



Australian Government

Aged Care Quality and Safety Commission

APPLICATION FOR RE-ACCREDITATION

Name of service: Bupa Rangeville
RACS ID: 5410
Type of service: Residential aged care

Approved provider details

Approved Provider Name Bupa Aged Care Australia PTY LTD
 ABN 74 082 931 575
 Email 47G(1)(a)@bupacare.com.au
 Phone 02 8247 3000
 Postal address Level 14, 255 George Street
 Sydney NSW, 2000

Approved provider authorised person

This is the person authorised to act on behalf of the approved provider, including but not limited to making representations on behalf of the approved provider. This person will be the contact point for the approved provider with the Aged Care Quality and Safety Commission (Commission).

Name s.47F(1)
 Position Clinical Service Improvement Director
 Address Level 14, 255 George Street
 Sydney NSW, 2000
 Phone s.47F(1)
 Email 47G(1)(a)@bupacare.com.au

For the purposes of section 9 of the *Electronic Transactions Act 1999*, I consent to the service of all written notices under the *Aged Care Act 1997*, *Aged Care Quality and Safety Commission Act 2018* and associated delegated legislation being provided by electronic means to the email address provided above.

Approved provider authorised person signature:

s.47F(1)

Date: 6/11/2019

Service details

Site address 280 Mackenzie Street
 Rangeville Qld 4350
 Phone 07 4688 0200
 Email 47G(1)(a)@bupacare.com.au

Contact person at the service

1. Name s.47F(1)
 Position General Manager
 2. Name s.47F(1)
 Position Clinical Care Manager

Aged Care Quality and Safety Commission

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Dates considered not suitable

If applicable please indicate any specific dates you request be excluded for an unannounced activity e.g. religious or cultural reasons. Refer to the [Regulatory Bulletin - Exclusion of specific dates for unannounced visits](#) for information on the Commission's policy regarding specific dates. Specify date and reason.

Enter dates and reasons

Payment

Your payment must identify the RACS ID of the service

The fee for this application for re-accreditation has been calculated as **47G(1)(a)**

The fee has been paid by:

☒ Electronic funds transfer on 25/10/2019

☐ Cheque on Enter date here

Name: ACQSC DEPARTMENTAL EXTERNAL
REVENUE

Cheques are to be made out to:
Aged Care Quality and Safety Commission

BSB: 062 000 Account no: 17177204

Approved provider declaration

As the authorised person of the approved provider of the service:

- i. I commit to undertaking continuous improvement in relation to the service measured against the Quality Standards, if the service is re-accredited.
- ii. I understand that the Commissioner may request the plan for continuous improvement with respect to the service's performance against the Quality Standards at any time.
- iii. I understand that providing any false or misleading information to the Commission is a serious offence under the *Criminal Codes Act 1995*.

Approved provider authorised person signature: **s.47F(1)**

Date: 6/11/2019

Notifying consumers and their representatives

In accordance with the Aged Care Quality and Safety Commission Rules 2018 and as soon as practicable after lodging this application, approved providers must:

- i. give written information to each consumer and their nominated representatives using the form of words provided in the notice by the Commission, and
- ii. display the poster provided by the Commission in one or more prominent locations at the premises of the service.

Application checklist

Please ensure that you have:

- ☒ Attached the required **self-assessment** that demonstrates performance of the service measured against the Quality Standards.
- ☒ Attached a site plan of this service.
- ☒ Completed all sections and questions in the Application for Re-accreditation form.
- ☒ Submitted the correct fee.

Please email your application and self-assessment information to your regional office using one of the following email addresses using 'Application for re-accreditation' in the subject line.



Australian Government

Aged Care Quality and Safety Commission

nsw_act@agedcarequality.gov.au

vic_tas@agedcarequality.gov.au

wa@agedcarequality.gov.au

[s 47E\(d\)@agedcarequality.gov.au](mailto:s 47E(d)@agedcarequality.gov.au)

sa_nt@agedcarequality.gov.au

Privacy notice:

The Aged Care Quality and Safety Commission collects your information for the purposes of reviewing your application for re-accreditation of a service.

For more details about our privacy policy please visit [our website](#).

s 22(1)(a)(ii)

From: s 47E(d) @agedcarequality.gov.au
Sent: Monday, 18 November 2019 1:17 PM
To: 47G(1)(a) @bupacare.com.au
Subject: Compliant application for re-accreditation - Bupa Rangeville RACS ID: 5410
Attachments: Site_audit_notice_5410_18-11-2019.docx; Site_audit_poster_5410_18-11-2019.pdf

Dear s.47F(1)

Re: Accepted application Bupa Rangeville RACS ID: 5410

I am writing to you as a delegate of the Aged Care Quality and Safety Commissioner (Commissioner).

The Commissioner has reviewed your application for re-accreditation and fee of 47G(1)(a) and is satisfied that the application has met the requirements as outlined in the Aged Care Quality and Safety Commission Rules 2018 (Rules).

