

Makk and McLeay Nursing Home - Key Events Timeline – 2007 to 2017

No	Date	Description	Comments
2007 – Aged Care Standard and Accreditation Agency, Aged Care Complaints Investigations Scheme, Department of Health and Ageing			
1	20-21 February 2007	<p>Accreditation Agency: Site Audit Report</p> <ul style="list-style-type: none"> Recommend 3 unmet expected outcomes (2.12, 2.16, 3.7) <p>Decision to Accredite Makk & McLeay Nursing Home</p> <ul style="list-style-type: none"> Decision 6 unmet expected outcomes (1.1, 1.4, 2.12, 2.16, 3.7, 4.1) Timetable for improvement 5 July 2007 	<ul style="list-style-type: none"> 1 year accreditation until 9 May 2008
2	16 March 2007	Accreditation Agency: Support Contact Record	
3	4 May 2007	<p>Accreditation Agency: Support Contact Record</p> <ul style="list-style-type: none"> 6 unmet expected outcomes (1.1, 1.4, 2.12, 2.16, 3.7, 4.1) 	
4	23 May 2007	<p>Accreditation Agency: Support Contact Record</p> <ul style="list-style-type: none"> 6 unmet outcomes (1.1, 1.4, 2.12, 2.16, 3.7, 4.1) 	
5	22 June 2007	<p>Accreditation Agency: Unannounced Support Contact Record</p> <ul style="list-style-type: none"> 6 unmet outcomes (1.1, 1.4, 2.12, 2.16, 3.7, 4.1) 	
6	9 July 2007	<p>Accreditation Agency: Advice letter to Department of Health</p> <ul style="list-style-type: none"> 1 unmet expected outcome remaining (2.16 Sensory Loss) 	<ul style="list-style-type: none"> Failed timetable for improvement Accreditation Agency recommends sanctions be imposed
7	30 July 2007	<p>Department of Health: Notice of Non-Compliance for unmet expected outcome 2.16 (Sensory Loss)</p> <ul style="list-style-type: none"> To be rectified by 5 October 2007 	<ul style="list-style-type: none"> Notice of Non-Compliance issued
8	27 September 2007	Department of Health: Notice to Remedy non-compliance	
	27 September 2007	Department of Health Complaints Investigations Scheme: Unannounced Site Visit	
9	5 October 2007	<p>Accreditation Agency: Support Contact Record</p> <ul style="list-style-type: none"> Met timetable for improvement 	<ul style="list-style-type: none"> 2.16 rectified within timetable for improvement
10	12 October 2007	<p>Department of Health: No Further Action</p> <ul style="list-style-type: none"> Compliance rectified 	<ul style="list-style-type: none"> No further action letter sent re Notice of Non-Compliance

Makk and McLeay Nursing Home - Key Events Timeline – 2007 to 2017

No	Date	Description	Comments
	1 November 2007	Department of Health Complaints Investigations Scheme: Referral to Medical Practitioners Board <ul style="list-style-type: none"> Board was satisfied with doctors management of care recipient 	
	21 November 2007	Department of Health Complaints Investigations Scheme: Unannounced Site Visit	
	21 November 2007	Department of Health Complaints Investigations Scheme: Announced Site Visit	
	4 December 2007	Department of Health Complaints Investigations Scheme: Unannounced Site Visit	
11	6 December 2007	Department of Health Complaints Investigations Scheme: Type 4 referral to Accreditation Agency	
	7 December 2007	Department of Health Complaints Investigations Scheme: Unannounced Site Visit	
	9 December 2007	Department of Health Complaints Investigations Scheme: Unannounced Site Visit	
12	10-14 December 2007	Accreditation Agency: Review Audit Report to Revoke <ul style="list-style-type: none"> 26 unmet expected outcomes and serious risk identified (12/12) 	
13	12 December 2007	Accreditation Agency: Letter to Department advising of serious risk and recommending sanctions <ul style="list-style-type: none"> Standard 4: Physical environment and safe systems 	<ul style="list-style-type: none"> Accreditation Agency recommends sanctions be imposed
14	12 December 2007	Department of Health: Sanctions Imposed Notice <ul style="list-style-type: none"> Immediate and severe risk in relation to Standard 4: Physical environment and safe systems Sanctions imposed restricting subsidy for six months (expires 11 June 2008) 	<ul style="list-style-type: none"> First sanctions imposed by department
15	14 December 2007	Accreditation Agency: Letter to Department advising of serious risk and recommending sanctions <ul style="list-style-type: none"> 2.13 Behaviour Management 	<ul style="list-style-type: none"> Serious risk identified. Accreditation Agency recommends sanctions be imposed
16	14 December 2007	Department of Health: Sanctions Imposed Notice <ul style="list-style-type: none"> Immediate and severe risk in relation to 2.13 Behavioural Management Sanctions imposed revoking, or appoint adviser for 6 months Sanctions expire 13 June 2008 	<ul style="list-style-type: none"> Second sanctions imposed by department

Makk and McLeay Nursing Home - Key Events Timeline – 2007 to 2017

No	Date	Description	Comments
17	15 December 2007	Accreditation Agency: Support Contact Record <ul style="list-style-type: none"> • 4.4 Physical Environment and Safe Systems 	
18	16 December 2007	Accreditation Agency: Support Contract Record <ul style="list-style-type: none"> • 2.13 Behaviour management • 4.4 Physical Environment and Safe Systems 	
19	17 December 2007	Accreditation Agency: Support Contact Record <ul style="list-style-type: none"> • 2.13 Behaviour management • 4.4 Physical Environment and Safe Systems 	
20	19 December 2007	Accreditation Agency: Support Contract Record <ul style="list-style-type: none"> • 2.13 Behaviour management • 4.4 Physical Environment and Safe Systems 	
	19 December 2007	Department receives phone call from Rebecca Graham, Director of Service Improvement, Central Northern Adelaide Health Service, advising Makk and McLeay had nominated a nurse adviser. Department requests the nomination be submitted in writing.	
	21 December 2007	Department of Health: Decision not to approve nominated nurse advisor (Ms Carla Baron)	
	21 December 2007	Department of Health: Decision to approve nominated nurse advisors (Ms Carla Baron and Ms Patricia McReynolds)	
21	20 December 2007	Accreditation Agency: Support Contact Record <ul style="list-style-type: none"> • 2.13 Behaviour management • 4.4 Physical Environment and Safe Systems 	
22	21 December 2007	Accreditation Agency: Support Contact Record <ul style="list-style-type: none"> • 2.13 Behaviour management • 4.4 Physical Environment and Safe Systems 	
23	22 December 2007	Accreditation Agency: Support Contact Record <ul style="list-style-type: none"> • 2.13 Behaviour management • 4.4 Physical Environment and Safe Systems 	
24	23 December 2007	Accreditation Agency: Support Contact Record <ul style="list-style-type: none"> • 2.13 Behaviour management • 4.4 Physical Environment and Safe Systems 	
25	24 December 2007	Accreditation Agency: Support Contact Record <ul style="list-style-type: none"> • 2.13 Behaviour management • 4.4 Physical Environment and Safe Systems 	
26	25 December 2007	Accreditation Agency: Support Contact Record <ul style="list-style-type: none"> • 2.13 Behaviour management • 4.4 Physical Environment and Safe Systems 	
27	26 December 2007	Accreditation Agency: Support Contact Record <ul style="list-style-type: none"> • 2.13 Behaviour management 	

