

Sample of Star Ratings and Findings of Aged Care Regulator

Tasmanian Aged Care Homes with Non Compliance Issues

Information is available here: [Find a report | Aged Care Quality and Safety Commission](#)

Aged Care Home	Aged Care Quality and Safety Commission (ACQSC) Performance Report	My Aged Care Official Star Rating as at November 2024
Barrington Lodge	<p>Performance report date: 11 June 2024</p> <p>Standard 2 Ongoing assessment and planning with consumers - Not Compliant</p> <p>Standard 3 Personal care and clinical care - Not Compliant</p> <p>Standard 4 Services and supports for daily living - Not Compliant</p> <p>Standard 6 Feedback and complaints - Not Compliant</p> <p>Standard 7 Human resources - Not Compliant</p> <p>Standard 8 Organisational governance - Not Compliant</p>	3
Calvary Sandhill	<p>Performance report date: 18 November 2024</p> <p>Standard 1 Consumer dignity and choice Not Compliant</p> <p>Standard 7 Human resources Not Compliant</p>	3
Glenview Community Services Inc. Windsor Street, Glenorchy	<p>Performance report date: 12 July 2024</p> <p>Standard 3 Personal care and clinical care Not Compliant</p> <p>Standard 8 Organisational governance Not Compliant</p>	4

	<p>Following a site audit conducted on 04 June 2024 to 06 June 2024, the Commission made a decision on 12 July 2024 to re-accredit this service.</p> <p>The period of accreditation of the service will expire on 25 August 2027.</p> <p><u>Enforceable Undertaking in place as of 10th December 2024:</u></p> <p>Behaviour Support and Restrictive Practices The Commissioner identified 7 areas of concern with respect to behaviour support and restrictive practices.</p> <p>Incident Management and Prevention The Commissioner identified 4 areas of concern with respect to incident management and prevention. Falls data showed a high ongoing incidence of falls and consequent immobility.</p>	
<p>Korongee – Glenview Community Services Inc.</p> <p>Main Road, Derwent Park</p>	<p>Performance report date: 21 April 2024</p> <p>Standard 3 Personal care and clinical care Not Compliant Standard 7 Human resources Not Compliant Standard 8 Organisational governance Not Compliant</p> <p>Following a site audit conducted on 04 March 2024 to 06 March 2024, the Commission made a decision on 21 April 2024 to re-accredit this service.</p> <p>The period of accreditation of the service will expire on 26 May 2027.</p> <p><u>Enforceable Undertaking in place as of 10th December 2024:</u></p> <p>Behaviour Support and Restrictive Practices The Commissioner identified 7 areas of concern with respect to behaviour support and restrictive practices.</p>	<p>4</p>

	Incident Management and Prevention The Commissioner identified 4 areas of concern with respect to incident management and prevention. Falls data showed a high ongoing incidence of falls and consequent immobility.	
Lyell House	Performance report date: 16 March 2024 Standard 2 Ongoing assessment and planning with consumers Not Compliant Standard 3 Personal care and clinical care Not Compliant Standard 5 Organisation's service environment Not Compliant Standard 6 Feedback and complaints Not Compliant Standard 7 Human resources Not Compliant Standard 8 Organisational governance Not Compliant	4
Meercroft Care	Performance report date: 11 July 2024 Standard 3 Personal care and clinical care Non-Compliant Standard 7 Human resources Not applicable as not all requirements have been assessed	3

Tasmanian Aged Care Homes Without Current Assessments Against All 8 Standards

Aged Care Home	Aged Care Quality and Safety Commission (ACQSC) Performance Report	My Aged Care Official Star Rating as at November 2024
Baptcare Karingal Community Care	<p>Performance report date: 11 August 2024</p> <p>Standard 3 Personal care and clinical care - Not applicable as not all requirements have been assessed</p> <p>Standard 7 Human resources - Not applicable as not all requirements have been assessed</p> <p>Standard 8 Organisational governance - Not applicable as not all requirements have been assessed</p>	4
Calvary Riverside Views	<p>Performance report date: 7 December 2023</p> <p>Standard 2 Ongoing assessment and planning with consumers Not applicable as not all requirements have been assessed</p> <p>Standard 3 Personal care and clinical care Not applicable as not all requirements have been assessed</p> <p>Standard 7 Human resources Not applicable as not all requirements have been assessed</p>	3
Corumbene Hostel	<p>Performance report date: 6 March 2024</p> <p>Standard 2 Ongoing assessment and planning with consumers Not applicable as not all requirements have been assessed</p> <p>Standard 3 Personal care and clinical care Not applicable as not all requirements have been assessed</p>	4

