Lodge Inc (SA) – 5 appearances
 Illawarra Retirement Trust (NSW) – 5 appearances
 Lyndoch Living Limited (VIC) – 5 appearances
 Moran Australia (Residential Aged Care) Pty Ltd (NSW) – 5 appearances
 Fresh Fields Management (NSW) No 2 Pty Ltd – 5 appearances
 Christadelphian Care Services (SA) Incorporated – 5 appearances



As a comparison, the following table provided from the KPMG Aged Care Market Analysis 2022 shows the list of the largest aged care providers in Australia. Since this data was released, Allity (8th largest) has been acquired by Bolton Clarke and Japara (7th largest) has been acquired by Calvary.

FY21 rank ¹	FY20 rank	Provider	Operational places								Sparklines	Compound annual growth		
			FY15	FY16	FY17	FY18	FY19	FY20	FY21	By provider		Total industry	Variance	
1	1	Opal	5,334	6,119	6,521	6,832	7,262	7,525	8,002		7%	2%	5%	
2	2	Regis	5,042	5,915	6,108	6,784	7,241	7,424	7,338		6%	2%	4%	
3	3	Bupa	6,671	7,139	7,302	7,406	7,363	7,363	6,586		(0%)	2%	(2%)	
4	4	Estia	4,123	5,058	5,975	6,094	6,142	6,331	6,454		8%	2%	6%	
5	5	Uniting (NSW,ACT) & Wesley Mission (NSW)	5,450	5,388	5,502	5,432	5,322	5,311	5,330		(0%)	2%	(3%)	
6	6	UnitingCare (Qld) & Wesley Mission Queensland	5,251	5,099	4,874	4,866	4,895	4,895	4,895		(1%)	2%	(3%)	
7	7	Japara	3,290	3,588	3,811	4,284	4,520	4,668	4,725		6%	2%	4%	
8	8	Allity	3,593	3,814	3,809	3,982	4,037	3,974	3,970		2%	2%	(1%)	
9	9	Arcare	1,823	2,103	2,508	2,977	3,318	3,535	3,941		14%	2%	12%	
10	11	Catholic Healthcare	2,371	2,371	2,405	2,514	2,668	2,900	3,014		4%	2%	2%	
11	10	Blue Cross	1,844	1,794	1,975	1,979	2,152	3,013	2,887		8%	2%	6%	
12	12	Mercy Aged and Community Care	1,631	1,631	1,631	1,631	2,701	2,701	2,664		9%	2%	6%	
13	17	Aegis	1,911	2,013	2,013	2,093	2,118	2,241	2,571		5%	2%	3%	
14	13	Bolton Clarke	-	2,259	2,307	2,517	2,510	2,511	2,511		2%	2%	(0%)	
15	14	Anglicare (Sydney)	450	450	2,187	2,187	2,364	2,364	2,492		33%	2%	31%	
16	15	RSL LifeCare	1,789	1,916	2,070	2,128	2,302	2,360	2,360		5%	2%	3%	
17	16	McKenzie Aged Care	1,481	1,612	1,760	1,749	2,350	2,350	2,350		8%	2%	6%	
18	18	Churches of Christ (Qld)	1,730	1,732	1,801	1,891	2,105	2,145	2,134		4%	2%	1%	
19	19	St Vincent's Care Services	484	747	1,341	1,361	1,661	2,073	2,073		27%	2%	25%	
20	27	Ozcare	1,258	1,298	1,326	1,476	1,630	1,630	2,057		9%	2%	6%	
21	22	Frank Whiddon Masonic Homes	1,397	1,536	1,535	1,671	1,671	1,941	1,963		6%	2%	4%	
22	20	Illawarra Retirement Trust	1,698	1,744	1,744	1,744	2,000	2,000	1,960		2%	2%	0%	
23	21	BaptistCare NSW & ACT	1,884	1,788	1,800	1,811	1,807	1,941	1,946		1%	2%	(2%)	
24	23	Southern Cross Care (NSW & ACT)	1,678	1,691	1,772	1,777	1,872	1,853	1,803		1%	2%	(1%)	
25	24	Fresh Fields Aged Care	675	911	996	1,206	1,290	1,728	1,789		18%	2%	15%	
		Remainder of providers	129,512	126,109	125,616	128,750	130,096	130,368	131,290		0%	2%	(2%)	
		Total funding	192,370	195,825	200,689	207,142	213,397	217,145	219,105			2%		

State by State Analysis



The rate of non-compliance in NSW, WA, SA, TAS and NT are disproportionate to their share of allocated places. Victoria and Queensland services are performing better than their allocation would expect.

The state by state analysis can be used to explore the considerable recent discussion regarding the effectiveness of mandated staffing ratios, including the requirement to have one Registered Nurse on duty 24 hours per day, 7 days a week. The Minister has stated that the overwhelming majority of facilities now meet the mandated requirements^{10, 11, 12, 13, 14}, however, there appears to be little correlation between Registered Nurse availability at the levels required by the reforms and a provider's ability to meet the mandated quality of care requirements. It is further noted that the worst performing state (NSW) has had mandated Registered Nurses 24/7 in nursing homes for 35 years¹⁵.

It is noted that three hundred and sixty-four (364) non-compliance decisions during the review period directly highlighted the failure of Standard 3 – Personal and Clinical Care. This would suggest that having just one Registered Nurse onsite 24/7 as required by this particular reform has little impact on the delivery of quality care.

The Search Process

While the search function of the Star Rating System is touted to enable easy access to data, we found that the useability of the system was incredibly poor and made searching for facilities difficult.

Many of the providers were listed under different derivatives of their official name and unless the name was entered perfectly as it is recorded in the system (which is unknown to the user), the provider could not be found. As we were cutting and pasting service names from the Non-Compliance Register, this frequently did not work. After searching the first six months of data, the review team gave up on using the provider search function. The provider search function is not considered fit for purpose.





Similarly, with services, unless the details are entered exactly as they are recorded in the database, the service cannot be found. As we were cutting and pasting service names from the Non-Compliance Register, this frequently did not work. By manipulating the service name and trying different possible wordings, we were able to find the majority of services.

Thirty-six (36) homes on the Non-Compliance Register have no star ratings listed at all representing 7.2% of non-compliant facilities. The single most frequent reason for the absence of a star rating was because a new provider has purchased the facility, but this does little to assist prospective residents to choose a quality aged care service. A new provider does not automatically equal improved quality.

Conclusions


To sum up the conclusions of our study we have reverted to the official star rating website owned by the Aged Care Quality & Safety Commission:

Why are Star Ratings Important?

-  Star Ratings provides a clear and transparent way to compare the quality of residential aged care homes
-  By helping older people, their families and carers understand how each home is performing, it enables them to make informed choices about their residential aged care options
-  This was one of the key recommendations of the [Royal Commission into Aged Care Quality and Safety](#).
-  The system also supports aged care providers to improve their care quality and outcomes

The review team found no evidence to suggest the Star Rating system achieved its stated objectives of being clear, transparent or effectively driving improvement. Further, their introduction has failed to deliver upon the key Royal Commission recommendation to produce a system where consumers can readily understand and compare provider performance and make informed decisions regarding aged care.

Benefits of the Star Ratings

-  provides transparency about the quality of care delivered by aged care homes
-  enables like-for-like comparisons by measuring all aged care homes across the same 4 sub-categories and Overall Star Rating
-  offers easy access to the ratings through the [‘Find a provider’ tool](#)
-  enables aged care providers to monitor, compare and improve the quality of their service across nationally standardised measures

The review team found no evidence to suggest the Star Rating system was beneficial or met the stated objectives of improving transparency, ease of search, facility comparison or to monitor and improve quality.

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Appendix: Non-compliant facilities 1 November 2022 to 1 December 2023 – A to Z by Provider

