

Notes re. Inspection [redacted]

CTPI [redacted]

Allegations

Medication

[redacted] Medication/Cigarettes/Pocket Money/Food are all issued at the same time, which creates room for error and goes against their own policies and medication training.

[redacted] refuses some residents their medication CTPI
CTPI [redacted]

CTPI [redacted] did not get their Medication training via appropriate study CTPI

CTPI [redacted]

Abuse and Neglect

CTPI [redacted] allege that staff and residents are screamed at and humiliated by CTPI [redacted]

CTPI [redacted]

Food CTPI [redacted]

CTPI [redacted] old and overcooked food CTPI [redacted] chop it up finely and cover with gravy. CTPI [redacted]

- Carrots kept in cold room for 6 weeks, all floppy and discoloured. CTPI [redacted] rehydrated them in a bucket of water, they were slimy and [redacted] still served them, some residents became sick with diarrhoea and stomach pains.
- Complainant has witnessed CTPI [redacted] take donated bakery goods such as sausage roll, donuts, pies, pizza rolls etc. which are meant for the residents CTPI [redacted]
- Bread is usually kept in the cold room for up to a week until the next week's bakery delivery.
- Meat and poultry from the Food Bank is out of date.
- Meat and poultry from the Food Bank has been thawed and re-frozen, this food is transported in CTPI [redacted]
- CTPI [redacted] dirty unrefrigerated van and sometimes stored in a shed out the back where chemicals are kept.
- Residents were getting sick CTPI [redacted] claims this is because they don't wash their hands.

- Residents are only allowed 2 teaspoons of sugar at breakfast, 1 for cereal and 1 for coffee/tea.
- Residents are given ½ banana with their breakfast

CTPI [redacted] alleges residents do not get enough food, 1 sausage or 1 slice of meat.

CTPI [redacted] alleges residents are going hungry because there isn't enough to eat

Other matters

CTPI [redacted] bathroom for ladies recently built outside staff quarters has no ventilation or windows.

CTPI [redacted] there are no paper towels in bathrooms for residents to wash their hands.

- Allegations CTPI [redacted] keep money for the soft drinks which are sold.

Action

Check bright blue folder on the freezer – Medication records

Watch the process – is there any confusion when dispensing meds/smokes/pocket money?

CTPI [redacted]

Check staff qualifications CTPI [redacted] does everyone have first aid/CPR training?

Check Day Diary and Incident book CTPI [redacted]

CTPI [redacted]

Complete Level 2 inspection including freezers out the back and van where Food Bank food is transported Is it refrigerated?

Check all bathrooms for ventilation and paper towels/soap etc

Evidence

Service procedures on Medication state they must not take on any other task when administering medication.

2 complainants allege abuse and neglect of residents and bullying of staff.

CTPI [redacted]

Checklist for ISSUING OF WARNING NOTICES

Registered Address (if it's a Corporation):			
Address of the service/park/village:			
Alleged Offender:			
Type:	<input checked="" type="checkbox"/> Residential Service <input type="checkbox"/> Retirement Village Scheme <input type="checkbox"/> Residential Park	Ref No:	

FILE ALLOCATION

	DATE	COMMENTS
<input type="checkbox"/> Investigation created in REGGIE	27/12/19	

ALLEGED OFFENCE DETAILS

Name of Alleged Offender		
Company Name (if applicable)	CTPI	
ACN (if applicable)		
ABN (if applicable)		
Date of Offence	31.12.2018-27.02.2019	
Location		
Offence Code		Details from Breach Category Schedule
Legislation	<input type="radio"/> Residential Services (Accreditation) Act 2002	
Section	68 (1) (B) (B)	
Description of offence	FAILURE TO NOTIFY CHIEF EXECUTIVE OF CHANGE OF ASSOCIATE	Details from Breach Category Schedule
Penalty Units	100	Details from Breach Category Schedule

INVESTIGATION DETAILS

Checklist for ISSUING OF WARNING NOTICES

Ref No. _____

DATE	COMMENTS
DETAILS OF OFFENCE	
<input type="checkbox"/> Provide details of how the alleged offence was identified. <i>Attach copy if insufficient space available here.</i>	Form 6
<input type="checkbox"/> Provide details of the investigation undertaken to confirm the alleged offence.	Evidence on Form 6 shows date started 01.12.2018
<input type="checkbox"/> Is supporting evidence available? <ul style="list-style-type: none"> <input type="radio"/> Yes - <i>provide details in comments and attach copies</i> <input type="radio"/> No – <i>warning notice will not be issued unless evidence is provided</i> 	Form 6 signed by CTPI
<input type="checkbox"/> Has the issue been discussed with the alleged offender? <ul style="list-style-type: none"> <input type="radio"/> Yes – <i>provide details (including date, summary of comments/discussion)</i> <input type="radio"/> No 	
<input type="checkbox"/> Detail the reason/s a Warning Notice is recommended	SP has not provided from in timeframes
RECOMMENDATION AND APPROVAL	
<input type="checkbox"/> Sufficient evidence is attached to prove all elements of the alleged offence <input type="checkbox"/> Alleged offender has been advised that a Warning Notice may be issued <input checked="" type="checkbox"/> Issuing of Warning Notice recommended	<p style="text-align: center;">Approved: Delegation – Senior / Manager</p> <input checked="" type="checkbox"/> Sufficient evidence exists to prove all elements of the alleged offence <input checked="" type="checkbox"/> Issuing of Warning Notice approved <input type="checkbox"/> Issuing of Warning Notice not approved (<i>refer below to detail reasons and further action required</i>)

Checklist for ISSUING OF WARNING NOTICES

Ref No. _____

DATE	COMMENTS
Signature: Name: <u>ADRIAN MACCARONE</u> Position: <u>RA</u> Date: 28.02.2019	Signature: Name: <u>S. SOFTA</u> Position: <u>ACTL</u> Date: <u>1.3.19</u>

ISSUING OF WARNING NOTICE NOT APPROVED

COMMENTS	
<input type="checkbox"/> Detail reason/s why issuing Warning Notice is not approved	
<input type="checkbox"/> Detail any further action to be taken	

ISSUING OF WARNING NOTICE APPROVED

DATE SENT	COMMENTS
<input checked="" type="checkbox"/> Warning Notice issued (from the templates in the RSU practice and procedures manual)	

**DATE OF ISSUE OF
WARNING NOTICE**

**28 DAYS FROM DATE OF
ISSUE OF WARNING NOTICE**

RECORDING KEEPING	DATE	COMMENTS
<input checked="" type="checkbox"/> REGGIE Updated	12/3/19	
<input checked="" type="checkbox"/> REGGIE Follow-Ups created (if required)	N/A	
<input checked="" type="checkbox"/> All activity notes are recorded on REGGIE		
<input type="checkbox"/> Copy of printed activity notes placed on file		

**Checklist for
ISSUING OF WARNING NOTICES**

Ref No.

QUALITY ASSURANCE CHECK

CHECKLIST PREPARED BY:	CHECKED BY:
Signature: _____	<input type="checkbox"/> Issue of Warning Notice Approved
Name: _____	<input type="checkbox"/> Warning Notice sent
Position: _____	<input type="checkbox"/> REGGIE updated
Date: / /	Signature: _____
	Name: _____
	Position: _____
	Date: / /

**COMPLETE THE CLOSURE OF INVESTIGATIONS
CHECKLIST ONCE THE WARNING NOTICE HAS BEEN
COMPLIED WITH**

RTI
Releases

Release



Application for a change of an associate

Residential Services (Accreditation) Act 2002

This form is effective from 3 September 2018

ABN: 86 504 771 740

OFFICE USE ONLY

Date received

Application number

Lodgement details

Lodgement unit number

Amount allocated

\$

CHC amount

\$

Total amount

\$

Instructions

This form needs to be completed to notify the department of a change of an associate of the service provider for a registered residential service, as required under Section 68 of the Residential Services (Accreditation) Act 2002 (the Act).

Please note:

- The Notes accompanying this form should be read before completing this form
- Use BLOCK letters when you fill out this form
- Attach extra pages if necessary
- All dates should be DD/MM/YYYY
- If you require further information regarding this form, please contact Regulatory Services on 07 3008 3450 or Department of Housing and Public Works on 13 QGOV (13 74 68) for after hours enquiries.

Privacy Statement—Please Read

The Department of Housing and Public Works is collecting your personal information in accordance with the Residential Services (Accreditation) Act 2002 in order to process your application. Your personal information will be disclosed to the Queensland Police Service, who will then pass on your personal information to other law enforcement agencies in Australia (including federal, states and territories) in order to verify details of your criminal history. Your personal information will also be provided to the public upon request through the Register of Residential Services or may be disclosed to the Residential Tenancies Authority, the Office of the Public Guardian, the Department of Justice and Attorney General or to other Federal, State and Local government agencies in the performance of a function of, the Residential Services (Accreditation) Act 2002 or as required or permitted by law. Your personal information will be handled in accordance with the Information Privacy Act 2009.

Fee

No application fee is applicable.

REPRODUCTION COPY

Part 1—Details of service provider (to be completed by the service provider)

Name of service provider

Please include the company number and ABN if a corporate service provider or the names of all individuals carrying on the registered service

CTPI

Address of residential service

Postal Address

Commencement of associate

Has the associate commenced performing the role?

Yes No

If yes, date commenced 01/12/2018

DD / MM / YYYY

Part 2—Details of associate (to be completed by the associate on commencement)

Contact name and details

CTPI

Residential address

Postal address of associate

Enter 'as above' if the same as the residential address

Birth details of associate

Contact details of associate

Suitability requirements

Disclosure of previous convictions does not automatically disqualify you from being involved in the operation of a residential service.

However, a failure to disclose convictions may result in service accreditation being cancelled.

A criminal history check will be conducted in accordance with the Act.

RTI Act
Release

Part 3—Criminal history check and declaration
(to be completed by the associate on commencement)

Criminal history check and fee

A criminal history check will need to be conducted for a person acting as an associate to determine whether or not the person is a suitable person to be an associate. The fee to conduct the check is \$39.60 (inclusive of \$1.16 GST).

A criminal history check will be conducted in accordance with the legislation as outlined in the *Residential Services (Accreditation) Act 2002*.

As the person acting as an associate you are required to sign this section. In doing so, you understand that you are:

- giving consent to a national criminal history check being conducted by the Queensland Police Service (QPS) and for the QPS and other Australian police services to disclose your criminal history information and any impending charges to Regulatory Services;
- indicating your understanding that any disclosure will be subject to applicable Commonwealth, State or Territory legislation and/or police policy.

I have checked the answers I have given and state that they are true and correct in every detail.

Declaration

Sign here ➔

Signature of associate CTPI
 Name of signatory CTPI
 Date 27/02/2019
DD / MM / YYYY

Part 4—Cessation of associate (to be completed by the service provider)

Cessation of associate

Has the associate stopped performing the role?

Yes No

If yes, date stopped
DD / MM / YYYY

Name of associate

Notice

Each service provider is required to sign to certify the information

(For a corporation 1x director and 1x director or secretary unless you are the sole director (see section 127 of the *Corporations Act 2001* (Cth))

Sign here ➔

I certify that the associate is no longer involved in the operation of the residential service as indicated above.

Signature of service provider or corporation representative (director)

Signature of associate

Name of signatory


Date
DD / MM / YYYY

Signature of associate

Name of signatory

Date
DD / MM / YYYY

Part 5—Checklist and notice about commencement (to be completed by the service provider)

<p>Checklist</p>	<p>Have you included with your application:</p> <p><input checked="" type="checkbox"/> a certified copy of a birth certificate, birth extract, passport or drivers licence;</p> <p>Documents can be certified by a Justice of the Peace, Commissioner for Declarations, solicitor or notary public.</p> <p><input checked="" type="checkbox"/> the criminal history check fee of \$39.60</p>
<p>Notice</p> <p>Each service provider is required to sign to certify the information</p> <p>(For a corporation—1x director and 1x director or secretary unless you are the sole director (see section 127 of the Corporations Act 2001 (Cth))</p> <p>Sign here </p>	<p>I certify the information provided by me about the associate is true to the best of my knowledge and hereby seek consideration of their suitability as an associate.</p> <p>Signatures of service provider or corporation representatives (director)</p> <p>CTPI</p> <hr/> <p>Date <u>27/02/2019</u></p> <p>DD / MM / YYYY</p> <p>Name of signatory _____</p> <p>Date _____</p> <p>DD / MM / YYYY</p>

Part 6—Lodgement and payment details

<p>Lodgement</p>	<p>Please post the completed application, any supporting documentation and fees to the address below:</p> <p>Regulatory Services Department of Housing and Public Works GPO Box 690 Brisbane QLD 4001.</p> <p>If you would like more information or assistance with completing your application, contact Regulatory Services on 07 3008 3450, email regulatoryservices@hpw.qld.gov.au, or visit our website at www.hpw.qld.gov.au.</p> <p>After hours enquiries can be made to the Department of Housing and Public Works on 13 QGOV (13 74 68).</p>
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Residential Services Form 6—Notes



Application for a change of an associate

Residential Services (Accreditation) Act 2002

This form is effective from 3 September 2018

Instructions

Use the Residential Services Form 6 to notify of a change of an associate (use a separate form for each associate)

Associate

A person is an 'associate' of a service provider for a residential service if the person makes decisions, in the course of the service, that influence the operation of the service, or the health, safety or other interests of residents in the service.

Examples of an associate are:

1. persons employed by the service provider to:
 - a) negotiate and enter into agreements with residents on the service providers behalf
 - b) make house rules for a registered premises
 - c) manage a personal care service provided to residents in the service
 - d) manage the medication of residents in the service
 - e) manage the finances, or financial transactions of residents in the service.
2. for a service provider that is a corporation—an executive officer of the corporation who takes part in the management of the service (i.e. a director or other executive).

A person is not an associate merely because they do one or both of the following:

1. collect rent from residents in the service;
2. cleans or maintains the registered premises or facilities.

A service provider of a registered residential service is required to give notice within 30 days after a person becomes an associate of the service provider for a registered service, under Section 68 of the *Residential Services (Accreditation) Act 2002*.

Note: to supply incorrect or misleading information may subsequently result in the refusal or cancellation of registration. Conducting an unregistered residential service or acting as a service provider without registration or conducting a residential service in unregistered premises may attract a maximum penalty of 200 penalty units (maximum penalty \$26,110). The penalty for a corporation may be up to 1000 penalty units (maximum penalty \$130,550).