	<p>Standard 4 Services and supports for daily living Not applicable as not all requirements have been assessed</p> <p>Standard 5 Organisation’s service environment Not applicable as not all requirements have been assessed</p> <p>Standard 6 Feedback and complaints Not applicable as not all requirements have been assessed</p> <p>Standard 7 Human resources Not applicable as not all requirements have been assessed</p> <p>Standard 8 Organisational governance Not applicable as not all requirements have been assessed</p>	
Derwent Views	<p>Performance report date: 20 September 2024</p> <p>Standard 1 Consumer dignity and choice Not applicable as not all Requirements were assessed</p> <p>Standard 3 Personal care and clinical care Not applicable as not all Requirements were assessed</p> <p>Standard 4 Services and supports for daily living Not applicable as not all Requirements were assessed</p> <p>Standard 6 Feedback and complaints Not applicable as not all Requirements were assessed</p> <p>Standard 7 Human resources Not applicable as not all Requirements were assessed</p> <p>Standard 8 Organisational governance Not applicable as not all Requirements were assessed</p>	n/a

Emmerton Park Aged Care Facility	<p>Performance report date: 22 November 2023</p> <p>Standard 3 Personal care and clinical care Not Applicable as not all requirements have been assessed</p> <p>Standard 8 Organisational governance Not Applicable as not all requirements have been assessed</p>	3
Esperance Multipurpose Health Centre	<p>Following a site audit conducted on 12 December 2022 to 15 December 2022, the Commission made a decision on 18 January 2023 to re-accredit this service.</p> <p>The period of accreditation of the service will expire on 18 January 2026.</p>	5
Fairway Rise – Southern Cross Care	<p>Performance report date: 16 November 2023</p> <p>Standard 3 Personal care and clinical care Not applicable as not all requirements have been assessed</p> <p>Standard 4 Services and supports for daily living Not applicable as not all requirements have been assessed</p> <p>Standard 8 Organisational governance Not applicable as not all requirements have been assessed</p> <p><u>Voluntary Enforceable Undertaking in place as of 19th December 2023:</u></p> <p>Southern Cross Care undertook to review the following: Organisational Governance Framework Feedback and Complaints Human Resources</p>	4
Glenara Lakes – Southern Cross Care	<p>Performance report date: 12 December 2023</p> <p>Standard 3 Personal care and clinical care Not applicable as not all requirements have been assessed</p>	4

	<p>Standard 7 Human resources Not applicable as not all requirements have been assessed</p> <p><u>Voluntary Enforceable Undertaking in place as of 19th December 2023:</u></p> <p>Southern Cross Care undertook to review the following: Organisational Governance Framework Feedback and Complaints Human Resources</p>	
Grenoch Home	<p>Performance report date: 24 October 2023</p> <p>Standard 3 Personal care and clinical care Not applicable as not all requirements have been assessed</p> <p>Standard 6 Feedback and complaints Not applicable as not all requirements have been assessed</p> <p>Standard 7 Human resources Not applicable as not all requirements have been assessed</p> <p>Standard 8 Organisational governance Not applicable as not all requirements have been assessed</p>	4
Guilford Young Grove – Southern Cross Care	<p>Performance report date: 10 August 2023</p> <p>Standard 3 Personal care and clinical care Not applicable as not all requirements have been assessed</p> <p>Standard 4 Services and supports for daily living Not applicable as not all requirements have been assessed</p> <p><u>Voluntary Enforceable Undertaking in place as of 19th December 2023:</u></p>	4