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Acacia Living Group Meadow Springs Aged Care Facility	Acacia Living Group Limited	7154	WA	18-Jan-23	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	No Rating Available	No Rating Available	Successful Search	Successful Search
Acacia Living Group Meadow Springs Aged Care Facility	Acacia Living Group Limited	7154	WA	3-Mar-23	Notice to Remedy	No Rating Available	No Rating Available	Successful Search	Successful Search
Acacia Living Group Menora Gardens Aged Care Facility	Acacia Living Group Limited	7151	WA	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	No Rating Available	No Rating Available	Successful Search	Successful Search
Aegis Shawford	Aegis Aged Care Group Pty Ltd	7263	WA	23-Mar-23	Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 6 Feedback and complaints Standard 7 Human resources	3	5		Successful Search
ACH Group Residential Care - Highercombe	Aged Care & Housing Group Inc	6289	SA	3-Nov-22	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 6 Feedback and complaints Standard 8 Organisational governance	3	4		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
ACH Group Residential Care - Highercombe	Aged Care & Housing Group Inc	6289	SA	11-Nov-22	Direction to revise Plan for Continuous Improvement	3	4		Successful Search
ACH Group Residential Care - West Park	Aged Care & Housing Group Inc	6977	SA	13-Mar-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 6 Feedback and complaints Standard 7 Human resources	4	4		Successful Search
Boronia Residential Aged Care	Aged Care Group Pty Ltd	4250	VIC	23-Feb-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	3	3		Successful Search
Boronia Residential Aged Care	Aged Care Group Pty Ltd	4250	VIC	13-Mar-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Osboine Contemporary Aged Care	Alinea Inc.	7274	WA	4-Nov-22	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	3	4		Successful Search
Osboine Contemporary Aged Care	ALINEA INC.	7274	WA	16-Nov-22	Direction to revise Plan for Continuous Improvement	3	4		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Koh-I-Noor Contemporary Care	Alinea Inc.	7870	WA	20-Dec-22	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	3	3		Successful Search
Koh-I-Noor Contemporary Care	Alinea Inc.	7870	NSW	15-Feb-23	Notice to Remedy	3	3		Successful Search
Garden City Retirement Home	Alzheimer's Association of Queensland Inc	5136	QLD	4-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	4	5	Provider as listed does not exist	Successful Search
Peter Arney Home	Amana Living Incorporated	7231	WA	9-Dec-22	Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice	3	3		Successful Search
Peter Arney Home	Amana Living Incorporated	7231	WA	12-Jan-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Amaroo Village McMahon Caring Centre	Amaroo Care Services Inc	7909	WA	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	3	3	Successful Search	Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Benetas Corowa Court	Anglican Aged Care Services Group	3132	VIC	21-Dec-22	Service is non-compliant in the following Quality Standards: Standard 7 Human resources	No Rating Available	No Rating Available		Successful Search
Benetas Corowa Court	Anglican Aged Care Services Group	3132	VIC	12-Jan-23	Direction to revise Plan for Continuous Improvement	No Rating Available	No Rating Available		Successful Search
The Views at Heidelberg	Anglican Aged Care Services Group	3127	VIC	23-May-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 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance	No Rating Available	No Rating Available	Service linked to provider but no service information available	Service does not exist
The Views at Heidelberg	Anglican Aged Care Services Group	3127	VIC	18-Jul-23	Notice to Remedy	No Rating Available	No Rating Available	Service linked to provider but no service information available	Service does not exist
Anglican Care Storm Village	Anglican Care	230	NSW	27-Jan-23	Notice of decision to impose sanctions and Notice of requirement to agree to certain matters	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Anglican Care Storm Village	Anglican Care	230	NSW	6-Mar-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	3	3		Successful Search
Anglican Care Bishop Tyrrell Place	Anglican Care	896	NSW	6-Apr-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	2	2		Successful Search
Anglican Care Bishop Tyrrell Place	Anglican Care	896	NSW	15-May-23	Notice to Remedy	2	3		Successful Search
Anglican Care Kilpatrick Court	Anglican Care	1026	NSW	19-May-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 5 Organisation's service environment Standard 7 Human resources Standard 8 Organisational governance	2	2		Successful Search
Anglican Care Kilpatrick Court	Anglican Care	1026	NSW	11-Jul-23	Notice to Remedy	2	No Rating Available	Successful Search	Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Anglican Care Mirrabooka Place	Anglican Care	1073	NSW	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	2	2	Successful Search	Successful Search
Brian King Gardens	Anglican Community Services	41	NSW	21-Dec-22	Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources	3	3		Successful Search
Brian King Gardens	Anglican Community Services	41	NSW	21-Apr-23	Notice to Remedy	3	3		Successful Search
Goodhew Gardens	Anglican Community Services	697	NSW	26-Jun-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance	3	4		Successful Search
AnglicareSA Elizabeth East	Anglicare SA Ltd	6963	SA	4-May-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	2	2		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
AnglicareSA Elizabeth East	Anglicare SA Ltd	6963	SA	15-May-23	Direction to revise Plan for Continuous Improvement	2	2		Successful Search
AnglicareSA Westbourne Park	Anglicare SA Ltd	6204	SA	6-Sep-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	3	4	Successful Search	Successful Search
AnglicareSA Elizabeth East	Anglicare SA Ltd	6963	SA	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	2	2	Successful Search	Successful Search
Glenella Care	Animaci Pty Ltd	5349	QLD	16-Nov-22	Direction to revise Plan for Continuous Improvement	No Rating Available	No Rating Available	Provider as listed does not exist	Service does not exist
Glenella Care	Animaci Pty Ltd	5349	QLD	3-Jul-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	No Rating Available	No Rating Available	Provider as listed does not exist	Service does not exist
Bundaleer Gardens Hostel	Apollo Care Operations Pty Ltd	434	NSW	6-Jan-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	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Bundaleer Gardens Hostel	Apollo Care Operations Pty Ltd	434	NSW	17-Jan-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Arcare Warriewood	Arcare Pty Ltd	935	NSW	9-Nov-22	Direction to revise Plan for Continuous Improvement	3	4		Successful Search
Arcare Kanwal	Arcare Pty Ltd	885	NSW	25-Nov-22	Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources	3	3		Successful Search
Arcare Kanwal	Arcare Pty Ltd	885	NSW	23-Dec-22	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Arcare Glenhaven	Arcare Pty Ltd	1060	NSW	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	3	4	Successful Search	Successful Search
Arcare Parkwood	Arcare Pty Ltd	5440	QLD	24-Nov-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance	3	5	Successful Search	Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Ardrossan Community Hostel	Ardrossan Community Hospital Inc	6111	SA	15-Mar-23	Direction to revise Plan for Continuous Improvement	4	3		Successful Search
Ardrossan Community Hostel	Ardrossan Community Hospital Inc	6111	SA	15-Mar-23	Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance	4	3		Successful Search
Hixson Gardens Aged Care Facility	Arete Health Care (Bankstown) Pty Ltd	1018	NSW	8-Feb-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance	4	3		Successful Search
Hixson Gardens Aged Care Facility	Arete Health Care (Bankstown) Pty Ltd	1018	NSW	21-Apr-23	Notice to Remedy	4	3		Successful Search
Alexander Aged Care	Armenian Rest Home Association Ltd	561	NSW	28-Feb-23	Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance	4	3		Successful Search
Alexander Aged Care	Armenian Rest Home Association Ltd	561	NSW	12-Apr-23	Direction to revise Plan for Continuous Improvement	4	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Cumberland View Aged Care - Whalley Drive	Arton Retirement Villages Pty Limited	3135	VIC	7-Aug-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance	3	3	Successful Search	Successful Search
The Orchards Aged Care	Astoria Aged Care Services Pty Ltd	1003	NSW	20-Jan-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	3	3		Successful Search
The Orchards Aged Care	Astoria Aged Care Services Pty Ltd	1003	NSW	15-Mar-23	Notice to Remedy	3	3		Successful Search
Aurum Reservoir	Aurum Pty Limited	3647	VIC	26-Oct-23	Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living	3	5	Successful Search	Successful Search
Aurum Norah Head	Aurum Pty Limited	234	NSW	23-Nov-23	Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice	3	3	Successful Search	Successful Search
Banfields Aged Care	Australian Aged Care Group Pty Ltd	3955	VIC	8-May-23	Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living Standard 6 Feedback and complaints	No Rating Available	5		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Kew Gardens Aged Care	Australian Aged Care Group Pty Ltd	4218	VIC	12-May-23	Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 7 Human resources	3	4		Successful Search
Columbia Aged Care Services - Willowood Centre	Australian Hospital Administration Pty Ltd	716	NSW	28-Nov-22	Direction to revise Plan for Continuous Improvement	No Rating Available	No Rating Available		Successful Search
Terrace Gardens	Australian Regional and Remote Community Services Limited	6988	NT	9-Jan-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	3	3		Successful Search
Flynn Lodge	Australian Regional and Remote Community Services Limited	6994	NT	11-Jan-23	Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers	4	3		Successful Search
Terrace Gardens	Australian Regional and Remote Community Services Limited	6988	NT	7-Feb-23	Notice to Remedy	3	3		Successful Search
Old Timers	Australian Regional and Remote Community Services Limited	6983	NT	23-Feb-23	Service is non-compliant in the following Quality Standards: Standard 6 Feedback and complaints Standard 8 Organisational governance	3	4		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Terrace Gardens	Australian Regional and Remote Community Services Limited	6988	NT	3-Mar-23	Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living Standard 6 Feedback and complaints Standard 8 Organisational governance	3	3		Successful Search
Terrace Gardens	Australian Regional and Remote Community Services Limited	6988	NT	10-Mar-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Katherine Hostel	Australian Regional and Remote Community Services Limited	6990	NT	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	4	4	Service linked to provider but no service information available	Successful Search
Hetti Perkins	Australian Regional and Remote Community Services Limited	6992	NT	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	EXEMPT		Service exists but no service information available	Successful Search
Hetti Perkins	Australian Regional and Remote Community Services Limited	7026	NT	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	EXEMPT		Service linked to provider but no service information available	Successful Search
Rocky Ridge (Merged)	Australian Regional and Remote Community Services Limited	6996	NT	4-Aug-23	Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers	4	No Rating Available	Service linked to provider but no service information available	Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Flynn Lodge	Australian Regional and Remote Community Services Limited	6994	NT	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	4	3	Service linked to provider but no service information available	Successful Search
Victoria Grange Residential Aged Care Facility	Australian Unity Care Services Pty Ltd	3822	VIC	7-Dec-22	Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 7 Human resources	2	3		Successful Search
Victoria Grange Residential Aged Care Facility	Australian Unity Care Services Pty Ltd	3822	VIC	11-Jan-23	Direction to revise Plan for Continuous Improvement	2	3		Successful Search
Jacaranda House Hostel	Bairnsdale Regional Health Service	3054	VIC	29-Mar-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	4	5		Successful Search
Sutherland Lodge	Bairnsdale Regional Health Service	3243	VIC	29-Mar-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance	3	5		Successful Search
Balranald Retirement Hostel	Balranald Shire Council	442	NSW	27-Mar-23	Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Balranald Retirement Hostel	Balranald Shire Council	442	NSW	26-Jun-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Carinya of Bristol	Bansley Pty Ltd	7449	WA	23-Nov-22	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	3	3		Successful Search
Carinya of Bristol	Bansley Pty Ltd	7449	WA	27-Feb-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	3	3		Successful Search
Carinya of Bristol	Bansley Pty Ltd	7449	WA	31-Mar-23	Notice to Remedy	3	3		Successful Search
Carinya of Bicton	Bansley Pty Ltd	7230	WA	11-May-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 7 Human resources Standard 8 Organisational governance	4	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Carinya of Bicton	Bansley Pty Ltd	7230	WA	11-Jul-23	Notice to Remedy	4	3	Successful Search	Successful Search
Baptcare - Strathalan Community	Baptcare Ltd	3630	VIC	3-Nov-22	Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living	4	5		Successful Search
BaptistCare Shalom Centre	BaptistCare NSW & ACT	608	NSW	31-Mar-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	3	3		Successful Search
BaptistCare The Gracewood Centre	BaptistCare NSW & ACT	1040	NSW	6-Jun-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	3	4		Successful Search
BaptistCare Shalom Centre	BaptistCare NSW & ACT	608	NSW	30-Aug-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	3	3	Successful Search	Successful Search
Baptistcare Gracewood	BaptistCare NSW & ACT	7166	WA	31-Aug-23	Service is non-compliant in the following Quality Standards: Standard 5 Organisation's service environment	No Rating Available	No Rating Available	Successful Search	Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Baptistcare Moonya	BaptistCare NSW & ACT	7064	WA	15-Sep-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	No Rating Available	No Rating Available	Successful Search	Successful Search
Baptistcare Bethel	BaptistCare NSW & ACT	7206	WA	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	2	2	Successful Search	Successful Search
Baptistcare Moonya	Baptistcare WA Limited	7064	WA	22-Dec-22	Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living	No Rating Available	No Rating Available		Successful Search
Baptistcare Moonya	Baptistcare WA Limited	7064	WA	6-Jan-23	Direction to revise Plan for Continuous Improvement	No Rating Available	No Rating Available		Successful Search
Baptistcare David Buttfield Centre	Baptistcare WA Limited	7275	WA	23-Jan-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	No Rating Available	No Rating Available		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Baptistcare Gracehaven	Baptistcare WA Limited	7914	WA	4-Apr-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	No Rating Available	No Rating Available		Successful Search
Baptistcare Moonya	Baptistcare WA Limited	7064	WA	20-Apr-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	No Rating Available	No Rating Available		Successful Search
Baptistcare Moonya Nursing Home	Baptistcare WA Limited	7915	WA	20-Apr-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	No Rating Available	No Rating Available		Successful Search
Baptistcare Bethel	Baptistcare WA Limited	7206	WA	21-Apr-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	2	2		Successful Search
Baptistcare David Buttfield Centre	Baptistcare WA Limited	7275	WA	8-Jun-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	No Rating Available	No Rating Available		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Strathalbyn & District Aged Care Facility	Barossa Hills Fleurieu Local Health Network Incorporated	6181	SA	14-Mar-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	3	3		Successful Search
Strathalbyn & District Aged Care Facility	Barossa Hills Fleurieu Local Health Network Incorporated	6181	SA	21-Mar-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Peninsula Aged Care Service	Beaumont Care (Holdings) Pty Ltd	5461	QLD	10-Oct-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	3	3	Service linked to provider but no service information available	Successful Search
Morrie Evans Wing Nursing Home	Benalla Health	3470	VIC	22-Nov-22	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance	3	3		Successful Search
Morrie Evans Wing Nursing Home	Benalla Health	3470	VIC	14-Feb-23	Notice to Remedy	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Berrigan Aged Care Hostel	Berrigan and District Aged Care Association Ltd	377	NSW	9-Jun-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	No Rating Available	No Rating Available		Successful Search
Berrigan Aged Care Hostel	Berrigan and District Aged Care Association Ltd	377	NSW	21-Aug-23	Notice to Remedy	No Rating Available	No Rating Available	Service linked to provider but no service information available	Successful Search
Serene Residential Care Services	Blu Dawn Pty Ltd	6820	SA	9-Dec-22	Notice to Remedy	1	1		Successful Search
Serene Residential Care Services	Blu Dawn Pty Ltd	6820	SA	3-Feb-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	1	1		Successful Search
Serene Residential Care Services	Blu Dawn Pty Ltd	6820	SA	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	1	1	Successful Search	Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
BlueCross Oakleigh	Blue Cross Community Care Services (Toorak) Pty Ltd	3985	VIC	1-Mar-23	Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 7 Human resources	4	5		Successful Search
BlueCross Western Gardens	Blue Cross Community Care Services Pty Ltd	3654	VIC	12-Sep-23	Service is non-compliant in the following Quality Standards: Standard 7 Human resources	3	5	Successful Search	Successful Search
Boandik Sutton	Boandik Lodge Inc	6025	SA	14-Dec-22	Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 8 Organisational governance	No Rating Available	No Rating Available		Service does not exist
Boandik Kessal	Boandik Lodge Inc	6914	SA	22-Dec-22	Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living Standard 8 Organisational governance	3	3		Successful Search
Boandik Sutton	Boandik Lodge Inc	6025	SA	12-Jan-23	Direction to revise Plan for Continuous Improvement	No Rating Available	No Rating Available		Service does not exist
Boandik Kessal	Boandik Lodge Inc	6914	SA	12-Jan-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Boandik St Mary's	Boandik Lodge Inc	6234	SA	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	4	4	Successful Search	Successful Search
Mary Cecelia Hart Court Hostel	Boneham Aged Care Services Incorporated	6026	SA	16-May-23	Service is non-compliant in the following Quality Standards: Standard 7 Human resources	3	4		Successful Search
Booroongen Djugun Limited	Booroongen Djugun Limited	457	NSW	23-Dec-22	Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 4 Services and supports for daily living Standard 5 Organisation's service environment Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance	3	3		Successful Search
Booroongen Djugun Limited	Booroongen Djugun Limited	457	NSW	20-Mar-23	Notice to Remedy	3	3		Successful Search
Burrowa House	Boorowa Hostel Incorporated	260	NSW	21-Apr-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	2	2		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Burrowa House	Boorowa hostel Incorporated	260	NSW	20-Jun-23	Notice to Remedy	2	2		Successful Search
Faversham House	Boroondara Aged Services Society	3096	VIC	7-Nov-22	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	4	5		Successful Search
Brightwater Joondalup	Brightwater Care Group Limited	7187	WA	8-Nov-22	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 6 Feedback and complaints	3	5		Successful Search
Brightwater Joondalup	Brightwater Care Group Limited	7187	WA	5-Dec-22	Direction to revise Plan for Continuous Improvement	3	5		Successful Search
Brightwater Onslow Gardens	Brightwater Care Group Limited	7401	WA	15-Mar-23	Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living Standard 8 Organisational governance	3	3		Successful Search
Brightwater Onslow Gardens	Brightwater Care Group Limited	7401	WA	16-Mar-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Brightwater Madeley	Brightwater Care Group Limited	7272	WA	22-Mar-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 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance	2	2		Successful Search
Brightwater Joondalup	Brightwater Care Group Limited	7187	WA	18-Apr-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 6 Feedback and complaints	3	5		Successful Search
Brightwater Madeley	Brightwater Care Group Limited	7272	WA	15-May-23	Notice to Remedy	2	2		Successful Search
Brightwater Birralee	Brightwater Care Group Limited	7232	WA	10-Aug-23	Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers	4	4	Successful Search	Successful Search
Brightwater The Village	Brightwater Care Group Limited	7415	WA	16-Aug-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	3	4	Successful Search	Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Bupa Greenacre	Bupa Aged Care Australia Pty Ltd	2588	NSW	2-Nov-22	Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 7 Human resources Standard 8 Organisational governance	3	3		Successful Search
Bupa Tamworth	Bupa Aged Care Australia Pty Ltd	513	NSW	2-Nov-22	Non-compliance Notice	3	3		Successful Search
Bupa Traralgon	Bupa Aged Care Australia Pty Ltd	3977	VIC	14-Nov-22	Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care	3	3		Successful Search
Bupa Clemton Park	Bupa Aged Care Australia Pty Ltd	1024	NSW	17-Nov-22	Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 5 Organisation's service environment Standard 7 Human resources Standard 8 Organisational governance	3	3		Successful Search
Bupa Clemton Park	Bupa Aged Care Australia Pty Ltd	1024	NSW	6-Dec-22	Non-compliance Notice	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Bupa Pottsville Beach	Bupa Aged Care Australia Pty Ltd	862	NSW	12-Dec-22	Non-compliance Notice	3	3		Successful Search
Bupa Woodville	Bupa Aged Care Australia Pty Ltd	6940	SA	15-Dec-22	Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 5 Organisation's service environment Standard 7 Human resources Standard 8 Organisational governance	3	3		Successful Search
Bupa Baulkham Hills	Bupa Aged Care Australia Pty Ltd	1014	NSW	16-Dec-22	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance	3	3		Successful Search
Bupa Queens Park	Bupa Aged Care Australia Pty Ltd	2420	NSW	18-Jan-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	3	3		Successful Search
Bupa Seaforth	Bupa Aged Care Australia Pty Ltd	1034	NSW	20-Jan-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Bupa Baulkham Hills	Bupa Aged Care Australia Pty Ltd	1014	NSW	31-Jan-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Bupa Templestowe	Bupa Aged Care Australia Pty Ltd	3974	VIC	3-Feb-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	3	4		Successful Search
Bupa Traralgon	Bupa Aged Care Australia Pty Ltd	3977	VIC	17-Feb-23	Notice to Remedy	3	3		Successful Search
Bupa Seaforth	Bupa Aged Care Australia Pty Ltd	1034	NSW	27-Feb-23	Notice to Remedy	3	3		Successful Search
Bupa Queens Park	Bupa Aged Care Australia Pty Ltd	2420	NSW	21-Mar-23	Notice to Remedy	3	3		Successful Search
Bupa Bateau Bay	Bupa Aged Care Australia Pty Ltd	17	NSW	29-Mar-23	Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 7 Human resources	2	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Bupa Bateau Bay	Bupa Aged Care Australia Pty Ltd	17	NSW	30-Mar-23	Direction to revise Plan for Continuous Improvement	2	3		Successful Search
Bupa Waratah	Bupa Aged Care Australia Pty Ltd	728	NSW	1-May-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	3	3		Successful Search
Bupa Seaforth	Bupa Aged Care Australia Pty Ltd	1034	NSW	15-May-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	3	3		Successful Search
Bupa Woodville	Bupa Aged Care Australia Pty Ltd	6940	SA	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	3	3	Successful Search	Successful Search
Bupa Bexley	Bupa Aged Care Australia Pty Ltd	2470	NSW	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	3	3	Successful Search	Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Bupa Portland	Bupa Aged Care Australia Pty Ltd	3885	VIC	2-Oct-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources	3	3	Successful Search	Successful Search
Bupa Waratah	Bupa Aged Care Australia Pty Ltd	728	NSW	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	3	3	Successful Search	Successful Search
Bupa Seaforth	Bupa Aged Care Australia Pty Ltd	1034	NSW	30-Nov-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	3	3	Successful Search	Successful Search
Lee Roshana Care	Burswood Care Pty Ltd	327	WA	2-Jun-23	Notice of requirement to agree to certain matters	1	1		Successful Search
Uralba Retirement Village	Burswood Care Pty Ltd	220	NSW	13-Jun-23	Notice of requirement to agree to certain matters	1	1		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Lee Roshana Care	Burswood Care Pty Ltd	327	NSW	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	1	1	Service linked to provider but no service information available	Successful Search
Uralba Retirement Village	Burswood Care Pty Ltd	220	NSW	4-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	1	1	Successful Search	Successful Search
Alkira Lodge	Bushland Health Group Limited	165	NSW	10-Aug-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	3	4	Successful Search	Successful Search
Byron Aged Care	Byron Aged Care Limited	30	NSW	24-Nov-22	Service is non-compliant in the following Quality Standards: Standard 7 Human resources Standard 8 Organisational governance	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Byron Aged Care	Byron Aged Care Limited	30	NSW	14-Dec-22	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Cabana Aged Care	Cabanda Care Inc	5023	QLD	21-Feb-23	Notice to Remedy				Service does not exist
Cabanda Aged Care	Cabanda Care Inc.	5023	QLD	22-Nov-22	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance	3	3		Successful Search
Japara Lower Plenty Garden Views	Calvary Aged Care Services Pty Ltd	4093	VIC	9-Nov-22	Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 4 Services and supports for daily living Standard 7 Human resources Standard 8 Organisational governance	3	4		Successful Search
Japara Central Park	Calvary Aged Care Services Pty Ltd	4241	VIC	15-Nov-22	Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 3 Personal care and clinical care Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance	No Rating Available	No Rating Available		Service does not exist