Makk and McLeay Nursing Home - Key Events Timeline – 2007 to 2017

No	Date	Description	Comments
		<ul style="list-style-type: none"> 4.4 Physical Environment and Safe Systems 	
28	27 December 2007	Accreditation Agency: Support Contact Record <ul style="list-style-type: none"> 2.13 Behaviour management 4.4 Physical Environment and Safe Systems 	
29	28 December 2007	Accreditation Agency: Letter to Department informing serious risk resolved for 4.4 Physical Environment and Safe Systems	<ul style="list-style-type: none"> Serious risk rectified - 4.4 Physical Environment and Safe Systems
30	29 December 2007	Accreditation Agency: Support Contact Record <ul style="list-style-type: none"> 2.13 Behaviour management 	
31	30 December 2007	Accreditation Agency: Support Contact Record <ul style="list-style-type: none"> 2.13 Behaviour management 	
32	31 December 2007	Accreditation Agency: Support Contact Record <ul style="list-style-type: none"> 2.13 Behaviour management 	
2008			
33	1 January 2008	Accreditation Agency: Support Contact Record <ul style="list-style-type: none"> 2.13 Behaviour management 	
34	2 January 2008	Accreditation Agency: Support Contact Record <ul style="list-style-type: none"> 2.13 Behaviour management 	
35	3 January 2008	Accreditation Agency: Support Contact Record <ul style="list-style-type: none"> 2.13 Behaviour management 	
36	4 January 2008	Accreditation Agency: Letter to Department informing serious risk resolved for 2.13 Behaviour management	<ul style="list-style-type: none"> Serious risk rectified - 2.13 Behaviour Management
37	7 January 2008	Accreditation Agency: Review Audit Report and Decision (for Review Audit visit on 10-18 December 2007) <ul style="list-style-type: none"> 26 unmet expected outcomes (1.1, 1.3, 1.6, 1.8, 2.1, 2.2, 2.3, 2.4, 2.5, 2.8, 2.11, 2.12, 2.13, 2.15, 2.17, 3.1, 3.3, 3.5, 3.7, 3.9, 4.1, 4.2, 4.3, 4.4, 4.5, 4.6) Timetable for improvement 28 February 2008 Accreditation expiry 9 May 2008 	
38	9 January 2008	Accreditation Agency: Support Contact Report <ul style="list-style-type: none"> 26 unmet expected outcomes (1.1, 1.3, 1.6, 1.8, 2.1, 2.2, 2.3, 2.4, 2.5, 2.8, 2.11, 2.12, 2.13, 2.15, 2.17, 3.1, 3.3, 3.5, 3.7, 3.9, 4.1, 4.2, 4.3, 4.4, 4.5, and 4.6) 	
	14 January 2008	Department of Health: Advice from nurse adviser received. <ul style="list-style-type: none"> Concern staff have entrenched attitudes and 	

Makk and McLeay Nursing Home - Key Events Timeline – 2007 to 2017

No	Date	Description	Comments
		they don't understand what is required to meet accreditation standards	
	16 January 2008	<p>Department of Health: Letter of resignation from nurse advisers</p> <ul style="list-style-type: none"> Letter states residents are at serious risk, semantics over roles indicating disingenuous motives, political imperative is taking precedence over residents and they were ineffective to change. No record of referral to Accreditation Agency or Complaints Investigations Scheme 	<ul style="list-style-type: none"> Nurse advisers (Ms Carla Baron, Mr Neil Baron and Ms Patricia McReyonlds) appointed under sanction resigns. Mrs and Mr Baron has been in the media recently about her concerns when appointed and resignation. She has raised concerns about care recipients who are moved to another facility under the same provider.
39	22 January 2008	<p>Accreditation Agency: Support Contact report</p> <ul style="list-style-type: none"> 26 unmet expected outcomes (1.1, 1.3, 1.6, 1.8, 2.1, 2.2, 2.3, 2.4, 2.5, 2.8, 2.11, 2.12, 2.13, 2.15, 2.17, 3.1, 3.3, 3.5, 3.7, 3.9, 4.1, 4.2, 4.3, 4.4, 4.5, and 4.6) 	
	7 February 2008	Department of Health: Letter to Central Northern Adelaide Health service approving new advisers' nomination.	<ul style="list-style-type: none"> New nurse adviser appointed (Ms Margaret Onley)
40	7 February 2008	<p>Accreditation Agency: Support Contact Report</p> <ul style="list-style-type: none"> 26 unmet expected outcomes (1.1, 1.3, 1.6, 1.8, 2.1, 2.2, 2.3, 2.4, 2.5, 2.8, 2.11, 2.12, 2.13, 2.15, 2.17, 3.1, 3.3, 3.5, 3.7, 3.9, 4.1, 4.2, 4.3, 4.4, 4.5, 4.6) 	
41	19 February 2008	<p>Accreditation Agency: Support Contact Report</p> <ul style="list-style-type: none"> 26 unmet expected outcomes (1.1, 1.3, 1.6, 1.8, 2.1, 2.2, 2.3, 2.4, 2.5, 2.8, 2.11, 2.12, 2.13, 2.15, 2.17, 3.1, 3.3, 3.5, 3.7, 3.9, 4.1, 4.2, 4.3, 4.4, 4.5, and 4.6) 	
42	26-28 February 2008	<p>Accreditation Agency: Site Audit Report</p> <ul style="list-style-type: none"> 16 unmet expected outcomes (1.1, 1.3, 1.4, 1.6, 1.8, 2.1, 2.3, 2.4, 2.13, 3.1, 3.3, 3.5, 3.7, 3.9, 4.1, 4.3) Accreditation expires 18 October 2008 (Accreditation date revoked and revised to 	