	<p>Southern Cross Care undertook to review the following:</p> <p>Organisational Governance Framework</p> <p>Feedback and Complaints</p> <p>Human Resources</p>	
Hawthorn Village	<p>Performance report date: 30 October 2024</p> <p>Standard 2 Ongoing assessment and planning with consumers Not applicable as not all Requirements assessed</p>	4
Huon Eldercare	<p>Performance report date: 11 April 2024</p> <p>Standard 2 Ongoing assessment and planning with consumers Not applicable as not all requirements have been assessed</p> <p>Standard 3 Personal care and clinical care Not applicable as not all requirements have been assessed</p> <p>Standard 6 Feedback and complaints Not applicable as not all requirements have been assessed</p> <p>Standard 8 Organisational governance Not applicable as not all requirements have been assessed</p>	4
Huon Eldercare (Franklin)	<p>Performance report date: 11 April 2024</p> <p>Standard 6 Feedback and complaints Not applicable as not all requirements have been assessed</p> <p>Standard 8 Organisational governance Not applicable as not all requirements have been assessed</p>	4

<p>May Shaw Residential Aged Care</p>	<p>Performance report date: 21 March 2024</p> <p>Standard 2 Ongoing assessment and planning with consumers Not applicable as not all requirements have been assessed</p> <p>Standard 3 Personal care and clinical care Not applicable as not all requirements have been assessed</p> <p>Standard 6 Feedback and complaints Not applicable as not all requirements have been assessed</p> <p>Standard 7 Human resources Not applicable as not all requirements have been assessed</p> <p>Standard 8 Organisational governance Not applicable as not all requirements have been assessed</p>	<p>4</p>
<p>Medea Park</p>	<p>Performance report date: 13 December 2023</p> <p>Standard 3 Personal care and clinical care Not applicable as not all requirements have been assessed</p> <p>Standard 7 Human resources Not applicable as not all requirements have been assessed</p>	<p>4</p>
<p>Melaleuca</p>	<p>Performance report date: 23 October 2024</p> <p>Standard 2 Ongoing assessment and planning with consumers Not applicable as not all Requirements were assessed</p> <p>Standard 3 Personal care and clinical care Not applicable as not all Requirements were assessed</p> <p>Standard 8 Organisational governance Not applicable as not all Requirements were assessed</p>	<p>4</p>

Midlands Multipurpose Health Centre	<p>Performance report date: 22 February 2024</p> <p>Standard 8 Organisational governance Not applicable as not all requirements have been assessed</p>	5
Mount Esk – Southern Cross Care	<p>Performance report date: 12 September 2024</p> <p>Standard 3 Personal care and clinical care Not applicable as not all requirements have been assessed</p> <p>Standard 7 Human resources Not applicable as not all requirements have been assessed</p> <p><u>Voluntary Enforceable Undertaking in place as of 19th December 2023:</u></p> <p>Southern Cross Care undertook to review the following: Organisational Governance Framework Feedback and Complaints Human Resources</p>	3
Mt St Vincent	<p>Performance report date: 25 October 2023</p> <p>Standard 3 Personal care and clinical care Not applicable as not all requirements have been assessed</p> <p>Standard 4 Services and supports for daily living Not applicable as not all requirements have been assessed</p> <p>Standard 7 Human resources Not applicable as not all requirements have been assessed</p>	4
Peace Haven - Respect	Performance report date: 15 May 2024	n/a