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Japara Central Park	Calvary Aged Care Services Pty Ltd	4241	VIC	13-Dec-22	Direction to revise Plan for Continuous Improvement	No Rating Available	No Rating Available		Service does not exist
Japara Albury & District	Calvary Aged Care Services Pty Ltd	2820	NSW	15-Dec-22	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	2	2		Successful Search
Japara Albury & District	Calvary Aged Care Services Pty Ltd	2820	NSW	11-Jan-23	Direction to revise Plan for Continuous Improvement	2	2		Successful Search
Calvary Albury & District	Calvary Aged Care Services Pty Ltd	2820	NSW	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	2	2	Successful Search	Successful Search
Calvary Muswellbrook Retirement Community	Calvary Retirement Communities Limited	120	NSW	9-Jan-23	Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Calvary Muswellbrook Retirement Community	Calvary Retirement Communities Limited	120	NSW	13-Jan-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Calvary Cessnock Retirement Community	Calvary Retirement Communities Limited	1474	NSW	13-Apr-23	Service is non-compliant in the following Quality Standards: Standard 5 Organisation's service environment Standard 7 Human resources Standard 8 Organisational governance	3	3		Successful Search
Calvary Ryde Retirement Community - Mary Potter Residential Care	Calvary Retirement Communities Limited	2818	NSW	31-May-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	3	3		Successful Search
Calvary Ryde Retirement Community - Mary Potter Residential Care	Calvary Retirement Communities Limited	2818	NSW	1-Jun-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Calvary Cessnock Retirement Community	Calvary Retirement Communities Ltd	1474	NSW	13-Apr-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Allanvale Private Nursing Home	Carewest Group Pty Ltd	4302	VIC	1-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	3	4	Service linked to provider but no service information available	Successful Search
St Ritas Nursing Home	Casson Homes Incorporated	7796	WA	21-Dec-22	Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 3 Personal care and clinical care Standard 5 Organisation's service environment Standard 8 Organisational governance	3	3		Successful Search
St Rita's Nursing Home	Casson Homes Incorporated	7796	WA	17-Mar-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
St Ritas Nursing Home	Casson Homes Incorporated	7796	WA	21-Nov-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	3	3	Service linked to provider but no service information available	Successful Search
Catholic Healthcare McQuoin Park	Catholic Healthcare Limited	180	NSW	2-Nov-22	Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Catholic Healthcare Charles O'Neill Hostel	Catholic Healthcare Limited	539	NSW	4-Nov-22	Direction to revise Plan for Continuous Improvement	3	4		Successful Search
Catholic Healthcare Coolamon Villa	Catholic Healthcare Limited	208	NSW	4-Nov-22	Direction to revise Plan for Continuous Improvement	4	4		Successful Search
Catholic Healthcare St James Villa	Catholic Healthcare Limited	111	NSW	23-Nov-22	Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers	3	3		Successful Search
Catholic Healthcare St Paul's Residential Aged Care	Catholic Healthcare Limited	1001	NSW	23-Nov-22	Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 7 Human resources Standard 8 Organisational governance	4	3		Successful Search
Catholic Healthcare McQuoin Park	Catholic Healthcare Limited	180	NSW	1-Dec-22	Direction to revise Plan for Continuous Improvement	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Catholic Healthcare St James Villa	Catholic Healthcare Limited	111	NSW	14-Dec-22	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Catholic Healthcare Emmaus Village	Catholic Healthcare Limited	265	NSW	10-Feb-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	3	3		Successful Search
Catholic Healthcare Emmaus Village	Catholic Healthcare Limited	265	NSW	10-Feb-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Catholic Healthcare St Paul's Residential Aged Care	Catholic Healthcare Limited	1001	NSW	3-Mar-23	Direction to revise Plan for Continuous Improvement	4	3		Successful Search
Catholic Healthcare Lewisham Nursing Home	Catholic Healthcare Limited	2674	NSW	18-Apr-23	Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living	4	5		Successful Search
Mater Christi Aged Care Facility	Catholic Parish Of Mary Help Of Christians Sawtell - Catholic Care Of The Aged	487	NSW	16-Oct-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	3	3	Provider as listed does not exist	Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Cedar Place Aged Care Facility	Cedar Place Aged Care Facility Limited	358	NSW	7-Mar-23	Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 7 Human resources	4	5		Successful Search
Trentham Hostel	Central Highlands Rural Health	3331	VIC	7-Jun-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	4	3		Successful Search
Trentham Nursing Home	Central Highlands Rural Health	3512	VIC	7-Jun-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 8 Organisational governance	4	3		Successful Search
Trentham Hostel	Central Highlands Rural Health	3331	VIC	21-Jun-23	Direction to revise Plan for Continuous Improvement	4	3		Successful Search
Trentham Nursing Home	Central Highlands Rural Health	3512	VIC	21-Jun-23	Direction to revise Plan for Continuous Improvement	4	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Bethsalem Care	Christadelphian Care Services (SA) Incorporated	6088	SA	5-Dec-22	Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice	3	3		Successful Search
Bethsalem Care	Christadelphian Care Services (SA) Incorporated	6088	SA	11-Jan-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Bethsalem Care	Christadelphian Care Services (SA) Incorporated	6088	SA	1-May-23	Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers	3	3		Successful Search
Bethsalem Care	Christadelphian Care Services (SA) Incorporated	6088	SA	2-May-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Bethsalem Care	Christadelphian Care Services (SA) Incorporated	6088	SA	5-May-23	Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers	3	3		Successful Search
Courtlands Aged Care Facility	Christadelphian Homes Limited	585	NSW	9-Jun-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance	2	2		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Courtlands Aged Care Facility	Christadelphian Homes Limited	585	NSW	17-Aug-23	Notice to Remedy	2	2	Provider as listed does not exist	Successful Search
Groves House	Christian Brethren Community Services	894	NSW	8-Mar-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	3	4		Successful Search
Christophorus House Hostel	Christophorus House Retirement Village	200	NSW	10-Jan-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	4	3		Successful Search
Christophorus House Hostel	Christophorus House Retirement Village	200	NSW	23-Jan-23	Direction to revise Plan for Continuous Improvement	4	3		Successful Search
Christophorus House Hostel	Christophorus House Retirement Village	200	NSW	3-Aug-23	Directions - to revise Plans for Continuous Improvement	4	3	Service linked to provider but no service information available	Successful Search
Churches of Christ Gracehaven Aged Care Service	Churches of Christ in Queensland	5245	QLD	3-May-23	Service is non-compliant in the following Quality Standards: Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance	3	4		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Churches of Christ Golden Age Aged Care Service	Churches of Christ in Queensland	5060	QLD	15-Jun-23	Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 7 Human resources	3	3		Successful Search
Churches of Christ Bribie Aged Care Service	Churches of Christ in Queensland	5057	QLD	7-Sep-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	2	2	Provider as listed does not exist	Successful Search
Churches of Christ Stanthorpe Aged Care Service	Churches of Christ in Queensland	5644	QLD	29-Sep-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	4	5	Provider as listed does not exist	Successful Search
Reynella Lodge	Churches of Christ Life Care Incorporated	6169	SA	21-Nov-22	Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance	-	-		Successful Search
Reynella Lodge	Churches of Christ Life Care Incorporated	6169	SA	2-Dec-22	Direction to revise Plan for Continuous Improvement	No Rating Available	No Rating Available		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Warrawee Nursing Home	City of Glen Eira	4444	VIC	18-Nov-22	Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 5 Organisation's service environment Standard 7 Human resources Standard 8 Organisational governance	4	3		Successful Search
Warrawee Nursing Home	City of Glen Eira	4444	VIC	9-Dec-22	Direction to revise Plan for Continuous Improvement	4	3		Successful Search
Alwyndor Aged Care	City of Holdfast Bay	6931	SA	28-Apr-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	3	3		Successful Search
Alwyndor Aged Care	City of Holdfast Bay	6931	SA	1-May-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Alwyndor Aged Care	City of Holdfast Bay	6931	SA	18-May-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	3	3		Successful Search
Canberra Nursing Home	Clendon Care Pty Ltd	2081	NSW	12-Apr-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance	No Rating Available	No Rating Available		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Nirvana Hostel	Clifton Co-Op Hospital Ltd	5257	QLD	16-Feb-23	Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 8 Organisational governance	4	3		Successful Search
Nirvana Hostel	Clifton Co-Op Hospital Ltd	5257	NSW	16-Feb-23	Direction to revise Plan for Continuous Improvement	4	3		Successful Search
Clifton Nursing Home	Clifton Co-Op Hospital Ltd	5997	QLD	21-Feb-23	Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 8 Organisational governance	3	3		Successful Search
Clifton Nursing Home	Clifton Co-Op Hospital Ltd	5997	QLD	21-Feb-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Lilliane Brady Village Hostel	Cobar Shire Council	366	NSW	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	4	4	Successful Search	Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Lilliane Brady Village Nursing Home	Cobar Shire Council	2699	NSW	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	4	4	Successful Search	Successful Search
Columbia Aged Care Services - Strathdale Centre	Columbia Nursing Homes Pty Ltd	2560	NSW	9-Feb-23	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	3	3		Successful Search
Columbia Aged Care Services - Strathdale Centre	Columbia Nursing Homes Pty Ltd	2560	NSW	6-Mar-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Adina Care Cootamundra	Cootamundra Health Care Co-operative Limited	2743	NSW	4-Apr-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	2	2		Successful Search
Adina Care Cootamundra	Cootamundra Health Care Co-operative Limited	2743	NSW	26-May-23	Notice to Remedy	2	2		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Coptic Hostel	Coptic Village Hostel Inc	3268	VIC	3-May-23	Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 8 Organisational governance	4	3		Successful Search
Coptic Hostel	Coptic Village Hostel Inc	3268	VIC	10-May-23	Direction to revise Plan for Continuous Improvement	4	3		Successful Search
Coptic Hostel	Coptic Village Hostel Inc	3268	VIC	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	4	3	Service linked to provider but no service information available	Successful Search
Corpus Christi Community	Corpus Christi Community Greenvale Incorporated	3138	VIC	19-Oct-23	Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 7 Human resources	4	5	Successful Search	Successful Search
Corumbene Hostel	Corumbene Nursing Home for the Aged Inc	8024	TAS	16-Jun-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	4	4		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Cypress View Lodge	Cypress View Lodge Limited	386	NSW	1-Dec-22	Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 5 Organisation's service environment Standard 8 Organisational governance	4	3		Successful Search
Cypress View Lodge	Cypress View Lodge Limited	386	NSW	13-Jan-23	Direction to revise Plan for Continuous Improvement	4	3		Successful Search
J E Murray Home	Dale Cottages (Inc.)	7062	WA	16-Nov-22	Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance	3	3		Successful Search
J E Murray Home	Dale Cottages (Inc.)	7062	WA	23-Dec-22	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
J E Murray Home	Dale Cottages (Inc.)	7062	WA	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	3	3	Successful Search	Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Doutta Galla Footscray Aged Care Facility	Doutta Galla Aged Services Ltd	3830	VIC	20-Dec-22	Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance	3	5		Successful Search
Doutta Galla Footscray Aged Care Facility	Doutta Galla Aged Services Ltd	3830	VIC	13-Feb-23	Notice to Remedy	3	5		Successful Search
Orange Grove Care Community	DPG Services Pty Ltd (Opal)	2809	NSW	1-Nov-22	Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care	3	4	Service linked to provider but no service information available	Successful Search
Carine Parkside Care Community	DPG Services Pty Ltd (Opal)	7466	WA	10-Nov-22	Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance	3	3		Successful Search
Meadow Heights Care Community	DPG Services Pty Ltd (Opal)	3535	VIC	10-Nov-22	Direction to revise Plan for Continuous Improvement	3	4		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Newstead Grand Care Community	DPG Services Pty Ltd (Opal)	5758	QLD	10-Nov-22	Direction to revise Plan for Continuous Improvement	4	4		Successful Search
Orange Grove Care Community	DPG Services Pty Ltd (Opal)	2809	NSW	14-Nov-22	Direction to revise Plan for Continuous Improvement	3	4		Successful Search
Raymond Terrace Gardens Care Community	DPG Services Pty Ltd (Opal)	2800	NSW	17-Nov-22	Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care	3	3		Successful Search
Raymond Terrace Gardens Care Community	DPG Services Pty Ltd (Opal)	2800	NSW	14-Dec-22	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Carine Parkside Care Community	DPG Services Pty Ltd (Opal)	7466	WA	15-Dec-22	Non-compliance Notice	3	3		Successful Search
Waverley Valley Care Community	DPG Services Pty Ltd (Opal)	3564	VIC	18-Aug-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	3	3	Service exists but no service information available	Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Treeby Parklands Care Community	DPG Services Pty Ltd (Opal)	7424	WA	5-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	3	4	Service exists but no service information available	Successful Search
Applecross Shore Care Community	DPG Services Pty Ltd (Opal)	7879	WA	21-Sep-23	Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance	4	5	Successful Search	Successful Search
Altona Gardens Care Community	DPG Services Pty Ltd (Opal)	3536	VIC	15-Nov-23	Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance	3	3	Service exists but no service information available	Successful Search
Dunmunkle Lodge Hostel	Dunmunkle Lodge Inc	3047	VIC	2-Nov-22	Non-compliance Notice	3	3		Successful Search
Dunmunkle Lodge Hostel	Dunmunkle Lodge Inc	3047	VIC	5-May-23	Service is non-compliant in the following Quality Standards: Standard 7 Human resources Standard 8 Organisational governance	3	3		Successful Search
Dunmunkle Lodge Hostel	Dunmunkle Lodge Inc	3047	VIC	18-May-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Eldercare Allambi	Eldercare Australia Ltd	6183	SA	9-Jun-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Deloraine Private Nursing Home	Ejaz Nominees Pty Ltd	4043	VIC	13-Dec-22	Service is non-compliant in the following Quality Standards: Standard 5 Organisation's service environment Standard 8 Organisational governance	3	5		Successful Search
Eldercare Allambi	Eldercare Australia Ltd	6183	SA	8-Jun-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	3	3		Successful Search
Eldercare The Lodge	Eldercare Australia Ltd	6184	SA	26-Jul-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	3	3	Service linked to provider but no service information available	Successful Search
Eldercare Allambi	Eldercare Australia Ltd	6183	SA	6-Sep-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	3	3	Service linked to provider but no service information available	Successful Search
Castle Hill Aged Care Home	Elderly Australian Chinese Homes (NSW) Co-operative Limited	456	NSW	11-Jan-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 8 Organisational governance	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Castle Hill Aged Care Home	Elderly Australian Chinese Homes (NSW) Co-operative Limited	456	NSW	18-Jan-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Edenfield Family Care - Ramsay	El-Jasbella Ramsay Pty Ltd	6039	SA	11-Nov-22	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance	3	4		Successful Search
Edenfield Family Care - Ramsay	El-Jasbella Ramsay Pty Ltd	6039	SA	2-Dec-22	Direction to revise Plan for Continuous Improvement	3	4		Successful Search
Embracia Moonee Valley	Embracia Victoria Pty Ltd	4560	VIC	7-Feb-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	3	3		Successful Search
Embracia Moonee Valley	Embracia Victoria Pty Ltd	4560	VIC	21-Feb-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Emmerton Park Aged Care Facility	Emmerton Park Inc	8006	TAS	7-Nov-22	Non-compliance Notice	4	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Emmertton Park Aged Care Facility	Emmertton Park Inc	8006	TAS	25-Aug-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance	4	3	Service linked to provider but no service information available	Successful Search
Esperance Aged Care Facility	Esperance Aged Care Facility Inc	7248	WA	19-Jan-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	3	3		Successful Search
Estia Health Victoria Heights	Estia Investments Pty Ltd	4061	VIC	25-Nov-22	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources	3	3		Successful Search
Estia Health Victoria Heights	Estia Investments Pty Ltd	4061	VIC	22-Dec-22	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Estia Health Camden	Estia Investments Pty Ltd	2079	NSW	10-Mar-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	2	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Estia Health Figtree	Estia Investments Pty Ltd	2684	NSW	13-Mar-23	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	3	4		Successful Search
Estia Health Camden	Estia Investments Pty Ltd	2079	NSW	16-Mar-23	Direction to revise Plan for Continuous Improvement	2	3		Successful Search
Estia Health Wodonga	Estia Investments Pty Ltd	3721	VIC	30-Mar-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	3	3		Successful Search
Estia Health Wodonga	Estia Investments Pty Ltd	3721	VIC	18-Apr-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Estia Health Kensington Gardens	Estia Investments Pty Ltd	6835	SA	31-May-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	3	3		Successful Search
Estia Health Kensington Gardens	Estia Investments Pty Ltd	6835	SA	1-Jun-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Estia Health Camden	Estia Investments Pty Ltd	2079	NSW	12-Jun-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 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance	2	3		Successful Search
Estia Health Bankstown	Estia Investments Pty Ltd	538	NSW	21-Nov-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	3	3	Successful Search	Successful Search
GraniteHill Aged Care	Euroa Health Inc	4354	VIC	6-Apr-23	Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers	3	4		Successful Search
Eventide Homes (Stawell) Inc	Eventide Homes (Stawell) Inc	3345	VIC	15-Aug-23	Service is non-compliant in the following Quality Standards: Standard 7 Human resources	3	3	Successful Search	Successful Search
Feros Village Bangalow	Feros Care	468	NSW	9-Nov-22	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources	2	2		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Feros Village Byron Bay	Feros Care	438	NSW	10-Nov-22	Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 5 Organisation's service environment Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance	3	3		Successful Search
Feros Village Bangalow	Feros Care	468	NSW	28-Nov-22	Direction to revise Plan for Continuous Improvement	2	2		Successful Search
Feros Village Byron Bay	Feros Care	438	NSW	15-Dec-22	Non-compliance Notice	3	3		Successful Search
Feros Village Bangalow	Feros Care	468	NSW	22-Jun-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources	2	2		Successful Search
Feros Village Bangalow	Feros Care	468	NSW	27-Jul-23	Notice to Remedy	2	2	Successful Search	Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
St Raphaels Home For The Aged	Franciscan Sisters of the Heart of Jesus (South Australia) Inc	6107	SA	11-Nov-22	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
St Raphaels Home For The Aged	Franciscan Sisters of the Heart of Jesus (South Australia) Inc	6107	SA	1-May-23	Service is non-compliant in the following Quality Standards: Standard 5 Organisation's service environment	3	3		Successful Search
Aubrey Downer Aged Care Home	Fresh Fields Aged Care (NSW) - NO 1 Pty Ltd	137	NSW	21-Jun-23	Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living	4	5		Successful Search
Caroline Chisholm Nursing Home	Fresh Fields Aged Care (NSW) - NO 1 Pty Ltd	2498	NSW	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	4	3	Provider as listed does not exist	Service is listed in WA not NSW