Makk and McLeay Nursing Home - Key Events Timeline – 2007 to 2017

No	Date	Description	Comments
		<p style="text-align: center;">9 May 2008 during 1-5 March visit)</p> <ul style="list-style-type: none"> • Timetable for improvement 7 July 2008. 	
	28 February 2008	<p>Department of Health Complaints Investigations Scheme: Receives a Compulsory Report via fax in relation to a reportable assault that resulted in the death of a care recipient, Mr Graham Rollbusch following an alleged incident with another care recipient, Mr Peter Palmer.</p> <ul style="list-style-type: none"> • Site Audit conducted by the department on 29 February 2008 (unannounced) • Site Audit conducted on 1 March 2008 (unannounced) • Site Audit 2 March 2008 (unannounced) <p style="text-align: center;">Incident occurred: 28 February 2008 Fax received: 28 February 2008 Police aware: 28 February 2008</p>	<ul style="list-style-type: none"> • Mr Graham Rollbusch killed. • Mr Peter Palmer charged with murder. • Mr Palmer died before the trial commenced. • No coronial inquest at this stage. • Provider met legislative timeframe for reporting assault.
43	29 February 2008	Department of Health Complaints Investigations Scheme: Type 4 referral to Accreditation Agency requesting Review Audit	
44	4 March 2008	Department of Health Complaints Investigations Scheme: Type 1 referral to Accreditation Agency	
45	1-5 March 2008	<p>Accreditation Agency: Review Audit Report</p> <ul style="list-style-type: none"> • 16 unmet expected outcomes (1.1, 1.3, 1.6, 1.8, 2.1, 2.2, 2.3, 2.4, 2.5, 2.8, 2.11, 2.12, 2.13, 2.15, 2.17, 3.1, 3.3, 3.5, 3.7, 3.9, 4.1, 4.2, 4.3, 4.4, 4.5, and 4.6) • Accreditation expires 9 May 2008. 	<ul style="list-style-type: none"> • Upheld original accreditation decision until 9 May 2008
46	7 March 2008	<p>Accreditation Agency: Support Contact Report</p> <ul style="list-style-type: none"> • 16 unmet expected outcomes (1.1, 1.3, 1.4, 1.6, 1.8, 2.1, 2.3, 2.4, 2.13, 3.1, 3.3, 3.5, 3.7, 3.9, 4.1, 4.3) 	
47	14 March 2008	<p>Accreditation Agency: Support Contact Report</p> <ul style="list-style-type: none"> • 16 unmet expected outcomes (1.1, 1.3, 1.4, 1.6, 1.8, 2.1, 2.3, 2.4, 2.13, 3.1, 3.3, 3.5, 3.7, 3.9, 4.1, 4.3) 	
48	19 March 2008	<p>Accreditation Agency: Support Contact Report</p> <ul style="list-style-type: none"> • 16 unmet expected outcomes (1.1, 1.3, 1.4, 1.6, 1.8, 2.1, 2.3, 2.4, 2.13, 3.1, 3.3, 3.5, 3.7, 3.9, 4.1, 4.3) 	
49	24 March 2008	Accreditation Agency: Support Contact Report	

Makk and McLeay Nursing Home - Key Events Timeline – 2007 to 2017

No	Date	Description	Comments
		<ul style="list-style-type: none"> 16 unmet expected outcomes (1.1, 1.3, 1.4, 1.6, 1.8, 2.1, 2.3, 2.4, 2.13, 3.1, 3.3, 3.5, 3.7, 3.9, 4.1, 4.3) 	
50	3 April 2008	Accreditation Agency: Support Contact Report <ul style="list-style-type: none"> 16 unmet outcomes (1.1, 1.3, 1.4, 1.6, 1.8, 2.1, 2.3, 2.4, 2.13, 3.1, 3.3, 3.5, 3.7, 3.9, 4.1, 4.3) 	
51	10 April 2008	Department of Health: Notice of Non-Compliance. <ul style="list-style-type: none"> 16 unmet expected outcomes (1.1, 2.1, 3.1, 4.1, 1.3, 2.3, 3.3, 4.3, 1.4, 1.6, 1.8, 2.4, 2.13, 3.5, 3.7, and 3.9) 	<ul style="list-style-type: none"> Notice of Non-Compliance issued
52	1 May 2008	Department of Health: Notice to Remedy Non-Compliance	
53	2 May 2008	Accreditation Agency: Support Contact Report <ul style="list-style-type: none"> 14 unmet expected outcomes (1.1, 1.3, 1.4, 1.6, 1.8, 2.1, 2.3, 3.1, 3.3, 3.5, 3.7, 3.9, 4.1, 4.3) 	
	12 May 2008	Department of Health Complaints Investigations Scheme: Announced Site Visit	
	15 May 2008	Department of Health Complaints Investigations Scheme: Announced Site Visit	
	26 May 2008	Department of Health Complaints Investigations Scheme: Announced Site Visit	
54	30 May 2008	Accreditation Agency: Support Contact Report <ul style="list-style-type: none"> 14 unmet expected outcomes (1.1, 1.3, 1.4, 1.6, 1.8, 2.1, 2.3, 3.1, 3.3, 3.5, 3.7, 3.9, 4.1, 4.3) 	
55	10 June 2008	Department of Health Complaints Investigations Scheme: Type 1 referral to Accreditation Agency (Case 071927) <ul style="list-style-type: none"> Complaints Investigations Scheme site visit report and desk review report 	
56	11 June 2008	Accreditation Agency: Support Contact Report <ul style="list-style-type: none"> 6 unmet expected outcomes (1.4, 1.6, 1.8, 3.5, 3.7, 3.9) 	
	11 June 2008	First sanctions expire	<ul style="list-style-type: none"> First sanctions expire
	12 June 2008	Department of Health Complaints Investigations Scheme: Announced Site Visit	
	13 June 2008	Second sanctions expire	<ul style="list-style-type: none"> Second sanctions expire
57	25 June 2008	Accreditation Agency: Announced Support Contact Report	

