

Certificate

Accreditation as a Residential Service

Residential Services (Accreditation) Act 2002 (section 48)

Accreditation number:	CTPI
Service Provider:	
Address of residential service:	
Date of accreditation:	28 November 2018
Condition/s:	<p>Standard 2.1 – Food and Nutrition:</p> <ul style="list-style-type: none">▪ The service provider is to consult with a Health Nutritionist to assist in the development of a new two-week cyclical menu for all lunch time meals. This menu must incorporate the five food groups and must consider resident's dietary requirements, as per the requirements in the Best Practice Guide for <i>Healthy Eating in Supported Accommodation</i>.▪ The service provider is to collect dietary requirements from the residents and a record of this is to be displayed in the kitchen for staff and a copy placed on the resident's file.▪ The service provider is to provide evidence of a current Food Safety Licence, updated menu plan, a record of resident's dietary requirements, a copy of the complaint's register and a certificate confirming the service provider and all kitchen staff have successfully completed the online training must be provided to the Chief Executive by 27 April 2019. <p>Standard 2.3 – Food Delivery and Storage:</p> <ul style="list-style-type: none">▪ The service provider is to label each resident's take away dinner meals with the preparation date and contents clearly identified on each pack.



	<ul style="list-style-type: none">▪ The service provider is to correctly label all frozen food stored in the freezer with the contents and used by date clearly identified on each item and stored in air-tight containers to ensure the prevention of freezer burn.▪ The service provider is to ensure all kitchen staff are wearing gloves at all times during meal preparations.▪ The service provider is to ensure all temperature logs are recorded daily.▪ The service provider is to ensure all expired food in the freezer or pantry is disposed of immediately.▪ The service provider is to provide photographic evidence of all resident's take away meals displaying the date packed and contents clearly identified, a copy of the updated temperature log book confirming all temperatures are recorded and photographic evidence confirming all other freezer items are labelled with the correct contents and used by date and stored in air tight containers must be provided to the Chief Executive by 27 April 2019. <p><u>1.A.4 Grievance Mechanism</u></p> <ol style="list-style-type: none">1. The service provider is to create a policy and procedure demonstrating how residents or external providers/advocates can make a complaint to the service provider. This policy must include information on the Regulatory Services dispute resolution procedures and contact information. This policy must be displayed in the dining room.2. The service provider is to create a complaint's register to record all food complaints and any other complaints including what action was taken by the service provider to investigate and resolve the complaint. <p>The service provider is to provide a copy of the updated policy and procedure on Grievance Mechanism and a copy of the complaint's register to the Chief Executive by 27 April 2019.</p>
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Release

Address for the service of notices:	
Level/s of accreditation:	Levels 1 & 2
Expiry date of accreditation:	28 November 2021

Delegate of the Chief Executive

Department of Housing and Public Works

Date: / /

Section 83 of the Residential Services (Accreditation) Act 2002 states that the service provider of a registered service must display this certificate at a place at the registered premises where it is likely to be seen by residents.

RTI Act
Released

Certificate

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Service Provider:	
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Address for the service of notices:	
Level/s of accreditation:	Level One and Level Two
Expiry date of accreditation:	28 November 2021

Delegate of the Chief Executive

Department of Housing and Public Works

Date: / /

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RTI Act
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Release

Regulatory Services

Officer Chris Castley
Telephone (07) 30083443
Our Ref [Redacted]



Department of
Housing and Public Works

27 May 2019

[Redacted]

CTPI
[Redacted]

Residential Service Address: [Redacted]

I have attached to this letter a copy of the Statement of Reasons for Decision, QCAT Information Notice, Form 5 Application for review of a decision; Certificate of Accreditation and Healthy eating toolkit.

If you need any further information please contact the department on 30083443 or by email to RegulatoryServices@hpw.qld.gov.au.

Yours sincerely

Chris Castley
Regulatory Analyst
Regulatory Services
Enc.
Version - 13032018

RTI Act
Released

QCAT INFORMATION NOTICE

About this Notice

This QCAT Information Notice is prepared under Section 158(4) of the *Residential Services (Accreditation) Act 2002*.

The Decision	On 1 May 2019 a decision was made to amend the accreditation of the residential service located at CTPI [REDACTED]
Reasons for the Decision	<p>The decision to amend the accreditation of the residential service was made for the following reasons: During a compliance visit to the service on 20 February 2019 it was revealed the service provider did not meet the following standards:</p> <ul style="list-style-type: none"> 2.1 Food and Nutrition 2.3 Food Handling and Storage 1.A.4 Grievance Mechanism
Your review rights	<p>You may apply to the Queensland Civil and Administrative Tribunal (QCAT) for a review of this decision.</p> <p>You have 28 days from the date of this notice to lodge an application for a review with QCAT.</p> <p>To obtain an "Application to review a decision" form or for more information contact QCAT on 1300 753 228 or visit www.qcat.qld.gov.au.</p>

Terry Green
 Manager
 Delegate of Chief Executive
 Department of Housing and Public Works
 / /

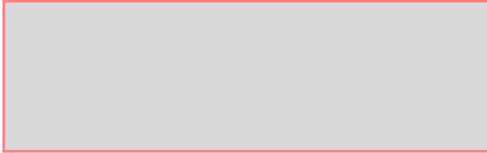
Regulatory Services

Officer Chris Castley
Telephone (07) 30083443
Our Ref [REDACTED]



Department of
Housing and Public Works

3 December 2019



**SHOW CAUSE NOTICE
AMENDMENT OF ACCREDITATION**
Residential Services (Accreditation) Act 2002

CTPI [REDACTED]

Residential Service Address: [REDACTED]

The public register of residential services indicates that CTPI is the service provider for the abovementioned registered residential service.

Section 54 of the *Residential Services (Accreditation) Act 2002* (the Act) provides for the amendment of accreditation of a residential service following the issue of a show cause notice if the chief executive is satisfied that:

- for another reason, having regard to the accreditation criteria, the accreditation should be amended

The department is in possession of information, which indicates that:

- The service provider does not label, or date resident's take away dinner meal packs and does not correctly label frozen food items stored in the freezer or indicate a used by date.
- The service provider does not store all frozen items in air-tight containers to ensure the prevention of freezer burn and the service provider does not ensure all kitchen staff wear gloves when preparing meals or keep current records of temperature logs.
- The service provider does not currently have a current Food Safety Licence displayed within the kitchen. The service provider does not display a Food Safety Supervisor Certificate within the kitchen.

- The service provider is storing chemicals within the pantry of the kitchen where food items are stored.

Standard 2.1 – Food and Nutrition:

- The service provider is to consult with a Health Nutritionist to assist in the development of a new two-week cyclical menu for all lunch time meals. This menu must incorporate the five food groups and must consider resident's dietary requirements, as per the requirements in the Best Practice Guide for *Healthy Eating in Supported Accommodation*.
- The service provider is to collect dietary requirements from the residents and a record of this is to be displayed in the kitchen for staff and a copy placed on the resident's file.
- **The service provider is to provide evidence of a current Food Safety Licence; updated menu plan, a record of resident's dietary requirements, a copy of the complaint's register and a certificate confirming the service provider and all kitchen staff have successfully completed the online training must be provided to the Chief Executive by 27 April 2019.**

Standard 2.3 – Food Delivery and Storage:

- The service provider is to label each resident's take away dinner meals with the preparation date and contents clearly identified on each pack.
- The service provider is to correctly label all frozen food stored in the freezer with the contents and used by date clearly identified on each item and stored in air-tight containers to ensure the prevention of freezer burn.
- The service provider is to ensure all kitchen staff are wearing gloves at all times during meal preparations.
- The service provider is to ensure all temperature logs are recorded daily.
- The service provider is to ensure all expired food in the freezer or pantry is disposed of immediately.
- **The service provider is to provide photographic evidence of all resident's take away meals displaying the date packed and contents clearly identified, a copy of the updated temperature log book confirming all temperatures are recorded and photographic evidence confirming all other freezer items are labelled with the correct contents and used by date and stored in air tight containers must be provided to the Chief Executive by 27 April 2019.**

1.A.4 Grievance Mechanism

1. The service provider is to create a policy and procedure demonstrating how residents or external providers/advocates can make a complaint to the service provider. This policy must include information on the Regulatory Services dispute resolution procedures and contact information. This policy must be displayed in the dining room.
2. The service provider is to create a complaint's register to record all food complaints and

Release

any other complaints including what action was taken by the service provider to investigate and resolve the complaint.

The service provider is to provide a copy of the updated policy and procedure on Grievance Mechanism and a copy of the complaint's register to the Chief Executive by 27 April 2019.

The proposed amendment of accreditation is:

The amendment to the accreditation will continue until 27 April 2019.

Under Section 54(2) of the Act, you may provide a written response stating why the accreditation of the residential service being conducted at [REDACTED]

[REDACTED] CTPI [REDACTED] should not be amended. Your response to this notice should be provided by 27 April 2019.

If your response is not received within this period, action may be taken to proceed with the amendment of the accreditation of this residential service.

If the decision is ultimately made to amend the accreditation, review and appeal rights apply. These rights will be explained at that time.

If you wish to discuss this matter further please contact the department on 30083443 or by email to regulatoryservices@hpw.qld.gov.au.

Yours sincerely

Terry Green
Manager
Regulatory Services
Version - 181018

RTI Act
Released

STATEMENT OF REASONS FOR DECISION

About this Statement of Reasons for Decision

This Statement of Reasons is prepared under Section 155 of the *Residential Services (Accreditation) Act 2002*.