In accordance with the Rules, the Commissioner will now appoint an assessment team to conduct a site audit of your service and provide that team with a copy of any information or documents that accompanied the application.

The assessment team will conduct an unannounced site audit at your service at any time between the date of this letter and 3 May 2020. However, if your application was not submitted within the timeframe specified in the reminder notice previously sent to you, the assessment team for the site audit is not required to complete the audit before the service's period of accreditation ends in accordance with section 47 of the Rules.

Also in accordance with the Rules, approved providers must take reasonable steps as soon as practicable after applying for re-accreditation or after receiving this notice to ensure that each aged care consumer (consumer) of the service, and their nominated representatives are informed about the site audit. Reasonable steps must include, but are not limited to:

- giving written information using the attached form of words (Site audit notice) to each consumer and their nominated representative; and
- displaying copies of the attached poster in one or more prominent locations at the premises of the service.

Additional copies of the written notice with the form of words and poster are available in English and several other community languages on our [website](#).

Please do not hesitate to contact me if you require any further information.

Yours sincerely

s 22(1)(a)(ii)
Operations Manager
Brisbane Office
Aged Care Quality and Safety Commission
Ph: s 22(1)(a)(ii)

Fax: 07 3852 3011

Web: agedcarequality.gov.au

Attachments:

Site audit notice

Site audit poster

FRM-ACC-0461 v1.4

SENSITIVE



Australian Government
Aged Care Quality and Safety Commission

Tell us about the quality of care and services at this home.

Quality assessors from the Aged Care Quality and Safety Commission will soon be visiting this home to check the quality of care and services.

We are interested in hearing from you. You can contact us on **1800 951 822**.

If you need interpreter assistance please call Translating and Interpreting Service (TIS) on **131 450** and ask for Aged Care Quality and Safety Commission.

For more information, you can visit our website

agedcarequality.gov.au

Bupa Rangeville 5410

Quality assessors from the Aged Care Quality and Safety Commission (Commission) will be visiting to check the quality of care and services at Bupa Rangeville.

This assessment is called a site audit. The audit will be carried out any time before 03 May 2020.

When the quality assessors visit the home, you (or someone who represents you) will be given the opportunity to talk to an assessor about the quality of your care and services.

You (or someone who represents you) can also provide information prior to the audit by calling the Commission on **1800 951 822**.

The Commission respects the privacy of your information, and will not provide us with the details that you have discussed with them, unless you agree to this, or where they are very concerned about your care.

Your personal information and comments will be used by quality assessors when conducting the site audit, and also when they prepare their report about the quality of care and services provided here.

For information on the Commission's privacy policy and practices, please refer to the Commission's website agedcarequality.gov.au or contact the Commission on **1800 951 822**.

If you need interpreter assistance please call Translating and Interpreting Service (TIS) on **131 450** and ask for Aged Care Quality and Safety Commission.

s 22(1)(a)(ii)

From: 47G(1)(a) @bupacare.com.au>
Sent: Monday, 11 November 2019 4:49 PM
To: Commission
Subject: FW: Application for Reaccreditation Bupa Rangeville RACS ID 5410
Attachments: Application for Re-accreditation Bupa Rangeville.pdf; Rangeville Remittance.pdf; Ground Floor Plan.pdf; Lower Ground Floor Plan.pdf; NOT-MET PCI.pdf; New Standards Gap PCI.pdf

Hi

Please find the attached forms for Bupa Rangeville RACS ID 5410 Application for Reaccreditation. The self-assessment in this application is made of 2 PCIs: Not-Met PCI and New Standards Gap PCI for your review. Thank you.

Regards,

s.47F(1), Clinical Safety Assurance Consultant
Bupa Villages and Aged Care - Australia, Level 14, 255 George Street, Sydney, NSW, 2000
 M s.47F(1) E s.47F(1) @bupa.com.au W www.bupa.com.au/healthandcaring

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From: Quality
Sent: Thursday, 7 November 2019 4:32 PM
To: 'nsw_act@agedcarequality.gov.au' <nsw_act@agedcarequality.gov.au>
Cc: S.47F(1) @bupacare.com.au>; S.47F(1) @bupacare.com.au>; S.47F(1) s.47F(1) @bupa.com.au>; S.47F(1) @bupa.com.au>
Subject: Application for Reaccreditation Bupa Rangeville RACS ID 5410

Hi

Please find the attached forms for Bupa Rangeville RACS ID 5410 Application for Reaccreditation. Thank you.

Regards,

s.47F(1), Clinical Safety Assurance Consultant
Bupa Villages and Aged Care - Australia, Level 14, 255 George Street, Sydney, NSW, 2000
 M s.47F(1) E s.47F(1) @bupa.com.au W www.bupa.com.au/healthandcaring

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