Makk and McLeay Nursing Home - Key Events Timeline – 2007 to 2017

No	Date	Description	Comments
		<ul style="list-style-type: none"> 6 unmet expected outcomes (1.4, 1.6, 1.8, 3.5, 3.7, 3.9) 	
58	7 July 2008	Accreditation Agency Announced Support Contact Report <ul style="list-style-type: none"> 6 unmet expected outcomes (1.4, 1.6, 1.8, 3.5, 3.7, 3.9) 	
59	10 July 2008	Department of Health Complaints Investigations Scheme: Type 2 Referral to Accreditation Agency (Case 072243)	
	11 July 2008	Department of Health Complaints Investigations Scheme: Unannounced Site Visit	
	30 July 2008	Department of Health Complaints Investigations Scheme: Unannounced Site Visit	
60	4 -6 August 2008	Accreditation Agency: Site Audit Major Findings – Assessment Information Report <ul style="list-style-type: none"> Full compliance with 44 out of 44 expected outcomes Accreditation expires 30 April 2009 	<ul style="list-style-type: none"> Full compliance with 44 out of 44 expected outcomes of the Accreditation Standards Accredited for 11 months expiry 30 April 2009
61	18 August 2008	Department of Health: No Further Action letter re Sanctions 12 and 14 December 2007	<ul style="list-style-type: none"> No further action letter sent for both sanctions
	19 August 2008	Department of Health Complaints Investigations Scheme: Announced Site Visit	
62	26 August 2008	Department of Health Complaints Investigations Scheme: Type 2 referral to Accreditation Agency (Case 071672)	
63	28 August 2008	Department of Health Complaints Investigations Scheme: Type 2 referral to Accreditation Agency (Case 073520)	
64	29 August 2008	Department of Health Complaints Investigations Scheme: Type 2 referral to Accreditation Agency (Case 071760)	
65	26-28 August 2008	Accreditation Agency: Support Contact Report <ul style="list-style-type: none"> Full compliance 	
66	9 September 2008	Accreditation Agency: Site Audit Report Decision (from Review Audit visit of 4-6 August 2008) <ul style="list-style-type: none"> Full compliance with 44 out of 44 expected outcomes Accreditation expires 30 April 2009 	

Makk and McLeay Nursing Home - Key Events Timeline – 2007 to 2017

No	Date	Description	Comments
67	16 September 2008	Department of Health Complaints Investigations Scheme: Type 2 referral to Accreditation Agency (Case 073692)	
	24 October 2008	Department of Health Complaints Investigations Scheme: Unannounced Site Visit	
68	October 2008	Department of Health Complaints Investigations Scheme: Type 2 referral to Accreditation Agency (Case 078430)	
69	3 October 2008	Accreditation Agency: Support Contact Report <ul style="list-style-type: none"> • Full compliance with assessed outcomes 	
2009			
	30 January 2009	Department of Health Complaints Investigations Scheme: Unannounced Site Visit	
70	16-18 February 2009	Accreditation Agency: Site Audit Major Findings – Assessment Information <ul style="list-style-type: none"> • Full compliance with 44 out of 44 expected outcomes 	
71	13 March 2009	Department of Health Complaints Investigations Scheme: Type 1 referral to Accreditation Agency (Case 078430)	
72	23 March 2009	Department of Health: Disclosure of protected information to Accreditation Agency	
73	30 March 2009	Accreditation Agency: Site Audit and Accreditation Decision (from 16-17 February site audit visit) <ul style="list-style-type: none"> • Full compliance with 44 out of 44 expected outcomes • Accreditation period 30 April 2009 - 30 April 2010 	<ul style="list-style-type: none"> • 1 year accreditation until 30 April 2010
	13 May 2009	Department of Health ACFI Review visit	ACFI Review Decision <ul style="list-style-type: none"> • 3 downgrades out of 6 appraisals reviewed
	14 May 2009	Department of Health Complaints Investigations Scheme: Unannounced Site Visit	
74	18 June 2009	Accreditation Agency: Support Contact Report <ul style="list-style-type: none"> • Full compliance 	
	15 July 2009	Department of Health Complaints Investigations Scheme: Unannounced Site Visit	
75	11 August 2009	Department of Health Complaints Investigations Scheme: Type 2 referral to Accreditation Agency	

Makk and McLeay Nursing Home - Key Events Timeline – 2007 to 2017

No	Date	Description	Comments
76	9 September 2009	Department of Health Complaints Investigations Scheme: Type 1 referral to Accreditation Agency (Case 084998)	
77	10 September 2009	Accreditation Agency: Support Contact Report <ul style="list-style-type: none"> • Full compliance 	
	25 September 2009	Department of Health Complaints Investigations Scheme: Unannounced Site Visit	
	27 October 2009	Department of Health Complaints Investigations Scheme: Unannounced Site Visit	
2010			
78	1 -2 February 2010	Accreditation Agency: Site Audit Major Findings – Assessment Information <ul style="list-style-type: none"> • Full compliance with 44 out of 44 expected outcomes 	
79	15 March 2010	Accreditation Agency: Site Audit and Accreditation Decision (for 1-2 February 2010 Site Audit Visit) <ul style="list-style-type: none"> • Full compliance with 44 out of 44 expected outcomes • Accreditation period 30 April 2010 – 30 April 2013 	<ul style="list-style-type: none"> • 3 years accreditation until 30 April 2013
80	29 April 2010	Accreditation Agency: Support Contact Record <ul style="list-style-type: none"> • Full compliance 	
	29 April 2010	Department of Health's Complaints Investigations Scheme: Compulsory Report received in relation to an alleged physical assault on Mr John Cartwright, by two staff members <ul style="list-style-type: none"> • Found by morning staff in a chair with two pelvic restraints tied through the chair to a wall rail behind <p>Incident occurred: 28 April 2010 Departmental records indicate information received: 29 April 2010 Police aware: 29 April 2010</p>	<ul style="list-style-type: none"> • Provider met legislative timeframe for reporting assault.
	30 April 2010	Department of Health ACFI Review Visit	ACFI Review Decision <ul style="list-style-type: none"> • 3 downgrades out of 11 appraisals reviewed
81	2 September 2010	Accreditation Agency: Support Contact Record <ul style="list-style-type: none"> • Full compliance with assessed outcomes 	
	1 June 2010	Department of Health Complaints Investigations	