It relates to the the residential service located at CTPI [redacted] and follows the decision made on 19 March 2019 to

- refuse to register the residential service - Section 10(4)
- cancel the registration of the service – Section 15(3)
- refuse to accredit the service - Section 47(4)
- accredit the service on a condition - Section 47(5)
- refuse to renew the accreditation of the service – Section 50(5)
- refuse to extend the period of accreditation - Section 51(3)
- refuse to amend the accreditation of the service in a way the service provider has applied for - Section 53(3)
- amend the accreditation of the service other than in a way the service provider has applied for – Sections 54(3) or 55(2)
- cancel the accreditation of the service – Section 57(3)
- refuse an application for a replacement accreditation certificate - Section 60(3)
- refuse to register the applicant as the service provider for the service - Section 61(4)
- refuse to extend refuse an application to amend the registration of the service to show new premises as the registered premises – Section 64(4)
- refuse to extend the transitional registration period - Section 70(5)
- register the service on a condition - Section 190(2)

Background	<ul style="list-style-type: none"> ▪ CTPI [redacted] is the service provider of a Residential Service accredited at Levels 1 & 2 operated at [redacted] CTPI [redacted] residential service caters for senior residents of all ages. This service was registered on 10 July 2018 CTPI [redacted] The renewal of accreditation is due on 28 November 2021.
Key Issues	<p>A Level 2 Food Compliance Inspection of the service and revealed the following:</p> <ul style="list-style-type: none"> ▪ The service provider does not label, or date resident’s take away dinner meal packs and does not correctly label frozen food items stored in the freezer or indicate a used by date. ▪ The service provider does not store all frozen items in air-tight containers to ensure the prevention of freezer burn and the service provider does not ensure all kitchen staff wear gloves when preparing meals or keep current records of temperature logs.

	<ul style="list-style-type: none"> ▪ The service provider does not currently have a current Food Safety Licence displayed within the kitchen. The service provider does not display a Food Safety Supervisor Certificate within the kitchen. ▪ The service provider is storing chemicals within the pantry of the kitchen where food items are stored.
<p>Reasons for the Decision</p>	<p>The decision to</p> <ul style="list-style-type: none"> <input type="checkbox"/> refuse to register the residential service <input type="checkbox"/> cancel the registration of the service <input type="checkbox"/> refuse to accredit the service <input type="checkbox"/> accredit the service on a condition <input type="checkbox"/> refuse to renew the accreditation of the service <input type="checkbox"/> refuse to extend the period of accreditation <input type="checkbox"/> refuse to amend the accreditation of the service in a way the service provider has applied for <input checked="" type="checkbox"/> amend the accreditation of the service other than in a way the service provider has applied for <input type="checkbox"/> cancel the accreditation of the service <input type="checkbox"/> refuse an application for a replacement accreditation certificate <input type="checkbox"/> refuse to register the applicant as the service provider for the service <input type="checkbox"/> refuse to extend refuse an application to amend the registration of the service to show new premises as the registered premises <input type="checkbox"/> refuse to extend the transitional registration period <input type="checkbox"/> register the service on a condition <p>was made for the following reasons:</p> <p><u>Standard 2.1 – Food and Nutrition:</u></p> <ul style="list-style-type: none"> ▪ The service provider is to consult with a Health Nutritionist to assist in the development of a new two-week cyclical menu for all lunch time meals. This menu must incorporate the five food groups and must consider resident’s dietary requirements, as per the requirements in the Best Practice Guide for <i>Healthy Eating in Supported Accommodation</i>. ▪ The service provider is to collect dietary requirements from the residents and a record of this is to be displayed in the kitchen for staff and a copy placed on the resident’s file. ▪ The service provider is to provide evidence of a current Food Safety Licence, updated menu plan, a record of resident’s dietary requirements, a copy of the complaint’s register and a certificate confirming the service provider and all kitchen staff

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have successfully completed the online training must be provided to the Chief Executive by 27 April 2019.

Standard 2.3 – Food Delivery and Storage:

- The service provider is to label each resident's take away dinner meals with the preparation date and contents clearly identified on each pack.
- The service provider is to correctly label all frozen food stored in the freezer with the contents and used by date clearly identified on each item and stored in air-tight containers to ensure the prevention of freezer burn.
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1.A.4 Grievance Mechanism

1. The service provider is to create a policy and procedure demonstrating how residents or external providers/advocates can make a complaint to the service provider. This policy must include information on the Regulatory Services dispute resolution procedures and contact information. This policy must be displayed in the dining room.
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	<p>The service provider is to provide a copy of the updated policy and procedure on Grievance Mechanism and a copy of the complaint's register to the Chief Executive by 27 April 2019.</p> <p>The proposed amendment of accreditation is:</p> <p>The amendment to the accreditation will continue until 27 April 2019.</p>
<p>Evidence or Other Material on which the findings were based</p>	<p>The evidence considered when making the decision includes:</p> <div style="border: 1px solid black; padding: 5px;"> <p>The evidence considered when making the decision includes:</p> <ul style="list-style-type: none"> ▪ Photographic evidence of unhealthy frozen meals for residents stored in the freezer which are not labelled or date stamped. ▪ Photographic evidence of food items stored in the freezer without appropriate labels and use by dates. ▪ Photographic evidence of frozen items stored in the freezer in containers that are not air tight. ▪ Observations of kitchen staff preparing residents meals without practicing correct hygiene requirements ie. not using gloves. </div>
<p>Legislative Basis for the Decision</p>	<p>The decision was based on Section 54 of the <i>Residential Services (Accreditation) Act 2002</i>.</p> <p>You can download a copy of the <i>Residential Services (Accreditation) Act 2002</i> from www.legislation.qld.gov.au.</p>
<p>Your Appeal Rights</p>	<p>Internal Review</p> <p>Within 28 days, you may apply to the chief executive for a review of this decision.</p> <p>An application for a review must be in writing and be supported by sufficient information to enable the application to be determined.</p> <p>You should use the attached <i>Form 5 Application for Review of Decision</i> to detail your reasons for seeking a review and provide your supporting evidence.</p> <p>Your application for a review should be addressed to:</p> <p style="padding-left: 40px;">The Chief Executive Regulatory Services GPO Box 690</p>

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Brisbane QLD 4001

Queensland Civil and Administrative Tribunal

If the matter is not resolved through the internal review, you may appeal against the decision on review to the Queensland Civil and Administrative Tribunal (QCAT).

For more information contact QCAT on 1300 753 228 or visit www.qcat.qld.gov.au.

IMPORTANT INFORMATION

An application under section 156 of the Act for a review of a decision does not stay the decision.

You may write to the chief executive requesting that the decision be stayed pending the outcome of the review process.

Terry Green
Manager
Delegate of Chief Executive
Department of Housing and Public Works
/ /

RTI Act
Released

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Key Issues	<p>A Level 2 Food Compliance Inspection of the service and revealed the following:</p> <ul style="list-style-type: none"> ▪ The service provider does not label, or date resident's take away dinner meal packs and does not correctly label frozen food items stored in the freezer or indicate a used by date. ▪ The service provider does not store all frozen items in air-tight containers to ensure the prevention of freezer burn and the service provider does not ensure all kitchen staff wear gloves when preparing meals or keep current records of temperature logs.

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Release

	<p>complaint's register.</p> <p>The proposed amendment of accreditation is:</p> <p>The amendment to the accreditation will continue until 28 November 2021.</p>
<p>Evidence or Other Material on which the findings were based</p>	<p>The evidence considered when making the decision includes:</p> <div style="border: 1px solid black; padding: 5px;"> <p>The evidence considered when making the decision includes:</p> <ul style="list-style-type: none"> ▪ Photographic evidence of unhealthy frozen meals for residents stored in the freezer which are not labelled or date stamped. ▪ Photographic evidence of food items stored in the freezer without appropriate labels and use by dates. ▪ Photographic evidence of frozen items stored in the freezer in containers that are not air tight. ▪ Observations of kitchen staff preparing residents meals without practicing correct hygiene requirements ie. not using gloves. </div>
<p>Legislative Basis for the Decision</p>	<p>The decision was based on Section 54 of the <i>Residential Services (Accreditation) Act 2002</i>.</p> <p>You can download a copy of the <i>Residential Services (Accreditation) Act 2002</i> from www.legislation.qld.gov.au.</p>
<p>Your Appeal Rights</p>	<p>Internal Review</p> <p>Within 28 days, you may apply to the chief executive for a review of this decision.</p> <p>An application for a review must be in writing and be supported by sufficient information to enable the application to be determined.</p> <p>You should use the attached <i>Form 5 Application for Review of Decision</i> to detail your reasons for seeking a review and provide your supporting evidence.</p> <p>Your application for a review should be addressed to:</p> <p style="padding-left: 40px;">The Chief Executive Regulatory Services GPO Box 690 Brisbane QLD 4001</p>

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Queensland Civil and Administrative Tribunal

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IMPORTANT INFORMATION

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Terry Green
Manager
Delegate of Chief Executive
Department of Housing and Public Works
/ /

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RESIDENTIAL SERVICE

ADDRESS:
REFERENCE:

VALIDATION

	Select Yes or No	Risk Assessments Required
Level 1 Service	Yes	11
Level 2 Service	Yes	3
Level 3 Service	Yes	9
Total Risks to Be Assessed		23
Total Assessed		4

**Stop and review
accreditation
details**

SUMMARY OF RISKS

Very High	2
High	1
Medium	0
Low	1
Standards Met	0
Standards Not Required (NOTE - Maximum of 2 standards are not required - only reference 1.C.2)	0
Standards Not Applicable	0
Total Assessed	4

**ACCREDITATION RECOMMENDATION
(use smallest timeframe)**

Very High Risks	Refuse
High Risks	9 months
Medium Risks	No Risks
Low Risks	2 years
No risks recorded	Risks Apply

**OTHER EVENT RECOMMENDATION
(use highest risk recommendation)**

Very High Risks	Cancellation
High Risks	Conditions
Medium Risks	No Risks
Low Risks	Conditions
No risks recorded	Risks Apply

Total Risks to be Assessed	23
Standards Met	0
Standards Not Applicable	0
Risks	23

Accreditation Timeframe Report Completed by

Name

/ /

From: HHS ODDG Information Requests

Sent: Friday, 5 April 2019 10:16 AM

To: HHS RS Executive Correspondence Requests <RS.Requests@hpw.qld.gov.au>; HHS Strategy Policy and Programs Executive Requests <HHSStratPolProExeReq@hpw.qld.gov.au>

Cc: HHS ODDG Information Requests <HHSODDGInformationRequests@hpw.qld.gov.au>

Subject: DLO Request: Ministerial Enquiry CTPI [REDACTED] Due 9 April

Importance: High

Hi team,

Could you please investigate the below complaint from a resident [REDACTED]

Please provide a dot point summary on any outcomes/actions taken to ODDG by 9 April.

