



28 August 2025

Statement from Liz Hefren-Webb, Aged Care Quality and Safety Commissioner
Revocation of Approved Provider Status of NDN Care Services Pty Ltd (Della Dale Aged Care), Ringwood (VIC)

In May 2025, the Aged Care Quality and Safety Commission issued a notice to revoke the approved provider status of NDN Care Services Pty Ltd, the provider of residential aged care service, Della Dale Aged Care, in Ringwood, Victoria. This decision came following serious concerns about the provider's ability to meet its responsibilities to provide safe, quality care.

The revocation decision, the Commission's most severe form of regulatory action, is set to take effect on 26 September 2025. It will mean that the provider will no longer be able to deliver government subsidised aged care.

The revocation decision follows a comprehensive investigation by the Commission that identified persistent and significant non-compliance with the Aged Care Quality Standards. The Commission found that the provider had failed to ensure safe, quality care for its residents and has not demonstrated the capacity to address identified risks or improve practices to meet their legal obligations.

The safety and dignity of older Australians is non-negotiable. Our decision shows that substandard care will not be tolerated. We are committed to ensuring aged care services meet the highest standards, and we will continue to act decisively where those standards are not met.

The Commission, working closely with the Department of Health, Disability and Ageing, has been meeting with the provider, and residents and their representatives, over the past several months to manage the transition and support residents to find suitable alternative accommodation.

There are 12 residents still living at the service (as at 22 August 2025). The Commission is closely monitoring the service and the ongoing safety of residents. This will continue until all residents are safely relocated.

Several residents have already moved to suitable alternative accommodation.

Anyone with concerns about an aged care service should contact the Commission on 1800 951 822 or visit www.agedcarequality.gov.au.

Information about the Commission's findings at the service are detailed in reports published on the Commission's website at:
www.agedcarequality.gov.au/services/della-dale-aged-care-4190.

Media enquiries: media@agedcarequality.gov.au