Note: The fees and penalty amounts referred to in this form may be altered at any time.

Release

Regulatory Services
Officer Adrian Maccaorne
Telephone (07) 3008 3444
Our Ref [REDACTED]



Department of
Housing and Public Works

4 March 2019

CTPI
[REDACTED]

OFFICIAL WARNING

Dear Directors

I am writing to warn you that an authorised officer of the Department of Housing and Public Works has detected an offence committed by you. Details of the offence are:

Date (or date from)	31 December 2018 – 27 February 2019
Location of offence	[REDACTED]
Description / nature of offence	Failing to notify Chief Executive (within 30 days) of change of associate.
Act Reference	<i>Residential Services (Accreditation) Act 2002</i> 68 (1) (B)
Maximum Penalty	20 penalty units (\$2,611.00)
Corrective Action Required	Please ensure that you inform Regulatory Services within 30 days of any changes of associates.

While this is a formal warning, the department reserves the right to take other enforcement action if it considers it appropriate to do so. Should an authorised officer of the department find evidence at any future date of an offence of a similar nature, appropriate enforcement action may be instituted without any further warning.

If you require any further information, please contact the department on 07 3008 3450 or by email to regulatoryservices@hpw.qld.gov.au.

Yours sincerely
CTPI
[REDACTED]

Sandra Sotta
Regulatory Team Leader
Regulatory Services
Version – 061118

Level 19, 41 George Street
Brisbane Queensland
GPO Box 690 Brisbane
Queensland 4001 Australia

NOTE:
CORPORATION FINES
Under Section 181C of the *Penalties and Sentences Act 1992*, the maximum fine is an amount equal to 5 times the maximum fine for an individual.

Telephone +617 3008 3450
Facsimile +617 3008 5960
Website www.hpw.qld.gov.au

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:	18/06/2007
Address for the service of notices:	
Level/s of accreditation:	Level 1
Expiry date of accreditation:	18/06/2019

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.



**Queensland
Government**

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:	30 August 2006
Renewal of accreditation:	7 June 2016
Condition/s:	<p>1.B.1 – Living Environment Cleanliness and Good Repair Service provider to replace or repair all damaged or missing windows throughout the premise including the bathrooms.</p> <p>Service Provider to remove all rubbish, building debris and old furniture surrounding the entire property including the bathroom downstairs.</p> <p>Service provider to repair the floor downstairs to ensure the structure is stable and safe for the residents to walk on.</p> <p>Service provider to provide photographic evidence to the department to confirm all repairs have been completed by 9 November 2018.</p> <p>1.B.2 - Security and Emergencies Service provider is to repair or replace the emergency telephone at the premise.</p>



	<p>Service provider is to provide the department evidence of a complete working order by 9 November 2018.</p> <p>1.C.1 - Business Management</p> <p>Service provider to ensure the Registration Certificate is displayed at the service where it is likely to be seen by residents.</p> <p>Service provider is to provide photographic evidence to the department to confirm this requirement by 9 November 2018.</p>
Address for the service of notices:	CTPI
Level/s of accreditation:	Level 1
Expiry date of accreditation:	10 June 2019

RTI Act
Releases

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.

**Checklist for
URGENT AMENDMENT OF ACCREDITATION
Section 55**

Address:	CTPI
Service Provider:	

ACCREDITATION DETAILS

	DATE	LENGTH OF ACCREDITATION	DETAIL ANY CONDITIONS
<input checked="" type="checkbox"/> Initial Accreditation	30/08/2006	3 years	
<input checked="" type="checkbox"/> Most Recent Renewal of Accreditation	07/06/2016	3 years	

URGENT AMENDMENT OF ACCREDITATION DETAILS

DATE	COMMENTS
DETAILS OF AMENDMENT	
<p>Issue with current accreditation and reason for urgent amendment:</p> <p><input type="checkbox"/> Accreditation Standards Risk and Timeframe Report completed</p> <p><input type="checkbox"/> Copy printed and attached to file</p> <p><input type="checkbox"/> Detail urgent amendment proposed</p> <p><input type="checkbox"/> Notice of Urgent Amendment of Accreditation (including conditions)</p> <p><input type="checkbox"/> Certificate of Accreditation (including conditions)</p> <p><input type="checkbox"/> Statement of Reasons</p> <p><input type="checkbox"/> Wording of conditions endorsed by Senior Residential Services Officer/Manager</p>	<p>Unable to complete an Accreditation Standards Risk and Timeframe Report does not correctly reflect current updated standards.</p> <ul style="list-style-type: none"> • 1.B.1 - Cleanliness and Good Repair: Damaged and missing windows to be repaired or replaced, hole in fibro wall repaired, excess rubbish surrounding property to be removed. Floor downstairs to be repaired. • 1.B.2 - Security and Other Emergencies: Emergency phone to be repaired • 1.C.1 - Business Management: Registration certificate to be displayed at all times.

Checklist for URGENT AMENDMENT OF ACCREDITATION

RECOMMENDATION AND APPROVAL – PROPOSED URGENT AMENDMENT OF ACCREDITATION		
<p>Proposed urgent amendment to Accreditation of Residential Service <u>recommended</u>:</p> <p>Attachments:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Statement of Reasons <input checked="" type="checkbox"/> Notice of Urgent Amendment <input checked="" type="checkbox"/> Certificate of Accreditation <p>Signature:</p> <p>Name: Sheree Gibson</p> <p>Position: RA</p> <p>Date: / /</p>	<p>Proposed urgent amendment to Accreditation of Residential Service <u>endorsed</u>:</p> <p>Attachments reviewed:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Statement of Reasons <input type="checkbox"/> Notice of Urgent Amendment <input type="checkbox"/> Certificate of Accreditation <p>Signature:</p> <p>Name:</p> <p>Position: Senior Residential Services Officer</p> <p>Date: / /</p>	<p>Proposed urgent amendment to Accreditation of Residential Service <u>approved</u>:</p> <p>Attachments approved:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Statement of Reasons <input type="checkbox"/> Notice of Urgent Amendment <input type="checkbox"/> Certificate of Accreditation <p>Signature:</p> <p>Name:</p> <p>Position: Manager, Residential Services Unit</p> <p>Date: / /</p>

PROPOSED URGENT AMENDMENT OF ACCREDITATION APPROVED

DATE SENT	COMMENTS
<ul style="list-style-type: none"> <input type="checkbox"/> Urgent Notice of Amendment of Accreditation sent to service provider <input type="checkbox"/> Certificate of Accreditation <input type="checkbox"/> Statement of Reasons <input type="checkbox"/> Form 5 – Review of Decision 	

Checklist for URGENT AMENDMENT OF ACCREDITATION

RECORDING KEEPING	DATE	COMMENTS
<input type="checkbox"/> REGGIE Updated <input type="checkbox"/> Add conditions in the conditions tab		
<input type="checkbox"/> REGGIE Follow-Ups created <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:
<p>Signature: _____</p> <p>Name: <u>Sheree Gibson</u></p> <p>Position: <u>RA</u></p> <p>Date: / /</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Urgent Amendment of Accreditation approved <input type="checkbox"/> Letter/s and other documentation sent <input type="checkbox"/> REGGIE updated <p>Signature: _____</p> <p>Name: _____</p> <p>Position: _____</p> <p>Date: / /</p>

Checklist for URGENT AMENDMENT – REMOVAL OF CONDITIONS

Address:	CTPI
Service Provider:	

FILE ALLOCATION

	DATE	COMMENTS
<input checked="" type="checkbox"/> REGGIE updated	19/11/2018	

CONDITIONS

	DATE	COMMENTS
DETAILS OF CONDITIONS		
<input type="checkbox"/> Details of condition/s and any timeframes imposed <i>Attach copy if insufficient space available here</i>		1.B.1 - Cleanliness and Good Repair - Windows, hole in fibro wall, rubbish removed. 1.B.2 - Security and Other Emergencies - Emergency phone repaired 1.C.1 - Business Management – Registration/Accreditation certificates to be displayed
<input type="checkbox"/> Detail spot checks conducted (if applicable). <i>Does the information / evidence obtained satisfy the requirement of all conditions?</i>		Site visit conducted on 19/11/2018 officer noted and photographed the following; Front of property and interior fully painted All windows/louvers repaired or replaced New deck at front of house upgraded to meet fire safety requirements All rubbish and debris cleared or cleaned up Floor downstairs repaired and lino trip hazard removed Emergency phone replaced and working Certificates displayed. All evidence has satisfied requirements of all conditions. The SP said the council advised that they had no record or copy of the BCN inspection confirming the max allowable no. of residents. Will forward a copy to the SP for their records.

Checklist for URGENT AMENDMENT – REMOVAL OF CONDITIONS

	DATE	COMMENTS
RESPONSE FROM SERVICE PROVIDER		
<input type="checkbox"/> Information / evidence regarding the condition/s received from the Service Provider		Photographs taken during spot check. SP advised they have employed a new caretaker to ensure property is kept clean and maintained.
<input type="checkbox"/> Information / evidence provided satisfies requirements of all conditions <input checked="" type="checkbox"/> If yes – use checklist <input type="checkbox"/> If no – memo to Senior Residential Services Officer for removal of specific conditions		
<input type="checkbox"/> Original Certificate of Accreditation returned <input type="checkbox"/> Yes – cross and mark as returned or cancelled <input checked="" type="checkbox"/> No – create follow-up in REGGIE		
RECOMMENDATION AND APPROVAL – REMOVAL OF ALL CONDITIONS		
Removal of all conditions recommended Signature: _____ Name: <u>Sheree Gibson</u> Position: <u>RA</u> Date: <u>27/11/2018</u>	Approved Delegation – Senior / Manager Signature: _____ Name: _____ Position: _____ Date: / /	

REMOVAL OF CONDITIONS APPROVED

	DATE SENT	COMMENTS
Advice sent to service provider, including: <input checked="" type="checkbox"/> Letter <input checked="" type="checkbox"/> Amended Certificate of Accreditation	27/11/2018	

Checklist for URGENT AMENDMENT – REMOVAL OF CONDITIONS

RECORDING KEEPING	DATE	COMMENTS
<input type="checkbox"/> REGGIE Updated <i>Including end dating Conditions tab</i>		
<input type="checkbox"/> REGGIE follow-ups created for return of Certificate (if applicable)		
<input type="checkbox"/> All activity notes are recorded on REGGIE		
<input type="checkbox"/> Original Certificate of Accreditation has been returned, crossed as cancelled or returned and placed on file		
<input type="checkbox"/> Copy of printed file notes placed on file		

QUALITY ASSURANCE CHECK

CHECKLIST PREPARED BY:	CHECKED BY:
<p>Signature: _____</p> <p>Name: <u>Sheree Gibson</u></p> <p>Position: <u>RA</u></p> <p>Date: / /</p>	<ul style="list-style-type: none"> <input checked="" type="radio"/> Removal of conditions approved <input type="radio"/> Letter/s and other documentation sent <input type="radio"/> REGGIE updated <input checked="" type="radio"/> Original Certificate of Accreditation has been returned <p>Signature: _____</p> <p>Name: <u>Sandra Softa</u></p> <p>Position: <u>ASRTL</u></p> <p>Date: / /</p>

Regulatory Services

Officer Sheree Gibson
Telephone (07) 30083423
Our Ref [Redacted]



Department of
Housing and Public Works

27 November 2018

CTPI
[Redacted]

[Redacted]

Residential Service Address: [Redacted]

Thank you for providing information about the previously imposed conditions on the accreditation for the residential service located at the above address.

The information you provided has been assessed and it has been determined that all conditions have now been met. The service is now accredited unconditionally until 18 June 2019.

Please find enclosed your amended Certificate of Accreditation, which must be displayed at the premises in a place where it is likely to be seen by the residents.

This certificate replaces your original Certificate of Accreditation which you are required to return to the department by 14 December 2018.

If you require any further information please contact the department on 30083450 or by email to regulatoryservices@hpw.qld.gov.au.

Yours sincerely

Sheree Gibson
Regulatory Analyst
Regulatory Services

Encl.
Version - 140218

REMINDER
Your Application for Renewal of Accreditation is due by 18/6/2019

Regulatory Services

Officer Sheree Gibson

Telephone (07) 30083423

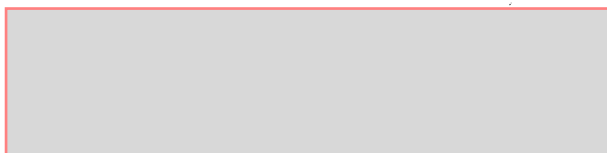
Our Ref [REDACTED]



**Queensland
Government**

Department of
Housing and Public Works

09/10/2018



URGENT AMENDMENT OF ACCREDITATION

Residential Services (Accreditation) Act 2002

Section 55

CTPI [REDACTED]

Residential Service Address: [REDACTED]

The public register of residential services indicates that you are the service provider for the abovementioned registered residential service.

Section 55 of the *Residential Services (Accreditation) Act 2002* (the Act) provides for the urgent amendment of accreditation if the chief executive is reasonably satisfied that it is in the interests of the wellbeing and safety of residents.

The department is in possession of information, which indicates breaches against the following:

Section 42(b) and Section 83 of the *Residential Services (Accreditation) Act 2002*.

Section 6(3) of the *Residential Services (Accreditation) Regulation 2018*.

Your accreditation is immediately amended with the following conditions:

- **1.B.1 – Living Environment**

- **Cleanliness and Good Repair**

- Service provider to replace or repair all damaged or missing windows throughout the premise including the bathrooms.

Service Provider to remove all rubbish, building debris and old furniture surrounding the entire property including the bathroom downstairs.

Service provider to repair floor downstairs to ensure the structure is stable and safe for the residents to walk on.

Service provider to provide photographic evidence to the department to confirm all repairs have been completed by 9 November 2018.

- **1.B.2 - Security and Emergencies**

Service provider is to repair or replace the emergency telephone at the premise.

Service provider is to provide the department evidence of a complete working order by 9 November 2018.

- **1.C.1 - Business Management**

Service provider to ensure the Registration Certificate is displayed at the service where it is likely to be seen by residents.

Service provider is to provide photographic evidence to the department to confirm this requirement by 9 November 2018.