Mosman Park Nursing Home	Fresh Fields Aged Care Pty Ltd	7849	WA	15-Aug-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	4	5	Successful Search	Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Bexley Care Centre	Fresh Fields Management (NSW) No 2 Pty Ltd	2541	NSW	15-Dec-22	Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living	3	3		Successful Search
Bexley Care Centre	Fresh Fields Management (NSW) No 2 Pty Ltd	2541	NSW	23-Jan-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Gallipoli Home	Gallipoli Health Services Limited	1071	NSW	25-Jan-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 8 Organisational governance	3	3		Successful Search
Gallipoli Home	Gallipoli Health Services Limited	1071	NSW	17-Aug-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	3	3	Successful Search	Successful Search
Garden View Nursing Home	Garden View Aged Care Pty Ltd	2571	NSW	3-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	3	3	Successful Search	Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Cooee Lodge	Gilgandra Shire Council	216	NSW	13-Nov-23	Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance	3	3	Successful Search	Successful Search
Craigcare Maylands	Glenn-Craig Villages Pty Ltd	7867	WA	9-Nov-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	4	5	Successful Search	Successful Search
Korongee	Glenview Community Services Inc	8083	TAS	28-Nov-22	Service is non-compliant in the following Quality Standards: Standard 7 Human resources	3	3		Successful Search
Korongee	Glenview Community Services Inc	8083	TAS	14-Dec-22	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
The Oaks Aged Care Facility	Goel Nominees Pty Ltd	6001	SA	31-May-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	2	2		Successful Search
The Oaks Aged Care Facility	Goel Nominees Pty Ltd	6001	SA	6-Jul-23	Notice to Remedy	2	2	Successful Search	Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Goodwin Ainslie (Goodwin House)	Goodwin Aged Care Services Limited	2906	ACT	11-Nov-22	Notice of requirement to agree to certain matters	3	3		Successful Search
Goodwin Ainslie (Goodwin House)	Goodwin Aged Care Services Limited	2906	ACT	20-Jan-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 Standard 8 Organisational governance	3	3		Successful Search
Grace Munro Centre	Grace Munro Aged Care Centre Ltd	616	NSW	27-Apr-23	Service is non-compliant in the following Quality Standards: Standard 7 Human resources	3	3		Successful Search
Grace Munro Centre	Grace Munro Aged Care Centre Ltd	616	NSW	2-May-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Graceland Manor	Graceland Hostel Services Pty Ltd	3553	VIC	16-Jun-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance	4	5		Successful Search
P.S. Hobson Nursing Home	Grampians Health	4459	VIC	7-Mar-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
P.S. Hobson Nursing Home	Grampians Health	4459	VIC	21-Mar-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Macpherson Smith Residential Care	Grampians Health	3480	VIC	27-Mar-23	Service is non-compliant in the following Quality Standards: Standard 7 Human resources	4	4		Successful Search
Glaica House	Great Lakes Aged & Invalid Care Association Ltd	210	NSW	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	3	3	Provider as listed does not exist	Successful Search
Hocart Lodge	Great Southern Care Company Pty Ltd	7051	WA	8-Dec-22	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	3	3		Successful Search
Hocart Lodge	Great Southern Care Company Pty Ltd	7051	WA	16-Jan-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Ridleyton Greek Home for the Aged	Greek Orthodox Community of SA Inc	6115	SA	14-Nov-22	Direction to revise Plan for Continuous Improvement	3	4		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
St Patrick's Green	Greengate Care Pty Ltd	1063	NSW	8-Apr-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources	3	4		Successful Search
Greenhill Manor	Greenhill Manor Pty Limited	1030	NSW	22-Feb-23	Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 3 Personal care and clinical care	3	3		Successful Search
Greenhill Manor	Greenhill Manor Pty Ltd	1030	NSW	22-Feb-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Uralba Hostel	Gundagai and District Hostel Accommodation Inc	285	NSW	23-May-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	3	3		Successful Search
Uralba Hostel	Gundagai and District Hostel Accommodation Inc	285	NSW	31-May-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Hakea Grove Aged Care	Hakea Grove Aged Care Pty Limited	1036	NSW	18-Nov-22	Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care	2	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Hakea Grove Aged Care	Hakea Grove Aged Care Pty Limited	1036	NSW	15-Dec-22	Non-compliance Notice	2	3		Successful Search
Hakea Grove Aged Care	Hakea Grove Aged Care Pty Limited	1036	NSW	5-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	2	3	Successful Search	Successful Search
Laurieton Lakeside Aged Care Residence	Halenvy Pty Limited	2793	NSW	27-Feb-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	2	2		Successful Search
Laurieton Lakeside Aged Care Residence	Halenvy Pty Limited	2793	NSW	27-Mar-23	Notice to Remedy	2	2		Successful Search
Halls Creek Peoples Church Frail Aged Hostel	Halls Creek Peoples Church Incorporated	7178	WA	27-Jan-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	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Halls Creek Peoples Church Frail Aged Hostel	Halls Creek Peoples Church Incorporated	7178	WA	3-Mar-23	Notice to Remedy	3	3		Successful Search
HammondCare - Cardiff	HammondCare	607	NSW	8-Nov-22	Non-compliance Notice	3	3		Successful Search
HammondCare - Bond House	HammondCare	83	NSW	18-Nov-22	Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 5 Organisation's service environment Standard 7 Human resources Standard 8 Organisational governance	3	3		Successful Search
HammondCare - Miranda	HammondCare	1006	NSW	20-Dec-22	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance				Service does not exist
HammondCare - Bond House	HammondCare	83	NSW	9-Mar-23	Notice to Remedy	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
HammondCare Waratah	HammondCare	369	NSW	2-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	3	3	Service linked to provider but no service information available	Successful Search
HammondCare - Leighton Lodge	HammondCare	498	NSW	3-Aug-23	Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance	3	4	Service linked to provider but no service information available	Successful Search
HammondCare - Wahroonga	HammondCare	1035	NSW	16-Aug-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	4	3		Successful Search
Hawkesbury Living Pty Limited	Hawkesbury Living Pty Limited	2467	NSW	16-Oct-23	Notice of Requirement to Agree	1	1	Successful Search	Successful Search
Haydays Retirement Hostel	Hay Senior Citizens Association Incorporated	212	NSW	20-Nov-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance	4	5	Successful Search	Successful Search
Laurina Lodge Hostel	Heyfield Hospital Incorporated	3208	VIC	3-Jan-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 6 Feedback and complaints Standard 7 Human resources	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Laurina Lodge Hostel	Heyfield Hospital Incorporated	3208	VIC	16-Jan-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Heywood Nursing Home	Heywood Rural Health	4412	VIC	18-Nov-22	Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living	No Rating Available	No Rating Available		Service does not exist
The Sydney-Lynne Quayle & Fitzroy Lodge Hostels	Heywood Rural Health	3354	VIC	18-Nov-22	Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living	4	5		Successful Search
Homewood Gardens	Homewood Care Pty Limited	967	NSW	10-Nov-22	Non-compliance Notice	3	3		Successful Search
Homewood Gardens	Homewood Care Pty Limited	967	NSW	3-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	3	3	Successful Search	Successful Search
Fig Tree Point Aged Care Facility	Hunter Valley Care Pty Ltd	486	NSW	23-Mar-23	Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 5 Organisation's service environment	3	4		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Waterview Aged Care Facility	Hunter Valley Care Pty Ltd	2391	NSW	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	3	3	Provider as listed does not exist	Successful Search
Huon Eldercare	Huon Eldercare Limited	8002	TAS	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	3	4	Service linked to provider but no service information available	Successful Search
Huon Eldercare	Huon Eldercare Limited	8805	TAS	30-Nov-23	Service is non-compliant in the following Quality Standards: Standard 6 Feedback and complaints Standard 8 Organisational governance	3	4	Service linked to provider but no service information available	Successful Search
IRT Woonona	Illawarra Retirement Trust	2663	NSW	14-Nov-22	Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 5 Organisation's service environment	3	4		Successful Search
IRT Woonona	Illawarra Retirement Trust	2663	NSW	30-Nov-22	Direction to revise Plan for Continuous Improvement	3	4		Successful Search
IRT Sarah Claydon	Illawarra Retirement Trust	2706	NSW	10-Jan-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
IRT Sarah Claydon Village	Illawarra Retirement Trust	2706	NSW	18-Apr-23	Notice to Remedy	3	3		Successful Search
IRT Sarah Claydon	Illawarra Retirement Trust	2706	NSW	1-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	3	3	Service linked to provider but no service information available	Successful Search
Bene Aged Care - The Italian Village	Italian Benevolent Foundation SA Inc	6018	SA	17-Nov-22	Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice	3	4		Successful Search
Residency by Dillons Tin Can Bay	Jacqueline Elizabeth Dillon Business Pty Ltd	5315	QLD	21-Dec-22	Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 8 Organisational governance	3	3		Successful Search
Residency by Dillons in Tin Can Bay	Jacqueline Elizabeth Dillon Business Pty Ltd	5315	QLD	17-Jan-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Jallah Homes	Jallah Homes Inc	6053	SA	12-Jul-23	Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers	3	3	Service linked to provider but no service information available	Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Miranda Aged Care Facility	Jesmond Aged Care Pty Limited	2502	NSW	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	3	4	Successful Search	Successful Search
Jeta Gardens Aged Care Facility	Jeta Gardens Aged Care (Qld) Pty Ltd	5554	QLD	24-Nov-22	Service is non-compliant in the following Quality Standards: Standard 7 Human resources Standard 8 Organisational governance	3	3		Successful Search
Jeta Gardens Aged Care Facility	Jeta Gardens Aged Care (Qld) Pty Ltd	5554	QLD	9-Dec-22	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Jindalee Aged Care Residence	Johnson Village Services Pty Ltd	2988	ACT	9-Dec-22	Service is non-compliant in the following Quality Standards: Standard 6 Feedback and complaints Standard 8 Organisational governance	3	3		Successful Search
Jindalee Aged Care Residence	Johnson Village Services Pty Ltd	2988	ACT	6-Feb-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Sunnymeade Park Aged Care Community	JOMAL PTY. LTD.	5208	QLD	13-Oct-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance	3	4	Successful Search	Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Ananda Aged Care Findon	K N H Nominees Pty Ltd	6861	SA	29-May-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	4	5		Successful Search
GyMEA Bay Aged Care	K.N.D. & Associates Pty Ltd	2249	NSW	7-Nov-22	Non-compliance Notice	No Rating Available	No Rating Available	Provider does not exist	Service does not exist
GyMEA Bay Aged Care	K.N.D. & Associates Pty Ltd	2249	NSW	9-Mar-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	No Rating Available	No Rating Available	Provider does not exist	Service does not exist
Karingal Green	Karingal Green Health, Aged and Community Care (WA) Pty Ltd	7418	WA	3-May-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	3	3		Successful Search
Karingal Green	Karingal Green Health, Aged and Community Care (WA) Pty Ltd	7418	WA	4-May-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Karingal Green	Karingal Green Health, Aged and Community Care (WA) Pty Ltd	7418	WA	23-May-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Blue Haven Bonaira	Kiama Municipal Council	94	NSW	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	3	3	Service linked to provider but no service information available	Successful Search
Georges Estate Health & Aged Care	Kogarah Health, Aged and Community Care (NSW) Pty Ltd	1112	NSW	5-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	4	3	Service linked to provider but no service information available	Successful Search
Para Hills Residential Care	L P Rositano & M Rositano & R M Rositano and S P Rositano	6962	SA	20-Apr-23	Notice to Remedy	2	2		Successful Search
Para Hills Residential Care	L R Rositano & M Rositano & R M Rositano and S P Rositano	6962	SA	12-Jan-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	2	2		Successful Search
Lachlan Lodge	Lachlan Lodge Inc	328	NSW	24-Mar-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	4	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Lachlan Lodge	Lachlan Lodge Inc	328	NSW	16-May-23	Notice to Remedy	4	3		Successful Search
Aegis Parkview	Lakeside Hostel Pty Ltd	7307	WA	19-Dec-22	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	3	3		Successful Search
Aegis Parkview	Lakeside Hostel Pty Ltd	7307	WA	6-Jan-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Aegis Parkview	Lakeside Hostel Pty Ltd	7307	WA	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	3	3	Successful Search	Successful Search
Latrobe Valley Village Hostel	Latrobe Valley Village Inc	3113	VIC	11-Nov-22	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	4	4		Successful Search
Latrobe Valley Village Hostel	Latrobe Valley Village Inc	3113	VIC	2-Dec-22	Direction to revise Plan for Continuous Improvement	4	4		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Latrobe Valley Village Hostel	Latrobe Valley Village Inc	3113	VIC	8-Aug-23	Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance	4	4	Successful Search	Successful Search
Naracoorte Health Service	Limestone Coast Local Health Network Incorporated	6926	SA	8-Mar-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance	3	3		Successful Search
Naracoorte Health Service	Limestone Coast Local Health Network Incorporated	6926	SA	17-Mar-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
The Little Sisters of the Poor Mount St Joseph's Home	Little Sisters of the Poor Aged Care Ltd	2238	NSW	8-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	4	5	Provider as listed does not exist	Successful Search
Lutheran Services – Cooinda Aged Care Centre	Lutheran Church of Australia - Queensland District	5134	QLD	21-Jun-23	Service is non-compliant in the following Quality Standards: Standard 7 Human resources	3	4		Successful Search
Eventide Lutheran Homes	Lutheran Church of Australia Victorian District	3285	VIC	6-Jul-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance	4	5	Provider as listed does not exist	Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
May Noonan Centre	Lyndoch Living Limited	3299	VIC	14-Nov-22	Notice of requirement to agree to certain matters	No Rating Available	No Rating Available		Service does not exist
Lyndoch Hostel	Lyndoch Living Limited	3347	VIC	16-Nov-22	Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance	3	3		Successful Search
Lyndoch Hostel	Lyndoch Living Limited	3347	VIC	6-Dec-22	Non-compliance Notice	3	3		Successful Search
May Noonan Centre	Lyndoch Living Limited	3299	VIC	12-Apr-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance	No Rating Available	No Rating Available		Service does not exist
May Noonan Centre	Lyndoch Living Limited	3299	VIC	8-May-23	Direction to revise Plan for Continuous Improvement	No Rating Available	No Rating Available		Service does not exist
Maranatha House	Maranatha House	223	NSW	21-Feb-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	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Maranatha House	MARANATHA HOUSE	223	NSW	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	3	3	Successful Search	Successful Search
Marco Polo Aged Care Facility	Marco Polo Aged Care Services Limited	560	NSW	4-Nov-22	Non-compliance Notice	No Rating Available	No Rating Available		Successful Search
Marco Polo Woonona Care Services	Marco Polo Aged Care Services Limited	1032	NSW	15-Nov-22	Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 5 Organisation's service environment Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance	No Rating Available	No Rating Available		Successful Search
Marco Polo Woonona Care Services	Marco Polo Aged Care Services Limited	1032	NSW	8-Dec-22	Non-compliance Notice	No Rating Available	No Rating Available		Successful Search
Mark Moran at Little Bay	Mark Moran at Little Bay Pty Ltd	804	NSW	3-Nov-22	Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 5 Organisation's service environment Standard 7 Human resources Standard 8 Organisational governance	3	4		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Mark Moran at Little Bay	Mark Moran at Little Bay Pty Ltd	804	NSW	18-Nov-22	Direction to revise Plan for Continuous Improvement	3	4		Successful Search
St George Aged Care Centre	Marlowe Homes Pty Ltd	2558	NSW	11-Nov-22	Notice of requirement to agree to certain matters	No Rating Available	No Rating Available		Service does not exist
St George Aged Care Centre	Marlowe Homes Pty Ltd	2558	NSW	13-Dec-22	Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 5 Organisation's service environment Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance	No Rating Available	No Rating Available		Service does not exist
Maroba Nursing Home	Maroba	2225	NSW	10-Jan-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance	3	3		Successful Search
Maroba Nursing Home	Maroba	2225	NSW	10-Mar-23	Notice to Remedy	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Gawler Grande Views	Martindale ACF Pty Ltd	6894	SA	21-Apr-23	Notice of requirement to agree to certain matters	1	1		Successful Search
Gawler Grande Views	Martindale ACF Pty Ltd	6894	SA	16-Jun-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	1	1		Successful Search
May Shaw Aminya	May Shaw Health Centre Inc	8023	TAS	1-Jun-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	4	5		Successful Search
May Shaw Aminya	May Shaw Health Centre Inc	8023	TAS	16-Jun-23	Direction to revise Plan for Continuous Improvement	4	5		Successful Search
May Shaw Residential Aged Care	May Shaw Health Centre Inc	8037	TAS	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	3	3	Service linked to provider but no service information available	Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Mayflower Reservoir	Mayflower Reservoir	3098	VIC	23-Nov-22	Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 3 Personal care and clinical care Standard 5 Organisation's service environment	3	4		Successful Search
The Terraces Assisted Aged Care	McKenzie Aged Care Group Pty Ltd	5640	QLD	14-Mar-23	Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance	3	5		Successful Search
McLean Care Mackellar Apex Campus	McLean Care Ltd	2773	NSW	16-Mar-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	3	5		Successful Search
Kolora Aged Care	McLean Care Ltd	359	NSW	18-Apr-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	4	5		Successful Search
McLean Care Yallambee	McLean Care Ltd	5137	QLD	2-Aug-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	4	5	Successful Search	Successful Search
Michael Lee Centre	Meath Care (Inc)	7223	WA	17-Nov-22	Direction to revise Plan for Continuous Improvement	3	4		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
mecwacare Park Hill	MECWA	3543	VIC	14-Apr-23	Service is non-compliant in the following Quality Standards: Standard 5 Organisation's service environment	3	3		Successful Search
mecwacare Park Hill	MECWA	3543	VIC	2-May-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Mecwacare Park Hill	MECWA	3543	VIC	8-Sep-23	Service is non-compliant in the following Quality Standards: Standard 5 Organisation's service environment	3	3	Successful Search	Successful Search
Meercroft Care	Meercroft Care Inc	8788	TAS	18-Jan-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	3	3		Successful Search
Melaleuca Home For The Aged	Melaleuca Home for the Aged Inc	8820	TAS	22-Dec-22	Non-compliance Notice	2	2		Successful Search
Melaleuca Home For The Aged	Melaleuca Home for the Aged Inc	8820	TAS	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	2	2	Provider as listed does not exist	Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Woodlands Aged Care and NDIS Services	Mellreach Pty Ltd	5264	QLD	21-Sep-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	3	3	Successful Search	Successful Search
Willowbrae-Templestowe Hostel	Menarock Aged Care Services (Victoria) Pty Ltd	3247	VIC	30-Nov-22	Service is non-compliant in the following Quality Standards: Standard 7 Human resources	2	3		Successful Search
Willowbrae-Templestowe Hostel	Menarock Aged Care Services (Victoria) Pty Ltd	3247	VIC	20-Dec-22	Direction to revise Plan for Continuous Improvement	2	3		Successful Search
Shepparton Aged Care	Menarock Aged Care Services (Victoria) Pty Ltd	4357	VIC	6-Jun-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	2	3		Successful Search
Rangeview Private Nursing Home	Merakis Enterprises Pty Ltd	3570	VIC	3-Nov-22	Non-compliance Notice	3	3		Successful Search