	<p>Standard 3 Personal care and clinical care Not applicable as not all requirements have been assessed</p> <p>Standard 7 Human resources Not applicable as not all requirements have been assessed</p> <p>Standard 8 Organisational governance Not applicable as not all requirements have been assessed</p>	
Regis Tasmania - Legana	<p>Performance report date: 28 June 2023</p> <p>Standard 1 Consumer dignity and choice Not applicable as not all requirements have been assessed</p> <p>Standard 4 Services and supports for daily living Not applicable as not all requirements have been assessed</p> <p>Standard 7 Human resources Not applicable as not all requirements have been assessed</p>	3
Sandown Apartments – Southern Cross Care	<p>Performance report date: 19 December 2023</p> <p>Standard 3 Personal care and clinical care Not applicable as not all requirements have been assessed.</p> <p>Standard 4 Services and supports for daily living Not applicable as not all requirements have been assessed.</p> <p>Standard 7 Human resources Not applicable as not all requirements have been assessed.</p> <p><u>Voluntary Enforceable Undertaking in place as of 19th December 2023:</u></p> <p>Southern Cross Care undertook to review the following: Organisational Governance Framework Feedback and Complaints Human Resources</p>	4

Strathglen – Uniting Agewell	<p>Performance report date: 20 October 2023</p> <p>Standard 3 Personal care and clinical care Not applicable as not all requirements have been assessed</p> <p>Standard 4 Services and supports for daily living Not applicable as not all requirements have been assessed</p> <p>Standard 7 Human resources Not applicable as not all requirements have been assessed</p>	4
Tandara Lodge	<p>Performance report date: 5 January 2024</p> <p>Standard 3 Personal care and clinical care Not applicable as not all requirements have been assessed.</p> <p>Standard 7 Human resources Not applicable as not all requirements have been assessed.</p>	4
Toosey Aged and Community Care	<p>Performance report date: 15 October 2024</p> <p>Standard 3 Personal care and clinical care Not Applicable as not all Requirements Assessed</p>	4
Tyler Village - Respect	<p>28/10/2022 Exceptional Circumstances</p> <p>During the COVID-19 pandemic, the Aged Care Quality and Safety Commission has temporarily modified our Regulatory Program, including the suspension of site audits to determine whether to accredit, not to re-accredit or vary the periods of accreditation for a service.</p>	3

	<p>In order to give effect to continuity of accreditation the Department of Health has, under Section 42.5 of the Aged Care Act 1997, made a decision to grant 'exceptional circumstances' to this service</p> <p>06 May 2023. The service remains subject to compliance monitoring by the Aged Care Quality and Safety Commission.</p> <p>12/04/2023 Following a site audit conducted on 14 March 2023 to 16 March 2023, the Commission made a decision on 12 April 2023 to re-accredit this service.</p> <p>The period of accreditation of the service will expire on 12 April 2026.</p>	
Umina Park – One Care	<p>Performance report date: 9 April 2024</p> <p>Standard 2 Ongoing assessment and planning with consumers Not applicable as not all requirements have been assessed</p> <p>Standard 3 Personal care and clinical care Not applicable as not all requirements have been assessed</p> <p>Standard 4 Services and supports for daily living Not applicable as not all requirements have been assessed</p> <p>Standard 7 Human resources Not applicable as not all requirements have been assessed</p> <p>Standard 8 Organisational governance Not applicable as not all requirements have been assessed</p>	3
Wellington Views	<p>Performance report date: 25 January 2024</p>	4

	<p>Standard 3 Personal care and clinical care Not applicable as not all requirements have been assessed</p> <p>Standard 7 Human resources Not applicable as not all requirements have been assessed</p>	
Wintringham	<p>Performance report date: 21 November 2023</p> <p>Standard 2 Ongoing assessment and planning with consumers Not Applicable as not all requirements have been assessed</p> <p>Standard 7 Human resources Not Applicable as not all requirements have been assessed</p> <p>Standard 8 Organisational governance Not Applicable as not all requirements have been assessed</p>	4
Yaraandoo – Southern Cross Care	<p>Performance report date: 6 March 2024</p> <p>Standard 3 Personal care and clinical care Not applicable as not all requirements have been assessed</p> <p>Standard 4 Services and supports for daily living Not applicable as not all requirements have been assessed</p> <p>Standard 7 Human resources Not applicable as not all requirements have been assessed</p> <p><u>Voluntary Enforceable Undertaking in place as of 19th December 2023:</u> Southern Cross Care Tasmania undertook to review the following:</p> <p>Organisational Governance Framework Feedback and Complaints Human Resources</p>	3