The amendment to the accreditation will continue until 21 December 2018.

Our Review Rights

Within 28 days after receiving the Statement of Reasons for Decision, you may apply to the chief executive for a review of this decision.

An application for Review of Decision (Form 5) is attached for you 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

In the event that such an application for review does not resolve the matter, you may appeal against the decision on review to the Queensland Civil and Administrative Tribunal (QCAT).

Important Note

Please note that under Section 157 of the Act an application for internal review of the decision does not automatically stay the effect of the original decision. If you wish to seek a stay of the original decision pending the outcome of an application for review you will need to apply to the chief executive seeking a stay of the decision. You may also apply to QCAT for a stay.

Release

If you need any further information, please contact the department on 07 3008 3450 or by email to regulatoryservices@hpw.qld.gov.au

Yours sincerely

Terry Green
Manager
Regulatory Services

RTI Act
Release

Release

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 21 September 2018 to

- amend the accreditation of the service other than in a way the service provider has applied for – Sections 54(3) or 55(2)

<p>Background</p>	<p>The property was registered as a Level 1 Residential Service for 22 residents on 3 July 2003. The property was accredited on 30 August 2006. The last renewal of accreditation date was 7 June 2016. Service Providers are CTPI [REDACTED]</p>
<p>Key Issues</p>	<p>18 September 2018 Two separate complaints were received by the department relating to allegations surrounding the following matters:</p> <ul style="list-style-type: none"> • Cleanliness and disrepair of the property • The health and wellbeing of the residents – domestic violence and too fearful to call police or lodge complaints. • Residents drug use and supply. • Repair work causing asbestos dust in the air • Resident's abuse towards neighbour • Safety of building structure • Fire safety requirements • Lack of consultation with neighbours about increase in resident numbers
<p>Reasons for the Decision</p>	<p>20 September 2018 An unannounced spotcheck was conducted at the premise by Authorised Inspectors Sheree Gibson and Tatjana Cindric that revealed the following:</p> <p>Property was reasonably clean on the inside although there was excess rubbish at rear and side including glass and building materials and bins were full and spilling over. Downstairs bathroom was full of old furniture and rubbish and there was a hole in the fibro wall at the bottom of the stairs. The floor downstairs at the rear of the building was patched and was unstable when walking on it.</p>

The lawns were not maintained and there were several broken or missing louvers and windows throughout the property including the bathroom downstairs.

CTPI

Officers viewed fire equipment and noted exit lighting was working effectively, new smoke alarms had recently been installed.

A Building Compliance Notice was deemed compliant with the prescribed building requirements of the Queensland Development Code for a maximum number of 22 residents issued by Brisbane City Council (BCC) on 7 July 2016.

All residents advised they had no problems with the service or each other and knew how to make a complaint if they had any issues and would not hesitate to ring police if required.

No evidence to substantiate claims of abuse between residents or drug use and supply.

Officers noted the registration certificate was not displayed and the emergency telephone was not working.

Unable to determine issues with building structure or asbestos allegations, will refer matter to BCC.

This inspection detected breaches under Section 42(b) and Section 83 of the Residential Services (Accreditation) Act 2002.

This inspection also detected breaches under Section 6(3) of the Residential Services (Accreditation) Regulation 2018.

21 September 2018

Telephone call to [redacted] who advised CTPI service providers were aware of recent troubles at the service as they had received direct text messages from the complainant. CTPI

CTPI

CTPI [redacted] After being advised there would be conditions placed on their accreditation, CTPI [redacted] said [redacted] would be happy to comply with any of the department's requirements.

Recommendation

Conditions to be placed on accreditation for the following standards:

• **1.B.1 – Living Environment**

Cleanliness and Good Repair

Service provider to replace or repair all damaged or missing windows throughout the premise including the bathrooms.

	<p>Service Provider to remove all rubbish, building debris and old furniture surrounding the entire property including the bathroom downstairs.</p> <p>Service provider to repair floor downstairs to ensure the structure is stable and safe for the residents to walk on.</p> <p>Service provider to provide photographic evidence to the department to confirm all repairs have been completed by 9 November 2018.</p> <ul style="list-style-type: none"> • 1.B.2 - Security and Emergencies Service provider is to repair or replace the emergency telephone at the premise. <p>Service provider is to provide the department evidence of a complete working order by 9 November 2018.</p> <ul style="list-style-type: none"> • 1.C.1 - Business Management Service provider to ensure the Registration Certificate is displayed at the service where it is likely to be seen by residents <p>Service provider is to provide photographic evidence to the department to confirm this requirement by 9 November 2018.</p>
Evidence or Other Material on which the findings were based	Observations from site inspection – photographs attached.
Legislative Basis for the Decision	<p>The decision was based on Section 42(b) and Section 83 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	<p>Internal Review 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>

Release

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.

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

/ /

Release

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:	31/05/2016
Condition/s:	<p>Standard 2.1 – Food and Nutrition:</p> <ol style="list-style-type: none">1. 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 and take away dinner 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>.2. 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.3. The service provider and all kitchen staff are to enrol in the free online nutrition training modules available in the Toolkit for <i>Healthy Eating in Supported Accommodation: A best practice guide</i>. <p>The service provider is to provide evidence of the 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 <i>to be provided to the Chief Executive by 8 May 2019</i>.</p>



Standard 2.3 – Food Delivery and Storage:

1. The service provider is to label each resident's take away dinner meals with the preparation date and contents clearly identified on each pack.
2. 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.
3. The service provider is to ensure all kitchen staff are wearing gloves at all times during meal preparations.
4. The service provider is to ensure all temperature logs are recorded daily.
5. 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 8 May 2019.

1.A.3 Prevention of Abuse and Neglect

1. The service provider is to create a policy and procedure that demonstrates a commitment by the service and their staff on the prevention of neglect and abuse of residents. This policy must also incorporate how the service will respect the rights and dignity of residents and incorporate anti-discrimination legislation requirements. This policy must be displayed CTPI

The service provider is to provide a copy of the updated policy and procedure on the prevention of abuse and neglect to the Chief Executive by 8 May.

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 [redacted]

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.

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 8 May 2019.

Address for the service of notices: [redacted]

Level/s of accreditation:

Level 1
Level 2

Expiry date of accreditation:

31/05/2019

CTPI [redacted]

Delegate of the Chief Executive

Department of Housing and Public Works

Date: 12 / 3 / 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.

Checklist for URGENT AMENDMENT OF ACCREDITATION Section 55

Address:	CTPI
Service Provider:	

ACCREDITATION DETAILS

	DATE	LENGTH OF ACCREDITATION	DETAIL ANY CONDITIONS
<input type="checkbox"/> Initial Accreditation	06/05/2013		
<input type="checkbox"/> Most Recent Renewal of Accreditation	31/05/2016		

URGENT AMENDMENT OF ACCREDITATION DETAILS

	DATE	COMMENTS
DETAILS OF AMENDMENT		
<p>Issue with current accreditation and reason for urgent amendment:</p> <p><input type="checkbox"/> Accreditation Standards Risk and Timeframe Report completed</p> <p><input type="checkbox"/> Copy printed and attached to file</p>		<p>Level 2 Food Compliance audit revealed breaches to the following standards:</p> <p>2.1 Food and Nutrition - Frozen takeaway food is not nutritious, healthy with limited variety. Very small portions of vegetables, no fresh fruit available to residents. Kitchen staff do not have Food Safety Certificates or qualifications. There are no dietary requirements noted for residents.</p> <p>2.3 Food Handling and Storage - Cooks were not wearing gloves when preparing meals. Frozen food was not labelled or dated. Frozen chicken was packed in bread bags without correct labels or dates. Temperature logs were not current. Some food was expired and had freezer burn.</p> <p>1.A.3 Prevention of Abuse and Neglect - Allegations the SP has abused residents, screamed at them and used profanities towards them.</p> <p>1.A.4 Grievance Mechanism - Allegations residents are afraid to make a complaint for fear of retribution or eviction from the SP.</p>

Checklist for URGENT AMENDMENT OF ACCREDITATION

<ul style="list-style-type: none"> <input type="checkbox"/> Detail urgent amendment proposed <input type="checkbox"/> Notice of Urgent Amendment of Accreditation (including conditions) <input type="checkbox"/> Certificate of Accreditation (including conditions) <input type="checkbox"/> Statement of Reasons <input type="checkbox"/> Wording of conditions endorsed by Team Leader/Manager 	<p>Standard 2.1 – Food and Nutrition:</p> <ol style="list-style-type: none"> 1. 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 and take away dinner 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>. 2. The service provider is to collect the 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. 3. The service provider and all kitchen staff are to enrol in the free online nutrition training modules available in the Toolkit for <i>Healthy Eating in Supported Accommodation. A best practice guide</i>. <p>Evidence of the updated menu plan and a record of resident’s dietary requirements must be provided to the chief executive by 8 May 2019.</p> <p>A certificate confirming the service provider and all kitchen staff have successfully completed the online training must to be provided to the Chief Executive by 8 May 2019.</p> <p>Standard 2.3 – Food Delivery and Storage :</p> <ol style="list-style-type: none"> 1. The service provider is to label each resident’s take away dinner meals with the preparation date and contents clearly identified on each pack. 2. 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. 3. The service provider is to ensure all food in the freezer is stored in air-tight containers to ensure the prevention of freezer burn.
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Checklist for URGENT AMENDMENT OF ACCREDITATION

<input type="checkbox"/> Detail urgent amendment proposed <input type="checkbox"/> Notice of Urgent Amendment of Accreditation (including conditions) <input type="checkbox"/> Certificate of Accreditation (including conditions) <input type="checkbox"/> Statement of Reasons <input type="checkbox"/> Wording of conditions endorsed by Team Leader/Manager	<p>4. The service provider is to ensure all kitchen staff are wearing gloves at all times during meal preparations.</p> <p>5. The service provider is to ensure all temperature logs are recorded daily.</p> <p>6. The service provider is to ensure all expired food in the freezer or pantry is disposed of immediately.</p> <p>The service provider is to provide photographic evidence of all resident's take away meals with the date packed and contents clearly identified, to the department by 8 May 2019.</p> <p>The service provider is to provide photographic evidence confirming all other freezer items are labelled with the correct contents and used by date and stored in air tight containers, to the department by 8 May 2019.</p> <p>The service provider is to provide a copy of the updated temperature log book confirming all temperatures are recorded daily.</p> <p>1.A.3 Prevention of Abuse and Neglect</p> <p>1. The service provider is to create a policy and procedure that demonstrates a commitment by the service and their staff on the prevention of neglect and abuse of residents. This policy must also incorporate how the service will respect the rights and dignity of residents and incorporate anti-discrimination legislation requirements. This policy must be displayed [REDACTED]</p> <p>The service provider is to provide a copy of the updated policy and procedure on the prevention of abuse and neglect to the <i>Chief Executive</i> by 29 March 2019.</p>
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Checklist for URGENT AMENDMENT OF ACCREDITATION

<ul style="list-style-type: none"> <input type="checkbox"/> Detail urgent amendment proposed <input type="checkbox"/> Notice of Urgent Amendment of Accreditation (including conditions) <input type="checkbox"/> Certificate of Accreditation (including conditions) <input type="checkbox"/> Statement of Reasons <input type="checkbox"/> Wording of conditions endorsed by Team Leader/Manager 	<p>1.A.4 Grievance Mechanism</p> <p>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, and are aware of the appeals process. This policy must include information on the Residential Tenancies Authority and the Regulatory Services dispute resolution procedures and their contact information. This policy must be displayed [REDACTED]</p> <p>The service provider is to provide a copy of the updated policy and procedure on the prevention of abuse and neglect to the <i>Chief Executive</i> by 8 May 2019.</p> <p>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> <p>The service provider is to provide a copy of the complaint's register to the <i>Chief Executive</i> by 8 May 2019.</p>
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RTI RELEASED

Checklist for URGENT AMENDMENT OF ACCREDITATION

RECOMMENDATION AND APPROVAL – PROPOSED URGENT AMENDMENT OF ACCREDITATION		
<p>Proposed urgent amendment to Accreditation of Residential Service <u>recommended</u>:</p> <p>Attachments:</p> <ul style="list-style-type: none"> <input type="radio"/> Statement of Reasons <input type="radio"/> Notice of Urgent Amendment <input type="radio"/> Certificate of Accreditation <p>Signature:</p> <p>Name: Sheree Gibson Position: Regulatory Analyst Date: / /</p>	<p>Proposed urgent amendment to Accreditation of Residential Service <u>endorsed</u>:</p> <p>Attachments reviewed:</p> <ul style="list-style-type: none"> <input type="radio"/> Statement of Reasons <input type="radio"/> Notice of Urgent Amendment <input type="radio"/> Certificate of Accreditation <p>Signature:</p> <p>Name: Sandra Softa Position: Team Leader Date: / /</p>	<p>Proposed urgent amendment to Accreditation of Residential Service <u>approved</u>:</p> <p>Attachments approved:</p> <ul style="list-style-type: none"> <input type="radio"/> Statement of Reasons <input type="radio"/> Notice of Urgent Amendment <input type="radio"/> Certificate of Accreditation <p>Signature:</p> <p>Name: Terry Green Position: Manager Date: / /</p>

PROPOSED URGENT AMENDMENT OF ACCREDITATION APPROVED

DATE SENT	COMMENTS
<input type="checkbox"/> Urgent Notice of Amendment of Accreditation sent to service provider <input type="checkbox"/> Certificate of Accreditation <input type="checkbox"/> Statement of Reasons <input type="checkbox"/> Form 5 – Review of Decision	

RS No.
CTPI

Checklist for URGENT AMENDMENT OF ACCREDITATION

RECORDING KEEPING	DATE	COMMENTS
<input type="checkbox"/> REGGIE Updated <input type="radio"/> Add conditions in the conditions tab		
<input type="checkbox"/> REGGIE Follow-Ups created <input type="radio"/> Monitor any conditions <input type="radio"/> 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="radio"/> Urgent Amendment of Accreditation approved <input type="radio"/> Urgent Amendment Notice <input type="radio"/> Statement of Reasons <input type="radio"/> Letter/s and other documentation sent <input type="radio"/> REGGIE updated Signature: _____ Name: _____ Position: _____ Date: / /

Checklist for RENEWAL OF ACCREDITATION APPROVED – REMOVAL OF CONDITIONS

Address:	CTPI
Service Provider:	