Mercy Place Wyndham	Mercy Aged and Community Care Ltd	4342	VIC	16-Nov-22	Non-compliance Notice	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Mercy Place Ballarat	Mercy Aged and Community Care Ltd	4577	VIC	21-Nov-22	Service is non-compliant in the following Quality Standards: Standard 7 Human resources Standard 8 Organisational governance	3	3		Successful Search
Mercy Place Ballarat	Mercy Aged and Community Care Ltd	4577	VIC	16-Dec-22	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Mercy Place East Melbourne	Mercy Aged and Community Care Ltd	3837	VIC	22-Dec-22	Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers	3	3		Successful Search
Mercy Place Rosebud	Mercy Aged and Community Care Ltd	4413	VIC	17-Mar-23	Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 7 Human resources	3	3		Successful Search
Mercy Place Colac	Mercy Aged and Community Care Ltd	3011	VIC	3-Apr-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	3	3		Successful Search
Mercy Place Shepparton	Mercy Aged and Community Care Ltd	4287	VIC	19-Apr-23	Service is non-compliant in the following Quality Standards: Standard 7 Human resources	3	5		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Mercy Place Parkville	Mercy Aged and Community Care Ltd	3867	VIC	1-Jun-23	Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living Standard 6 Feedback and complaints Standard 8 Organisational governance	3	3		Successful Search
Mercy Place Parkville	Mercy Aged and Community Care Ltd	3867	VIC	14-Jun-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Mercy Place Wyndham	Mercy Aged and Community Care Ltd	4342	VIC	15-Jun-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	3	3		Successful Search
Edgewater Mercy Hostel	Mercy Aged and Community Care Ltd	7172	WA	21-Jun-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	4	4		Successful Search
Mercy Place Mandurah	Mercy Aged and Community Care Ltd	7896	WA	11-Aug-23	Notice of Requirement to Agree	1	1	Service linked to provider but no service information available	Successful Search
Mercy Place Lathlain	Mercy Aged and Community Care Ltd	7868	WA	30-Aug-23	Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers	4	5	Service linked to provider but no service information available	Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Mercy Place Mandurah	Mercy Aged and Community Care Ltd	7896	WA	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	1	1	Service linked to provider but no service information available	Successful Search
Mercy Place Mont Clare	Mercy Aged and Community Care Ltd	7443	WA	3-Oct-23	Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance	3	3	Service linked to provider but no service information available	Successful Search
McAuley Place	Mercy Health and Aged Care Central Queensland Limited	5301	QLD	17-May-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance	3	3		Successful Search
McAuley Place	Mercy Health and Aged Care Central Queensland Limited	5301	QLD	23-May-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
MercyCare Kelmscott	Mercy Human Services Limited	7245	WA	24-Nov-22	Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care	4	3		Successful Search
MercyCare Kelmscott	Mercy Human Services Limited	7245	WA	20-Feb-23	Notice to Remedy				Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
MercyCare Maddington	Mercy Human Services Limited	7270	WA	23-Jun-23	Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living Standard 7 Human resources	3	3		Successful Search
MercyCare Maddington	Mercy Human Services Limited	7270	WA	27-Jun-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
MercyCare Kelmscott	Mercy Human Services Limited	7245	WA	5-Oct-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	4	3	Successful Search	Successful Search
MercyCare Maddington	Mercy Human Services Limited	7270	WA	25-Oct-23	Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living	3	3	Successful Search	Successful Search
Benjamin Short Grove	Mission Australia	1056	NSW	24-Nov-22	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 7 Human resources	3	3		Successful Search
Benjamin Short Grove	Mission Australia	1056	NSW	21-Dec-22	Direction to revise Plan for Continuous Improvement	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Moran Kellyville	Moran Australia (Aged Care Services) Pty Ltd	1070	NSW	30-Mar-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	4	5		Successful Search
Moran Kellyville	Moran Australia (Aged Care Services) Pty Ltd	1070	NSW	21-Jul-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	4	5	Provider as listed does not exist	Successful Search
Moran Engadine	Moran Australia (Residential Aged Care) Pty Limited	1015	NSW	3-Mar-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 7 Human resources Standard 8 Organisational governance	3	3		Successful Search
Moran Engadine	Moran Australia (Residential Aged Care) Pty Limited	1015	NSW	17-May-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 7 Human resources Standard 8 Organisational governance	3	3		Successful Search
Moran Engadine	Moran Australia (Residential Aged Care) Pty Ltd	1015	NSW	9-Mar-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Edward River Gardens	Moulamein Retirement Village Committee Inc	304	NSW	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	4	3	Successful Search	Successful Search
Mountainview Nursing Home	Mountainview Nursing Home Pty Ltd	2789	NSW	29-Nov-22	Service is non-compliant in the following Quality Standards: Standard 7 Human resources	3	3		Successful Search
Mountainview Nursing Home	Mountainview Nursing Home Pty Ltd	2789	NSW	20-Dec-22	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Mountainview Nursing Home	Mountainview Nursing Home Pty Ltd	2789	NSW	7-Apr-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	3	3		Successful Search
Mountainview Nursing Home	Mountainview Nursing Home Pty Ltd	2789	NSW	25-May-23	Notice to Remedy	3	3	Provider as listed does not exist	Successful Search
St Francis Hostel	Mt La Verna Retirement Village Inc	7152	WA	25-Jan-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
St Francis Hostel	Mt La Verna Retirement Village Inc	7152	WA	2-Mar-23	Notice to Remedy	3	3		Successful Search
St Francis Hostel	Mt La Verna Retirement Village Inc	7152	WA	2-Aug-23	Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance	3	3	Successful Search	Successful Search
St Francis Hostel	Mt La Verna Retirement Village Inc	7152	WA	14-Nov-23	Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance	3	3	Successful Search	Successful Search
Murravale Aged Care Facility	Murravale Retirement Home Ltd	330	NSW	3-Jan-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	4	3		Successful Search
Murravale Aged Care Facility	Murravale Retirement Home Ltd	330	NSW	23-Jan-23	Non-compliance Notice	4	3		Successful Search
Murravale Aged Care Facility	Murravale Retirement Home Ltd	330	NSW	9-Feb-23	Notice to Remedy	4	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Karinya Residential Care	Narrogin Cottage Homes Inc	7222	WA	23-Nov-22	Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 3 Personal care and clinical care Standard 5 Organisation's service environment Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance	3	3		Successful Search
Karinya Residential Care	Narrogin Cottage Homes Inc	7222	WA	14-Feb-23	Notice to Remedy	3	3		Successful Search
Karinya Residential Care	Narrogin Cottage Homes Inc	7222	WA	16-Oct-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance	3	3	Successful Search	Successful Search
Della Dale Aged Care	NDN Care Services Pty Ltd	4190	VIC	15-Dec-22	Service is non-compliant in the following Quality Standards: Standard 7 Human resources Standard 8 Organisational governance	3	3		Successful Search
Della Dale Aged Care	NDN Care Services Pty Ltd	4190	VIC	12-Jan-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Della Dale Aged Care	NDN CARE SERVICES PTY LTD	4190	VIC	26-Oct-23	Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 7 Human resources	3	3	Successful Search	Successful Search
Tarago Views Aged Care	Neerim District Soldiers' Memorial Hospital Inc	4352	VIC	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	4	3	Service linked to provider but no service information available	Successful Search
TriCare Pimpama Aged Care Residence	Netanya Noosa Pty Ltd	5981	QLD	1-Dec-22	Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 5 Organisation's service environment Standard 7 Human resources	No Rating Available	No Rating Available		Successful Search
New Horizons Aged Care Facility	New Horizons Enterprises Limited	2393	NSW	8-Apr-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 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance	No Rating Available	No Rating Available		Service does not exist
NewDirection Care at Bellmere	NewDirection Bellmere Pty Ltd	5804	QLD	8-Nov-22	Incident Management Compliance Notice	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
NewDirection Care at Bellmere	NewDirection Bellmere Pty Ltd	5804	QLD	15-Dec-22	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	3	3		Successful Search
NewDirection Care at Bellmere	NewDirection Bellmere Pty Ltd	5804	QLD	16-Mar-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
North Eastern Community Nursing Home	North Eastern Community Hospital Incorporated	6921	SA	21-Dec-22	Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance	3	3		Successful Search
North Eastern Community Nursing Home	North Eastern Community Hospital Incorporated	6921	SA	6-Sep-23	Service is non-compliant in the following Quality Standards: Standard 7 Human resources	3	3	Service linked to provider but no service information available	Successful Search
Abernethy Nursing Home	Northern Coalfields Community Care Association Ltd	2787	NSW	14-Dec-22	Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources	3	3		Successful Search
Abernethy Nursing Home	Northern Coalfields Community Care Association Ltd	2787	NSW	16-Jan-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Mountain View Hostel	Northern Coalfields Community Care Association Ltd	316	NSW	7-Feb-23	Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living Standard 6 Feedback and complaints	3	3		Successful Search
Mountain View Lodge Hostel	Northern Coalfields Community Care Association Ltd	316	NSW	7-Feb-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Garrawarra Centre	NSW State Government (NSW Ministry of Health)	1456	NSW	1-Nov-22	Direction to revise Plan for Continuous Improvement	3	4		Successful Search
Autumn Lodge Hostel	NVC Group Limited	105	NSW	21-Mar-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	3	3		Successful Search
Riverside Gardens Nursing Care Centre	NVC Group Limited	648	NSW	30-Mar-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	3	4		Successful Search
Autumn Lodge Hostel	NVC Group Limited	105	NSW	10-May-23	Notice to Remedy	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Umina Park Home For The Aged	OneCare Limited	8811	TAS	8-Jun-23	Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living Standard 6 Feedback and complaints Standard 8 Organisational governance	3	4		Successful Search
Southaven Aged Care	Oracle Care (NSW) Pty Ltd	2781	NSW	8-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	3	4	Successful Search	Successful Search
The Queenslea	Oryx Communities AP Pty Ltd	7476	WA	6-Mar-23	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	3	3		Successful Search
The Queenslea	Oryx Communities AP Pty Ltd	7476	WA	10-Mar-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
The Queenslea	Oryx Communities AP Pty Ltd	7476	WA	15-Aug-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	3	3	Successful Search	Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Ozcare - Hervey Bay	Ozcare	5805	QLD	24-Nov-22	Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance	3	3		Successful Search
Ozcare Port Douglas	Ozcare	5250	QLD	8-Dec-22	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	4	3		Successful Search
Ozcare Port Douglas	Ozcare	5250	QLD	18-Jan-23	Direction to revise Plan for Continuous Improvement	4	3		Successful Search
Ozcare - Hervey Bay	Ozcare	5805	QLD	21-Feb-23	Notice to Remedy	3	3		Successful Search
Ozcare Mackay	Ozcare	5767	QLD	27-Mar-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Ozcare Mackay	Ozcare	5767	QLD	28-Mar-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Ozcare Mackay	Ozcare	5767	QLD	27-Jul-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	3	3	Service exists but no service information available	Successful Search
Ozcare Palm Lodge	Ozcare	5918	QLD	20-Sep-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	4	5	Service exists but no service information available	Successful Search
Millhaven Lodge	Pakenham & District Hospital Inc	4275	VIC	7-Jun-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance	2	2		Successful Search
Millhaven Lodge	Pakenham & District Hospital Inc	4275	VIC	6-Jul-23	Notice to Remedy	2	2	Successful Search	Successful Search
Palm Lake Aged Care Deception Bay	Palm Lake Care Operations Pty Ltd	5747	QLD	24-Apr-23	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	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Palm Lake Care Toowoomba	Palm Lake Care Operations Pty Ltd	5784	QLD	28-Sep-23	Incident Management Compliance Notice	2	2	Successful Search	Successful Search
Palm Lake Aged Care Deception Bay	Palm Lake Care Operations Pty Ltd.	5747	QLD	6-Jun-23	Notice to Remedy	3	3	Successful Search	Successful Search
Pathways Cronulla Pines	Pathways Aged Care Pty Limited	1029	NSW	28-Apr-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	3	3		Successful Search
Pinaroo Roma Inc	Pinaroo Roma Inc	5068	QLD	17-Aug-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	3	3	Successful Search	Successful Search
Harbourside Haven Gardens	Port Stephens Veterans and Citizens Aged Care Ltd	2738	NSW	8-Dec-22	Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Harbourside Haven Gardens	Port Stephens Veterans and Citizens Aged Care Ltd	2738	NSW	22-Dec-22	Non-compliance Notice	3	3		Successful Search
Presbyterian Aged Care - Ashfield	Presbyterian Aged Care	534	NSW	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	3	3	Service linked to provider but no service information available	Successful Search
St Andrews Village Hostel	Presbyterian Church (ACT) Property Trust	2913	ACT	14-Nov-22	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources				Service does not exist
St Andrews Village Hostel	Presbyterian Church (ACT) Property Trust	2913	ACT	12-Dec-22	Non-compliance Notice	No Rating Available	No Rating Available		Service does not exist
Guildford Village	Pu-Fam Pty Ltd	7204	WA	13-Jan-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	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Guildford Village	Pu-Fam Pty Ltd	7204	WA	20-Mar-23	Directions - to revise Plans for Continuous Improvement	3	3	Successful Search	Successful Search
Pam Corker House	Quambie Park Waroona (Inc)	7125	WA	24-Aug-23	Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance	3	5	Service linked to provider but no service information available	Successful Search
Pam Corker House	Quambie Park Waroona (Inc)	7125	WA	9-Nov-23	Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance	3	5	Service linked to provider but no service information available	Successful Search
Waroona Multipurpose Centre	Queensland Health	5328	QLD	7-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	4	3	Provider as listed does not exist	Successful Search
Whitehall Nursing Home	QUINVIL PTY LTD	2339	NSW	15-Sep-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance	4	5	Successful Search	Successful Search
Goondee Aged Care Home	Rasko Holdings Pty Ltd	2143	NSW	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	4	4	Successful Search	Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Jacaranda Village	Red Cliffs and Community Aged Care Services Inc	3451	VIC	16-May-23	Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living	3	3		Successful Search
Jacaranda Village	Red Cliffs and Community Aged Care Services Inc	3451	VIC	22-May-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Regis Como	Regis Aged Care Pty Ltd	7869	WA	9-Nov-22	Direction to revise Plan for Continuous Improvement	3	4		Successful Search
Regis Woodlands	Regis Aged Care Pty Ltd	7461	WA	9-Nov-22	Non-compliance Notice	3	3		Successful Search
Regis East Malvern	Regis Aged Care Pty Ltd	3120	VIC	4-Dec-22	Service is non-compliant in the following Quality Standards: Standard 5 Organisation's service environment Standard 7 Human resources	3	3		Successful Search
Regis East Malvern	Regis Aged Care Pty Ltd	3120	VIC	11-Jan-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Regis Tasmania - Legana	Regis Aged Care Pty Ltd	8053	TAS	19-Apr-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	3	5		Successful Search
Regis Ringwood	Regis Aged Care Pty Ltd	4289	VIC	19-May-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	3	3		Successful Search
Regis Macleod	Regis Aged Care Pty Ltd	4077	VIC	26-May-23	Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance	3	3		Successful Search
Regis Bunbury	Regis Aged Care Pty Ltd	7247	WA	21-Jun-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	3	3		Successful Search
Regis Nedlands	Regis Aged Care Pty Ltd	7149	WA	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	3	4	Successful Search	Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Regis Sandgate - Lucinda	Regis Aged Care Pty Ltd	5968	QLD	24-Aug-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	4	5	Successful Search	Successful Search
Regis Marleston	Regis Aged Care Pty Ltd	6864	SA	8-Sep-23	Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice	3	4	Service linked to provider but no service information available	Successful Search
Regis Greenmount	Regis Aged Care Pty Ltd	7802	WA	6-Nov-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources	3	4	Successful Search	Successful Search
Residential Gardens	Residential Gardens For Spanish Speaking Frail Aged Limited	367	NSW	18-Oct-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 6 Feedback and complaints	3	3	Provider as listed does not exist	Successful Search
Koraleigh Nursing Home	Respect Group Limited	4441	VIC	16-Nov-22	Direction to revise Plan for Continuous Improvement	3	4		Successful Search
Mitchell House Hostel	Respect Group Limited	3121	VIC	22-Dec-22	Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance	No Rating Available	No Rating Available	Service linked to provider but no service information available	Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
St John's	Respect Group Limited	4481	VIC	14-Mar-23	Service is non-compliant in the following Quality Standards: Standard 5 Organisation's service environment	2	3		Successful Search
St John's	Respect Group Limited	4481	VIC	19-Apr-23	Direction to revise Plan for Continuous Improvement	2	3		Successful Search
Koraleigh Nursing Home	Respect Group Limited	4441	VIC	10-Jul-23	Service is non-compliant in the following Quality Standards: Standard 6 Feedback and complaints Standard 8 Organisational governance	3	4	Successful Search	Successful Search
R M McHale Hostel	Respect Group Limited	3314	VIC	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	4	3	Successful Search	Successful Search
Mitchell House Hostel	Respect Group Limited	3121	VIC	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	-	-	Service linked to provider but no service information available	Successful Search
Wellington Views	Respect Group Limited	8061	TAS	27-Oct-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources	4	5	Successful Search	Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Resthaven Paradise	Resthaven Inc	6938	SA	8-Feb-23	Incident Management Compliance Notice	3	3		Successful Search
Resthaven Paradise	Resthaven Inc	6938	SA	27-Mar-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	3	3		Successful Search
Resthaven Paradise	Resthaven Inc	6938	SA	5-May-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	3	3		Successful Search
Mercy Place Rice Village	Rice Village Ltd	4177	VIC	14-Nov-22	Non-compliance Notice	4	3		Successful Search
Hills Mallee Southern Aged Care Facility	Riverland Mallee Coorong Local Health Network Incorporated	6178	SA	22-Dec-22	Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 8 Organisational governance	No Rating Available	No Rating Available		Service does not exist
Bonney Lodge	Riverland Mallee Coorong Local Health Network Incorporated	6149	SA	11-Jul-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	2	3	Service linked to provider but no service information available	Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Rosewood Care West Perth	Rosewood Care Group (Inc)	7264	WA	5-Apr-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 5 Organisation's service environment	3	3		Successful Search
RFBI Benhome Masonic Village	Royal Freemasons' Benevolent Institution	108	NSW	11-Jan-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources	4	3		Successful Search
RFBI Benhome Masonic Village	Royal Freemasons' Benevolent Institution	108	NSW	20-Feb-23	Direction to revise Plan for Continuous Improvement	4	3		Successful Search
RFBI Lakemba Masonic Village	Royal Freemasons' Benevolent Institution	206	NSW	24-Jul-23	Service is non-compliant in the following Quality Standards: Standard 5 Organisation's service environment	3	3	Service linked to provider but no service information available	Successful Search
Royal Freemasons Flora Hill	Royal Freemasons Ltd	3966	VIC	9-Nov-22	Non-compliance Notice	4	3		Successful Search
Royal Freemasons Bacchus Marsh	Royal Freemasons Ltd	4575	VIC	28-Nov-22	Service is non-compliant in the following Quality Standards: Standard 7 Human resources	No Rating Available	No Rating Available		Service does not exist

