



Aged Care Quality Standards Audit

Wattle Grove Residential Aged Care / Sarah Mitchell / 20 Oct 2026

Complete

Score	59 / 60 (98.33%)	Flagged items	1	Actions	0
Site	Wattle Grove Residential Aged Care				
Conducted on	20.10.2026				
Full Name of Quality Officer	Sarah Mitchell				
Location	12 Banksia St, South Granville NSW 2142, Australia (-33.8485972, 151.0145416)				

Flagged items

1 flagged

Inspection / Ongoing Assessment and Planning with Customers

I know how to access a care and services plan, how they are updated and how changes are communicated to consumers

No

Staff member is unsure how to access care and services plans or how updates are communicated to consumers. Relies on verbal handover. Refresher training required.

Inspection		1 flagged, 59 / 60 (98.33%)
Consumer Dignity and Choice		8 / 8 (100%)
I have received orientation and training relative to consumer dignity and choice		Yes
I know what to do if a consumer's dignity is not being upheld		Yes
I can describe in my everyday practice how I recognise, promote and value differences in identity as well as respect and promote cultural awareness		Yes
I understand the rights of consumers and have the skills to support consumers to exercise choice		Yes
I know how to adapt care and services to ensure cultural safety		Yes
I can describe how I use problem-solving solutions to minimise risk and tailor solutions to help the consumer live the life they choose		Yes
I can provide examples of different ways information is communicated to make sure it's easy to understand and accessible to diverse consumers		Yes
I understand the rights of consumers regarding privacy, confidentiality and use of personal information		Yes
Ongoing Assessment and Planning with Customers		1 flagged, 5 / 6 (83.33%)
I have received orientation and training relative to assessment and planning with customers		Yes
I can describe the assessment and care planning processes and how they inform how care and services are delivered		Yes
I can provide examples of inclusive care planning which is tailored to meet the cultural preferences of consumers from diverse backgrounds		Yes
I can describe the ways in which I work with consumers, other organisations and health professionals to deliver a tailored care and services plan and monitor and review the plan as needed.		Yes
I know how to access a care and services plan, how they are updated and how changes are communicated to consumers		No
Staff member is unsure how to access care and services plans or how updates are communicated to consumers. Relies on verbal handover. Refresher training required.		

I can provide examples of how care and service reviews capture all aspects of a consumer's health and wellbeing.	Yes
Personal and Clinical Care	9 / 9 (100%)
I have received orientation and training relative to personal and clinical care	Yes
I can describe how I deliver safe, effective, best-practice care in line with relevant policies and tailored to meet the needs, goals and preferences of the consumer	Yes
I understand effective management of high-prevalence risks and where to find information regarding best-practice personal or clinical care	Yes
I can describe how the needs, goals and preferences of consumers nearing end of life are recognised, their comfort maximised, and dignity preserved	Yes
I can recognise a change or deterioration in a consumer's health and understand to procedure to respond accordingly	Yes
I can describe the procedure for documenting and communicating consumer information within the organisation and outside the organisation if appropriate	Yes
I understand referral procedures and criteria including the role and involvement of consumers in this process	Yes
I have been advised of the benefits of benefits or receiving an influenza vaccination and have been offered an opportunity to receive this	Yes
I can describe my organisation's infection prevention and control program and understand my responsibility relative to this program	Yes
Services and Supports for Daily Living	9 / 9 (100%)
I have received training and orientation relative to services and supports for daily living	Yes
I can describe the process to determine what a consumer can do for themselves and what they want to do in order to maintain their independence and quality of life	Yes
I can demonstrate how I adapt to assist consumers to participate in their community, have social and personal relationships and do things that interest them	Yes
I receive updated information about consumer condition	Yes

relative to their needs or goals which that may impact upon my role, duties or responsibilities	
I understand the referral process and can describe the ways in which consumers are actively involved in decisions regarding referrals	Yes
I can create an engaging mealtime experience with food that is varied and of appropriate quality and quantity	Yes
I understand consumers' nutrition and hydration needs including special dietary needs and the procedure to report changes	Yes
I know how to safely use the equipment we provide to consumers and the procedure to report any potential risk for safe use	Yes
I can describe the maintenance and cleaning routines for the equipment we provide to consumer	Yes
Organisation's Service Environment	6 / 6 (100%)
I have received orientation and training relevant to the organisation's service environment	Yes
I can describe the ways in which the organisation removes barriers that might exclude some consumers	Yes
I can describe the ways in which the service environment supports consumer dignity, ability and independence to ensure that the environment is welcoming to all consumers	Yes
I understand my responsibility relative to policy and procedures to protect consumers from avoidable harm	Yes
I can describe how to report a safety hazard, incident or emergency	Yes
I can describe procedures for cleaning and maintenance of furniture, fittings and/or equipment and understand the process for adaptations to meet consumer need	Yes
Feedback and complaints	5 / 5 (100%)
I have received orientation and training relative to feedback and complaints	Yes
I can describe the organisation's complaints and feedback procedure and can provide examples of ways in which consumers are encouraged to provide feedback	Yes

I can identify if a consumer requires advocacy services and know how to support consumers through the process including locating interpreter services	Yes
I can describe examples of complaint resolution including how I communicate with consumers regarding the outcome	Yes
I understand how the organisation documents and analyses feedback and can describe how this is used to improve the quality of care and services	Yes
Human resources	5 / 5 (100%)
I understand how the rostering system works and have confidence that the right number of staff and mix of skills is provided to deliver quality services	Yes
I can describe how I interact with consumers in a way that is kind, caring and respectful of each consumer's identity, culture and diversity within my day-to-day practice	Yes
I possess the knowledge and skills to perform my role and I feel that I am adequately supervised and have access to professional development opportunities	Yes
I have opportunity to provide feedback to my organisation regarding training and professional development	Yes
I have received performance review or have one scheduled and I understand how this links to my own development	Yes
Organisational Governance	12 / 12 (100%)
I have received orientation and training relative to organisational governance	Yes
I can describe ways in which consumers are involved in the development, delivery and evaluation of services including the use of consumer feedback to improve service delivery	Yes
I can describe how the organisation demonstrates the values and behaviours that are promoted by our governing body	Yes
I understand and can describe the organisation's vision, aims and strategic objectives that impact my practice	Yes
I can provide examples of how my organisation delivers safe, inclusive and quality care and services	Yes
I can describe examples of how the organisation supports openness, discussion, engagement, respect, trust and a	Yes

culture of good governance	
I understand my own authority to make decisions and the policies that inform the decision-making process	Yes
I can describe the systems and practices I use to reduce common risks to consumer health and wellbeing	Yes
I understand my responsibility relative to the reporting requirements of harm, abuse and neglect	Yes
I feel confident I could recognise different types of abuse and neglect	Yes
I understand my responsibility and accountability relative to the effectiveness, safety and quality of clinical services	Yes
I can describe how data is collected to inform clinical performance indicators and describe how this leads to improvements in clinical care	Yes
Completion	

Full name and signature of Quality Officer

Sarah Mitchell
23.10.2026 10:42 PST