FILE ALLOCATION

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

CONDITIONS

	DATE	COMMENTS
DETAILS OF CONDITIONS		
<input type="checkbox"/> Details of condition/s and any timeframes imposed <i>Attach copy if insufficient space available here</i>		<p>Standard 2.1 - The service provider is to provide evidence of the 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 to be provided to the Chief Executive by 8 May 2019.</p> <p>Standard 2.3 - 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 8 May 2019.</p> <p>Standard 1.A.3 - The service provider is to provide a copy of the updated policy and procedure on the prevention of abuse and neglect to the Chief Executive by 8 May.</p> <p>Standard 1.A.4 - 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 8 May 2019.</p>
<input type="checkbox"/> Detail spot checks conducted (if applicable). <i>Does the information / evidence obtained satisfy the requirement of all conditions?</i>		<p>Renewal of accreditation audit on 19/6/2019. Thorough audit and inspection conducted confirmed all conditions had been met.</p>

Checklist for RENEWAL OF ACCREDITATION APPROVED – REMOVAL OF CONDITIONS

DATE	COMMENTS
RESPONSE FROM SERVICE PROVIDER	
<input checked="" type="checkbox"/> Information / evidence regarding the condition/s received from the Service Provider	
<input checked="" type="checkbox"/> Information / evidence provided satisfies requirements of all conditions ○ If yes – use checklist ○ If no – provide detailed recommendation for removal of specific conditions	
<input type="checkbox"/> Original Certificate of Accreditation returned ○ Yes – cross and mark as returned or cancelled <input checked="" type="checkbox"/> No – create follow-up in REGGIE	
RECOMMENDATION AND APPROVAL – REMOVAL OF ALL CONDITIONS	
Removal of all conditions recommended Signature: _____ Name: <u>Sheree Gibson</u> Position: <u>RA</u> Date: <u>24/6/2019</u>	Approved Delegation – Team Leader / Manager Signature: _____ Name: <u>Sandra Softa</u> Position: <u>ARTL</u> Date: <u> / /</u>

REMOVAL OF CONDITIONS APPROVED

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

Checklist for RENEWAL OF ACCREDITATION APPROVED – REMOVAL OF CONDITIONS

RECORDING KEEPING	DATE	COMMENTS
<input type="checkbox"/> REGGIE Updated <i>Including end dating Conditions tab</i>		
<input type="checkbox"/> REGGIE follow-ups created for return of Certificate (if applicable)		
<input type="checkbox"/> All activity notes are recorded on REGGIE		
<input type="checkbox"/> Original Certificate of Accreditation has been returned, crossed as cancelled or returned and placed on file		
<input type="checkbox"/> Copy of printed file notes placed on file		

RENEWAL OF ACCREDITATION FOLLOW-UPS

	DATE	COMMENTS
Check if Renewal of Accreditation follow-ups have been created in REGGIE: <input type="checkbox"/> Yes – proceed with Quality Assurance Check <input type="checkbox"/> No – create follow-ups		

	DATE
Accreditation Approved	/ /
Re-Accreditation Due	31/05/2021
1 st reminder (generally 45 days)	31/03/2021
2 nd reminder (generally 30 days)	31/04/2021
3 rd reminder (generally 7 days)	20/4/2021

Checklist for RENEWAL OF ACCREDITATION APPROVED – REMOVAL OF CONDITIONS

QUALITY ASSURANCE CHECK

CHECKLIST PREPARED BY:	CHECKED BY:
<p>Signature: _____</p> <p>Name: <u>Sheree Gibson</u></p> <p>Position: <u>RA</u></p> <p>Date: / /</p>	<ul style="list-style-type: none"><input type="checkbox"/> Removal of conditions approved<input type="checkbox"/> Letter/s and other documentation sent<input type="checkbox"/> REGGIE updated<input type="checkbox"/> Original Certificate of Accreditation has been returned <p>Signature: _____</p> <p>Name: <u>Sandra Softa</u></p> <p>Position: <u>ARTL</u></p> <p>Date: / /</p>

RTI
Released

[REDACTED]

Level 2 Food Compliance Audit in collaboration with Level 2 Food Complaint

Visit conducted by Regulatory Analysts SG and CC on 20/02/2019.

The following issues were viewed by officers during the inspection:

- All resident's frozen meals are not labelled, or date stamped.
- There is expired frozen chicken in the freezer.
- Chicken pieces are frozen and stored in the freezer in bread bags with no label or date stamp.
- Other frozen food ie. Mince, Rice, Dim Sims, Steamed Buns, beef and chicken is not labelled, or date stamped.
- Beef, mince and chicken have freezer burn as they have not been securely wrapped in airtight packaging.
- Take away frozen meals for residents did not appear healthy or nutritious. These meals included lasagne with no or very limited vegetables (1 teaspoon of peas), cheerios and a very small amount of vegetables, rice and chicken, steak and vegies. Vegetables were of a very small portion.
- There is ham, salad and eggs for residents to take away for meals also.
- Both cooks in the kitchen at the time of the audit advised neither of them had a Food Safety Certificate.
- Neither cooks were wearing gloves when preparing the lunch meals
- Temperature log book was not current, had not been completed for past 2-3 weeks.

Interview [REDACTED] CTPI revealed the following issues:

- Take away meals for dinner are kept in the dining room fridge although these are sometimes stolen by other residents.
- Food is very poor quality, not nutritional, no variety and small portions.

• [REDACTED] CTPI

• [REDACTED]

• [REDACTED]

• [REDACTED]

- Only 1 resident said [REDACTED] liked the food and had no complaints.

• [REDACTED] CTPI

Audit revealed the breaches to the following standards:

2.1 Food and Nutrition - Frozen takeaway food is not nutritious, healthy with limited variety. Very small portions of vegetables, no fresh fruit available to residents.

2.2 Kitchens - There have been several complaints made about the food service. The cooks do not have Food Safety Certificates.

2.3 Food Handling and Storage - Cooks were not wearing gloves when preparing meals. Frozen food was not labelled or dated. Frozen chicken was packed in bread bags without correct labels or dates. Temperature logs were not current. Some food was expired and had freezer burn.

1.A.3 Prevention of Abuse and Neglect - Allegation the SP has abused residents, screamed at them and used profanities towards them.

1.A.4 Grievance Mechanism - Allegations residents are afraid to make a complaint for fear of retribution or eviction from the SP.

CTPI

Recommendation for urgent amendment and conditions to be placed on the Accreditation

Sheree Gibson

RTI Act
Released

Regulatory Services

Officer: Sheree Gibson

Telephone: 30083423

Our Ref: [REDACTED]



Department of
Housing and Public Works

25 June 2019



CTPI [REDACTED]

Residential Service Address: [REDACTED]

Thank you for providing information about the previously imposed conditions on the accreditation for the residential service located at the above address.

The information you provided has been assessed and it has been determined that all conditions have now been met. The service is now accredited unconditionally until 31 May 2021.

Please find enclosed your amended Certificate of Accreditation, which must be displayed at the premises in a place where it is likely to be seen by the residents.

This certificate replaces your original Certificate of Accreditation which you are required to return to the department by 25 July 2019.

If you require any further information please contact the department on 30083450 or by email to regulatoryservices@hpw.qld.gov.au.

Yours sincerely

Sheree Gibson
Regulatory Analyst
Regulatory Services

Encl.

Version -- 140218

REMINDER

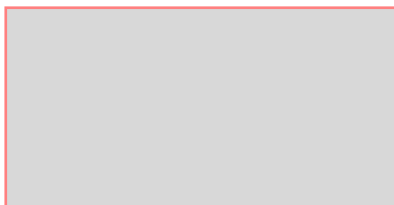
Your Application for Renewal of Accreditation is due by 31/5/2021

Regulatory Services
Officer: Sheree Gibson
Telephone: 30083423
Our Ref: [REDACTED]



Department of
Housing and Public Works

12 March 2019



URGENT AMENDMENT OF ACCREDITATION

Residential Services (Accreditation) Act 2002

Section 55

[REDACTED]
CTPI

Residential Service Address: [REDACTED]

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

Section 55 of the *Residential Services (Accreditation) Act 2002* (the Act) provides for the immediate amendment of accreditation if the chief executive is reasonably satisfied that it is in the interests of the wellbeing and safety of residents.

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

- The service provider does not provide nutritious take away dinner meals to residents that incorporate a wide variety of nutritious foods from the five food groups and they do not consider resident's dietary requirements, as per the requirements in the Best Practice Guide for *Healthy Eating in Supported Accommodation*.
- 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 keeps expired food items (mainly chicken) in the freezer.
- 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 treat all residents with respect and dignity and does not allow them the freedom to make a complaint without fear of retaliation.

Level 19, Mineral House, 41 George Street
Brisbane Queensland
GPO Box 690 Brisbane
Queensland 4001 Australia

Telephone +617 3008 3450
Facsimile +617 3008 5960
Website www.hpww.qld.gov.au

Your accreditation is immediately amended with the following conditions:

Standard 2.1 – Food and Nutrition:

1. 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 and take away dinner 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*.
2. 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.
3. The service provider and all kitchen staff are to enrol in the free online nutrition training modules available in the Toolkit for *Healthy Eating in Supported Accommodation: A best practice guide*.

The service provider is to provide evidence of the 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 to be provided to the Chief Executive by 8 May 2019.

Standard 2.3 – Food Delivery and Storage:

1. The service provider is to label each resident's take away dinner meals with the preparation date and contents clearly identified on each pack.
2. 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.
3. The service provider is to ensure all kitchen staff are wearing gloves at all times during meal preparations.
4. The service provider is to ensure all temperature logs are recorded daily.
5. 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 8 May 2019.

1.A.3 Prevention of Abuse and Neglect

1. The service provider is to create a policy and procedure that demonstrates a commitment by the service and their staff on the prevention of neglect and abuse of

Release

residents. This policy must also incorporate how the service will respect the rights and dignity of residents and incorporate anti-discrimination legislation requirements. This policy must be displayed [REDACTED]

The service provider is to provide a copy of the updated policy and procedure on the prevention of abuse and neglect to the Chief Executive by 8 May.

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 both dining areas [REDACTED]
CTPI [REDACTED]
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.

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 8 May 2019.

The amendment to the accreditation will continue until 8 May 2019.

Our Review Rights

Within 28 days after receiving the Statement of Reasons for Decision, you may apply to the chief executive for a review of this decision.

An application for Review of Decision (Form 5) is attached for you 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

In the event that such an application for review does not resolve the matter, you may appeal against the decision on review to the Queensland Civil and Administrative Tribunal (QCAT).

Important Note

Please note that under Section 157 of the Act an application for internal review of the decision does not automatically stay the effect of the original decision. If you wish to seek a stay of the original decision pending the outcome of an application for review you will need to apply to the chief executive seeking a stay of the decision. You may also apply to QCAT for a stay.

If you need any further information, 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

RTI Act
Release

QCAT INFORMATION NOTICE

About this Notice

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

The Decision	On 12 March 2019 a decision was made to amend the accreditation of the residential service located at [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.3 Prevention of Abuse and Neglect 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>

CTPI
 [REDACTED]

Sheree Gibson
 Regulatory Analyst
 Delegate of Chief Executive
 Department of Housing and Public Works

12/3/2019

QCAT INFORMATION NOTICE

About this Notice

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

The Decision	<p>On 7 March a decision was made to amend the accreditation of the residential service located at CTPI [REDACTED]</p>
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.3 Prevention of Abuse and Neglect 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>

Sheree Gibson
 Regulatory Analyst
 Delegate of Chief Executive
 Department of Housing and Public Works
 / /

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 [REDACTED] QLD and follows the decision made on 7 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	<p>[REDACTED] is a registered Level 1 and Level 2 residential service operated by [REDACTED]</p> <p>This service was registered on 21 September 2012 and [REDACTED] became the service providers on 20 March 2017. The renewal of accreditation is due on 31 May 2019.</p>
Key Issues	<p>A Level 2 Food Compliance Audit and a response to a complaint received by the department resulted in an unannounced visit to the service on 20 February 2019. An inspection of the service and interviews with residents revealed the following:</p> <ul style="list-style-type: none"> ▪ The service provider does not provide nutritious take away dinner meals to residents that incorporate a wide variety of nutritious foods from the five food groups and they do not consider resident's dietary requirements, as per the requirements in the Best Practice Guide for <i>Healthy Eating in Supported Accommodation</i>.

	<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 keeps expired food items (mainly chicken) in the freezer. ▪ 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 treat all residents with respect and dignity and does not allow them the freedom to make a complaint without fear of retaliation.
<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 checked="" 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>The proposed amendment of accreditation relates to accreditation standards not meeting compliance in accordance with the <i>Residential Services (Accreditation) Regulation 2018</i>:</p> <p>Standard 2.1 – Food and Nutrition:</p> <ol style="list-style-type: none"> 1. 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 and take away dinner 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*.

2. 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.
3. The service provider and all kitchen staff are to enrol in the free online nutrition training modules available in the Toolkit for *Healthy Eating in Supported Accommodation: A best practice guide*.

The service provider is to provide evidence of the 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 to be provided to the Chief Executive by 8 May 2019.

Standard 2.3 – Food Delivery and Storage:

1. The service provider is to label each resident's take away dinner meals with the preparation date and contents clearly identified on each pack.
2. 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.
3. The service provider is to ensure all kitchen staff are wearing gloves at all times during meal preparations.
4. The service provider is to ensure all temperature logs are recorded daily.
5. 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 8 May 2019.