Note – this needs to be GM endorsed.

Thank you

Emma Kursius

Senior Business Services Officer | Office of the Deputy Director-General
Housing, Homelessness and Sport | Department of Housing and Public Works
Level 19 | 41 George Street | Brisbane

ph 07 3007 4403 | email emma.kursius@hpw.qld.gov.au

www.hpw.qld.gov.au

Customers first | Ideas into action | Unleash potential | Be courageous | Empower people | Healthy and safe workforce

From: Housing and Public Works DLO

Sent: Friday, 5 April 2019 10:03 AM

To: HHS ODDG Information Requests <HHSODDGInformationRequests@hpw.qld.gov.au>

Subject: Ministerial Enquiry [REDACTED]

Hi ODDG

s.78B [REDACTED] has contacted the Ministers office today with a complaint from CTPI [REDACTED] as these are serious complaints, can you please have the team investigate these recent occurrences and add them to the file on [REDACTED]

Please provide a dot point summary on any outcomes/actions taken.

Due to the DLO c.o.b Wednesday 10 April.

Kate

Kate Richards

Departmental Liaison Officer

Department of Housing and Public Works

Level 31 | 1 William Street | Brisbane

Ph 30083191

Email: kate.richards@hpw.qld.gov.au

From: HPWDTS_CLO <HPWDTS_CLO@ministerial.qld.gov.au>

Sent: Friday, 5 April 2019 8:41 AM

To: Housing and Public Works DLO <DLO@hpw.qld.gov.au>

Subject: FW: [REDACTED]

Hi DLO's

Can you please arrange for this to be added to [redacted] and confirm what actions will be taken in regards to the issues raised below in the form of a dot point summary. No suggested response is required.

Thank you.

Kind regards.

Fina

Fina Trad
Assistant Advisor/Caucus Liaison Officer
Office of the Hon. Mick de Brenni MP
Minister for Housing and Public Works
Minister for Digital Technology
Minister for Sport

P 07 3719 7278

1 William Street Brisbane QLD 4000

PO Box 2457, Brisbane QLD 4001

I respectfully acknowledge the traditional owners of this land both past and present, on which I live, work and play.



From: [redacted] s.78B

Sent: Thursday, 4 April 2019 3:51 PM

To: HPWDTS_CLO <HPWDTS_CLO@ministerial.qld.gov.au>

Subject: [redacted]

Hi Fina,

CTPI

Issues mentioned CTPI

- CTPI [redacted]
- [redacted]
- [redacted] Tenancy agreement includes food CTPI
CTPI [redacted] this is contradicting advise that was given saying a tenancy agreement cannot include a third party service such as cleaning or food services.
- I was also informed CTPI [redacted] who is consuming the food that a fellow resident is cooking some days as the CTPI [redacted] isn't on site ever day to cook. [redacted] also mentioned CTPI [redacted]
CTPI [redacted] sometimes cooks but often doesn't wear shoes or cleans thing property.

There is no response required I just wanted to add this to the pile.

Kind regards

CTPI

[redacted] s.78B

From: HHS ODDG Information Requests
Sent: Tuesday, 16 April 2019 9:09 AM
To: Housing and Public Works DLO
Cc: HHS ODDG Information Requests
Subject: DLO Request: Ministerial Enquiry [redacted] CTPI

Comment / Status: Printed for TW 15.04
COMMENTS/STATUS: WITH MW

Good morning,

Please see below DDG endorsed response, apologies for the delay on this request.

Thank you.

Background information

- Aged Rental Schemes are privately operated without government funding and provide "accommodation and meals" to older persons. The operator of the scheme must provide both accommodation and meals to be registered and accredited under the Residential Services (Accreditation) Act 2002 and associated regulation by the Department of Housing and Public Works.
- [redacted]
- [redacted] is registered to accommodate up to 60 residents.
- The department's Regulatory Services unit investigates complaints of poor quality meals and takes action against operators who fail to meet the meal service accreditation standards.
- Regulatory Services only regulate the 'food service' component of the (Aged Rental) level two residential service [redacted]
- When a resident moves into an Aged Rental Scheme, they sign a tenancy agreement which covers both the provision of accommodation and meals.
- The operator of an Aged Rental Scheme may choose not to accept a potential resident if they do not wish to receive meals.
- CTPI
- [redacted]

Response [redacted] CTPI

- CTPI
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- Regarding complaints concerning the food service provided by [redacted] Regulatory Services has been conducting an ongoing investigation to improve the provision of the meal service. Regulatory Services has placed conditions on the accreditation of [redacted] which are being monitored and a

number of unannounced visits have occurred as part of this investigation. The next unannounced site visit is scheduled to occur during the week commencing 15 April 2019 (this week).

Alice Proberts

A/Senior Business Services Officer | Office of the Deputy Director-General

Housing and Homelessness Services | Department of Housing and Public Works

Level 19, 41 George Street, Brisbane, Queensland 4000

Ph: 3334 2101 | www.hpw.qld.gov.au | www.qld.gov.au/housing

Customers first | **Ideas into action** | **Unleash potential** | **Be courageous** | **Empower people** | **Healthy and safe workforce**

From: Housing and Public Works DLO

Sent: Friday, 5 April 2019 10:03 AM

To: HHS ODDG Information Requests <HHSODDGInformationRequests@hpw.qld.gov.au>

Subject: Ministerial Enquiry [REDACTED]

Hi ODDG

s.78B

[REDACTED] has contacted the Ministers office today with a complaint from [REDACTED] CTPI as these are serious complaints, can you please have the team investigate these recent occurrences and add them to the file on [REDACTED]

Please provide a dot point summary on any outcomes/actions taken.

Due to the DLO c.o.b Wednesday 10 April.

Kate

Kate Richards

Departmental Liaison Officer

Department of Housing and Public Works

Level 31 | 1 William Street | Brisbane

Ph 30083191

Email: kate.richards@hpw.qld.gov.au

From: HPWDTS_CLO <HPWDTS_CLO@ministerial.qld.gov.au>

Sent: Friday, 5 April 2019 8:41 AM

To: Housing and Public Works DLO <DLO@hpw.qld.gov.au>

Subject: FW: [REDACTED]

Hi DLO's

Can you please arrange for this to be added to [REDACTED] CTPI and confirm what actions will be taken in regards to the issues raised below in the form of a dot point summary. No suggested response is required.

Thank you.

Kind regards.

Fina

Fina Trad

Assistant Advisor/Caucus Liaison Officer

Office of the Hon. Mick de Brenni MP

Minister for Housing and Public Works

Minister for Digital Technology
Minister for Sport

P 07 3719 7278
1 William Street Brisbane QLD 4000
PO Box 2457, Brisbane QLD 4001

I respectfully acknowledge the traditional owners of this land both past and present, on which I live, work and play. <image001.jpg>

From: [redacted] s.78B

Sent: Thursday, 4 April 2019 3:51 PM

To: HPWDTS_CLO <HPWDTS_CLO@ministerial.qld.gov.au>

Subject: CTPI [redacted]

Hi Fina,

CTPI [redacted]

Issues mentioned CTPI [redacted]

- CTPI [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted] Tenancy agreement includes food CTPI [redacted] this is contradicting advise that was given saying a tenancy agreement cannot include a third party service such as cleaning or food services.
- I was also informed CTPI [redacted] who is consuming the food that a fellow resident is cooking some days as CTPI [redacted] isn't on site ever day to cook. [redacted] also mentioned CTPI [redacted] CTPI [redacted] sometimes cooks but often doesn't wear shoes or cleans thing property.

There is no response required I just wanted to add this to the pile.

Kind regards

CTPI [redacted]

s.78B [redacted]

Certificate

Accreditation as a Residential Service

Residential Services (Accreditation) Act 2002 (section 48)

Accreditation number:	CTPI
Service Provider:	
Address of residential service:	
Date of accreditation:	24 OCTOBER 2013
Condition/s:	<p><u>Standard 1.A.3 – Prevention of abuse and neglect</u> The service provider must implement the mandatory policy and procedure about resident's safety, including the responsibility of staff and/or the service provider to check on a resident that has not indicated they are away for the day or notice a resident's absence at lunch or the resident has not signed the lunch/evening meal sheets on a daily basis. The staff and service provider are required to abide by the policies and procedures at the service.</p> <p>The service provider is required to record incidents in the incidents register.</p> <p>Evidence of the updated policy and procedure and a record of the incident in the incident register must be provided to the chief executive by 28 February 2019.</p> <p><u>Standard 2.1 – Food and Nutrition</u></p> <ul style="list-style-type: none">▪ The service provider is to consult with a Health Nutritionist in the development of a two week cyclical menu that incorporates the five food groups, breakfast, lunch and evening meals and including residents dietary requirements as per the menu example in the best practice guide for <i>healthy eating in supported accommodation</i>. <p>Evidence of a two week cyclical menu that incorporates the five food groups, breakfast, lunch, evening meals and residents dietary requirements is to be provided to the chief executive by 28 February 2019.</p>



	<p>The service provider is to collect the dietary requirements from the residents and a record of this to be displayed in the kitchen for staff and a copy placed on the resident's file.</p> <p>Evidence of a record of the residents dietary requirements must be provided to the chief executive by 28 February 2019.</p> <p>The service provider is to record all food complaints and any other complaints in the complaints register including what action was taken by the service provider.</p> <p>Evidence of a record of food complaints and any other complaints in the complaints register is to be provided to the chief executive by 28 February 2019.</p>
Address for the service of notices:	CTPI
Level/s of accreditation:	LEVEL ONE AND TWO
Expiry date of accreditation:	14 OCTOBER 2019

RTI ACT 2009
Released

Delegate of the Chief Executive
Department of Housing and Public Works

Date: / /

Section 83 of the Residential Services (Accreditation) Act 2002 states that the service provider of a registered service must display this certificate at a place at the registered premises where it is likely to be seen by residents.