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Royal Freemasons Bacchus Marsh	Royal Freemasons Ltd	4575	VIC	16-Jan-23	Direction to revise Plan for Continuous Improvement	No Rating Available	No Rating Available		Service does not exist
Royal Freemasons Moe	Royal Freemasons Ltd	4581	VIC	16-Feb-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance	3	4		Successful Search
Templestowe Manor	RSL Care RDNS Limited	3972	VIC	9-Jan-23	Service is non-compliant in the following Quality Standards: Standard 5 Organisation's service environment	3	4		Successful Search
Coastal Waters Aged Care	RSL Care RDNS Limited	583	NSW	24-Jan-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	3	3		Successful Search
Coastal Waters Aged Care	RSL Care RDNS Limited	583	NSW	1-Feb-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Charles Young Residential Care Centre	RSL Care RDNS Limited	6038	SA	8-Feb-23	Service is non-compliant in the following Quality Standards: Standard 6 Feedback and complaints	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Charles Young Residential Care Centre	RSL Care RDNS Limited	6038	QLD	23-Feb-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Beechwood Aged Care	RSL Care RDNS Limited	2580	NSW	30-Mar-23	Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 7 Human resources	3	4		Successful Search
Bolton Clarke Centaur	RSL Care RDNS Limited	5251	QLD	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	4	5	Successful Search	Successful Search
Bolton Clarke Fairways	RSL Care RDNS Limited	5354	QLD	11-Sep-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	4	5	Successful Search	Successful Search
Bolton Clarke Fernhill	RSL Care RDNS Limited	5081	QLD	3-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	3	3	Successful Search	Successful Search
Walkerville Residential Care Centre	RSL Care RDNS Limited	6908	SA	23-Oct-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources	3	3	Successful Search	Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Mark Donaldson VC House	RSL LifeCare Limited	955	NSW	2-Dec-22	Non-compliance Notice	3	3		Successful Search
Peter Cosgrove House	RSL LifeCare Limited	2326	NSW	23-Dec-22	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	3	3		Successful Search
Peter Cosgrove House	RSL LifeCare Limited	2326	NSW	18-Jan-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
RSL ANZAC Village	RSL LifeCare Limited	531	NSW	8-Jun-23	Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living	3	3		Successful Search
William Beech Gardens - Bushmaster	RSL Lifecare Limited	2648	NSW	7-Aug-23	Notice to Remedy	3	3	Service linked to provider but no service information available	Successful Search
William Beech Gardens - Bushmaster	RSL LifeCare Limited	2648	NSW	9-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	3	3	Service linked to provider but no service information available	Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Ashleigh House Hostel	Sale Elderly Citizens Village Inc	3026	VIC	13-Jan-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	4	3		Successful Search
Abberfield Aged Care Facility	Sandra Pty Ltd	4002	VIC	14-Feb-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources	2	3		Successful Search
Abberfield Aged Care Facility	Sandra Pty Ltd	4002	VIC	23-Feb-23	Direction to revise Plan for Continuous Improvement	2	3		Successful Search
Scalabrini Village Griffith	Scalabrini Village Ltd	2755	NSW	19-Mar-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources	4	5		Successful Search
Scalabrini Village Nursing Home (Austral)	Scalabrini Village Ltd	2656	NSW	2-May-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 5 Organisation's service environment	3	3		Successful Search
Villa Del Sole	Securo Care Proprietary Limited	3544	VIC	8-May-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	4	4		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Adventist Nursing Home	Seventh-day Adventist Aged Care (Greater Sydney) Ltd	2562	NSW	15-Dec-22	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	3	3		Successful Search
Adventist Nursing Home	Seventh-day Adventist Aged Care (Greater Sydney) Ltd	2562	NSW	20-Apr-23	Notice to Remedy	3	3		Successful Search
Adventist Nursing Home	Seventh-day Adventist Aged Care (Greater Sydney) Ltd	2562	NSW	8-Jul-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	3	3	Successful Search	Successful Search
Elizabeth Lodge Hostel	Seventh-day Adventist Aged Care (Greater Sydney) Ltd	179	NSW	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	3	3	Successful Search	Successful Search
Capricorn Adventist Retirement Village	Seventh-Day Adventist Aged Care (South Queensland) Ltd	5277	QLD	16-Mar-23	Notice to Remedy	3	3		Successful Search
Capricorn Adventist Retirement Village	Seventh-Day Adventist Aged Care (South Queensland) Ltd	5277	QLD	16-Mar-23	Notice to Remedy	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
AdventCare Yarra Ranges	Seventh-day Adventist Aged Care (Victoria) Ltd	3045	VIC	30-Nov-22	Service is non-compliant in the following Quality Standards: Standard 7 Human resources	3	5		Successful Search
Adventist Residential Care	Seventh-Day Adventist Care (Western Australia) Limited	7852	WA	9-Oct-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance	3	3	Successful Search	Successful Search
Adventist Residential Care	Seventh-day Adventist Care (Western Australia) Ltd	7852	WA	20-Apr-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	3	3		Successful Search
Karingal Seymour	Seymour Elderly Citizens Hostel Inc	3050	VIC	8-Mar-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	3	5		Successful Search
Karingal Seymour	Seymour Elderly Citizens Hostel Inc	3050	VIC	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	3	5	Successful Search	Successful Search
Hakea Lodge Residential Aged Care Service	Shepparton Retirement Villages Inc	4348	VIC	8-Nov-22	Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance	No Rating Available	No Rating Available		Service does not exist