Makk and McLeay Nursing Home - Key Events Timeline – 2007 to 2017

No	Date	Description	Comments
		Scheme: Unannounced Site Visit	
	15 November 2010	<p>Department of Health's Complaints Investigations Scheme: Compulsory Report received in relation to alleged assault on a care recipient by a staff member who applied a pistol grip hold to the jaw to control care recipient and pulled the care recipient by twisting the back of shirt and dragging him to a chair – the care recipient bled from the mouth.</p> <ul style="list-style-type: none"> Was referred to the Complaints Investigation Scheme for own motion investigation <p>Incident occurred: 14 November 2010 AP aware: 15 November 2010 Departmental records indicate information received: 15 November 2010 Departmental records indicate police aware: 17 November 2010</p>	<ul style="list-style-type: none"> Provider did not meet legislative timeframe for reporting assault.
2011			
82	18 January 2011	<p>Accreditation Agency: Support Contact Report</p> <ul style="list-style-type: none"> Full compliance 	
	25 March 2011	Department of Health ACFI Review Visit	<p>ACFI Review Decision</p> <ul style="list-style-type: none"> 6 downgrades out of 9 appraisals reviewed
	28 March 2011	<p>Department of Health's Complaints Investigations Scheme: Compulsory Report received in relation to an incident that occurred in February. On 19 February the step son of a care recipient alleged that he felt his father's injuries from falls on both 13 February and 19 February were actually the result of abuse. Bruising was to jaw, chin and neck.</p> <ul style="list-style-type: none"> AP did not report on time because they had no suspicion of abuse and documentation indicated bruising from falls. <p>Incident occurred: 13 February 2011 AP aware: 19 February 2011 Departmental records indicate information received: 28 March 2011 Departmental records indicate police aware: 28 March 2011</p>	<ul style="list-style-type: none"> Provider did not meet legislative timeframe for reporting assault
83	14 July 2011	<p>Accreditation Agency: Assessment Contact Report</p> <ul style="list-style-type: none"> Full compliance with assessed outcomes 	
	1 August 2011	Department of Health Complaints Investigations	<ul style="list-style-type: none"> Provider met

Makk and McLeay Nursing Home - Key Events Timeline – 2007 to 2017

No	Date	Description	Comments
	NF/114424	<p>Scheme: Compulsory Report received in relation to a reportable sexual assault. Student staff member witnessed another staff member fondle a care recipient's breast. He then exposed her left breast making the comment "Oh! That's your boob" and then pulling her top down.</p> <p>Incident occurred: 28 July 2011 AP aware: 1 August 2011 Departmental records indicate information received: 1 August 2011 Departmental records indicate police aware: 2 August 2011</p>	legislative timeframe for reporting assault.
2012			
84	31 January 2012	Accreditation Agency (unannounced visit): Assessment Contact Report <ul style="list-style-type: none"> • Full compliance with assessed outcomes 	
	5 March 2012	Department of Health ACFI Review Visit	ACFI Review Decision <ul style="list-style-type: none"> • 0 downgrades out of 9 appraisals reviewed
85	22 May 2012	Accreditation Agency: Assessment Contact Report <ul style="list-style-type: none"> • Full compliance 	
86	11 October 2012	Accreditation Agency (unannounced visit): Assessment Contact Report <ul style="list-style-type: none"> • Full compliance with outcomes assessed. 	
2013			
87	11-12 February 2013	Accreditation Agency (Site Audit Visit): Audit Assessment Information <ul style="list-style-type: none"> • Recommends full compliance with 44 out of 44 expected outcomes 	
	1 March 2013	Department of Health ACFI Review Visit	ACFI Review Decision <ul style="list-style-type: none"> • 1 downgrades out of 6 appraisals reviewed
88	4 March 2013	Accreditation Agency: Re-accreditation Audit Report and Decision (for site audit of 11-12 February 2013) <ul style="list-style-type: none"> • Full compliance with 44 out of 44 expected outcomes • Accreditation period 30 April 2013 – 30 April 2016 	<ul style="list-style-type: none"> • 3 years accreditation until 30 April 2016

Makk and McLeay Nursing Home - Key Events Timeline – 2007 to 2017

No	Date	Description	Comments
	April 2013	Department of Health: Sends letter to David Davies about request for conditions required in a SA Older Persons Mental Health Service - NGO partnership agreement for Makk and McLeay nursing home in terms of government interests letter.	
	8 May 2013 NF/101004	<p>Department of Health Complaints Investigations Scheme: Compulsory Report received in relation to a reportable sexual assault. Staff member witnessed a resident fondle another care recipient breast. Both have cognitive impairment.</p> <p>Incident occurred: 7 May 2013 AP aware: 7 May 2013 Departmental records indicate information received: 8 May 2013 Departmental records indicate police aware: N/A</p>	<ul style="list-style-type: none"> • No requirement to report assault under legislation.
	17 December 2013	<p>Department of Health Complaints Investigations Scheme: Compulsory Report received in relation to a reportable assault.</p> <p>Care recipients wife raised an allegation of assault. She said that she saw the male agency nurse, who was unaware of her presence, grab her husband (Mr Serpo) from his shoulder of his shirt then throw him into a chair. When her husband attempted to kick him, the male nurse stated in a loud abusive voice 'don't you kick me'.</p> <p>The statement of the male agency nurse contradicts care recipient's wife's allegation.</p> <ul style="list-style-type: none"> • No further action was taken as there was '<i>no serious consequences to care recipients</i>' and they reported within the legislated timeframes. <p>Incident occurred: 16 December 2013 AP aware: 16 December 2013 Departmental records indicate information received: 17 December 2013 Departmental records indicate police aware: 17/12/13</p>	<ul style="list-style-type: none"> • Provider met legislative timeframe for reporting assault. • Mr Serpo's family met with Minister Wyatt and Ms Kate Carnell on Tuesday 30 May 2017.
89	1 July 2013	<p>Accreditation Agency (unannounced visit): Assessment Contact Report</p> <ul style="list-style-type: none"> • Full compliance with outcomes assessed 	
<p>2014 – Aged Care Standards and Accreditation Agency transitioned to Australian Aged Care Quality Agency (1 January 2014)</p>			