Residential Services (Accreditation) Act 2002

**Checklist for
AMENDMENT OF ACCREDITATION**

Address:	CTPI
Service Provider:	

FILE ALLOCATION

	DATE	COMMENTS
<input checked="" type="checkbox"/> REGGIE updated		
<input checked="" type="checkbox"/> REGGIE – activity notes		

ACCREDITATION DETAILS

	DATE	LENGTH OF ACCREDITATION	DETAIL ANY CONDITIONS OR QUALITY IMPROVEMENT PLAN
<input type="checkbox"/> Initial Accreditation	24/10/2013		
<input type="checkbox"/> Most Recent Renewal of Accreditation	16/12/2016	3 years	

AMENDMENT OF ACCREDITATION DETAILS

	DATE	COMMENTS
DETAILS OF AMENDMENT		
Issue with current accreditation and reason for amendment: <input type="checkbox"/> Accreditation Standards Risk and Timeframe Report completed <input type="checkbox"/> Copy printed and attached to file		Food and nutrition provided to residents does not comply with the recommended requirements in the best practice guide for Health Eating. Dietary requirements not recorded or displayed. No record of an incident in the incidents register where a resident with a food service had a fall <input type="checkbox"/> CTPI
Investigation conducted and evidence collected: <input type="checkbox"/> Accreditation Standards Risk and Timeframe Report completed <input type="checkbox"/> Copy printed and attached to file		The evidence considered when making the decision includes: Observation from site inspection conducted on 15 January 2019. Discussions with residents at the service Ongoing complaints received

Checklist for AMENDMENT OF ACCREDITATION

<input type="checkbox"/> Detail amendment proposed <i>(Detail conditions or quality improvements to be recommended here)</i>	<p>Evidence of updated policy and procedure and a record of the incident in the incident register must be provide to the chief executive by 28 February 2019</p> <p>Evidence of a two-week cyclical menu that incorporates the give food groups, breakfast, lunch, evening meals and residents dietary requirements is to be provided to the chief executive by 28 February 2019</p> <p>Evidence of a record of the residents' dietary requirements must be provided to the chief executive by 28 February 2019</p> <p>Evidence of a record of food complaints and any other complaints in the complaints register including actions taken provided to chief executive by 28 February 2019.</p> <p>Unannounced weekly visits to observe the quality of the food and nutrition served.</p>
---	---

RECOMMENDATION AND APPROVAL – PROPOSED AMENDMENT OF ACCREDITATION	
<p>Proposed amendment of Accreditation of Residential Service detailed recommended</p> <p>Signature: _____</p> <p>Name: <u>Miriam Bariesheff</u></p> <p>Position: <u>Regulatory Analyst</u></p> <p>Date: / /</p>	<p>Approved</p> <p>Signature: _____</p> <p>Name: _____</p> <p>Position: _____</p> <p>Date: / /</p>

PROPOSED AMENDMENT OF ACCREDITATION APPROVED

	DATE SENT	COMMENTS
<input checked="" type="checkbox"/> Show Cause Notice sent to service provider		

RESPONSE TO SHOW CAUSE NOTICE

DATE	COMMENTS

Checklist for AMENDMENT OF ACCREDITATION

DATE	COMMENTS
<input type="checkbox"/> Response due / /	
<input type="checkbox"/> Response received from service provider <input type="radio"/> No <input type="radio"/> Yes – provide details and attach copy	

RECOMMENDATION AND APPROVAL – AMENDMENT OF ACCREDITATION	
<p>Amendment of Accreditation of Residential Service detailed is recommended following:</p> <input type="radio"/> No response to show cause notice <input type="radio"/> Response to show cause notice – copy attached <p>Signature: _____ Name: _____ Position: _____ Date: / /</p>	<input type="radio"/> Amendment of Accreditation Approved <input type="radio"/> Amendment of Accreditation decision overturned following review of response to show cause notice <input type="radio"/> Approved - Manager <p>Signature: _____ Name: _____ Position: _____ Date: / /</p>

AMENDMENT OF ACCREDITATION – DECISION CONFIRMED

DATE SENT	COMMENTS
Advice sent to service provider, including: <input type="checkbox"/> Letter <input type="checkbox"/> Statement of Decision <input type="checkbox"/> Certificate of Accreditation <input type="checkbox"/> Application for Review of Decision (Form 5)	

AMENDMENT OF ACCREDITATION – DECISION OVERTURNED

DATE SENT	COMMENTS

Checklist for AMENDMENT OF ACCREDITATION

DATE SENT	COMMENTS
Advice sent to service provider, including: <input type="checkbox"/> Letter	

RECORDING KEEPING	DATE	COMMENTS
<input type="checkbox"/> REGGIE Updated		
<input type="checkbox"/> REGGIE Follow-Ups created <ul style="list-style-type: none"> <input type="checkbox"/> Monitor any conditions <input type="checkbox"/> Accreditation renewal 		
<input type="checkbox"/> All activity notes are recorded on REGGIE		
<input type="checkbox"/> Copy of printed file notes placed on file		

QUALITY ASSURANCE CHECK

CHECKLIST PREPARED BY:	CHECKED BY:
Signature: _____ Name: _____ Position: _____ Date: / /	<ul style="list-style-type: none"> <input type="checkbox"/> Amendment of Accreditation approved OR <input type="checkbox"/> Amendment of Accreditation overturned <input type="checkbox"/> Letter/s and other documentation sent <input type="checkbox"/> REGGIE updated Signature: _____ Name: _____ Position: _____ Date: / /

Compliance Site Visit – 11 March 2019

Attended CTPI [redacted] with RA's Adrian Maccarone and Chris Castley. Emails were received from the RTA's Alan Roach containing complaints received [redacted]

[redacted] The complaints were that there would be no food service for a week as CTPI [redacted] CTPI [redacted] there was a photo of a dish of food which was spinach leaves, cut cucumber, cherry tomatoes and puree beetroot. It was stated in the complaint that this was a meal given to one of the residents over the weekend.

On arrival meal preparation was in full swing which consisted of silverside, a vegetable bake, roast potatoes and apple pie and cream. CTPI [redacted] was overseeing the cooking of the meal, assisted by CTPI [redacted] was preparing the sandwiches for the residents who ordered them.

Temperatures had been checked for the day and the fridge was in order with no past use by date food and everything was labelled and covered.

CTPI [redacted] she would be doing the cooking at the service now and CTPI [redacted] would take over the running of [redacted] with the assistance of CTPI [redacted]

When the meal photo was discussed CTPI [redacted] the picture was of a side salad with a beetroot humus. [redacted] stated that the resident also had received over the weekend, 2 main meals which consisted of a beef casserole and also a curry and rice dish. [redacted] also requested sandwiches.

The RA's spoke with all the residents who were receiving the meal service. All the residents said that it had improved a lot and that they were very happy with it. CTPI [redacted]

CTPI [redacted]

Discussion with TL and is was decided to remove the conditions from the accreditation as they had been met. RA to advise CTPI [redacted] that there would still be monthly unannounced spot checks to check on the progress of the service.

Regulatory Services

Officer Miriam Bariesheff

Telephone (07) 3008 3450

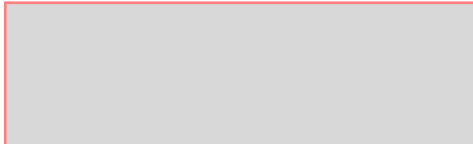
Our Ref [REDACTED]



**Queensland
Government**

Department of
Housing and Public Works

18 January 2019



**SHOW CAUSE NOTICE
AMENDMENT OF ACCREDITATION**
Residential Services (Accreditation) Act 2002

CTPI [REDACTED]

Residential Service Address: [REDACTED]

The public register of residential services indicates that CTPI [REDACTED] is the service provider for the abovementioned registered residential service.

Section 54 of the *Residential Services (Accreditation) Act 2002* (the Act) provides for the amendment of accreditation of a residential service following the issue of a show cause notice if the chief executive is satisfied that:

- for another reason, having regard to the accreditation criteria, the accreditation should be amended

On 15 January 2019, a compliance audit of the level two residential service was conducted at [REDACTED]. The department is in possession of information, which indicates that accreditation standards 1.A.3 Prevention of Abuse and Neglect and 2.1 Food and Nutrition does not comply with section 6(2) and 7(2) of the *Residential Services (Accreditation) Regulation 2018*:

Standard 2.1 - Food and nutrition

- The food and nutrition provided to the residents does not comply with the recommended requirements in the best practice guide for *Healthy Eating in Supported Accommodation*.
- It was indicated that residents are not regularly provided a wide variety of nutritious foods from the five food groups including vegetables, fruit, milk, yoghurt or cheese, lean meat and poultry, fish, eggs, tofu, nuts and seeds, grain (cereal) foods; and

- Residents' dietary requirements are not recorded or displayed in the kitchen. CTPI
- CTPI menus have not been considered for residents with dietary requirements or special needs; and
- It was also indicated by some residents that the food is not meeting their nutritional needs and they are opting out of the food service as part of their tenancy agreement
- It is noted that residents are provided no breakfast, poor quality lunch and a choice of soggy sandwiches, soup, small salad or the previous day's main meal for their evening meals
- It was noted from residents that they received a meat pie for lunch on Christmas Day
- It was observed there was no cups of water placed on the dining table for each resident during their meal at lunch
- Residents indicated they have made food complaints about their dietary requirements and it was ignored by staff and the service provider
- It was noted that the service's process for special dietary needs was not adhered to by staff and the service provider
- It was noted that the service advertises 3 meals a day. It was indicated by residents that they do not receive breakfast which includes cereals, toast, yoghurt and fruit juice with porridge offered during winter
- There was no record of residents dietary requirements as per the service's policies and procedures
- There was no record of food complaints recorded in the complaints register

Standard 1.A.3 – Prevention of abuse and neglect

- A recent incident occurred where a resident with a food service had a fall. CTPI. It was observed there is a process for residents to enter the dining room and mark off the lunch or evening meal sheets for their meals to be picked up later that day
- It was noted there is no process to follow up on a resident that has not signed the lunch and evening meal take away sheets. The resident's absence in the dining room was noticed by the regular residents who have lunch
- It was noted that staff found the resident after noticing absence
- No record of the incident was recorded within the hour of the incident in the incidents register as per the service's policies and procedures.