1.A.3 Prevention of Abuse and Neglect

1. The service provider is to create a policy and procedure that demonstrates a commitment by the service and their staff on the prevention of neglect and abuse of residents. This policy must also

	<p>incorporate how the service will respect the rights and dignity of residents and incorporate anti-discrimination legislation requirements. This policy must be displayed [REDACTED]</p> <p>[REDACTED]</p> <p>The service provider is to provide a copy of the updated policy and procedure on the prevention of abuse and neglect to the Chief Executive by 8 May.</p> <p><u>1.A.4 Grievance Mechanism</u></p> <p>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 [REDACTED]</p> <p>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> <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 8 May 2019.</p>
<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"> ▪ 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. Photographs taken of expired food items stored in the freezer (mainly chicken) ▪ 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. ▪ Interviews with residents and advocates at 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)</i></p>

Your Appeal Rights	<i>Act 2002 from www.legislation.qld.gov.au.</i>
	<p>Internal Review 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> <p>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).</p> <p>For more information contact QCAT on 1300 753 228 or visit www.qcat.qld.gov.au.</p> <p>IMPORTANT INFORMATION An application under section 156 of the Act for a review of a decision does not stay the decision.</p> <p>You may write to the chief executive requesting that the decision be stayed pending the outcome of the review process.</p>

CTPI

Terry Green
Manager
Delegate of Chief Executive
Department of Housing and Public Works
12 / 03 / 2019

**Checklist for
SPOTCHECK
LEVEL TWO RESIDENTIAL SERVICE
COMPLIANCE PROGRAM 2019**

Address:	CTPI		
Name:			
Level Two residential service	<input checked="" type="checkbox"/> Compliance Program 2019 <input checked="" type="checkbox"/> Residential Service Accreditation (Regulation) 2018 <input checked="" type="checkbox"/> Accreditation Standards 2.1 Food and Nutrition 2.2 Kitchens 2.3 Food Handling and Storage	RS No:	

FILE ALLOCATION

	DATE	COMMENTS
<input checked="" type="checkbox"/> Create a task in REGGIE under the RS number, compliance, compliance program		

SPOT CHECK DETAILS

	DATE	COMMENTS
Date Spot Check conducted		
Did the accreditation standards meet compliance in accordance with the <i>Residential Services Accreditation (Regulation) 2018</i> Level two accreditation standards: <input type="checkbox"/> Food and Nutrition Yes/No <input type="checkbox"/> Kitchens Yes/No <input type="checkbox"/> Food Handling and Storage Yes/No		

**Checklist for
SPOTCHECK
LEVEL TWO RESIDENTIAL SERVICE
COMPLIANCE PROGRAM 2019**

RS No.
CTPI

DATE		COMMENTS
<p>If standards were not met, are conditions recommended on the accreditation?</p> <p><input type="checkbox"/> Yes (<i>provide/attach details of the conditions to be imposed</i>)</p> <p><input type="checkbox"/> No</p>		
<p>Are you recommending a Quality Improvement Plan on the food service?</p> <p><input type="checkbox"/> Yes (<i>provide/attach details of the recommendations</i>)</p> <p><input type="checkbox"/> No</p>		
<p>Have you recorded feedback from the residents in your Audit Toolkit?</p> <p><input type="checkbox"/> Yes (<i>provide details of any issues</i>)</p> <p><input type="checkbox"/> No</p>		

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Checklist for SPOTCHECK LEVEL TWO RESIDENTIAL SERVICE COMPLIANCE PROGRAM 2019

RS No.
CTPI

DATE	COMMENTS
RECOMMENDATION AND APPROVAL	
<input type="checkbox"/> Food and Nutrition standard was met/not met <input type="checkbox"/> Kitchens accreditation standard was met/not met <input type="checkbox"/> Food Handling and Storage standard was met/not met <input type="checkbox"/> Conditions imposed on the accreditation recommended <input type="checkbox"/> Quality Improvement Plan recommended <input type="checkbox"/> Closure of Spot Check recommended Signature: _____ Name: <u>Sheree Gibson</u> Position: <u>RA</u> Date: / /	<input type="checkbox"/> Food and Nutrition standard was met/not met <input type="checkbox"/> Kitchens accreditation standard was met/not met <input type="checkbox"/> Food Handling and Storage standard was met/not met <input type="checkbox"/> Conditions imposed on the accreditation approved <input type="checkbox"/> Quality Improvement Plan approved <input type="checkbox"/> Closure of Spot Check approved Delegation – Senior / Manager Signature: _____ Name: <u>Sandra Softa</u> Position: <u>ASRTL</u> Date: / /

CONDITIONS IMPOSED ON THE ACCREDITATION (IF APPLICABLE)

DATE DUE
/ /

DATE	COMMENTS
<input type="checkbox"/> Refer to the Amendment of Accreditation checklist to continue imposing conditions on the accreditation.	

**Checklist for
SPOTCHECK
LEVEL TWO RESIDENTIAL SERVICE
COMPLIANCE PROGRAM 2019**

RS No.
CTPI

**QUALITY IMPROVEMENT PLAN IMPOSED ON THE
ACCREDITATION (IF APPLICABLE)**

DATE DUE
/ /

DATE	COMMENTS
<input type="checkbox"/> Refer to the Quality Improvement Plan process under 'Accreditation' in the G:drive.	

RECORD KEEPING	DATE	COMMENTS
<input type="checkbox"/> Spot Check task completed in REGGIE		
<input type="checkbox"/> All activity notes are recorded in REGGIE		
<input type="checkbox"/> Photographs uploaded onto the G:drive under the RS number in the compliance folder as 'Level Two Compliance Program 2019'		

QUALITY ASSURANCE CHECK

CHECKLIST PREPARED BY:	CHECKED BY:
<input type="checkbox"/> Completed file submitted to the Team Leader <input type="checkbox"/> REGGIE task completed for spotcheck <input type="checkbox"/> Quality Improvement Plan imposed <input type="checkbox"/> Conditions imposed on the accreditation <input type="checkbox"/> Spotcheck closed with no further action	<input type="checkbox"/> Completed file submitted to the Team Leader <input type="checkbox"/> REGGIE task completed for spotcheck <input type="checkbox"/> Team Leader to unassign completed task <input type="checkbox"/> Quality Improvement Plan approved <input type="checkbox"/> Conditions imposed on the accreditation approved <input type="checkbox"/> Spotcheck closed with no further action
Signature: _____ Name: <u>Sheree Gibson</u> Position: <u>RA</u> Date: / /	Signature: _____ Name: <u>Sandra Softa</u> Position: <u>ASRTL</u> Date: / /

Certificate

Accreditation as a Residential Service

Residential Services (Accreditation) Act 2002 (section 48)

Accreditation number:	
Service Provider:	
Address of residential service:	
Date of accreditation:	22 JANUARY 2007
Condition/s:	<p>1.B.1 Living Environment – Cleanliness and Good Repair</p> <p>Service Provider to replace or repair all damaged or missing windows throughout the premise.</p> <p>Service Provider to repair kitchen splash back and remove mould and repair/replace doors where necessary.</p> <p>Service provider to provide photographic evidence to the department to confirm all repairs have been completed by 20th January 2019.</p>
Address for the service of notices:	
Level/s of accreditation:	Level One
Expiry date of accreditation:	22 JANUARY 2019

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.



**Queensland
Government**

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:	22/01/2007
Date of renewal of accreditation:	21/01/2016
Condition/s:	1.B.1 Living Environment – Cleanliness and Good Repair Service Provider to replace or repair all damaged or missing windows throughout the building. Service Provider to repair splash back and remove mould and repair/replace doors where necessary in the kitchen. Service provider to provide photographic evidence to the department to confirm all repairs have been completed by 20th January 2019.
Address for the service of notices:	
Level/s of accreditation:	Level 1
Expiry date of accreditation:	22/01/2019

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.



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Checklist for CLOSURE OF COMPLAINT - RESIDENTIAL SERVICES

FILE ALLOCATION

	DATE	COMMENTS
Complaint entered in REGGIE	3/12/18	Reference Number:

COMPLAINT DETAILS

Complainant:	CTPI
Residential Service address to which the complaint relates:	
Service Provider:	

	DATE	COMMENTS
Complaint received:	3/12/18	
Issue / Allegation: <i>Attach copy if insufficient space available here.</i> <i>Note – if there are multiple issues or allegations, considering number each individual item for referencing throughout the checklist.</i>		Abuse, harassment, bullying and intimidation. No grievance mechanism in place Accreditation certificate not displayed No written house rules (Full submission attached.)
Supporting evidence provided: <input checked="" type="checkbox"/> Yes (<i>provide details</i>) <input type="checkbox"/> No		Witnessed and signed affidavit
Complainant contacted:	3/12/18	Complainant lodged complaint personally with ARTL Sandra Softa and discussed

COMPLAINT ASSESSMENT

	DATE	COMMENTS
Does the complaint fall within the jurisdiction of the department? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
If evidence has been provided, does it support the issue / allegation? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Nil evidence provided		Evidence is here say and further investigation was warranted.

Checklist for CLOSURE OF COMPLAINT - RESIDENTIAL SERVICES

Have there been any previous complaints of a similar nature? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	19/9/2006	Spot check revealed that the registration certificate was not displayed
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COMPLAINT INVESTIGATION

Have any breaches been identified? <input checked="" type="checkbox"/> Yes (<i>proceed with an Investigation</i>) <input type="checkbox"/> No (<i>detail enquiries made</i>)		Please see attached notes for details of spot check.
Is a referral to another agency appropriate? <input type="checkbox"/> Yes (<i>provide details</i>) <input checked="" type="checkbox"/> No		
Can other information be provided to the Complainant – e.g. Fact Sheets? <input type="checkbox"/> Yes (<i>provide details</i>) <input checked="" type="checkbox"/> No		
Is a Spot Check required for further follow-up? <input checked="" type="checkbox"/> Yes (<i>provide details</i>) <input type="checkbox"/> No		

RECOMMENDATION AND APPROVAL

<p>No further action is to be taken and closure of complaint is recommended.</p> <p><input checked="" type="checkbox"/> Further Spot Check recommended for / /</p> <p>Signature: _____</p> <p>Name: <u>Miriam Bariesheff</u></p> <p>Position: Regulatory Analyst</p> <p>Date: 06 / 12 / 2018</p>	<p>Closure of complaint approved.</p> <p><input type="checkbox"/> Further Spot Check approved for</p> <p>Delegation – Senior / Manager</p> <p>Signature: _____</p> <p>Name: _____</p> <p>Position: _____</p> <p>Date: / /</p>
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Release

Checklist for CLOSURE OF COMPLAINT - RESIDENTIAL SERVICES

CLOSURE OF COMPLAINT APPROVED

DATE SENT	COMMENTS
Complainant contacted regarding closure of complaint: <input type="checkbox"/> Letter (<i>attach copy</i>) <input type="checkbox"/> Email (<i>attach copy</i>) <input type="checkbox"/> Phone call	
Service Provider contacted regarding closure of complaint: <input type="checkbox"/> Letter (<i>attach copy</i>) <input type="checkbox"/> Email (<i>attach copy</i>) <input type="checkbox"/> Phone call <input type="checkbox"/> Not applicable	

RECORD KEEPING	DATE	COMMENTS
Complaint completed in REGGIE		
All activity notes are recorded in REGGIE and printed for the file		
Follow-up created in REGGIE for further spot check (<i>if applicable</i>)		
Checklist and correspondence saved electronically		

QUALITY ASSURANCE CHECK

CHECKLIST PREPARED BY:	CHECKED BY:
Signature: _____ Name: _____ Position: _____ Date: / /	<ul style="list-style-type: none"> <input type="checkbox"/> Closure of complaint approved <input type="checkbox"/> Complainant and Service Provider contacted regarding closure of complaint <input type="checkbox"/> REGGIE updated Signature: _____ Name: _____ Position: _____ Date: / /

Release

Checklist for URGENT AMENDMENT OF ACCREDITATION Section 55

Address:	CTPI
Service Provider:	

ACCREDITATION DETAILS

	DATE	LENGTH OF ACCREDITATION	DETAIL ANY CONDITIONS
<input type="checkbox"/> Initial Accreditation	22/01/2007	3 years	
<input type="checkbox"/> Most Recent Renewal of Accreditation	21/01/2016	3 years	

URGENT AMENDMENT OF ACCREDITATION DETAILS

	DATE	COMMENTS
DETAILS OF AMENDMENT		
<p>Issue with current accreditation and reason for urgent amendment:</p> <p><input checked="" type="checkbox"/> Accreditation Standards Risk and Timeframe Report completed</p> <p><input checked="" type="checkbox"/> Copy printed and attached to file</p> <p><input type="checkbox"/> Detail urgent amendment proposed</p> <p><input type="checkbox"/> Notice of Urgent Amendment of Accreditation (including conditions)</p> <p><input type="checkbox"/> Certificate of Accreditation (including conditions)</p> <p><input type="checkbox"/> Statement of Reasons</p> <p><input type="checkbox"/> Wording of conditions endorsed by Team Leader/Manager</p>		<ul style="list-style-type: none"> 1.B.1 - Cleanliness and Good Repair: Damaged and missing windows to be repaired or replaced Splash back behind kitchen sink to be repaired/replaced and mould eliminated. 1.C.1 - Business Management: Registration and Accreditation certificate to be displayed at all times.

RECOMMENDATION AND APPROVAL – PROPOSED URGENT AMENDMENT OF

Checklist for URGENT AMENDMENT OF ACCREDITATION

ACCREDITATION		
<p>Proposed urgent amendment to Accreditation of Residential Service <u>recommended</u>:</p> <p>Attachments:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Statement of Reasons <input checked="" type="checkbox"/> Notice of Urgent Amendment <input checked="" type="checkbox"/> Certificate of Accreditation <p>Signature:</p> <p>Name: Miriam Bariesheff Position: Regulatory Analyst Date: / /</p>	<p>Proposed urgent amendment to Accreditation of Residential Service <u>endorsed</u>:</p> <p>Attachments reviewed:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Statement of Reasons <input type="checkbox"/> Notice of Urgent Amendment <input type="checkbox"/> Certificate of Accreditation <p>Signature:</p> <p>Name: Position: Team Leader Date: / /</p>	<p>Proposed urgent amendment to Accreditation of Residential Service <u>approved</u>:</p> <p>Attachments approved:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Statement of Reasons <input type="checkbox"/> Notice of Urgent Amendment <input type="checkbox"/> Certificate of Accreditation <p>Signature:</p> <p>Name: Position: Manager Date: / /</p>

PROPOSED URGENT AMENDMENT OF ACCREDITATION APPROVED

DATE SENT	COMMENTS
<input type="checkbox"/> Urgent Notice of Amendment of Accreditation sent to service provider <input type="checkbox"/> Certificate of Accreditation <input type="checkbox"/> Statement of Reasons <input type="checkbox"/> Form 5 – Review of Decision	Empty space for comments

Checklist for URGENT AMENDMENT OF ACCREDITATION

RECORDING KEEPING	DATE	COMMENTS
<input type="checkbox"/> REGGIE Updated <input type="radio"/> Add conditions in the conditions tab		
<input type="checkbox"/> REGGIE Follow-Ups created <input type="radio"/> Monitor any conditions <input type="radio"/> 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="radio"/> Urgent Amendment of Accreditation approved <input type="radio"/> Urgent Amendment Notice <input type="radio"/> Statement of Reasons <input type="radio"/> Letter/s and other documentation sent <input type="radio"/> REGGIE updated Signature: _____ Name: _____ Position: _____ Date: / /

Checklist for ISSUING OF WARNING NOTICES

Registered Address (if it's a Corporation):			
Address of the service/park/village:			
Alleged Offender:			
Type:	<input checked="" type="checkbox"/> Residential Service <input type="checkbox"/> Retirement Village Scheme <input type="checkbox"/> Residential Park	Ref No:	CTPI

FILE ALLOCATION

	DATE	COMMENTS
<input checked="" type="checkbox"/> Investigation created in REGGIE		

ALLEGED OFFENCE DETAILS

Name of Alleged Offender			
Company Name (if applicable)			
ACN (if applicable)			
ABN (if applicable)			
Date of Offence	5/12/2018		
Location			
Offence Code	RSA12		Details from Breach Category Schedule
Legislation	<input type="radio"/> <i>Manufactured Homes (Residential Parks) Act 2003</i> <input checked="" type="checkbox"/> <i>Residential Services (Accreditation) Act 2002</i> <input type="radio"/> <i>Retirement Villages Act 1999</i>		
Section	83		
Description of offence	Service provider must display the registration certificate and accreditation certificate in accordance with this section		Details from Breach Category Schedule
Penalty Units	25		Details from Breach Category Schedule

Checklist for ISSUING OF WARNING NOTICES

Ref No.