Makk and McLeay Nursing Home - Key Events Timeline – 2007 to 2017

No	Date	Description	Comments
	3 May 2014 NF/156393	Department of Health Complaints Investigations Scheme: Compulsory Report received in relation to a sexual assault. A care recipient was naked from the waist down making gyrating movements over another care recipient whilst also trying to undress him - he remained fully clothed. Care recipient to care recipient both with cognitive impairments. Incident occurred: 2 May 2014 AP aware: 2 May 2014 Departmental records indicate information received: 3 May 2014 Departmental records indicate police aware: 3 May 2014	<ul style="list-style-type: none"> No requirement to report assault under legislation.
	10 June 2014	Department of Health Complaints Investigations Scheme: Unannounced Site Visit	
90	30 September 2014	Quality Agency (unannounced visit): Assessment Contact Report <ul style="list-style-type: none"> Full compliance 	
	4 December 2014	Department of Health ACFI Review Visit	ACFI Review Decision <ul style="list-style-type: none"> 1 downgrades out of 10 appraisals reviewed
2015			
91	22 January 2015	Quality Agency: Assessment Contact Report <ul style="list-style-type: none"> Full compliance 	
	11 May 2015	Department of Health: Places Management had conversation with Northern Adelaide Health about transferring places and subcontract	
92	8 October 2015	Quality Agency (unannounced visit): Assessment Contact Report <ul style="list-style-type: none"> Full compliance 	
2016 – Department of Health Aged Care Complaints Investigations Scheme transition to Aged Care Complaints Commissioner (1 January 2016). Compulsory Reporting stays with Department of Health			
93	1 -2 February 2016	Quality Agency (Re-accreditation Audit visit): Audit Assessment Information <ul style="list-style-type: none"> Recommends full compliance with 44 out of 44 expected outcomes 	
	2 February 2016	Northern Adelaide Local Health Network emails the Department about conditions on places and requests answers to questions regarding places.	

Makk and McLeay Nursing Home - Key Events Timeline – 2007 to 2017

No	Date	Description	Comments
94	2 March 2016	<p>Quality Agency: Re-accreditation Audit Report and Decision (for Re-accreditation Audit of 1-2 February 2016)</p> <ul style="list-style-type: none"> • Full compliance with 44 out of 44 expected outcomes • Accreditation period 30 April 2016 – 30 April 2019 	<ul style="list-style-type: none"> • 3 years accreditation until 30 April 2019
	11 May 2016	Department of Health: Places Management responds to Northern Adelaide Local Health Network email about places, state they have met with Julie Harrison on three occasions since 2013, and a meeting with Greg Adey in 2014.	
	10 August 2016	Department of Health commences sharing monthly data of Compulsory Reports received with the Quality Agency and the Complaints Commissioner.	
	13 September 2016	<p>Department of Health: Compulsory Report received in relation to an unreasonable use of force.</p> <ul style="list-style-type: none"> • nurse on night duty witness another nurse using excessive force, "pinning the resident down" on the bed by the hands • alleged perpetrator was trying to dress the resident / change their garment for ADL • incident also witnessed by a second nurse • a verbal altercation later took place between the alleged perpetrator and the original witness, after the above incident, that may be related to the incident. <p>Departmental records indicate the incident occurred: 11 September 2016 AP aware: 12 September 2016 Departmental records indicate information received: 13 September 2016 Departmental records indicate police aware: 13 September 2016</p>	<ul style="list-style-type: none"> • Provider met legislative timeframe for reporting assault. • Provided to the Quality Agency and Complaints Commissioner in monthly data sharing process.
	13 October 2016	Department of Health: Aged Care Places Management in SA Health State Network sent letter to Makk and McLeay about triennial Fire Inspection.	
95	1 November 2016	<p>Quality Agency: Assessment Contact Report</p> <ul style="list-style-type: none"> • Full compliance 	
	1 November 2016	Northern Adelaide Local Health Network send email to Department – application to vary conditions of allocation: Makk and McLeay Nursing Home	

Makk and McLeay Nursing Home - Key Events Timeline – 2007 to 2017

No	Date	Description	Comments
2017			
	17 January 2017	Media: ABC Adelaide reports that Mr Spriggs was given 10 times the amount of prescribed medication and left with unexplained bruises in <u>January 2016</u> .	<ul style="list-style-type: none"> • First time Department became aware of Mr Spriggs' incident. • Mr Spriggs' family met with Minister Wyatt on Tuesday 30 May 2017
	28 February 2017	Department of Health: Advises Minister's Office of media in relation to Oakden and Mr Spriggs.	<ul style="list-style-type: none"> • Minister's Office and Executive were informed of media and issues at Makk and McLeay
96	28 February 2017	Quality Agency (assessment contract visit): Assessment Contact Report <ul style="list-style-type: none"> • Full compliance with assessed outcomes 	
	February 2017 (undated)	Department of Health; Residential Programmes send letter to Northern Adelaide Local Health Network about variation of allocation for 40 residential care places at Makk and Mcleay Nursing Home	
97	6-17 March 2017	Quality Agency (Review Audit visit): Audit Assessment Information <ul style="list-style-type: none"> • Recommended 15 of 44 expected outcomes not met 	
	16 March 2017	Quality Agency: Release of Information to Department of Health	
98	16 March 2017	Department of Health: Initial and Detailed Risk Assessment: Compliance Case Document <ul style="list-style-type: none"> • Information assessed and Department determined an immediate and severe risk to care recipients in relation to 2.7 Medication management 	
	16 March 2017	Department of Health: Advice sent to Minister's Offices informing of possible imposition of sanctions	<ul style="list-style-type: none"> • Advice sent to Minister's Office and Executive of possible imposition of sanction
99	17 March 2017	Department of Health: Notice of Decision to Impose Sanctions <ul style="list-style-type: none"> • Expected outcome 2.7 Medication management 	<ul style="list-style-type: none"> • Sanctions imposed – immediate and severe risk • Sanctions expired 17 September 2017
	17 March 2017	Department of Health: Sent email to Minister's Offices	<ul style="list-style-type: none"> • Advice sent to