The proposed amendment of accreditation relates to accreditation standards not meeting compliance in accordance with the Residential Services (Accreditation) Regulation 2018:

Standard 1.A.3 – Prevention of abuse and neglect

- The service provider must implement in the mandatory policy and procedure about resident's safety, including the responsibility of staff and/or the service provider to check on a resident that has not indicated they are away for the day or notice a resident's absence at lunch or the resident has not signed the lunch/evening meal sheets on a daily basis. The staff and service provider are required to abide by the policies and procedures at the service.
- The service provider is required to record incidents in the incidents register.

Evidence of the updated policy and procedure and a record of the incident in the incident register must be provided to the chief executive by 28 February 2019.

Standard 2.1 – Food and Nutrition

- The service provider is to consult with a Health Nutritionist in the development of a two week cyclical menu that incorporates the five food groups, breakfast, lunch and evening meals and including residents dietary requirements as per the menu example in the best practice guide for *healthy eating in supported accommodation*.

Evidence of a two week cyclical menu that incorporates the five food groups, breakfast, lunch, evening meals and residents dietary requirements is to be provided to the chief executive by 28 February 2019.

- The service provider is to collect the dietary requirements from the residents and a record of this to be displayed in the kitchen for staff and a copy placed on the resident's file.

Evidence of a record of the residents dietary requirements must be provided to the chief executive by 28 February 2019.

- The service provider is to record all food complaints and any other complaints in the complaints register including what action was taken by the service provider.

Evidence of a record of food complaints and any other complaints in the complaints register is to be provided to the chief executive by 28 February 2019.

As part of the conditions imposed on the accreditation, Regulatory Analysts will be conducting unannounced weekly visits to observe the quality of the food and nutrition served to residents at the residential service.

Under Section 54(2) of the Act, you may provide a written response stating why the accreditation of the residential service being conducted at [REDACTED] should not be amended. Your response to this notice should be provided by 21 February 2019.

If your response is not received within this period, action may be taken to proceed with the amendment of the accreditation of this residential service.

If the decision is ultimately made to amend the accreditation, review and appeal rights apply. These rights will be explained at that time.

If you wish to discuss this matter further, please contact the department on 07 3008 3450 or by email to regulatoryservices@hpw.qld.gov.au.

Yours sincerely

CTPI

Terry Green
Manager
Regulatory Services

Version – 181018

STATEMENT OF REASONS FOR DECISION

About this Statement of Reasons for Decision

This Statement of Reasons is prepared under Section 155 of the *Residential Services (Accreditation) Act 2002*.

It relates to the residential service located at [REDACTED] and follows the decision made on 18 January 2019 to:

- refuse to register the residential service - Section 10(4)
- cancel the registration of the service – Section 15(3)
- refuse to accredit the service - Section 47(4)
- accredit the service on a condition - Section 47(5)
- refuse to renew the accreditation of the service – Section 50(5)
- refuse to extend the period of accreditation - Section 51(3)
- refuse to amend the accreditation of the service in a way the service provider has applied for - Section 53(3)
- amend the accreditation of the service other than in a way the service provider has applied for – Sections 54(3) or 55(2)
- cancel the accreditation of the service – Section 57(3)
- refuse an application for a replacement accreditation certificate - Section 60(3)
- refuse to register the applicant as the service provider for the service - Section 61(4)
- refuse to extend refuse an application to amend the registration of the service to show new premises as the registered premises – Section 64(4)
- refuse to extend the transitional registration period - Section 70(5)
- register the service on a condition - Section 190(2)

Background	<p>[REDACTED] is a registered level two residential service operated by CTPI [REDACTED].</p> <p>CTPI [REDACTED]. The premises are a self-contained unit complex which consists of 48 single occupancy units, a communal dining room, community room and outdoor areas. The service provider accommodates mainly older persons in the community who are capable of independent living. The residential service was registered 08/01/2013 and the initial accreditation was conducted on 24/10/13.</p>
Key Issues	<p>On 15 January 2019, a compliance audit was conducted at [REDACTED].</p> <p>[REDACTED] The department is in possession of information, which indicates that accreditation standards 1.A.3 Prevention of Abuse and Neglect and 2.1 Food and Nutrition does not comply with the <i>Residential Services (Accreditation) Regulation 2018</i></p>

The proposed amendment of accreditation relates to accreditation standards not meeting compliance in accordance with the *Residential Services (Accreditation) Regulation 2018*

Standard 1.A.3 – Prevention of abuse and neglect

- The service provider must implement in the mandatory policy and procedure about resident's safety, including the responsibility of staff and/or the service provider to check on a resident that has not indicated they are away for the day or notice a resident's absence at lunch or the resident has not signed the lunch/evening meal sheets on a daily basis. The staff and service provider are required to abide by the policies and procedures at the service.
- The service provider is required to record incidents in the incidents register.

Evidence of the updated policy and procedure and a record of the incident in the incident register must be provided to the chief executive by 28 February 2019.

Standard 2.1 – Food and Nutrition

- The service provider is to consult with a Health Nutritionist in the development of a two week cyclical menu that incorporates the five food groups, breakfast, lunch and evening meals and including residents dietary requirements as per the menu example in the best practice guide for *healthy eating in supported accommodation*.

Evidence of a two week cyclical menu that incorporates the five food groups, breakfast, lunch, evening meals and residents dietary requirements is to be provided to the chief executive by 28 February 2019.

- The service provider is to collect the dietary requirements from the residents and a record of this to be displayed in the kitchen for staff and a copy placed on the resident's file.

Evidence of a record of the residents dietary requirements must be provided to the chief executive by 28 February 2019.

- The service provider is to record all food complaints and any other complaints in the complaints register including what action was taken by the service provider.

Evidence of a record of food complaints and any other complaints in the complaints register is to be provided to the chief executive by 28 February 2019.

As part of the conditions imposed on the accreditation, Regulatory Analysts will be conducting unannounced weekly visits to observe the quality of the food and nutrition served to residents at the residential service.

Release

Reasons for the Decision

The decision to

- refuse to register the residential service
- cancel the registration of the service
- refuse to accredit the service
- accredit the service on a condition
- refuse to renew the accreditation of the service
- refuse to extend the period of accreditation
- refuse to amend the accreditation of the service in a way the service provider has applied for
- amend the accreditation of the service other than in a way the service provider has applied for
- cancel the accreditation of the service
- refuse an application for a replacement accreditation certificate
- refuse to register the applicant as the service provider for the service
- refuse to extend refuse an application to amend the registration of the service to show new premises as the registered premises
- refuse to extend the transitional registration period
- register the service on a condition

was made for the following reasons:

Standard 2.1 - Food and nutrition

- The food and nutrition provided to the residents does not comply with the recommended requirements in the best practice guide for *Healthy Eating in Supported Accommodation*.
- It was indicated that residents are not regularly provided a wide variety of nutritious foods from the five food groups including vegetables, fruit, milk, yoghurt or cheese, lean meat and poultry, fish, eggs, tofu, nuts and seeds, grain (cereal) foods; and
- Residents' dietary requirements are not recorded or displayed in the kitchen. CTP1 [redacted] menus have not been considered for residents with dietary requirements or special needs; and
- It was also indicated by some residents that the food is not meeting their nutritional needs and they are opting out of the food service as part of their tenancy agreement; and
- It is noted that residents are provided no breakfast, poor quality lunch and a choice of soggy sandwiches, soup, small salad or the previous day's main meal for their evening meals; and
- It was noted from residents that they received a meat pie for lunch on Christmas Day; and
- It was observed there was no cups of water placed on the dining table for each resident during their meal at lunch; and
- Residents indicated they have made food complaints about their dietary requirements and it was ignored by staff and the service

	<p>provider; and</p> <ul style="list-style-type: none"> ▪ It was noted that the service's process for special dietary needs was not adhered to by staff and the service provider; and ▪ It was noted that the service advertises 3 meals a day. It was indicated by residents that they do not receive breakfast which includes cereals, toast, yoghurt and fruit juice with porridge offered during winter; and ▪ There was no record of residents dietary requirements as per the service's policies and procedures; and ▪ There was no record of food complaints recorded in the complaints register. <p><u>Standard 1.A.3 – Prevention of abuse and neglect</u></p> <ul style="list-style-type: none"> ▪ A recent incident occurred where a resident with a food service had a fall CTPI [REDACTED]. It was observed there is a process for residents to enter the dining room and mark off the lunch or evening meal sheets for their meals to be picked up later that day; and ▪ It was noted there is no process to follow up on a resident that has not signed the lunch and evening meal take away sheets. The resident's absence in the dining room was noticed by the regular residents who have lunch; and ▪ It was noted that staff found the resident [REDACTED] after noticing [REDACTED] absence; and ▪ No record of the incident was recorded within the hour of the incident in the incidents register as per the service's policies and procedures.
<p>Evidence or Other Material on which the findings were based</p>	<p>The evidence considered when making the decision includes:</p> <ul style="list-style-type: none"> ▪ Observation from the compliance audit conducted on 15 January 2019 ▪ Discussions with residents at the residential service ▪ Ongoing complaints received about the operation of the residential service
<p>Legislative Basis for the Decision</p>	<p>The decision was based on Section 54 of the <i>Residential Services (Accreditation) Act 2002</i>.</p> <p>You can download a copy of the <i>Residential Services (Accreditation) Act 2002</i> from www.legislation.qld.gov.au.</p>

Your Appeal Rights**Internal Review**

Within 28 days, you may apply to the chief executive for a review of this decision.

An application for a review must be in writing and be supported by sufficient information to enable the application to be determined.

You should use the attached *Form 5 Application for Review of Decision* to detail your reasons for seeking a review and provide your supporting evidence.

Your application for a review should be addressed to:

The Chief Executive
Regulatory Services
GPO Box 690
Brisbane QLD 4001

Queensland Civil and Administrative Tribunal

If the matter is not resolved through the internal review, you may appeal against the decision on review to the Queensland Civil and Administrative Tribunal (QCAT).

For more information contact QCAT on 1300 753 228 or visit www.qcat.qld.gov.au.

IMPORTANT INFORMATION

An application under section 156 of the Act for a review of a decision does not stay the decision.

You may write to the chief executive requesting that the decision be stayed pending the outcome of the review process.

