



Australian Government

Aged Care Quality and Safety Commission

Decision to re-accredit service following a site audit

Service and approved provider details

Name of service:	The Terraces Assisted Aged Care
RACS ID:	5640
Name of approved provider:	McKenzie Aged Care Group Pty Ltd
Address details:	74 University Drive Varsity Lakes QLD 4227
Date of site audit:	06 August 2019 to 08 August 2019

Summary of decision

Decision made on:	12 September 2019
Decision made by:	Susan Turner, Assistant Director, Brisbane office Authorised delegate of the Aged Care Quality and Safety Commissioner (Commissioner) under section 76 of the <i>Aged Care Quality and Safety Commission Act 2018</i> to decide under section 41 of the Aged Care Quality and Safety Commission Rules 2018 (Rules) about the accreditation of a service.
Decision:	To re-accredit the service under section 41 of the Rules.
Further period of accreditation:	23 October 2019 to 23 October 2022
Assessment of performance with the Aged Care Quality Standards	
Standard 1 Consumer dignity and choice	Met
Standard 2 Ongoing assessment and planning with consumers	Met
Standard 3 Personal care and clinical care	Met
Standard 4 Services and supports for daily living	Met
Standard 5 Organisation's service environment	Met
Standard 6 Feedback and complaints	Met
Standard 7 Human resources	Met
Standard 8 Organisational governance	Met

This decision is published on the Aged Care Quality and Safety Commission's (Commission) website under section 48 of the Rules.



Australian Government

Aged Care Quality and Safety Commission

Re-accreditation decision and reasons for decision

I have decided under section 41 of the Rules to re-accredit The Terraces Assisted Aged Care (the service) for a further period of three years. The service's accreditation will expire on 23 October 2022.

In making my decision, I have considered:

- the site audit report for the service
- the site audit report findings and evidence for the service
- relevant information provided to the Commissioner and/or assessment team by aged care consumers and nominated representatives.
- relevant information about the approved provider and service held by the Commission.
- whether the approved provider will undertake continuous improvement in relation to the service, measured against the Aged Care Quality Standards (Quality Standards).

Reasoning

I have decided to re-accredit the service for a further period of three years as the provider meets the Quality Standards in respect of the service.

I am satisfied that the approved provider will undertake continuous improvement, measured against the Quality Standards, based on information brought forward by the Assessment Team and the approved provider's history in relation to this service.

Areas in which improvements are required to comply with the Quality Standards and the timetable for making improvements

There are no specific areas in which improvements must be made to ensure compliance with the Quality Standards. The approved provider is, however, required to actively pursue continuous improvement in order to remain compliant with the Quality Standards.

Assessment contact arrangements

In accordance with section 42 of the Rules, assessment contacts will be conducted at any time (with or without notice).

Circumstances in which a review audit may be conducted

A review audit may be arranged by the Commissioner if:



Australian Government

Aged Care Quality and Safety Commission

- the Commissioner considers, on reasonable grounds, that the approved provider may not be complying with the Quality Standards in relation to the service
- the Commissioner becomes aware that:
 - the approved provider of the service has notified the Secretary of a change of circumstances under the *Aged Care Act 1997*
 - a transfer of allocated places in relation to the service has taken effect
 - the premises at which the service is provided have changed since the service was last accredited or re-accredited
- the Commissioner considers that the approved provider has not complied with the arrangements for assessment contacts relating to the service
- the approved provider of the service has requested the reconsideration of a regulatory reviewable decision.

The Commissioner must arrange for a review audit of an accredited service if the Secretary requests the Commissioner to do so.

Applying for re-accreditation of the service

Next application for re-accreditation is due: 01 May 2022

An approved provider of an accredited service can apply to the Commissioner for re-accreditation.

The Commission will give an approved provider of an accredited service a reminder notice before the end of the period of accreditation of the service. The reminder notice will include a date by which the approved provider needs to make the application for re-accreditation.

An application for re-accreditation form can be accessed on the Commission's website.

Notification to Department of Health

In accordance with the Rules, a copy of this decision will be provided to the Secretary of the Department of Health.

Reconsideration of decision

The approved provider of the service may request the Commissioner to reconsider the period of accreditation.

A request for reconsideration must be received by the Commissioner within 14 days of the receipt of this notification. This request must be in writing and set out the



Australian Government

Aged Care Quality and Safety Commission

reasons for the request. A request for reconsideration may be sent by email to reconsideration@agedcarequality.gov.au.

For more information about the reconsideration process please refer to the [Commission website](#).

Certificate of accreditation

A Certificate of Accreditation stating the period of accreditation of The Terraces Assisted Aged Care will be sent to the approved provider within 28 days of this decision.

A handwritten signature in black ink, appearing to read 'Susan Turner'.

Susan Turner
Assistant Director
12 September 2019