Makk and McLeay Nursing Home - Key Events Timeline – 2007 to 2017

No	Date	Description	Comments
		information of the imposition of sanctions	Minister's Office and Executive of imposition of sanction
100	23 March 2017	Quality Agency: Assessment Contact Report <ul style="list-style-type: none"> 12 unmet expected outcomes assessed (1.6, 1.7, 2.7, 2.8, 2.11, 2.12, 2.13, 2.15, 3.6, 4.4, 4.7, 4.8) 	
101	27 March 2017	Quality Agency: Decision of failure to comply with Accreditation Standards <ul style="list-style-type: none"> Decision 15 of 44 expected outcomes not met (1.1, 1.4, 1.6, 1.8, 2.1, 2.4, 2.7, 2.8, 2.11, 2.13, 2.16, 3.6, 4.1, 4.7, 4.8) 	<ul style="list-style-type: none"> Decision of failure of 15 of 44 expected outcomes
102	27 March 2017	Quality Agency: Possible Serious Risk Report <ul style="list-style-type: none"> Recommended 6 of 44 expected outcomes with <u>possible</u> serious risk (1.6, 1.8, 2.4, 2.7, 2.8, 2.13) 	<ul style="list-style-type: none"> Quality Agency recommends possible serious risk with 6 of 44 expected outcomes
103	27 March 2017	Department of Health: Initial and Detailed Risk Assessment: Compliance Case Document <ul style="list-style-type: none"> Department assessed <u>no</u> further immediate and severe risk to care recipients identified 	
104	28 March 2017	Quality Agency: Serious Risk Report Decision 6 of 44 expected outcomes <u>with</u> serious risk (1.6, 1.8, 2.4, 2.7, 2.8, 2.13)	
	28 March 2017	Department of Health: risk reassessment of Serious Risk information : (Compliance Case C17/000159) <ul style="list-style-type: none"> Department assessed <u>no</u> further immediate and severe risk to care recipients identified 	
105	31 March 2017	Quality Agency: Assessment Contact Report <ul style="list-style-type: none"> 8 unmet expected outcomes assessed (1.7, 1.8, 2.13, 2.7, 3.6, 4.3, 4.7, 4.8) 	
106	3 April 2017	Aged Care Complaints Commissioner: Receives anonymous complaint regarding two staff who allegedly verbally abused care recipients. <ul style="list-style-type: none"> Type 1 referral to the Quality Agency 	
	4 April 2017	Department of Health: Compulsory Report received in relation to a care recipient on care recipient assault. Both care recipients have a cognitive impairment. AP aware: 3 April 2017 Departmental records indicate information received: 4 April 2017	<ul style="list-style-type: none"> No requirement to report assault under legislation.

Makk and McLeay Nursing Home - Key Events Timeline – 2007 to 2017

No	Date	Description	Comments
		Departmental records indicate police aware: N/A	
107	5 April 2017	Quality Agency: Assessment Contact Report 1 unmet outcomes assessed (2.7)	
108	7 April 2017	Department of Health: Notice of Non-Compliance issued <ul style="list-style-type: none"> 14 unmet outcomes (1.1, 1.4, 1.6, 1.8, 2.1, 2.4, 2.8, 2.11, 2.13, 2.16, 3.6, 4.1, 4.7, 4.8) 	<ul style="list-style-type: none"> Notice of Non-Compliance issued in relation to 14 unmet outcomes
109	7 April 2017	Quality Agency: Review Audit Report and Decision <ul style="list-style-type: none"> Decision 15 of 44 expected outcomes not met (1.1, 1.4, 1.6, 1.8, 2.1, 2.4, 2.7, 2.8, 2.11, 2.13, 2.16, 3.6, 4.1, 4.7, 4.8) Decision to vary accreditation period to 7 October 2017 Timetable for improvement 7 July 2017 	<ul style="list-style-type: none"> Accreditation period varied to 7 October 2017
	7 April 2017	Department of Health: SA Health State Network – Places Management, compliance management meets with Northern Adelaide Local Health Network to discuss: Proposal to relocate 16 care recipients to Northgate facility <ul style="list-style-type: none"> Varying conditions of allocations Sanction process/ Nurse adviser Security of tenure requirements of providers 	
110	12 April 2017	Quality Agency: Assessment Contact Report <ul style="list-style-type: none"> 1 expected outcome assessed (1.6) 	
	18 April 2017	Department of Health: SA Health State Network staff meet with Northern Adelaide Local Health Network to discuss: <ul style="list-style-type: none"> Non-compliance with the Accreditation Standards Quality Agency Reaccreditation The Oakden report Closing Makk and McLeay Managing unused places – longer term considerations 	
111	18 April 2017	Quality Agency: Assessment Contact Report <ul style="list-style-type: none"> 1 expected outcome assessed (2.4) 	
	20 April 2017	SA Chief Psychiatrist, Dr Aaron Groves, report published and closure of Oakden publically released and SA Government accepts six recommendations	<ul style="list-style-type: none"> Dr Aaron Groves report released and closure of Oakden announced by SA Government.

Makk and McLeay Nursing Home - Key Events Timeline – 2007 to 2017

No	Date	Description	Comments
112	26 April 2017	Quality Agency: Assessment Contact Report and Decision Report <ul style="list-style-type: none"> 17 expected outcomes assessed (1.1, 1.4, 1.6, 1.7, 1.8, 2.1, 2.4, 2.7, 2.8, 2.11, 2.13, 2.16, 3.6, 4.1, 4.7, 4.8) Decision of 15 of 44 expected outcomes not met (1.1, 1.4, 1.6, 1.8, 2.1, 2.4, 2.7, 2.8, 2.11, 2.13, 2.16, 3.6, 4.1, 4.7, 4.8) 	
113	26 April 2017	<ul style="list-style-type: none"> Department of Health: Analysis of submission in respect of notice of non-compliance – Accreditation Standards 	
114	28 April 2017	Quality Agency: Assessment Contact Report and Decision Report <ul style="list-style-type: none"> Decision of 15 of 44 expected outcomes not met (1.1, 1.4, 1.6, 1.8, 2.1, 2.4, 2.7, 2.8, 2.11, 2.13, 2.16, 3.6, 4.1, 4.7, 4.8) 	
115	29 April 2017	Quality Agency: Assessment Contact Report and Decision Report <ul style="list-style-type: none"> Decision of 15 of 44 expected outcomes not met (1.1, 1.4, 1.6, 1.8, 2.1, 2.4, 2.7, 2.8, 2.11, 2.13, 2.16, 3.6, 4.1, 4.7, 4.8) 	
116	30 April 2017	Quality Agency: Assessment Contact Report and Decision Report <ul style="list-style-type: none"> Decision of 15 of 44 expected outcomes not met (1.1, 1.4, 1.6, 1.8, 2.1, 2.4, 2.7, 2.8, 2.11, 2.13, 2.16, 3.6, 4.1, 4.7, 4.8) 	
	1 May 2017	Minister Wyatt announces review into the aged care quality regulatory processes. Review to report by 31 August 2017	<ul style="list-style-type: none"> Minister Wyatt announces review
117	1 May 2017	Quality Agency: Assessment Contact Report and Decision Report <ul style="list-style-type: none"> Decision of 15 of 44 expected outcomes not met (1.1, 1.4, 1.6, 1.8, 2.1, 2.4, 2.7, 2.8, 2.11, 2.13, 2.16, 3.6, 4.1, 4.7, 4.8) 	
118	2 May 2017	Quality Agency: Assessment Contact Report and Decision Report <ul style="list-style-type: none"> Decision of 15 of 44 expected outcomes not met (1.1, 1.4, 1.6, 1.8, 2.1, 2.4, 2.7, 2.8, 2.11, 2.13, 2.16, 3.6, 4.1, 4.7, 4.8) 	
119	2 May 2017	Department of Health: Notice to Remedy Non-Compliance	
120	3 May 2017	Quality Agency: Assessment Contact Report and	