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Hakea Lodge Residential Aged Care Service	Shepparton Retirement Villages Inc	4348	VIC	2-Dec-22	Direction to revise Plan for Continuous Improvement	No Rating Available	No Rating Available		Service does not exist
Wagga Wagga Community Aged Care	Signature Care Pty Ltd	8221	NSW	3-Nov-23	Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice	4	4	Service linked to provider but no service information available	Successful Search
Hope Aged Care Swan Hill	Sixth Eastway Pty Ltd	3796	VIC	25-Jan-23	Direction to revise Plan for Continuous Improvement	2	3		Successful Search
Yallambee Lodge	SNOWY MONARO REGIONAL COUNCIL	352	NSW	4-Sep-23	Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance	4	4		Successful Search
St Annes Nursing Home	Southern Cross Care (Broken Hill) Ltd	2413	NSW	31-Mar-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	2	2		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Harold Williams Home	Southern Cross Care (Broken Hill) Ltd	27	NSW	18-Apr-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	2	2		Successful Search
St Annes Nursing Home	Southern Cross Care (Broken Hill) Ltd	2413	NSW	17-May-23	Notice to Remedy	2	2		Successful Search
Harold Williams Home	Southern Cross Care (Broken Hill) Ltd	27	NSW	19-May-23	Notice to Remedy	2	2		Successful Search
Aruma Lodge	Southern Cross Care (Broken Hill) Ltd	28	NSW	11-Jul-23	Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance	4	5	Service linked to provider but no service information available	Successful Search
Southern Cross Care St Martha's Residential Aged Care	Southern Cross Care (NSW & ACT) Limited	446	NSW	1-Nov-22	Direction to revise Plan for Continuous Improvement	3	4		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Southern Cross Care North Turramurra Residential Aged Care	Southern Cross Care (NSW & ACT) Limited	173	NSW	2-Nov-22	Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance	3	3		Successful Search
Southern Cross Care Thornton Park	Southern Cross Care (NSW & ACT) Limited	495	NSW	22-Nov-22	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	3	3		Successful Search
Southern Cross Care North Turramurra Residential Aged Care	Southern Cross Care (NSW & ACT) Limited	173	NSW	8-Dec-22	Non-compliance Notice	3	3		Successful Search
Southern Cross Care Reynolds Court Residential Aged Care	Southern Cross Care (NSW & ACT) Limited	16	NSW	27-Jan-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	3	3		Successful Search
Southern Cross Care Thornton Park	Southern Cross Care (NSW & ACT) Limited	495	NSW	3-Feb-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Southern Cross Care Reynolds Court Residential Aged Care	Southern Cross Care (NSW & ACT) Limited	16	NSW	8-Feb-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Southern Cross Care St Michael's Residential Aged Care	Southern Cross Care (NSW & ACT) Limited	38	NSW	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	3	3	Service linked to provider but no service information available	Successful Search
The Philip Kennedy Centre Residential Care	Southern Cross Care (SA NT & VIC) Incorporated	6090	SA	6-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	4	5	Successful Search	Successful Search
Fairway Rise	Southern Cross Care (Tas) Inc	8111	TAS	22-Feb-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 8 Organisational governance	3	4		Successful Search
Yaraandoo Hostel	Southern Cross Care (Tas) Inc	8033	TAS	23-Mar-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources	3	3		Successful Search
Yaraandoo Hostel	Southern Cross Care (Tas) Inc	8033	TAS	19-Jun-23	Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living	3	3		Successful Search
Frank Prendergast House	Southern Cross Care (WA) Inc	7255	WA	21-Feb-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Frank Prendergast House	Southern Cross Care (WA) Inc	7255	WA	25-Aug-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance	3	3	Service linked to provider but no service information available	Successful Search
St Basil's Miranda	St Basil's Homes	715	NSW	2-Nov-22	Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 7 Human resources Standard 8 Organisational governance	3	3		Successful Search
St Basil's Miranda	St Basil's Homes	715	NSW	18-Nov-22	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
St Basil's Kensington	St Basil's Homes	2285	NSW	26-Jul-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance	3	3	Successful Search	Successful Search
St Basil's Homes for the Aged in Victoria	St Basil's Homes for the Aged in Victoria	3150	VIC	21-Jun-23	Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 8 Organisational governance	4	4		Successful Search
St Joseph's Aged Care Facility Kensington	St Joseph's Aged Care Facility Kensington	518	NSW	15-Nov-22	Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
St Joseph's Aged Care Facility Kensington	St Joseph's Aged Care Facility Kensington	518	NSW	8-Dec-22	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
St Vincent's Care Services Heathcote	St Vincent's Care Services Ltd.	2739	NSW	22-Dec-22	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	3	3		Successful Search
St Vincent's Care Services Heathcote	St Vincent's Care Services Ltd.	2739	NSW	19-Jan-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
St Vincent's Care Services Heathcote	St Vincent's Care Services Ltd.	2739	NSW	24-May-23	Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice	3	3		Successful Search
Prague House	St Vincent's Hospital (Melbourne) Limited	3100	VIC	5-Jan-23	Service is non-compliant in the following Quality Standards: Standard 7 Human resources Standard 8 Organisational governance	3	3		Successful Search
Prague House	St Vincent's Hospital (Melbourne) Limited	3100	VIC	28-Jun-23	Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Stroud Community Lodge	Stroud Community Lodge Inc	283	NSW	28-Apr-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	3	3		Successful Search
Stroud Community Lodge	Stroud Community Lodge Inc	283	NSW	28-Apr-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Sunnyside House	Sunnyside House Inc	3015	VIC	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	4	5	Successful Search	Successful Search
Merrimac Park Private Care	Superior Care Group Pty Ltd	5746	QLD	6-Jul-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources	1	1	Service linked to provider but no service information available	Successful Search
Merrimac Park Private Care	Superior Care Group Pty Ltd	5746	QLD	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	1	1	Service linked to provider but no service information available	Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
SWIAA Gardens	SWIAA Limited	656	NSW	16-Jun-23	Service is non-compliant in the following Quality Standards: Standard 7 Human resources	3	3		Successful Search
SWIAA Gardens	SWIAA Limited	656	NSW	22-Jun-23	Directions - to revise Plans for Continuous Improvement	3	3	Successful Search	Successful Search
Bolga Court Hostel	Tallangatta Health Service	3270	VIC	28-Mar-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance	4	5		Successful Search
Tandara Lodge Hostel	TANDARA LODGE COMMUNITY CARE INC	8028	TAS	13-Oct-23	Service is non-compliant in the following Quality Standards: Standard 7 Human resources	4	5	Successful Search	Successful Search
Tandara Lodge	TANDARA LODGE COMMUNITY CARE INC	8818	TAS	19-Oct-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources	4	5	Service linked to provider but no service information available	Successful Search
Midlands Multipurpose Health Centre	Tasmanian Health Service	8827	TAS	20-Dec-22	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance	4	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Midlands Multipurpose Health Centre	Tasmanian Health Service	8827	TAS	17-Jan-23	Direction to revise Plan for Continuous Improvement	4	3		Successful Search
Midlands Multipurpose Health Centre	Tasmanian Health Service	8827	TAS	18-Sep-23	Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance	4	3	Successful Search	Successful Search
Bangalor Retreat	Temahl (AUST) Pty Ltd	604	NSW	17-Jan-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 5 Organisation's service environment	3	3		Successful Search
Haddington Nursing Home	Tenterfield Care Centre Limited	569	NSW	9-Nov-22	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	No Rating Available	No Rating Available		Successful Search
Carinity Hilltop	The Baptist Union of Queensland	5048	QLD	10-Jan-23	Service is non-compliant in the following Quality Standards: Standard 5 Organisation's service environment	3	3		Successful Search
Carinity Hilltop	The Baptist Union of Queensland	5048	QLD	13-Jan-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Bethanie Dalyellup	The Bethanie Group Inc	8226	WA	12-Sep-23	Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance	No Rating Available	No Rating Available	Provider as listed does not exist	Successful Search
Bethanie Elanora Villas Nursing Home	The Bethanie Group Inc	7854	WA	20-Sep-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources	2	2	Provider as listed does not exist	Successful Search
Bethanie Elanora Villas Nursing Home	The Bethanie Group Incorporated	7854	WA	17-Nov-22	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	2	2		Successful Search
Bethanie Elanora Villas Nursing Home	The Bethanie Group Incorporated	7854	WA	13-Dec-22	Direction to revise Plan for Continuous Improvement	2	2		Successful Search
Bethanie Subiaco	The Bethanie Group Incorporated	7445	WA	14-Mar-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	4	4		Successful Search
Bethanie Subiaco	The Bethanie Group Incorporated	7445	WA	3-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	4	4	Provider as listed does not exist	Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
St Joseph's House	The Catholic Diocese of Port Pirie Inc	6961	SA	23-Dec-22	Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers	2	2		Successful Search
St Joseph's House	The Catholic Diocese of Port Pirie Inc	6961	SA	9-Jan-23	Direction to revise Plan for Continuous Improvement	2	2		Successful Search
St Joseph's House	The Catholic Diocese of Port Pirie Inc	6961	SA	17-May-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	2	2		Successful Search
St Joseph's House	The Catholic Diocese of Port Pirie Inc	6961	SA	23-Jun-23	Notice to Remedy	2	2		Successful Search
St Joseph's House	The Catholic Diocese of Port Pirie Inc	6100	SA	23-Jun-23	Notice to Remedy	2	2		Successful Search
Alexander Campbell House	The Churches of Christ Property Trust	67	NSW	14-Feb-23	Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 5 Organisation's service environment	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Alexander Campbell House	The Churches of Christ Property Trust	67	NSW	14-Feb-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Blue Care Mackay Homefield Aged Care Facility	The Churches of Christ Property Trust (Q)	5122	QLD	15-Jun-23	Direction to revise Plan for Continuous Improvement	2	3		Successful Search
Anglicare SQ Symes Grove Home for the Aged	The Corporation of the Synod of the Diocese of Brisbane	5051	QLD	14-Mar-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	3	3		Successful Search
Anglicare SQ Symes Grove Home for the Aged	The Corporation of the Synod of the Diocese of Brisbane	5051	QLD	29-Mar-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Blue Haven Bonaira	The Council of the Municipality of Kiama	94	NSW	20-Dec-22	Non-compliance Notice	3	3		Successful Search
Blue Haven Bonaira	The Council of the Municipality of Kiama	94	NSW	19-Sep-23	Directions - to revise Plans for Continuous Improvement	3	3	Provider as listed does not exist	Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Navorina Nursing Home	The Deniliquin Nursing Home Foundation Ltd	2744	NSW	30-Mar-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	4	5		Successful Search
The Whiddon Group - Kelso	The Frank Whiddon Masonic Homes of New South Wales	269	NSW	24-Jan-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	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
The Whiddon Group - Largs	The Frank Whiddon Masonic Homes of New South Wales	335	NSW	21-Feb-23	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	3	3		Successful Search
The Whiddon Group - Largs	The Frank Whiddon Masonic Homes of New South Wales	335	NSW	21-Feb-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
The Whiddon Group - Kelso	The Frank Whiddon Masonic Homes of New South Wales	269	NSW	7-Mar-23	Notice to Remedy	3	3		Successful Search
Whiddon Moree NH	The Frank Whiddon Masonic Homes of New South Wales	2647	NSW	30-Mar-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	3	3		Successful Search
The Whiddon Group - Largs	The Frank Whiddon Masonic Homes of New South Wales	335	NSW	27-Jul-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 6 Feedback and complaints	3	3	Provider as listed does not exist	Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
The Whiddon Group - Wingham - Primrose	The Frank Whiddon Masonic Homes of New South Wales	186	NSW	6-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	4	4	Provider as listed does not exist	Successful Search
The Whiddon Group - Glenfield	The Frank Whiddon Masonic Homes of New South Wales	2135	NSW	25-Oct-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	3	3	Provider as listed does not exist	Successful Search
The Whiddon Group - Largs	The Frank Whiddon Masonic Homes of New South Wales	335	NSW	15-Nov-23	Service is non-compliant in the following Quality Standards: Standard 6 Feedback and complaints	3	3	Provider as listed does not exist	Successful Search
Mary Potter Nursing Home	The Mary Potter Nursing Home and The Ethel Forrest Day Care Centre Pty Ltd	2731	NSW	14-Nov-22	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living	3	3		Successful Search
Mary Potter Nursing Home	The Mary Potter Nursing Home and The Ethel Forrest Day Care Centre Pty Ltd	2731	NSW	13-Dec-22	Direction to revise Plan for Continuous Improvement	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Loreto Home of Compassion	The Mary Potter Nursing Home and The Ethel Forrest Day Care Centre Pty Ltd	2406	NSW	18-Apr-23	Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers	3	3		Successful Search
Loreto Home of Compassion	The Mary Potter Nursing Home and The Ethel Forrest Day Care Centre Pty Ltd	2406	NSW	18-Apr-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Loreto Home of Compassion	The Mary Potter Nursing Home and The Ethel Forrest Day Care Centre Pty Ltd	2406	NSW	10-May-23	Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers	3	3		Successful Search
Liscombe House	The Old Colonists Association of Victoria	3257	VIC	24-Apr-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Liscombe House	The Old Colonists' Association of Victoria	3257	VIC	17-Apr-23	Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance	3	3		Successful Search
Presbyterian Aged Care - Thornleigh	The Presbyterian Church (New South Wales) Property Trust	530	NSW	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	4	4	Provider as listed does not exist	Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Presbyterian Aged Care - Ashfield	The Presbyterian Church (New South Wales) Property Trust	534	NSW	9-Oct-23	Directions - to revise Plans for Continuous Improvement	3	3	Provider as listed does not exist	Successful Search
ValleyView Residence	The Riverview Residence Collie (Inc)	7091	WA	10-Nov-22	Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 5 Organisation's service environment Standard 7 Human resources Standard 8 Organisational governance	2	3		Successful Search
ValleyView Residence	The Riverview Residence Collie (Inc)	7091	WA	20-Dec-22	Direction to revise Plan for Continuous Improvement	2	3		Successful Search
Carpenter Court Aged Care Plus Centre	The Salvation Army (NSW) Property Trust	421	NSW	1-Dec-22	Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 5 Organisation's service environment	3	3		Successful Search
Gill Waminda Aged Care Plus Centre	The Salvation Army (NSW) Property Trust	76	NSW	21-Dec-22	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Carpenter Court Aged Care Plus Centre	The Salvation Army (NSW) Property Trust	421	NSW	23-Dec-22	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Gill Waminda Aged Care Plus Centre	The Salvation Army (NSW) Property Trust	76	NSW	11-Jan-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Woodport Aged Care Plus Centre	The Salvation Army (NSW) Property Trust	489	NSW	30-Jan-23	Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice	3	3		Successful Search
Weeroona Aged Care Plus Centre	The Salvation Army (NSW) Property Trust	14	NSW	16-Feb-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance	3	3		Successful Search
Weeroona Aged Care Plus Centre	The Salvation Army (NSW) Property Trust	14	NSW	20-Feb-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Woodport Aged Care Plus Centre	The Salvation Army (NSW) Property Trust	489	NSW	6-Mar-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Gill Waminda Aged Care Plus Centre	The Salvation Army (NSW) Property Trust	76	NSW	23-Aug-23	Service is non-compliant in the following Quality Standards: Standard 7 Human resources	3	3	Provider as listed does not exist	Successful Search
Moyne Aged Care Plus Centre	The Salvation Army (NSW) Property Trust	33	NSW	30-Aug-23	Notice to Remedy	2	3	Provider as listed does not exist	Successful Search
Linsell Lodge Aged Care Facility	The Salvation Army (South Australia) Property Trust	6084	SA	4-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	3	4	Provider as listed does not exist	Successful Search
Ruby Manor	The Sisters of Our Lady of China Health Care (2) Pty Ltd	763	NSW	14-Jul-23	Incident Management Compliance Notice	3	3	Provider as listed does not exist	Successful Search
Ruby Manor	The Sisters of Our Lady of China Health Care (2) Pty Ltd	763	NSW	16-Aug-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources	3	3	Provider as listed does not exist	Successful Search
Pembroke Lodge	The Sisters of Our Lady of China Health Care Pty Ltd	646	NSW	18-Jan-23	Service is non-compliant in the following Quality Standards: Standard 5 Organisation's service environment Standard 7 Human resources	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Pembroke Lodge	The Sisters of Our Lady of China Health Care Pty Ltd	646	NSW	25-Jan-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Carpenter Court Aged Care Plus Centre	The Trustee for the Salvation Army (NSW) Property Trust	421	NSW	28-Sep-23	Service is non-compliant in the following Quality Standards: Standard 5 Organisation's service environment	3	3	Provider as listed does not exist	Successful Search
Moyne Aged Care Plus Centre (0033)	The Trustee for the Salvation Army (NSW) Property Trust	33	NSW	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	2	3	Provider as listed does not exist	Successful Search
Moyne Aged Care Plus Centre (2519)	The Trustee for the Salvation Army (NSW) Property Trust	2519	NSW	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	3	3	Provider as listed does not exist	Successful Search