INVESTIGATION DETAILS

	DATE	COMMENTS
DETAILS OF OFFENCE		
<input checked="" type="checkbox"/> Provide details of how the alleged offence was identified. <i>Attach copy if insufficient space available here.</i>	3/12/18	A complaint was received CTPI wishes to remain anonymous. Allegations relate to: <ul style="list-style-type: none"> Bullying and abuse by manager and provider. Residents controlled by fear. No grievance mechanism in place Cleanliness and maintenance. Asbestos contamination in laundry
<input checked="" type="checkbox"/> Provide details of the investigation undertaken to confirm the alleged offence.	5/12/18	An unannounced spot-check was conducted by Miriam Bariesheff and Adrian Maccarone. Manager, CTPI was not at the property and a phone call was placed to CTPI advising that the officers were there for a spot check and were seeking permission to look through the property and talk with the residents. CTPI gave permission for the spot check to progress. The property was reasonably clean on the inside and outside the lawns were maintained. While conducting the spot-check it was noted that the registration and accreditation certificates were not on display
<input checked="" type="checkbox"/> Is supporting evidence available? <ul style="list-style-type: none"> <input type="radio"/> Yes - provide details in comments and attach copies <input type="radio"/> No – warning notice will not be issued unless evidence is provided 		Accompanying officer verified that the certificates were not on display and could not be sighted after checking throughout house.
<input checked="" type="checkbox"/> Has the issue been discussed with the alleged offender? <ul style="list-style-type: none"> <input type="radio"/> Yes – provide details (including date, summary of comments/discussion) <input type="radio"/> No 	5/12/18	Phone call to Manager CTPI stating that the certificates must be on display.
<input checked="" type="checkbox"/> Detail the reason/s a Warning Notice is recommended		Failure to display registration and accreditation certificates

Checklist for ISSUING OF WARNING NOTICES

Ref No.
CTPI

DATE	COMMENTS
RECOMMENDATION AND APPROVAL	
<input type="checkbox"/> Sufficient evidence is attached to prove all elements of the alleged offence <input type="checkbox"/> Alleged offender has been advised that a Warning Notice may be issued <input type="checkbox"/> Issuing of Warning Notice recommended Signature: _____ Name: _____ Position: _____ Date: / /	Approved: Delegation – Senior / Manager <input type="checkbox"/> Sufficient evidence exists to prove all elements of the alleged offence <input type="checkbox"/> Issuing of Warning Notice approved <input type="checkbox"/> Issuing of Warning Notice not approved (<i>refer below to detail reasons and further action required</i>) Signature: _____ Name: _____ Position: _____ Date: / /

ISSUING OF WARNING NOTICE NOT APPROVED

	COMMENTS
<input type="checkbox"/> Detail reason/s why issuing Warning Notice is not approved	
<input type="checkbox"/> Detail any further action to be taken	

ISSUING OF WARNING NOTICE APPROVED

	DATE SENT	COMMENTS
<input type="checkbox"/> Warning Notice issued (from the templates in the RSU practice and procedures manual)		

DATE OF ISSUE OF WARNING NOTICE	28 DAYS FROM DATE OF ISSUE OF WARNING NOTICE

Checklist for ISSUING OF WARNING NOTICES

Ref No.
CTPI

RECORDING KEEPING	DATE	COMMENTS
<input type="checkbox"/> REGGIE Updated		
<input type="checkbox"/> REGGIE Follow-Ups created (if required)		
<input type="checkbox"/> All activity notes are recorded on REGGIE		
<input type="checkbox"/> Copy of printed activity notes placed on file		

QUALITY ASSURANCE CHECK

CHECKLIST PREPARED BY:	CHECKED BY:
<p>Signature: _____</p> <p>Name: _____</p> <p>Position: _____</p> <p>Date: / /</p>	<ul style="list-style-type: none"> <input type="radio"/> Issue of Warning Notice Approved <input type="radio"/> Warning Notice sent <input type="radio"/> REGGIE updated <p>Signature: _____</p> <p>Name: _____</p> <p>Position: _____</p> <p>Date: / /</p>

**COMPLETE THE CLOSURE OF INVESTIGATIONS
CHECKLIST ONCE THE WARNING NOTICE HAS BEEN
COMPLIED WITH**

Checklist for ISSUING OF WARNING NOTICES

Registered Address (if it's a Corporation):			
Address of the service/park/village:			
Alleged Offender:			
Type:	<input checked="" type="checkbox"/> Residential Service <input type="checkbox"/> Retirement Village Scheme <input type="checkbox"/> Residential Park	Ref No:	

FILE ALLOCATION

	DATE	COMMENTS
<input checked="" type="checkbox"/> Investigation created in REGGIE		

ALLEGED OFFENCE DETAILS

Name of Alleged Offender		
Company Name (if applicable)		
ACN (if applicable)		
ABN (if applicable)		
Date of Offence	5/12/2018	
Location		
Offence Code	RSA9	Details from Breach Category Schedule
Legislation	<input type="checkbox"/> <i>Manufactured Homes (Residential Parks) Act 2003</i> <input checked="" type="checkbox"/> <i>Residential Services (Accreditation) Act 2002</i> <input type="checkbox"/> <i>Retirement Villages Act 1999</i>	
Section	77	
Description of offence	Service provider for a registered service must make, and keep for at least the time prescribed under a regulation, the records prescribed	Details from Breach Category Schedule
Penalty Units	50	Details from Breach Category Schedule

Checklist for ISSUING OF WARNING NOTICES

Ref No.

INVESTIGATION DETAILS

DATE	COMMENTS
DETAILS OF OFFENCE	
<input checked="" type="checkbox"/> Provide details of how the alleged offence was identified. <i>Attach copy if insufficient space available here.</i>	<div style="text-align: right; margin-bottom: 10px;">CTPI</div> <p>A complaint was received wishes to remain anonymous. Allegations relate to:</p> <ul style="list-style-type: none"> Bullying and abuse by manager and provider. Residents controlled by fear. No grievance mechanism in place Cleanliness and maintenance. Asbestos contamination in laundry
<input checked="" type="checkbox"/> Provide details of the investigation undertaken to confirm the alleged offence.	<p>3/12/18</p> <p>An unannounced spot-check was conducted by Miriam Bariesheff and Adrian Maccarone. Manager CTPI was not at the property and a phone call was placed to CTPI advising that the officers were there for a spot check and were seeking permission to look through the property and talk with the residents gave permission for the spot check to progress. A method for tenants to report complaints or maintenance issues was not sighted. (Later that day a conversation was conducted with the manager in which she stated she did not have a complaint/maintenance register.)</p>
<input checked="" type="checkbox"/> Is supporting evidence available? <ul style="list-style-type: none"> <input type="radio"/> Yes - provide details in comments and attach copies <input type="radio"/> No – warning notice will not be issued unless evidence is provided 	<p>Accompanying officer verified that a method to report complaints/maintenance issues was not sighted and verbal confirmation was received from the Manager later that day.</p>
<input checked="" type="checkbox"/> Has the issue been discussed with the alleged offender? <ul style="list-style-type: none"> <input type="radio"/> Yes – provide details (including date, summary of comments/discussion) <input type="radio"/> No 	<p>5/12/18</p> <p>Phone call to Manager CTPI stating that a system to record complaints, incidents and maintenance must be put in place.</p>
<input checked="" type="checkbox"/> Detail the reason/s a Warning Notice is recommended	<p>Failure of service provider to keep records as prescribed under Section 11 (c) and (d) of the Residential Services (Accreditation) regulation 2018.</p>

Checklist for ISSUING OF WARNING NOTICES

Ref No. CTPI

DATE	COMMENTS
RECOMMENDATION AND APPROVAL	
<input type="checkbox"/> Sufficient evidence is attached to prove all elements of the alleged offence <input type="checkbox"/> Alleged offender has been advised that a Warning Notice may be issued <input type="checkbox"/> Issuing of Warning Notice recommended Signature: _____ Name: _____ Position: _____ Date: / /	Approved: Delegation – Senior / Manager <input type="checkbox"/> Sufficient evidence exists to prove all elements of the alleged offence <input type="checkbox"/> Issuing of Warning Notice approved <input type="checkbox"/> Issuing of Warning Notice not approved (<i>refer below to detail reasons and further action required</i>) Signature: _____ Name: _____ Position: _____ Date: / /

ISSUING OF WARNING NOTICE NOT APPROVED

	COMMENTS
<input type="checkbox"/> Detail reason/s why issuing Warning Notice is not approved	
<input type="checkbox"/> Detail any further action to be taken	

ISSUING OF WARNING NOTICE APPROVED

	DATE SENT	COMMENTS
<input type="checkbox"/> Warning Notice issued (from the templates in the RSU practice and procedures manual)		

DATE OF ISSUE OF WARNING NOTICE	28 DAYS FROM DATE OF ISSUE OF WARNING NOTICE

Checklist for ISSUING OF WARNING NOTICES

Ref No.
CTPI

RECORDING KEEPING	DATE	COMMENTS
<input type="checkbox"/> REGGIE Updated		
<input type="checkbox"/> REGGIE Follow-Ups created (if required)		
<input type="checkbox"/> All activity notes are recorded on REGGIE		
<input type="checkbox"/> Copy of printed activity notes placed on file		

QUALITY ASSURANCE CHECK

CHECKLIST PREPARED BY:	CHECKED BY:
Signature: _____ Name: _____ Position: _____ Date: / /	<ul style="list-style-type: none"> ○ Issue of Warning Notice Approved ○ Warning Notice sent ○ REGGIE updated Signature: _____ Name: _____ Position: _____ Date: / /

COMPLETE THE CLOSURE OF INVESTIGATIONS
CHECKLIST ONCE THE WARNING NOTICE HAS BEEN
COMPLIED WITH

Regulatory Services

Officer Miriam Bariesheff
Telephone 3008 3452
Our Ref [REDACTED]



Department of
Housing and Public Works



URGENT AMENDMENT OF ACCREDITATION

Residential Services (Accreditation) Act 2002

Section 55

CTPI [REDACTED]

Residential Service Address: [REDACTED]

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

Section 55 of the *Residential Services (Accreditation) Act 2002* (the Act) provides for the immediate amendment of accreditation if the chief executive is reasonably satisfied that it is in the interests of the wellbeing and safety of residents.

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

On 3 December 2018, a complaint was received from CTPI [REDACTED] wishes to remain anonymous. Allegations relate to:

- Cleanliness and maintenance at the residential service.

On 5 December 2018, an unannounced spot-check was conducted by Miriam Bariesheff and Adrian Maccarone.

The following was noted at the premises:

- The premises' is run down in many areas; notably 3 window panes are missing or damaged at the residential service.
- Kitchen cupboards requiring replacing/repairing and the splash back of the sink is mouldy and broken.

The inspection detected breaches under Section 42 of the *Residential Services (Accreditation) Act 2002* and under Section 6(3) of the *Residential Services (Accreditation) Regulation 2018*.

Your accreditation is immediately amended with the following conditions:

- **1.B.1 – Living Environment**

Cleanliness and Good Repair

Service provider to replace or repair all damaged or missing windows throughout the building.

Service provider to repair the splash back, remove mould and repair/replace doors where necessary in the kitchen.

Service provider to provide photographic evidence to the department to confirm all repairs have been completed by 20th January 2019.

The amendment to the accreditation will continue until 20th January 2019.

Our Review Rights

Within 28 days after receiving the Statement of Reasons for Decision, you may apply to the chief executive for a review of this decision.

An application for Review of Decision (Form 5) is attached for you 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

In the event that such an application for review does not resolve the matter, you may appeal against the decision on review to the Queensland Civil and Administrative Tribunal (QCAT).

Release

Important Note

Please note that under Section 157 of the Act an application for internal review of the decision does not automatically stay the effect of the original decision. If you wish to seek a stay of the original decision pending the outcome of an application for review you will need to apply to the chief executive seeking a stay of the decision. You may also apply to QCAT for a stay.