Makk and McLeay Nursing Home - Key Events Timeline – 2007 to 2017

No	Date	Description	Comments
		Decision Report <ul style="list-style-type: none"> Decision of 15 of 44 expected outcomes not met (1.1, 1.4, 1.6, 1.8, 2.1, 2.4, 2.7, 2.8, 2.11, 2.13, 2.16, 3.6, 4.1, 4.7, 4.8) 	
121	4 May 2017	Quality Agency: Assessment Contact Report and Decision Report <ul style="list-style-type: none"> Decision of 15 of 44 expected outcomes not met (1.1, 1.4, 1.6, 1.8, 2.1, 2.4, 2.7, 2.8, 2.11, 2.13, 2.16, 3.6, 4.1, 4.7, 4.8) 	
122	5 May 2017	Quality Agency: Assessment Contact Report and Decision Report <ul style="list-style-type: none"> Decision of 15 of 44 expected outcomes not met (1.1, 1.4, 1.6, 1.8, 2.1, 2.4, 2.7, 2.8, 2.11, 2.13, 2.16, 3.6, 4.1, 4.7, 4.8) 	
123	6 May 2017	Quality Agency: Assessment Contact Report and Decision Report <ul style="list-style-type: none"> Decision of 15 of 44 expected outcomes not met (1.1, 1.4, 1.6, 1.8, 2.1, 2.4, 2.7, 2.8, 2.11, 2.13, 2.16, 3.6, 4.1, 4.7, 4.8) 	
124	7 May 2017	Quality Agency: Assessment Contact Report and Decision Report <ul style="list-style-type: none"> Decision of 15 of 44 expected outcomes not met (1.1, 1.4, 1.6, 1.8, 2.1, 2.4, 2.7, 2.8, 2.11, 2.13, 2.16, 3.6, 4.1, 4.7, 4.8) 	
125	8 May 2017	Quality Agency: Assessment Contact Report and Decision Report <ul style="list-style-type: none"> Decision of 15 of 44 expected outcomes not met (1.1, 1.4, 1.6, 1.8, 2.1, 2.4, 2.7, 2.8, 2.11, 2.13, 2.16, 3.6, 4.1, 4.7, 4.8) 	
126	9 May 2017	Quality Agency: Assessment Contact Report and Decision Report <ul style="list-style-type: none"> Decision of 15 of 44 expected outcomes not met (1.1, 1.4, 1.6, 1.8, 2.1, 2.4, 2.7, 2.8, 2.11, 2.13, 2.16, 3.6, 4.1, 4.7, 4.8) 	
	9 May 2017 – 14 June 2017	Quality Agency made 31 visits to the Makk and McLeay wards and found that the 15 outcomes remained unmet until the service closed on 14 June 2017.	<ul style="list-style-type: none"> The final Nurse Adviser Report dated 14 June 2017 recorded: Activities toward compliance continue, however no outcomes have been met'

Makk and McLeay Nursing Home - Key Events Timeline – 2007 to 2017

No	Date	Description	Comments
	11 May 2017	Minister Wyatt announces Ms Kate Carnell and Professor Ron Paterson as review panel to undertake the review into the aged care quality regulatory processes	<ul style="list-style-type: none"> Minister Wyatt announces Ms Kate Carnell and Professor Ron Paterson to undertake review
	13 May 2017	<p>Department of Health: Compulsory Report received in relation to an unreasonable use of force. A family member stated she had witnessed a male staff member hold the hand of a female care recipient who was sitting in a Princess Chair and then placed her hand on her forehead to push her back in the chair to avoid her falling out.</p> <p>Incident occurred: 8 or 9 May 2017 AP aware: 13 May 2017 Departmental records indicate information received: 13 May 2017 Departmental records indicate police aware: 13 May 2017</p>	<ul style="list-style-type: none"> Provider met legislative timeframe for reporting assault. <p>Media 16 May 2017: http://www.news.com.au/national/south-australia/new-case-of-alleged-abuse-at-oakden-nursing-home/news-story/de0dd7f15f5d10c4d12b4e8812bbf8a5</p>
	16 May 2017	<p>Department of Health: Compulsory Report received in relation to an unreasonable use of force. A care recipient pushing a trolley was trying to exit through a door into another area of the service A male nurse, who was holding the door open to allow a different resident to exit through, attempted to stop the resident with the trolley by pushing the trolley back with force, causing the care recipient to stumble a step backwards, and the male nurse spoke “tersely” to the care recipient.</p> <p>Incident occurred: 16 May 2017 AP aware: 16 May 2017 Departmental records indicate information received: 16 May 2017 Departmental records indicate police aware: 17 May 2017</p>	<ul style="list-style-type: none"> Provider met legislative timeframe for reporting assault. <p>Media 17 May 2017: http://indaily.com.au/news/local/2017/05/17/another-oakden-abuse-allegation-yesterday/</p>
	17 May 2017	SA Health Minister Leesa Vlahos MP announced the closure of Oakden Older Persons Mental Health service will be closed in 20 days (6 June 2017).	<ul style="list-style-type: none"> Department's SA HSN advised on 26 May 2017, Oakden closure now 14 June 2017.
	29 May 2017	SA Coroner reopens inquest into the 2008 death of Mr Rollbusch.	

Makk and McLeay Nursing Home - Key Events Timeline – 2007 to 2017

No	Date	Description	Comments
	17 May 2017	SA Health Minister, Leesa Vlahos MP announced the closure of Oakden Older Persons Mental Health Service.	
	14 June 2017	Oakden Older Persons Mental Health Service closed following the relocation of all care recipients.	
	30 June 2017	NAHLN's operational places were transferred to another SA Health AP, Country Health SA.	
	1 to 10 July 2017	Department assesses NALHN's suitability to remain an approved provider of aged care services.	
	11 July 2017 to 4 August 2017	<p>Department drafts and issues (4 August) a notice under subsection 10-3(3) of the Act proposing to revoke NALHN's approval as an approved provider.</p> <p>NALHN has a legislated 28 days to provide submissions to the notice.</p>	
	31 August 2017	NALHN's submissions received by Department.	
	29 September 2017	Department issues revocation notice to NAHLN with an effective date of 6 October 2017.	
	6 October 2017	NALHN's approval as a provider of aged care service under the Act is revoked.	