CTPI

Terry Green
Manager
Delegate of Chief Executive
Department of Housing and Public Works
18 / 01 / 2019

QCAT INFORMATION NOTICE

About this Notice

This QCAT Information Notice is prepared under Section 158(4) of the *Residential Services (Accreditation) Act 2002*.

The Decision	On 18 January 2019 a decision was made to amend the accreditation of the residential service located at [REDACTED]
Reasons for the Decision	The decision to amend the accreditation of the residential service was made for the following reasons: Conditions on the accreditation for food and nutrition and prevention of abuse and neglect.
Your review rights	<p>You may apply to the Queensland Civil and Administrative Tribunal (QCAT) for a review of this decision.</p> <p>You have 28 days from the date of this notice to lodge an application for a review with QCAT.</p> <p>To obtain an "Application to review a decision" form or for more information contact QCAT on 1300 753 228 or visit www.qcat.qld.gov.au.</p>

CTPI

Terry Green
 Manager
 Delegate of Chief Executive
 Department of Housing and Public Works

18/1/2019

Certificate

Accreditation as a Residential Service

Residential Services (Accreditation) Act 2002 (section 48)

Accreditation number:	CTPI
Service Provider:	
Address of residential service:	
Date of accreditation:	24 OCTOBER 2013
Condition/s:	<p><u>Standard 1.A.3 – Prevention of abuse and neglect</u></p> <p>The service provider must implement in the mandatory policy and procedure about resident's safety, including the responsibility of staff and/or the service provider to check on a resident that has not indicated they are away for the day or notice a resident's absence at lunch or the resident has not signed the lunch/evening meal sheets on a daily basis. The staff and service provider are required to abide by the policies and procedures at the service.</p> <p>The service provider is required to record incidents in the incidents register.</p> <p>Evidence of the updated policy and procedure and a record of the incident in the incident register must be provided to the chief executive by 28 February 2019.</p> <p><u>Standard 2.1 – Food and Nutrition</u></p> <ul style="list-style-type: none">The service provider is to consult with a Health Nutritionist in the development of a two week cyclical menu that incorporates the five food groups, breakfast, lunch and evening meals and including residents dietary requirements as per the menu example in the best practice guide for <i>healthy eating in supported accommodation</i>. <p>Evidence of a two week cyclical menu that incorporates the five food groups, breakfast, lunch, evening meals and residents dietary requirements is to be provided to the chief executive by 28 February 2019.</p>



	<p>The service provider is to collect the dietary requirements from the residents and a record of this to be displayed in the kitchen for staff and a copy placed on the resident's file.</p> <p>Evidence of a record of the residents dietary requirements must be provided to the chief executive by 28 February 2019.</p> <p>The service provider is to record all food complaints and any other complaints in the complaints register including what action was taken by the service provider.</p> <p>Evidence of a record of food complaints and any other complaints in the complaints register is to be provided to the chief executive by 28 February 2019.</p>
Address for the service of notices:	
Level/s of accreditation:	LEVEL ONE AND TWO
Expiry date of accreditation:	14 OCTOBER 2019

CTPI

Delegate of the Chief Executive

Department of Housing and Public Works

Date: 18/1/2019

Section 83 of the Residential Services (Accreditation) Act 2002 states that the service provider of a registered service must display this certificate at a place at the registered premises where it is likely to be seen by residents.

Regulatory Services

Officer Miriam Bariesheff

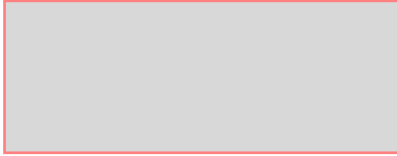
Telephone (07) 3008 3450

Our Ref [REDACTED]



Department of
Housing and Public Works

3 December 2019



**SHOW CAUSE NOTICE
AMENDMENT OF ACCREDITATION**
Residential Services (Accreditation) Act 2002

CTPI [REDACTED]

Residential Service Address: [REDACTED]

The public register of residential services indicates that [REDACTED] CTPI [REDACTED] is the service provider for the abovementioned registered residential service.

Section 54 of the *Residential Services (Accreditation) Act 2002* (the Act) provides for the amendment of accreditation of a residential service following the issue of a show cause notice if the chief executive is satisfied that:

- for another reason, having regard to the accreditation criteria, the accreditation should be amended

On 15 January 2019, a compliance audit of the level two residential service was conducted at [REDACTED]. The department is in possession of information, which indicates that accreditation standards 1.A.3 Prevention of Abuse and Neglect and 2.1 Food and Nutrition does not comply with section 6(2) and 7(2) of the *Residential Services (Accreditation) Regulation 2018*:

Standard 2.1 - Food and nutrition

- The food and nutrition provided to the residents does not comply with the recommended requirements in the best practice guide for *Healthy Eating in Supported Accommodation*.
- It was indicated that residents are not regularly provided a wide variety of nutritious foods from the five food groups including vegetables, fruit, milk, yoghurt or cheese, lean meat and poultry, fish, eggs, tofu, nuts and seeds, grain (cereal) foods; and

- Residents' dietary requirements are not recorded or displayed in the kitchen. CTPI [redacted] and menus have not been considered for residents with dietary requirements or special needs; and
- It was also indicated by some residents that the food is not meeting their nutritional needs and they are opting out of the food service as part of their tenancy agreement
- It is noted that residents are provided no breakfast, poor quality lunch and a choice of soggy sandwiches, soup, small salad or the previous day's main meal for their evening meals
- It was noted from residents that they received a meat pie for lunch on Christmas Day
- It was observed there was no cups of water placed on the dining table for each resident during their meal at lunch
- Residents indicated they have made food complaints about their dietary requirements and it was ignored by staff and the service provider
- It was noted that the service's process for special dietary needs was not adhered to by staff and the service provider
- It was noted that the service advertises 3 meals a day. It was indicated by residents that they do not receive breakfast which includes cereals, toast, yoghurt and fruit juice with porridge offered during winter
- There was no record of residents dietary requirements as per the service's policies and procedures
- There was no record of food complaints recorded in the complaints register.

Standard 1.A.3 – Prevention of abuse and neglect

- A recent incident occurred where a resident with a food service had a fall CTPI [redacted] [redacted] It was observed there is a process for residents to enter the dining room and mark off the lunch or evening meal sheets for their meals to be picked up later that day
- It was noted there is no process to follow up on a resident that has not signed the lunch and evening meal take away sheets. The resident's absence in the dining room was noticed by the regular residents who have lunch
- It was noted that staff found the resident CTPI [redacted] after noticing [redacted] absence
- No record of the incident was recorded within the hour of the incident in the incidents register as per the service's policies and procedures.

The proposed amendment of accreditation relates to accreditation standards not meeting compliance in accordance with the *Residential Services (Accreditation) Regulation 2018*:

Standard 1.A.3 – Prevention of abuse and neglect

- The service provider must implement in the mandatory policy and procedure about resident's safety, including the responsibility of staff and/or the service provider to check on a resident that has not indicated they are away for the day or notice a resident's absence at lunch or the resident has not signed the lunch/evening meal sheets on a daily basis. The staff and service provider are required to abide by the policies and procedures at the service.
- The service provider is required to record incidents in the incidents register.

Evidence of the updated policy and procedure and a record of the incident in the incident register must be provided to the chief executive by 28 February 2019.

Standard 2.1 – Food and Nutrition

- The service provider is to consult with a Health Nutritionist in the development of a two week cyclical menu that incorporates the five food groups, breakfast, lunch and evening meals and including residents dietary requirements as per the menu example in the best practice guide for *healthy eating in supported accommodation*.

Evidence of a two week cyclical menu that incorporates the five food groups, breakfast, lunch, evening meals and residents dietary requirements is to be provided to the chief executive by 28 February 2019.

- The service provider is to collect the dietary requirements from the residents and a record of this to be displayed in the kitchen for staff and a copy placed on the resident's file.

Evidence of a record of the residents dietary requirements must be provided to the chief executive by 28 February 2019.

- The service provider is to record all food complaints and any other complaints in the complaints register including what action was taken by the service provider.

Evidence of a record of food complaints and any other complaints in the complaints register is to be provided to the chief executive by 28 February 2019.

As part of the conditions imposed on the accreditation, Regulatory Analysts will be conducting unannounced weekly visits to observe the quality of the food and nutrition served to residents at the residential service.

Under Section 54(2) of the Act, you may provide a written response stating why the accreditation of the residential service being conducted at CTPI [redacted] should not be amended. Your response to this notice should be provided by 21 February 2019.

If your response is not received within this period, action may be taken to proceed with the amendment of the accreditation of this residential service.

If the decision is ultimately made to amend the accreditation, review and appeal rights apply. These rights will be explained at that time.

If you wish to discuss this matter further, please contact the department on 07 3008 3450 or by email to regulatoryservices@hpw.qld.gov.au.

Yours sincerely

Terry Green
Manager
Regulatory Services
Version – 181018

HONCHIN Courtney

From: HHS ODDG Information Requests
Sent: Tuesday, 22 January 2019 5:28 PM
To: Housing and Public Works DLO
Cc: WOOLLEY Trish; HHS ODDG Information Requests
Subject: Update [REDACTED] DLO enquiry

Categories: TO BE REGISTERED

Hi Nicole,

Regulatory Service have provided the following update on their contact with [REDACTED] CTPI

- [REDACTED] CTPI telephoned the department on 21 January 2019 at 11:17am.
- A Regulatory Analyst advised [REDACTED] CTPI the outcome of the compliance audit at [REDACTED] by letting [REDACTED] know that conditions are placed on the food service accreditation standards for [REDACTED]
- The Analyst also advised [REDACTED] is giving all residents the option to opt out of the food service or to take a standard tenancy agreement by 18 February 2019.
- [REDACTED] CTPI happy to hear that [REDACTED] CTPI can opt out of the food service and also be on a standard tenancy agreement.
- [REDACTED] CTPI [REDACTED]

Kind regards,

Emma

Emma Kursius

Senior Business Services Officer | Office of the Deputy Director-General
Housing, Homelessness and Sport | Department of Housing and Public Works
Level 19 | 41 George Street | Brisbane
ph 07 3007 4403 | **email** emma.kursius@hpw.qld.gov.au
www.hpw.qld.gov.au

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From: HHS ODDG Information Requests
Sent: Friday, 18 January 2019 3:07 PM
To: Housing and Public Works DLO <DLO@hpw.qld.gov.au>
Cc: HHS ODDG Information Requests <HHSODDGInformationRequests@hpw.qld.gov.au>
Subject: unable to make contact [REDACTED] Due to OGM 3pm Thurs 17/01

Hi DLOs,

Please note, RS have not been able to make contact with [REDACTED] CTPI. An email has been sent today inviting [REDACTED] CTPI to make contact with Reg Services.