If you need any further information, please contact the department on 07 3008 3450 or by email to regulatoryservices@hpw.qld.gov.au

Yours sincerely

Terry Green
Manager
Regulatory Services

RTI Act
Release

Release

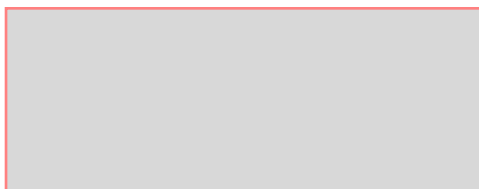
Regulatory Services

Officer Miriam Bariesheff
Telephone (07) 3008 3452
Our Ref [Redacted]



Department of
Housing and Public Works

19/12/2018



OFFICIAL WARNING

CTPI [Redacted]

I am writing to warn you that an authorised officer of the Department of Housing and Public Works has detected an offence committed by you. Details of the offence are:

Date (or date from)	5/12/2018
Location of offence	[Redacted]
Description / nature of offence	Service provider for a registered service must make, and keep for at least the time prescribed under a regulation, the records prescribed.
Act Reference	<i>Residential Services (Accreditation) Act 2002</i> 77
Maximum Penalty	50 penalty units (\$2611.00)
Corrective Action Required	Service provider must make and keep the following records: a complaints register stating: (i) The nature of the complaint; and (ii) The name of the person who made the complaint; and (iii) The date the complaint was made; and (iv) The action the service provider took to investigate and resolve the complaint; and (v) The date the service provider took the action mentioned in subparagraph (iv); (d) for each serious incident at the service: (i) The nature of the incident; and (ii) The date of the incident; and (iii) The name of each resident affected by the incident; and (iv) The name of staff of the residential service, if any, who witnessed the incident; and (v) The name of staff of the residential service, if any, to who the incident was reported; and (vi) The action the service provider took in relation

	<p>to the incident; and (vii) The date the service provider took the action mentioned in subparagraph (vi)</p> <p>Corrective action is required by 20 January 2019</p>

While this is a formal warning, the department reserves the right to take other enforcement action if it considers it appropriate to do so. Should an authorised officer of the department find evidence at any future date of an offence of a similar nature, appropriate enforcement action may be instituted without any further warning.

If you require any further information, please contact the department on 07 3008 3450 or by email to regulatoryservices@hpw.qld.gov.au.

Yours sincerely

Miriam Bariesheff
A/Regulatory Analyst
Regulatory Services
Version – 061118

NOTE:
CORPORATION FINES
Under Section 181C of the *Penalties and Sentences Act 1992*, the maximum fine is an amount equal to 5 times the maximum fine for an individual.

RTI
Releases

Release

Regulatory Services

Officer Miriam Bariesheff
Telephone (07) 3008 3452
Our Ref [Redacted]



Department of
Housing and Public Works

19/12/2018



OFFICIAL WARNING

CTPI [Redacted]

I am writing to warn you that an authorised officer of the Department of Housing and Public Works has detected an offence committed by you. Details of the offence are:

Date (or date from)	5/12/2018
Location of offence	[Redacted]
Description / nature of offence	Service provider must display the registration certificate and accreditation certificate in accordance with this section.
Act Reference	<i>Residential Services (Accreditation) Act 2002</i> 83
Maximum Penalty	25 penalty units (\$3263.75)
Corrective Action Required	Service provider for a registered service must display, at a place at the registered premises where they are likely to be seen by residents, the registration certificate and any accreditation certificate that is in force for the service. Corrective action is required by 20 January, 2019

While this is a formal warning, the department reserves the right to take other enforcement action if it considers it appropriate to do so. Should an authorised officer of the department find evidence at any future date of an offence of a similar nature, appropriate enforcement action may be instituted without any further warning.

If you require any further information, please contact the department on 07 3008 3450 or by email to regulatoryservices@hpw.qld.gov.au.

Yours sincerely

Miriam Bariesheff
A/Regulatory Analyst
Regulatory Services
Version - 061118

NOTE:

CORPORATION FINES

Under Section 181C of the *Penalties and Sentences Act 1992*, the maximum fine is an amount equal to 5 times the maximum fine for an individual.

RTI Act
Release

Release

5/12/18 - [REDACTED] SPOT CHECK

Conducted a spot check with Reg Analyst Adrian Maccarone. Manager, [REDACTED] was not at the property so a phone call was made to [REDACTED] advising that we were there for a spot check and were seeking permission to look through the property and talk with the residents. [REDACTED] advised that she would not be back until later in the afternoon but said that if it was fine for us to enter the premises and conduct a spot check.

The following was noted at the premises:

- The premises' is run down in many areas; notably 3 window panes missing, broken and decaying stair balustrading, major cracks running up walls. Kitchen cupboards are swollen in places and the splash back of sink is mouldy and broken. Need of repaint inside and out.
- Registration and accreditation certificates were not on display.
- A method to record complaints for maintenance issues was not sighted. (A conversation with the manager after the spot check re: not displaying certificates and lack of a complaints register, was conducted. She stated that she would rectify the display of certificates and also stated that she did not have a complaint register and would organise to put one in place. [REDACTED] was advised that by not having these things in place it was a breach of the legislation.
- Overall the areas that were viewed were clean but worn and run down.

Most of the residents were not at home or did not want to talk with us. [REDACTED]

[REDACTED]

RTI
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 [REDACTED] and follows the decision made on 5 December 2018 to:

- amend the accreditation of the service other than in a way the service provider has applied for – Sections 55(2)

<p>Background</p>	<p>The property was registered as a Level 1 Residential Service for 22 residents on 26 May 2005. The property was accredited on 22 January, 2007. The last renewal of accreditation date was 16 January, 2016. Service Provider is [REDACTED] the Director is [REDACTED] CTPI</p>
<p>Key Issues</p>	<p>On 3 December, 2018 a complaint was received from [REDACTED] CTPI wishes to remain anonymous. Allegations relate to:</p> <ul style="list-style-type: none"> • Cleanliness and maintenance of the residential service.
<p>Reasons for the Decision</p>	<p>On 5 December, 2018 an unannounced spotcheck was conducted by Miriam Bariesheff and Adrian Maccarone.</p> <p>The following was noted at the premises:</p> <ul style="list-style-type: none"> • The premises is run down in many areas; notably 3 window panes are missing or damaged throughout the building. • Kitchen cupboards requiring replacement/repairing and the splash back of the sink is mouldy and broken. <p>This inspection detected breaches under Section 42 of the <i>Residential Services (Accreditation) Act 2002</i> and breaches under Section 6(3) of the <i>Residential Services (Accreditation) Regulation 2018</i>.</p> <p>Recommendation</p> <p>Conditions to be placed on accreditation for the following standard:</p> <ul style="list-style-type: none"> • 1.B.1 – Living Environment <p>Cleanliness and Good Repair</p> <p>Service provider to replace or repair all damaged or missing windows throughout the building.</p>

	<p>Service provider to repair the splash back and remove mould and repair/replace doors where necessary in the kitchen.</p> <p>Service provider to provide photographic evidence to the department to confirm all repairs have been completed by 20th January 2019.</p>
<p>Evidence or Other Material on which the findings were based</p>	<p>Observations from site inspection – photographs attached.</p>
<p>Legislative Basis for the Decision</p>	<p>The decision was based on Section 42 of the <i>Residential Services (Accreditation) Act 2002</i> and Section 6(3) of the <i>Residential Services (Accreditation) Regulation 2018</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 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: The Chief Executive Regulatory Services GPO Box 690 Brisbane QLD 4001</p> <p>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).</p> <p>For more information contact QCAT on 1300 753 228 or visit www.qcat.qld.gov.au.</p>

Release

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, Regulatory Services
Delegate of Chief Executive
Department of Housing and Public Works
/ /

RTI Act
Release

Release

Regulatory Services

Officer: Sheree Gibson

Telephone: 30083423

Our Ref: [REDACTED]



Department of
Housing and Public Works



CTPI [REDACTED]

Residential Service Address: [REDACTED]

Your level two residential service under the *Residential Services (Accreditation) Act 2002* for the above premises is subject to your agreement to a Quality Improvement Plan.

This accreditation renewal will remain in force until: 18/11/2020

One of the objectives of the Act is to encourage service providers to continually improve the way they conduct residential services. As indicated at the compliance site audit, a number of items are identified to assist you improve your service. The enclosed Quality Improvement Plan sets out the issues and proposed actions for you to address before 4/05/2019. You are required to review and sign the Quality Improvement Plan and return a copy to the department by 08/02/2019

If you need any further information please contact the department on 07 3008 3450 or by email to regulatoryservices@hpw.qld.gov.au.

Yours sincerely

Sheree Gibson
Regulatory Analyst
Regulatory Services

Encl.

Version - 120218

REMINDER
You are required to return a signed copy of the Quality Improvement Plan to the department by **8 February 2019**
Retain the original document for your records.

Quality Improvement Plan

Residential Services (Accreditation) Act 2002

Address of Residential Service	CTPI
Name of Service Provider/s	
Name of Assessor/s	Tatjana Cindric Sheree Gibson
Date of Assessment	17 January 2019

Background

Accreditation is a detailed assessment by the service provider of a registered residential service and the Department of Housing and Public Works of how well the service meets the accreditation standards. The accreditation program also focuses on continuous quality improvement strategies.

Continuous Quality Improvement

Continuous quality improvement means being constantly on the lookout on how to improve practices and is an important component of the accreditation process

The key principles of continuous quality improvement are:

- responsiveness to residents, their rights and needs
- organisational improvement which is management driven
- focus on processes and systems and how they can improve outcomes
- ongoing use of data and information that allows quality of service to be measured
- development and involvement of staff (if applicable) in contributing to better outcomes
- quality improvement and self-assessment as part of a culture

Steps towards Quality Improvement

The following Quality Improvement Plan details areas where issues have been identified and proposed actions to be undertaken before the next renewal of your accreditation is due.

Your Next Steps

You are required to

- Review the Quality Improvement Plan, including the proposed actions
- Sign the Quality Improvement Plan (where indicated)
- Send a copy of the signed document to the department by 8 February 2019
- Retain the original document for your records

Renewal of Accreditation

When you apply for renewal of accreditation you will be required to provide evidence that the proposed actions have been completed.

RTI Act
Release

STANDARD - FOOD SERVICES

2.1 Food and Nutrition	Residents are provided with food that is adequate in quality, quantity, variety and nutritional value to meet each person's daily food requirements.
2.2 Kitchens	The kitchen facilities comply with Amendment No.51 of the Food Standards Code.
2.3 Food Handling and Storage	Procedures are in place to ensure the safe delivery and storage of food.

KEY IMPROVEMENT AREAS

STANDARD NUMBER	ISSUE IDENTIFIED	PROPOSED ACTION	WHO IS RESPONSIBLE	DUE DATE	COMMENTS
2.1	<p>Food Compliance Program:</p> <p>Residents interviewed provided overwhelming feedback about the food services. Negative feedback relates to takeaway dinner meals and takeaway meals on Sundays.</p> <p>Issues reported:</p> <p>No variety with takeaway meals includes dinner meals and all Sunday meals.</p> <p>Non-nutritional and not healthy meals provided for takeaway meals includes dinner meals and all Sunday meals.</p>	<p>Service provider to review current policies and procedures with relation to takeaway meals.</p> <p>Service provider to revise a current menu plan or provide a new menu plan which incorporates the principles outlined in the Healthy Eating Tool Guide. The principles need to address the issues of nutrition and variety.</p> <p>Service provider to supply a 4-week menu.</p>	<p>Service Provider</p> <p>Village Management (all management including relief staff)</p>	14 days	<p>Comments during the resident's interviews included dissatisfaction takeaway meals which mainly consisted of the following meals:</p> <ul style="list-style-type: none"> - Salads which consisted of lettuce, a slice of tomato and ham. - Cheerios and salad - 2 slices of pizza

This Quality Improvement Plan was prepared by:

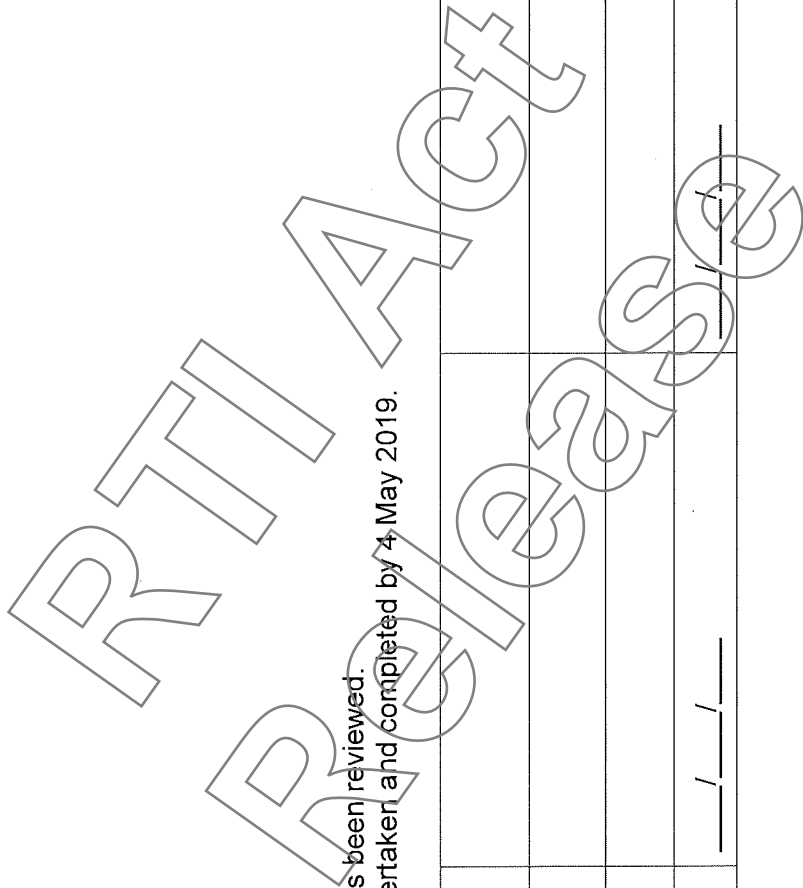
Tatjana Cindric

_____/____/____

Certification

I/we hereby certify that:

- 1. the Quality Improvement Plan has been reviewed.
- 2. the proposed actions will be undertaken and completed by 4 May 2019.



Signature			
Print Full Name			
Position – Service Provider or Director of Corporation			
Date	____/____/____	____/____/____	____/____/____

IMPORTANT REMINDER

Provide a copy of the signed Quality Improvement Plan to:

Mail: Regulatory Services
Department of Housing and Public Works
GPO Box 690
BRISBANE QLD 4001

Fax: 07 3008 6960

Email: RegulatoryServices@hpw.qld.gov.au

Retain the original Quality Improvement Plan for your records.