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	23-Oct-23	Directions - to revise Plans for Continuous Improvement	3	3	Provider as listed does not exist	Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Peakhurst Nursing Home	The Trustees of the Sisters of Our Lady of China	2448	NSW	17-Mar-23	Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living	4	5		Successful Search
Viewhaven Lodge	The Uniting Church in Australia Property Trust (NSW)	2540	NSW	8-Nov-22	Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 7 Human resources Standard 8 Organisational governance	No Rating Available	No Rating Available		Service does not exist
Uniting Eabrai Weston ACT	The Uniting Church in Australia Property Trust (NSW)	2915	ACT	23-Nov-22	Direction to revise Plan for Continuous Improvement	4	4		Successful Search
Uniting Arrunga Ermington	The Uniting Church in Australia Property Trust (NSW)	838	NSW	28-Nov-22	Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance	3	3		Successful Search
Uniting Westmead	The Uniting Church in Australia Property Trust (NSW)	2461	NSW	15-Dec-22	Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 5 Organisation's service environment Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Uniting Wesley Gardens Belrose	The Uniting Church in Australia Property Trust (NSW)	2629	NSW	5-Jan-23	Service is non-compliant in the following Quality Standards: Standard 5 Organisation's service environment	3	3		Successful Search
Uniting Wesley Gardens Belrose	The Uniting Church in Australia Property Trust (NSW)	2629	NSW	16-Jan-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Uniting Eden	The Uniting Church in Australia Property Trust (NSW)	842	NSW	18-Jan-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	3	3		Successful Search
Uniting Springwood	The Uniting Church in Australia Property Trust (NSW)	151	NSW	18-Jan-23	Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 7 Human resources	3	3		Successful Search
Uniting Arrunga Ermington	The Uniting Church in Australia Property Trust (NSW)	838	NSW	31-Jan-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Uniting Westmead	The Uniting Church in Australia Property Trust (NSW)	2461	NSW	20-Feb-23	Notice to Remedy	3	3		Successful Search
Uniting Eden	The Uniting Church in Australia Property Trust (NSW)	842	NSW	24-Feb-23	Notice to Remedy	3	3		Successful Search
Uniting Alblas Lodge Tamworth	The Uniting Church in Australia Property Trust (NSW)	379	NSW	11-Apr-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	3	4		Successful Search
Uniting Caroon Marima Goonellabah	The Uniting Church in Australia Property Trust (NSW)	2535	NSW	13-Jul-23	Service is non-compliant in the following Quality Standards: Standard 7 Human resources	4	5	Provider as listed does not exist	Successful Search
Uniting Wesley Gardens Belrose	The Uniting Church in Australia Property Trust (NSW)	2629	NSW	2-Aug-23	Service is non-compliant in the following Quality Standards: Standard 5 Organisation's service environment	3	3	Provider as listed does not exist	Successful Search
Uniting Berry	The Uniting Church in Australia Property Trust (NSW)	899	NSW	9-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	3	3	Provider as listed does not exist	Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Blue Care Maleny Erowal Aged Care Facility	The Uniting Church in Australia Property Trust (Q.)	5327	QLD	19-Dec-22	Non-compliance Notice	3	3		Successful Search
Ny-Ku Byun	The Uniting Church in Australia Property Trust (Q.)	5780	QLD	10-Feb-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	3	3		Successful Search
Ny-Ku Byun	The Uniting Church in Australia Property Trust (Q.)	5780	QLD	16-Feb-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Blue Care Capricorn Aged Care Facility	The Uniting Church in Australia Property Trust (Q.)	5501	QLD	6-Mar-23	Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance	4	5		Successful Search
Blue Care Star of the Sea Elders Village - MERGING	The Uniting Church in Australia Property Trust (Q.)	5372	QLD	8-May-23	Service is non-compliant in the following Quality Standards: Standard 7 Human resources	4	3		Successful Search
Blue Care Star of the Sea Elders Village	The Uniting Church in Australia Property Trust (Q.)	5373	QLD	15-May-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	4	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Blue Care Star of the Sea Elders Village	The Uniting Church in Australia Property Trust (Q.)	5373	QLD	17-May-23	Direction to revise Plan for Continuous Improvement	4	3		Successful Search
Blue Care Rothwell Nazarene Aged Care Facility	The Uniting Church in Australia Property Trust (Q.)	5922	QLD	5-Jun-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	4	5		Successful Search
Blue Care Redcliffe Aged Care Facility	The Uniting Church in Australia Property Trust (Q.)	5750	QLD	8-Jun-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	4	5		Successful Search
Blue Care Mackay Homefield Aged Care Facility	The Uniting Church in Australia Property Trust (Q.)	5122	QLD	14-Jun-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	2	3		Successful Search
Blue Care Gracemere Aged Care Facility	The Uniting Church in Australia Property Trust (Q.)	5435	QLD	16-Jun-23	Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance	3	4		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Blue Care Kallangur Pilgrim Aged Care Facility	The Uniting Church in Australia Property Trust (Q.)	5233	QLD	27-Jun-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance	4	5		Successful Search
Blue Care Mareeba Aged Care Facility	The Uniting Church in Australia Property Trust (Q.)	5121	QLD	21-Jul-23	Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance	3	3	Provider as listed does not exist	Successful Search
Blue Care Toowoomba Residential Aged Care Facility	The Uniting Church in Australia Property Trust (Q.)	5817	QLD	31-Aug-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	3	4	Provider as listed does not exist	Successful Search
Blue Care Ingham Bluehaven Aged Care Facility	The Uniting Church in Australia Property Trust (Q.)	5176	QLD	9-Nov-23	Notice to Remedy	2	2	Provider as listed does not exist	Successful Search
Blue Care Ingham Bluehaven Aged Care Facility	The Uniting Church in Australia Property Trust (Q.) through Blue Care	5176	QLD	20-Sep-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources	2	2	Provider as listed does not exist	Successful Search
Blue Care Gracemere Aged Care Facility	The Uniting Church in Australia Property Trust (Q.) through Blue Care	5435	QLD	10-Oct-23	Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance	3	4	Provider as listed does not exist	Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Blue Care Kirra Aged Care Facility	The Uniting Church in Australia Property Trust (Q.) through Blue Care	5151	QLD	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	3	5	Provider as listed does not exist	Successful Search
Blue Care Mackay Homefield Aged Care Facility	The Uniting Church in Australia Property Trust (Q.) through Blue Care	5122	QLD	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	2	3	Provider as listed does not exist	Successful Search
BlueCross Hansworth	Third Age Australia Pty Ltd	3679	VIC	15-Dec-22	Incident Management Compliance Notice	3	3		Successful Search
BlueCross Ivanhoe	Third Age Australia Pty Ltd	3020	VIC	15-Dec-22	Incident Management Compliance Notice	3	3		Successful Search
BlueCross Silverwood	Third Age Australia Pty Ltd	3625	VIC	15-Dec-22	Incident Management Compliance Notice	3	3		Successful Search
BlueCross Tarralla	Third Age Australia Pty Ltd	3712	VIC	15-Dec-22	Incident Management Compliance Notice	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Abbey House Aged Care	Thompson Health Care Pty Ltd	2610	NSW	11-Nov-22	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Macleay Valley House	Thompson Health Care Pty Ltd	946	NSW	20-Dec-22	Notice of decision to impose sanctions and Notice of requirement to agree to certain matters	2	2		Successful Search
Macleay Valley House	Thompson Health Care Pty Ltd	946	NSW	12-Jan-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	2	2		Successful Search
Macleay Valley House	Thompson Health Care Pty Ltd	946	NSW	5-Jun-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	2	2		Successful Search
Abbey House Aged Care	Thompson Health Care Pty Ltd	2610	NSW	20-Jul-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	3	3	Successful Search	Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Macleay Valley House	Thompson Health Care Pty Ltd	946	NSW	2-Aug-23	Incident Management Compliance Notice	2	2	Successful Search	Successful Search
Abbey House Aged Care	Thompson Health Care Pty Ltd	2610	NSW	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	3	3	Successful Search	Successful Search
Macleay Valley House	THOMPSON HEALTH CARE PTY. LTD.	946	NSW	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	2	2	Successful Search	Successful Search
Milford House Nursing Home	THOMPSON HEALTH CARE PTY. LTD.	2035	NSW	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	4	4	Successful Search	Successful Search
Village Glen Aged Care Residences - Capel Sound	Ti Tree Operations Pty Ltd	4280	VIC	10-Nov-22	Non-compliance Notice	3	3		Successful Search
Timbrebongie House	Timbrebongie House Limited	284	NSW	5-Apr-23	Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living Standard 7 Human resources	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Sunlight Residential Aged Care	TLC Whittlesea Pty Ltd	3706	VIC	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	3	5	Successful Search	Successful Search
TriCare Annerley Aged Care Residence	TriCare Annerley Aged Care Pty Ltd	5927	QLD	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	3	5	Successful Search	Successful Search
TriCare Bundaberg Aged Care Residence	TriCare Bundaberg Aged Care Pty Ltd	5936	QLD	16-Dec-22	Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources	3	3		Successful Search
TriCare Bundaberg Aged Care Residence	TriCare Bundaberg Aged Care Pty Ltd	5936	QLD	18-Jan-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
TriCare Bundaberg Aged Care Residence	TriCare Bundaberg Aged Care Pty Ltd	5936	QLD	19-Jun-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	3	3		Successful Search
TriCare Pimpama Aged Care Residence	TriCare Pimpama Aged Care Residence	5981	QLD	11-Jan-23	Direction to revise Plan for Continuous Improvement	No Rating Available	No Rating Available		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
TriCare Kawana Waters Aged Care Residence	TRICARE ROCHE AGED CARE PTY LTD	5471	QLD	8-Nov-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	No Rating Available	No Rating Available	Successful Search	Successful Search
Fairlea Aged Care @ Rosehill	Trinity Aged Care Pty Ltd	2177	NSW	2-Dec-22	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	4	3		Successful Search
Fairlea Aged Care @ Rosehill	Trinity Aged Care Pty Ltd	2177	NSW	5-Jun-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	4	3		Successful Search
The Royce Manor	Tulich Aged Care Services Pty Ltd	938	NSW	27-Oct-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources	3	4	Successful Search	Successful Search
Prunus Lodge	United Protestant Association of NSW Limited	300	NSW	14-Dec-22	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	4	3		Successful Search
Prunus Lodge	United Protestant Association of NSW Limited	300	NSW	30-Jan-23	Non-compliance Notice	4	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Prunus Lodge	United Protestant Association of NSW Limited	300	NSW	16-Feb-23	Notice to Remedy	4	3		Successful Search
Uniting Elanora Shellharbour	UNITING (NSW.ACT)	969	NSW	26-Sep-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 8 Organisational governance	4	4	Service linked to provider but no service information available	Successful Search
Uniting Edinglassie Lodge Penrith	UNITING (NSW.ACT)	488	NSW	30-Oct-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	3	5	Successful Search	Successful Search
Uniting Kari Court St Ives	UNITING (NSW.ACT)	548	NSW	9-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	3	3	Successful Search	Successful Search
Uniting AgeWell Strathdon Community	Uniting AgeWell Limited	3632	VIC	25-Jan-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	3	3		Successful Search
Uniting AgeWell Strathdon Community	Uniting Agewell Limited	3632	VIC	27-Feb-23	Notice to Remedy	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Juniper John Bryant	Uniting Church Homes	7189	WA	10-Nov-22	Non-compliance Notice	3	3		Successful Search
Juniper Bethavon	Uniting Church Homes	7131	WA	16-Jan-23	Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living	2	3		Successful Search
Juniper Bethavon	Uniting Church Homes	7131	WA	10-Feb-23	Direction to revise Plan for Continuous Improvement	2	3		Successful Search
Juniper Bethshan	Uniting Church Homes	7097	WA	28-Aug-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	3	5	Service linked to provider but no service information available	Successful Search
Juniper Hayloft	Uniting Church Homes	7468	WA	5-Oct-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	3	5	Successful Search	Successful Search
Aldersgate Aged Care Services	Uniting Communities Incorporated	6014	SA	9-Aug-23	Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance	4	5	Service linked to provider but no service information available	Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Wesley House	UnitingSA Ltd	6072	SA	13-Jan-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	3	3		Successful Search
Villa Maria Catholic Homes Bundoora Aged Care Residence	Villa Maria Catholic Homes Limited	3511	VIC	5-Dec-22	Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers	3	3		Successful Search
Villa Maria Catholic Homes Bundoora Aged Care Residence	Villa Maria Catholic Homes Limited	3511	VIC	9-Jan-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Villa Maria Catholic Homes Corpus Christi Aged Care Residence	Villa Maria Catholic Homes Limited	3714	VIC	2-Apr-23	Service is non-compliant in the following Quality Standards: Standard 7 Human resources	3	3		Successful Search
Villa Maria Catholic Homes Wantirna Aged Care Residence	Villa Maria Catholic Homes Limited	4282	VIC	6-Jun-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	3	3		Successful Search
Villa Maria Catholic Homes Wantirna Aged Care Residence	Villa Maria Catholic Homes Limited	4282	VIC	5-Oct-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	3	3	Successful Search	Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Bentleys Aged Care	Violet Town Bush Nursing Centre Inc.	3987	VIC	20-Sep-23	Service is non-compliant in the following Quality Standards: Standard 7 Human resources	4	4	Successful Search	Successful Search
Waratah Lodge	Wagin Frail Aged Inc	7118	WA	10-Jan-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care Standard 7 Human resources	No Rating Available	No Rating Available		Successful Search
Waratah Lodge	Wagin Frail Aged Inc	7118	WA	8-Mar-23	Notice to Remedy	No Rating Available	No Rating Available		Successful Search
Warramunda Village Hostel	Warramunda Village Inc	3281	VIC	22-Aug-23	Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers	3	3	Successful Search	Successful Search
Warrigal Mount Terry	Warrigal Care	769	NSW	20-Dec-22	Non-compliance Notice	3	3		Successful Search
Warrigal Care Calwell	Warrigal Care	2948	ACT	18-Jan-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	3	3		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Warrigal Care Calwell	Warrigal Care	2948	ACT	23-Jan-23	Direction to revise Plan for Continuous Improvement	3	3		Successful Search
Warrigal Care Queanbeyan	Warrigal Care	552	NSW	4-Apr-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	3	3		Successful Search
Warrigal Care Albion Park Rail	Warrigal Care	291	NSW	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	3	3	Service linked to provider but no service information available	Successful Search
Warrigal Care Mt Warrigal	Warrigal Care	181	NSW	12-Nov-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	4	3	Successful Search	Successful Search
Warrina Court Residential Aged Care Service	Warrina Homes Inc	6105	SA	10-Nov-22	Direction to revise Plan for Continuous Improvement	4	4		Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Warrina Innisfail	Warrina Innisfail	5076	QLD	12-Dec-22	Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 8 Organisational governance	No Rating Available	No Rating Available		Successful Search
Warrina Innisfail	Warrina Innisfail	5076	QLD	14-Mar-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	No Rating Available	No Rating Available		Successful Search
Akooramak Care of Older Persons	Warwick Benevolent Society Inc	5084	QLD	2-Dec-22	Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 7 Human resources Standard 8 Organisational governance	3	3		Successful Search
Akooramak Care of Older Persons	Warwick Benevolent Society Inc	5084	QLD	14-Feb-23	Notice to Remedy	3	3		Successful Search
Akooramak Care of Older Persons	Warwick Benevolent Society Inc	5084	QLD	10-Aug-23	Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living	3	3	Successful Search	Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Akooramak Care of Older Persons	Warwick Benevolent Society Inc	5084	QLD	16-Nov-23	Service is non-compliant in the following Quality Standards: Standard 4 Services and supports for daily living	3	3	Successful Search	Successful Search
Wattle Hill Lodge	Wattle Hill Lodge Inc	7096	WA	1-Nov-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	4	5	Successful Search	Successful Search
Wesley Rayward	Wesley Community Services Limited	1007	NSW	3-Jan-23	Service is non-compliant in the following Quality Standards: Standard 8 Organisational governance	No Rating Available	No Rating Available		Service does not exist
Rowville Manor	Wickro Pty Ltd	3595	VIC	2-Feb-23	Service is non-compliant in the following Quality Standards: Standard 7 Human resources	2	3		Successful Search
Langford Grange	Wickro Pty Ltd	3684	VIC	7-Feb-23	Notice to Remedy	3	3		Successful Search
Wintringham Hobart	Wintringham	8209	TAS	20-Jul-23	Service is non-compliant in the following Quality Standards: Standard 2 Ongoing assessment and planning with consumers	4	3	Successful Search	Successful Search

Service name	Provider name	ID	State	Decision date	Non-compliance	Star Rating	Compliance Star Rating	Provider Search	Facility Search
Feros Village Wommin Bay	Wommin Bay Hostels Ltd	278	NSW	22-Jun-23	Service is non-compliant in the following Quality Standards: Standard 3 Personal care and clinical care	4	5		Successful Search
Wyoming Nursing Home	Wyoming Nursing Home Pty Ltd	2355	NSW	17-Nov-22	Non-compliance Notice	3	3		Successful Search
Wyoming Nursing Home	Wyoming Nursing Home Pty Ltd	2355	NSW	12-Dec-22	Service is non-compliant in the following Quality Standards: Standard 1 Consumer dignity and choice Standard 2 Ongoing assessment and planning with consumers Standard 3 Personal care and clinical care Standard 4 Services and supports for daily living Standard 5 Organisation's service environment Standard 6 Feedback and complaints Standard 7 Human resources Standard 8 Organisational governance	3	3		Successful Search
Wyoming Nursing Home	Wyoming Nursing Home Pty Ltd	2355	NSW	20-Feb-23	Notice to Remedy	3	3		Successful Search