We will provide an update once contact has been made.

Thank you.

Alice Proberts

A/Senior Business Services Officer | Office of the Deputy Director-General
Housing and Homelessness and Sport | Department of Housing and Public Works

Level 19, 41 George Street, Brisbane, Queensland 4000
Ph: 3334 2101 | www.hpw.qld.gov.au | www.qld.gov.au/housing

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From: Housing and Public Works DLO

Sent: Wednesday, 9 January 2019 12:21 PM

To: HHS ODDG Information Requests <HHSODDGInformationRequests@hpw.qld.gov.au>

Subject: FW: Seeking extension [REDACTED]

Importance: High

Hi Emma

Sorry for the delay.

[REDACTED] s.78B would appreciate the department meeting with [REDACTED] CTPI to discuss the issues raised. [REDACTED] CTPI

Can you please provide an outcome of the meeting with [REDACTED] CTPI to the DLO for onforwarding to the EO.

Thanks

Kate

Kate Richards
Departmental Liaison Officer
Department of Housing and Public Works
Level 31 | 1 William Street | Brisbane
Ph 30083191
Email: kate.richards@hpw.qld.gov.au

From: Housing and Public Works DLO

Sent: Thursday, 3 January 2019 10:56 AM

To: HHS ODDG Information Requests <HHSODDGInformationRequests@hpw.qld.gov.au>

Cc: HPWDTS_CLO <HPWDTS_CLO@ministerial.qld.gov.au>

Subject: RE: Seeking extension [REDACTED]

Importance: High

Hi Emma

DLO agree with an extension given the [REDACTED] s.78B closure and the matter at hand re [REDACTED] complaints.

I will ask the MOs to follow up [REDACTED] s.78B next week when they re-open for any further details they may have on [REDACTED] CTPI and the department meeting with the EO, I can't see a problem given the history, but will check.

Thanks

Kate

Kate Richards
Departmental Liaison Officer
Department of Housing and Public Works
Level 31 | 1 William Street | Brisbane
Ph 30083191
Email: kate.richards@hpw.qld.gov.au

From: HHS ODDG Information Requests
Sent: Thursday, 3 January 2019 10:30 AM
To: Housing and Public Works DLO <DLO@hpw.qld.gov.au>
Cc: HHS ODDG Information Requests <HHSODDGInformationRequests@hpw.qld.gov.au>
Subject: FW: Seeking extension [REDACTED]
Importance: High

Hi Nicole and Kate,

We would like to request an extension for this EO enquiry until 9 January. Regulatory Services have advised they would like to meet and /or discuss this issue with CTPI [REDACTED] however are unable to do so [REDACTED] until 7 January. There are no contact details listed for CTPI [REDACTED] in the original emails attached.

Could you please seek contact details for CTPI [REDACTED] from the EO?

The draft background dot points are provided below for your information which have been endorsed by the A/ED, Strategy, Policy and Program.

Background dot points

- CTPI [REDACTED] is an accredited Level 2 residential service operated by CTPI [REDACTED] and registered for a maximum of 60 residents.
- Level 2 residential services offer independent living units to older people and provide a meal service to the residents.
- Residents of Level 2 residential services enter into a residential tenancy agreement with the operator which covers the occupancy of the accommodation and the cost of the meal service.
- Residents who move into the complex and do not receive the meal service are not eligible for the protections provided by the *Residential Services (Accreditation) Act 2002* and instead come under the *Rental Tenancies and Rooming Accommodation Act 2008*.
- CTPI [REDACTED] is not limited to only accepting older persons as residents at the property.
- It is not compulsory for Level 2 residential services to have an on-site caretaker, although some operators do provide this service.
- The department has received a number of complaints regarding the quality of the meals being provided to residents at [REDACTED]. Regulatory Services is currently conducting an audit of the meal service to ensure that it complies with the Level 2 accreditation standards. It is expected that this audit will be completed by 18 January 2019.
- [REDACTED] Regulatory Services would like to discuss this matter further with CTPI [REDACTED] and have attempted to contact the [REDACTED] to request that the departments contact details be forwarded onto CTPI [REDACTED].

Thank you for considering this request,

Emma

Emma Kursius

Senior Business Services Officer | Office of the Deputy Director-General
Housing, Homelessness and Sport | Department of Housing and Public Works
Level 19 | 41 George Street | Brisbane
ph 07 3007 4403 | email emma.kursius@hpw.qld.gov.au
www.hpw.qld.gov.au

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From: HHS Strategy Policy and Programs Executive Requests
Sent: Monday, 24 December 2018 8:47 AM
To: HHS ODDG Information Requests <HHSODDGInformationRequests@hpw.qld.gov.au>; HHS RS Executive

Correspondence Requests <RS.Requests@hpw.qld.gov.au>

Cc: HHS Strategy Policy and Programs Executive Requests <HHSStratPolProExeReq@hpw.qld.gov.au>

Subject: RE: DUE TO OGM 4PM THURS 3 JANUARY CTPI [REDACTED]

Hi Sarah,

Following the ODDG's request, could you please provide dot points and draft response to OGM, SPP by 4pm Thursday, 3 January.

Thank you.

Emma

Emma Kursius

A/Executive Officer | Office of the General Manager, Strategy, Policy and Programs
Housing, Homelessness and Sport | Department of Housing and Public Works
Level 19 | 41 George Street | Brisbane
ph 07 3007 4405 | email emma.kursius@hpw.qld.gov.au
www.hpw.qld.gov.au

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From: HHS ODDG Information Requests

Sent: Friday, 21 December 2018 3:22 PM

To: HHS RS Executive Correspondence Requests <RS.Requests@hpw.qld.gov.au>

Cc: HHS Strategy Policy and Programs Executive Requests <HHSStratPolProExeReq@hpw.qld.gov.au>; HHS ODDG Information Requests <HHSODDGInformationRequests@hpw.qld.gov.au>

Subject: DUE TO ODDG 10AM FRI 4 JANUARY [REDACTED]

Hi RS,

Please see below email received by the MO from [REDACTED] s.78B re complaint against [REDACTED]

Can you please prepare some background dot points and draft email response to the EO on this.

DLO has advised to consult with Dep. Communities if required, please advise ODDG if this is required to be done DLO to DLO.

Can you please provide your response to ODDG by 10am Friday 4 January.

Thank you.

Alice Proberts

A/Senior Business Services Officer | Office of the Deputy Director-General

Housing and Homelessness and Sport | Department of Housing and Public Works

Level 19, 41 George Street, Brisbane, Queensland 4000

Ph: 3334 2101 | www.hpw.qld.gov.au | www.qld.gov.au/housing

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From: Housing and Public Works DLO

Sent: Friday, 21 December 2018 3:13 PM

To: HHS ODDG Information Requests <HHSODDGInformationRequests@hpw.qld.gov.au>

Subject: FW: [REDACTED]

Hi HH&S ... Please see below email received by the Minister's office from [REDACTED] s.78B

Please prepare some dot points providing background information and a preferred email response. Please also consult where necessary with the Department of Communities. If needed, this can also be done by DLO to DLO ... if so, please let us know.

This information is due by c.o.b. 4 January 2019.

Regards

Nicole Bianchi
Departmental Liaison Officer | Department of Housing and Public Works
Level 31 | 1 William Street | Brisbane
Ph 07 300 82905 | **Email** nicole.bianchi@hpw.qld.gov.au
www.hpw.qld.gov.au

Customers first | Ideas into action | Unleash potential | Be courageous | Empower people | Healthy and safe workforce



From: HPWDTs_CLO <HPWDTs_CLO@ministerial.qld.gov.au>
Sent: Friday, 21 December 2018 2:00 PM
To: Housing and Public Works DLO <DLO@hpw.qld.gov.au>
Subject: FW: [REDACTED]

Hi DLO

Can this please be included with the rest of the complaints that have come through regarding [REDACTED]

Can you please provide a response for the EO to provide back to the constituent including:

- What the dept. can do regarding CTPi [REDACTED] issues raised below
- What the dept. is doing regarding the issues that have been raised as a whole about [REDACTED]

Can you please also confirm if this needs to also be provided to communities for input?

Thank you.

Kind regards.

Fina

Fina Trad
Assistant Advisor/Caucus Liaison Officer
Office of the Hon. Mick de Brenni MP
Minister for Housing and Public Works
Minister for Digital Technology
Minister for Sport

P 07 3719 7278
1 William Street Brisbane QLD 4000
PO Box 2457, Brisbane QLD 4001

I respectfully acknowledge the traditional owners of this land both past and present, on which I live, work and play.



From: [Redacted]
Sent: Thursday, 20 December 2018 3:19 PM
To: HPWDTS_CLO <HPWDTS_CLO@ministerial.qld.gov.au>
Subject: [Redacted]

Afternoon Fina,

CTPI [Redacted] I took some notes below regarding [Redacted] complaint. Could this be looked into please along with the other complaints raised CTPI [Redacted]

1. CTPI [Redacted] a resident [Redacted]
2. CTPI [Redacted] fell [Redacted]
3. CTPI [Redacted]
4. CTPI [Redacted] contacted the Property Manager CTPI [Redacted]
 - a. There was no onsite caretaker to assist with opening up CTPI [Redacted] unit
5. CTPI [Redacted] was not on site and the kitchen staff did not have access to the keys which were held in CTPI [Redacted] office
6. The Onsite Caretaker [Redacted] had left the premises CTPI [Redacted]
7. CTPI [Redacted]
8. [Redacted]
9. [Redacted]
10. [Redacted]
11. [Redacted]
12. CTPI [Redacted] would like to know how it is possible/ legal for CTPI [Redacted] to leave the property without an onsite manager being available to assist the residents
13. CTPI [Redacted]

Further CTPI [Redacted] advised:

1. [Redacted]
2. The food provided is of a substandard nature
 - a. Each resident receives an allocation of 22 tea bags per month
 - i. There is an expectation for residents to re-use their tea bags
 - b. Coffee, fruit and milk are no longer provided
 - c. Residents receive one main meal each day at 11:30am
 - d. The evening meal can be a serve of hot noodles

e. CTPI questions the validity of the meals and the lack of nutrition provided to residents

Kind regards

CTPI

s.78B

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Thank you.