**Checklist for
SPOTCHECK
LEVEL TWO RESIDENTIAL SERVICE
COMPLIANCE PROGRAM 2019**

Address:	CTPI		
Name:			
Level Two residential service	<input type="checkbox"/> Compliance Program 2019 <input type="checkbox"/> Residential Service Accreditation (Regulation) 2018 <input type="checkbox"/> Accreditation Standards 2.1 Food and Nutrition 2.2 Kitchens 2.3 Food Handling and Storage	RS No:	

FILE ALLOCATION

	DATE	COMMENTS
<input checked="" type="checkbox"/> Create a task in REGGIE under the RS number, compliance, compliance program		

SPOT CHECK DETAILS

	DATE	COMMENTS
Date Spot Check conducted	17/01/2019	
Did the accreditation standards meet compliance in accordance with the <i>Residential Services Accreditation (Regulation) 2018</i> Level two accreditation standards: <input type="checkbox"/> Food and Nutrition Yes/No <input type="checkbox"/> Kitchens Yes/No <input type="checkbox"/> Food Handling and Storage Yes/No		

Checklist for SPOTCHECK LEVEL TWO RESIDENTIAL SERVICE COMPLIANCE PROGRAM 2019

RS No.
CTPI

<p>If standards were not met, are conditions recommended on the accreditation?</p> <p><input type="checkbox"/> Yes (<i>provide/attach details of the conditions to be imposed</i>)</p> <p><input type="checkbox"/> No</p>		
<p>Are you recommending a Quality Improvement Plan on the food service?</p> <p><input checked="" type="checkbox"/> Yes (<i>provide/attach details of the recommendations</i>)</p> <p><input type="checkbox"/> No</p>		<p>Service provider to review current policies and procedures with relation to takeaway meals.</p> <p>Service provider to revise a current menu plan or provide a new menu plan which incorporates the principles outlined in the Healthy Eating Tool Guide. The principles need to address the issues of nutrition and variety.</p> <p>Service provider to supply a 4-week menu.</p>
<p>Have you recorded feedback from the residents in your Audit Toolkit?</p> <p><input checked="" type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>		<p>Residents interviewed provided overwhelming feedback about the food services. Negative feedback relates to takeaway dinner meals and takeaway meals on Sundays.</p> <p>Issues reported: No variety with takeaway meals includes dinner meals and all Sunday meals.</p> <p>Non-nutritional and not healthy meals provided for takeaway meals includes dinner meals and all Sunday meals.</p>
RECOMMENDATION AND APPROVAL		
<p><input type="checkbox"/> Food and Nutrition standard was met/not met</p> <p><input type="checkbox"/> Kitchens accreditation standard was met/not met</p> <p><input type="checkbox"/> Food Handling and Storage standard was met/not met</p> <p><input type="checkbox"/> Conditions imposed on the accreditation recommended</p> <p><input type="checkbox"/> Quality Improvement Plan recommended</p> <p><input type="checkbox"/> Closure of Spot Check recommended</p>	<p><input type="checkbox"/> Food and Nutrition standard was met/not met</p> <p><input type="checkbox"/> Kitchens accreditation standard was met/not met</p> <p><input type="checkbox"/> Food Handling and Storage standard was met/not met</p> <p><input type="checkbox"/> Conditions imposed on the accreditation approved</p> <p><input type="checkbox"/> Quality Improvement Plan approved</p> <p><input type="checkbox"/> Closure of Spot Check approved</p> <p style="text-align: center;">Delegation – Senior / Manager</p>	

Checklist for SPOTCHECK LEVEL TWO RESIDENTIAL SERVICE COMPLIANCE PROGRAM 2019

RS No.
CTPI

Signature: _____ Name: <u>Tatjana Cindric</u> Position: <u>RA</u> Date: <u>29/01/2019</u>	Signature: _____ Name: <u>Sheree Gibson</u> Position: <u>A/RTL</u> Date: <u>29/01/2019</u>
--	---

CONDITIONS IMPOSED ON THE ACCREDITATION (IF APPLICABLE)

DATE DUE
/ /

DATE	COMMENTS
<input type="checkbox"/> Refer to the Amendment of Accreditation checklist to continue imposing conditions on the accreditation.	

QUALITY IMPROVEMENT PLAN IMPOSED ON THE ACCREDITATION (IF APPLICABLE)

DATE DUE
04/05/2019

DATE	COMMENTS
<input checked="" type="checkbox"/> Refer to the Quality Improvement Plan process under 'Accreditation' in the G:drive.	

RECORD KEEPING	DATE	COMMENTS
<input checked="" type="checkbox"/> Spot Check task completed		

Checklist for SPOTCHECK LEVEL TWO RESIDENTIAL SERVICE COMPLIANCE PROGRAM 2019

RS No.
CTPI

RECORD KEEPING	DATE	COMMENTS
in REGGIE		
<input checked="" type="checkbox"/> All activity notes are recorded in REGGIE		
<input checked="" type="checkbox"/> Photographs uploaded onto the G:drive under the RS number in the compliance folder as 'Level Two Compliance Program 2019'		

QUALITY ASSURANCE CHECK

CHECKLIST PREPARED BY:	CHECKED BY:
<ul style="list-style-type: none"> <input type="radio"/> Completed file submitted to the Team Leader <input type="radio"/> REGGIE task completed for spotcheck <input type="radio"/> Quality Improvement Plan imposed <input type="radio"/> Conditions imposed on the accreditation <input type="radio"/> Spotcheck closed with no further action <p>Signature: _____</p> <p>Name: <u>Tatjana Cindric</u></p> <p>Position: <u>RA</u></p> <p>Date: <u>29/01/2019</u></p>	<ul style="list-style-type: none"> <input type="radio"/> Completed file submitted to the Team Leader <input type="radio"/> REGGIE task completed for spotcheck <input type="radio"/> Team Leader to unassign completed task <input type="radio"/> Quality Improvement Plan approved <input type="radio"/> Conditions imposed on the accreditation approved <input type="radio"/> Spotcheck closed with no further action <p>Signature: _____</p> <p>Name: <u>Sheree Gibson</u></p> <p>Position: <u>A/RTL</u></p> <p>Date: <u>29/01/2019</u></p>

Checklist for SPOT CHECKS

(not resulting from or during a Complaint or Investigation)

Address:			
Name:			
Type:	<input type="checkbox"/> Residential Service <input type="checkbox"/> Retirement Village Scheme <input type="checkbox"/> Residential Park	Ref No:	

FILE ALLOCATION

	DATE	COMMENTS
<input type="checkbox"/> Spot Check created in REGGIE	06/12/2018	

SPOT CHECK DETAILS

	DATE	COMMENTS
Reason for Spot Check	06/12//2018	CTPI
Date Spot Check Conducted	06/12/2018	Unannounced spot check on food service.
Outcome from Spot Check	06/12//2018	Nil issues identified.
Is a further Spot Check required <input type="radio"/> Yes (detail reason and timeframe) <input type="radio"/> No		Compliance Audit to be conducted in month of February 2019.

RECOMMENDATION AND APPROVAL

<input type="checkbox"/> Closure of Spot Check recommended <input type="checkbox"/> Further Spot Check recommended for / /	<input type="checkbox"/> Closure of Spot Check approved <input type="checkbox"/> Further Spot Check on / / approved Delegation – Senior / Manager
Signature: _____	Signature: _____
Name: _____	Name: _____
Position: _____	Position: _____
Date: / /	Date: / /

Checklist for SPOT CHECKS

Ref No. _____

(not resulting from or during a Complaint or Investigation)

FURTHER SPOT CHECK/S REQUIRED

DATE DUE
/ /

	DATE	COMMENTS
<input type="checkbox"/> Follow-Up created		

RECORDING KEEPING	DATE	COMMENTS
<input type="checkbox"/> Spot Check completed in REGGIE		
<input type="checkbox"/> All activity notes are recorded in REGGIE		
<input type="checkbox"/> Copy of printed activity notes placed on file		

QUALITY ASSURANCE CHECK

CHECKLIST PREPARED BY:	CHECKED BY:
Signature: _____ Name: _____ Position: _____ Date: / /	<input type="checkbox"/> REGGIE updated Signature: _____ Name: _____ Position: _____ Date: / /

Release

Quality Improvement Plan

Residential Services (Accreditation) Act 2002

Address of Residential Service	CTPI
Name of Service Provider/s	
Name of Assessor/s	Chris Castley
Date of Assessment	29 March 2019

Background

Accreditation is a detailed assessment by the service provider of a registered residential service and the Department of Housing and Public Works of how well the service meets the accreditation standards. The accreditation program also focuses on continuous quality improvement strategies.

Continuous Quality Improvement

Continuous quality improvement means being constantly on the lookout on how to improve practices and is an important component of the accreditation process

The key principles of continuous quality improvement are:

- responsiveness to residents, their rights and needs
- organisational improvement which is management driven
- focus on processes and systems and how they can improve outcomes
- ongoing use of data and information that allows quality of service to be measured
- development and involvement of staff (if applicable) in contributing to better outcomes
- quality improvement and self-assessment as part of a culture

Steps towards Quality Improvement

The following Quality Improvement Plan details areas where issues have been identified and proposed actions to be undertaken before the next renewal of your accreditation is due.

Release

Your Next Steps

You are required to

- Review the Quality Improvement Plan, including the proposed actions
- Sign the Quality Improvement Plan (where indicated)
- Send a copy of the signed document to the department by 10 April 2019
- Retain the original document for your records

Renewal of Accreditation

When you apply for renewal of accreditation you will be required to provide evidence that the proposed actions have been completed.

Release

STANDARD - FOOD SERVICES

2.1 Food and Nutrition	Residents are provided with food that is adequate in quality, quantity, variety and nutritional value to meet each person's daily food requirements.
2.3 Food Delivery and Storage	Procedures are in place to ensure the safe delivery and storage of food.

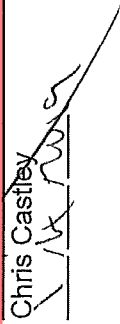
KEY IMPROVEMENT AREAS

STANDARD NUMBER	ISSUE IDENTIFIED	PROPOSED ACTION	WHO IS RESPONSIBLE	DUE DATE (RENEWAL OF ACCREDITATION)	COMMENTS
2.1	No Fruit offered to residents to take away in the morning	Have a bowl of fruit available for residents at breakfast and to be monitored for 6 months with unannounced spot checks	Service Provider	9 July 2020	Fruit being offered to residents is in line with Healthy Eating Toolkit Guide
2.1	Complaints Register to be filled out for all food complaints verbal and written by residents	To provide evidence of Complaint Register and document any Food Complaints to be monitored for 6 months with unannounced spot checks to inspect Food Complaints Register	Service Provider	9 July 2020	Complaints Register to be provided with any food complaints lodged
2.3	Cereal containers not labelled and no expiry dates provided	To label all cereal containers and place expiry dates on them and monitor for 6 months with unannounced spot checks to inspect Food Labelling and expiry dates	Service Provider	9 July 2020	To be monitored by unannounced spot checks

This Quality Improvement Plan was prepared by:

CTPI

Chris Castley



Certification

I/we hereby certify that:

1. the Quality Improvement Plan has been reviewed
2. the proposed actions will be undertaken and completed by 10 April 2019

Signature	CTPI		
Print Full Name			
Position – Service Provider or Director of Corporation	Onsite Manager		
Date	10 / APR / 2019		

RTI Act Release

IMPORTANT REMINDER

Provide a copy of the signed Quality Improvement Plan to:

Mail: Regulatory Services
Department of Housing and Public Works
GPO Box 690
BRISBANE QLD 4001

Fax: 07 3608 5960

Email: RegulatoryServices@hnpw.qld.gov.au

Retain the original Quality Improvement Plan for your records.

Release

Quality Improvement Plan

Residential Services (Accreditation) Act 2002

Address of Residential Service	CTPI
Name of Service Provider/s	
Name of Assessor/s	Inspectors Chris Castley and Adrian Maccarone
Date of Assessment	22 January 2019

Background

Accreditation is a detailed assessment by the service provider of a registered residential service and the Department of Housing and Public Works of how well the service meets the accreditation standards. The accreditation program also focuses on continuous quality improvement strategies.

Continuous Quality Improvement

Continuous quality improvement means being constantly on the lookout on how to improve practices and is an important component of the accreditation process

The key principles of continuous quality improvement are:

- responsiveness to residents, their rights and needs
- organisational improvement which is management driven
- focus on processes and systems and how they can improve outcomes
- ongoing use of data and information that allows quality of service to be measured
- development and involvement of staff (if applicable) in contributing to better outcomes
- quality improvement and self-assessment as part of a culture

Steps towards Quality Improvement

The following Quality Improvement Plan details areas where issues have been identified and proposed actions to be undertaken before the next renewal of your accreditation is due.

Release

Your Next Steps

You are required to

- Review the Quality Improvement Plan, including the proposed actions
- Sign the Quality Improvement Plan (where indicated)
- Send a copy of the signed document to the department by 13 February 2019
- Retain the original document for your records

Renewal of Accreditation

When you apply for renewal of accreditation you will be required to provide evidence that the proposed actions have been completed.

STANDARD - FOOD SERVICE

2.A.1 Food and Nutrition

Residents are provided with food that is adequate in quality, quantity, variety and nutritional value to meet each person's daily food requirements.

KEY IMPROVEMENT AREAS

STANDARD NUMBER	ISSUE IDENTIFIED	PROPOSED ACTION	WHO IS RESPONSIBLE	DUE DATE (RENEWAL OF ACCREDITATION)	COMMENTS
2.A.1	Residents not being provided with two (2) pieces of fresh fruit per day.	To purchase fresh fruit and supply residents with two (2) pieces of fresh fruit at each lunch time meal. Unannounced inspections at meal times to verify fresh fruit being provided to residents for the next six (6) months.	Service Provider	13/07/2021	

Release

This Quality Improvement Plan was prepared by:

Chris Castley

/ /

Certification

I/we hereby certify that:

1. the Quality Improvement Plan has been reviewed
2. the proposed actions will be undertaken and completed by 13 February 2019

Signature			
Print Full Name			
Position – Service Provider or Director of Corporation			
Date	/ /	/ /	/ /

RTI Act
Release

Release

IMPORTANT REMINDER

Provide a copy of the signed Quality Improvement Plan to

Mail: Regulatory Services
Department of Housing and Public Works
GPO Box 690
BRISBANE QLD 4001

Fax: 07 3008 5960

Email: RegulatoryServices@npw.qld.gov.au

Retain the original Quality Improvement Plan for your records.

Release