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Release

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MINISTERIAL MEETING BRIEFING NOTE

Subject: CTPI
Date of Meeting: 15 February 2019
Time of Meeting: TBC
Location: (if known) s.78B
Briefing type: Meeting Brief – Requested
Responsible Area: Regulatory Services
Departmental Attendees: Terry Green, Manager, Regulatory Operations (07) 3008 3435

PURPOSE

To provide background information

RECOMMENDATION

It is recommended that the brief be noted.

Noted	Approved	Not approved

Yes	No

Media Release Required

Routine (Straight to MO)

Non-routine (DG to endorse)

GENERAL MANAGER ENDORSEMENT	COMMENTS
Mark Wall Acting General Manager, Strategy, Policy and Programs Housing and Homelessness Services ENDORSED MW 21/01/2019 ENDORSED MF 01/02/2019 Date: / /2019	
DEPUTY DIRECTOR-GENERAL ENDORSEMENT	
Trish Woolley Deputy Director-General Housing, Homelessness and Sport ENDORSED TW 01/02/2019 Date: / /19	
DIRECTOR-GENERAL ENDORSEMENT	COMMENTS
Liza Carroll Director-General Department of Housing and Public Works Date: / /	
MINISTER'S OFFICE NOTING	COMMENTS
CTPI Name: Date: 26 Feb 19	CTPI Spoke with 4.30pm 26 Feb 19. Happy with interactions with HPW, issue 15 with OFT.

SUMMARY OF ISSUES

- CTPI [redacted] operates an aged rental scheme residential service known as [redacted] which is registered to accommodate up to 60 residents.
- s.78B [redacted] has received complaints CTPI [redacted] which have been provided to Regulatory Services for investigation.
- Following a site visit and audit of the food service at [redacted] Regulatory Services has placed conditions on their accreditation.
- Regulatory Services has also been investigating the circumstances surrounding CTPI [redacted] fall CTPI [redacted] CTPI [redacted]
- CTPI [redacted] has approached the s.78B [redacted] seeking a meeting with s.78B [redacted] to discuss the complaints.
- Regulatory Services has been advised that the meeting is currently scheduled to occur on 5 February 2019 at s.78B [redacted]

POINTS OF RELEVANCE

- Aged Rental Schemes are privately operated without government funding and provide "accommodation and meals" to older persons. The operator of the scheme must provide both accommodation and meals to be registered and accredited under the *Residential Services (Accreditation) Act 2002* and associated regulation by the Department of Housing and Public Works.
- The Department of Housing and Public Works' Regulatory Services unit, investigates complaints of poor quality meals and takes action against operators who fail to meet the meal service accreditation standards.
- [redacted]
- When a resident moves into an Aged Rental Scheme, they sign a tenancy agreement which covers both the provision of accommodation and meals.
- The operator of an Aged Rental Scheme may choose not to accept a potential resident if they do not wish to receive meals.
- A resident who, after moving in, wishes to no longer receive the meals may be in breach of their tenancy agreement if they cease payments for the meal service.
- The operator of an Aged Rental Scheme is under no obligation to renegotiate a new tenancy agreement for a resident who no longer wishes to receive meals.
- In reference to the existing tenancy agreements, residents [redacted] are entitled under the *Residential Tenancies and Rooming Accommodation Act 2008* to enter into a General Tenancy Agreement (Form 18a). The existing agreement is currently a Rooming Accommodation Agreement (R18) which is incorrect, and the Residential Tenancies Authority is working closely with the operator to change this.

Follow-up on resident's lease agreements:

- On 15 January 2019, as a follow-up to previous investigations of complaints about the service, staff from Regulatory Services conducted a site visit at [redacted] including meeting with residents and the service provider CTPI [redacted] to audit the delivery of the food service.
- CTPI [redacted]
 - there are currently 35 residents on lease agreements and only 17 residents receive the food service
 - [redacted] met with all the residents individually on 12 January 2019, and advised them of the intended changes to the lease agreements commencing 18 February 2019
 - if residents intend to renew their tenancy agreements they will be on the appropriate 18a tenancy agreement with an option to pay for rent only or pay for rent and food
 - [redacted] has removed the previous letter to the residents about the meal provision which required residents to provide doctor/dietician's advice if they wished to withdraw from the food service

- there may not be enough residents to continue the food service and [redacted] will advise the department of the outcome in February 2019.

CTPI

Regulatory Services compliance audit of the food service:

- Regulatory Services staff observed there was no process to follow up with a resident who did not turn up for a meal.
- Regulatory Services staff suggested that residents should have access to appropriate aged care assessment and aids if there was a concern that the resident could no longer be deemed suitable to live independently.
- Following conversation with CTPI [redacted] Regulatory Services staff conducted a compliance audit of the food service and found that the food service did not comply with the standard for Food and Nutrition (of the Residential Services (Accreditation) Regulation 2018)
- In conducting the audit, Regulatory Services staff spoke to 10 residents about the food service - 3 residents who do not receive a food service and 7 residents who do receive the food service;
 - most of the residents stated that the food service was of poor quality and not nutritional
 - one resident was happy with the food service
 - two residents stated that they have dietary requirements and Regulatory Services staff found this information was not recorded at the service
 - the residents also stated that in the last three weeks the food has improved due to a new cook.

Regulatory Services enforcement action on [redacted]

- On 18 January 2018, following the assessment, Regulatory Services placed conditions on the accreditation of [redacted] to improve the delivery of the food service:
 - Standard 1.A.3 – Prevention of abuse and neglect:
 - o The service provider must implement the mandatory policy and procedure regarding resident's safety, including the responsibility of staff and/or the service provider to check on a resident that has not indicated they are away for the day or notice a resident absence at lunch or the resident has not signed the lunch/evening meal sheet on a daily basis.
 - o The staff and service provider are required to abide by the policies and procedures at the service. The service provider is required to record incidents in the incidents register.
 - o Evidence of the updated policy and procedure and a record of the incident in the incident register must be provided to the chief executive by 28 February 2019.
 - Standard 2.1 – Food and Nutrition:
 - o The service provider is to consult with a Health Nutritionist in the development of a two-week cyclical menu that incorporates the five food groups, breakfast, lunch and evening meals and including resident's dietary requirements as per the menu example in the best practice guide for healthy eating in supported accommodation.
 - o Evidence of a two-week cyclical menu that incorporates the five food groups, breakfast, lunch, evening meals and resident's dietary requirements is to be provided to the chief executive by 28 February 2019.
 - o The service provider is to collect the dietary requirements from residents and a record of this is to be displayed in the kitchen for staff and a copy placed on the resident's file. Evidence of a record of the resident's dietary requirements must be provided to the chief executive by 28 February 2019.

- The service provider is to record all food complaints and any other complaints in the complaints register including what action was taken by the service provider.
- Evidence of a record of food complaints and any other complaints in the complaints register is to be provided to the chief executive by 28 February 2019.
- As part of the conditions imposed on the accreditation, Regulatory Analysts will be conducting unannounced weekly visits to observe the quality of the food and nutrition served to residents at the residential service.
- CTPI [redacted] may seek to appeal the conditions placed on the accreditation by making a written application to the department prior to 21 February 2019.

Unannounced Compliance Visit on 31 January 2019:

- On 31 January 2019, Regulatory Services conducted an unannounced compliance visit at [redacted]. Unannounced compliance visits are conducted for the purpose of observation and evidence gathering as part of the conditions placed on the accreditation which were issued in the Show Cause Notice provided to CTPI [redacted] on 18 January 2019. CTPI [redacted] has until 21 February 2019 to respond to this notice. The department cannot comment regarding the compliance of the service until the Show Cause Notice period has ceased.
- Regulatory Services observed the lunch time food service and reported that it was satisfactory and met current Level 2 Service requirements.
- However, during the compliance visit the officers found the following health and safety risks in the kitchen:
 - the milk products were past the use by date
 - an unlabelled/undated container of left over fried rice was partially frozen and sitting on a shelf in the fridge
 - a package of meat left open and uncovered with a use by date of 24 January 2019
 - a bucket of water with peeled vegetables in it sitting on the floor of the fridge
 - unlabelled/undated residents takeaway dinners (frozen meals and sandwiches) sitting in the freezer
 - records indicated that the last temperature check was on 28 January 2019. A temperature check is required every day, so this record does not meet the accreditation process and food safety program required to be visible in all Level 2 Service kitchens.
- Officers advised the cook that all products that are past their use by date need to be disposed of and they must follow correct procedures for labelling food, dating food and conducting temperature checks.
- CTPI [redacted] is able to continue operating as per [redacted] usual processes until the Show Cause Notice period has expired on 21 February 2019. The department will then make a decision based on evidence gathered at all unannounced compliance visits (also known as spot checks) about whether the Level 2 Service accreditation relating to food service is revoked as a result of non-compliance.
- The next unannounced visit at [redacted] will be conducted on 7 February 2019, which must remain confidential.

Unannounced Compliance Visit on 7 February 2019:

- On 7 February 2019, Regulatory Services conducted an unannounced compliance visit at [redacted].
- Regulatory Services observed the lunch time food service and reported that it was satisfactory and met current Level 2 Service requirements. The fridge was tidy, with all food and containers off the floor. All foods were covered, dated, labelled and all within "use by" date range.
- Temperature checks were up to date.
- In the fridge for residents to retrieve meals set aside for them, everything was covered and dated with the unit number on it.
- CTPI [redacted]
- The next unannounced visit at [redacted] will be conducted on 14 February 2019, which must remain confidential.

EXTERNAL ATTENDEES

- N/A

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