

# Summary of service provider complaint report

## Austin Hospital



# Introduction

## **Purpose**

The purpose of this summary presentation is to showcase key data for complaints to the MHWC and complaints and compliments directly to your service, largely focusing on the 2023-24 reporting year.

This summary outlines a range of complaints and compliments statistics, including who complainants are, what issues are raised, and how the complaints are resolved.

### **Interpreting the data**

Caution should be used when drawing conclusions from relative numbers of complaints reported by services.

High numbers of complaints reported by services may represent effective complaints reporting processes, a positive complaints culture and/or demonstrate high numbers of issues experienced by people who use the service.

Conversely, low numbers of complaints may indicate issues with the recording of complaints or the service's approach to complaints, or a high level of satisfaction with the service.

Complaints represent people's experience, and a sign of a positive complaints culture would be higher numbers of complaints to services and lower number of complaints to the MHWC, reflecting that people feel confident to raise their concerns with the service.

# The role of the MHWC

*The MHWC collects and analyses complaints data about public mental health services to:*



**identify key themes**  
and emerging issues  
across the sector



**gain insights into the**  
**concerns/experiences** of  
consumers, families and carers



**increase awareness** of systemic  
issues and improvement  
opportunities



understand the **status of**  
**complaint processes** and  
reporting across the sector



**inform our projects**  
and recommendations

*The MHWC also has a role in system oversight, including monitoring the quality, safety, and performance of the sector.*

*It is expected that this report will continue to adjust to align to the MHWC's system monitoring and oversight functions over time.*

# Trends in complaints and compliments

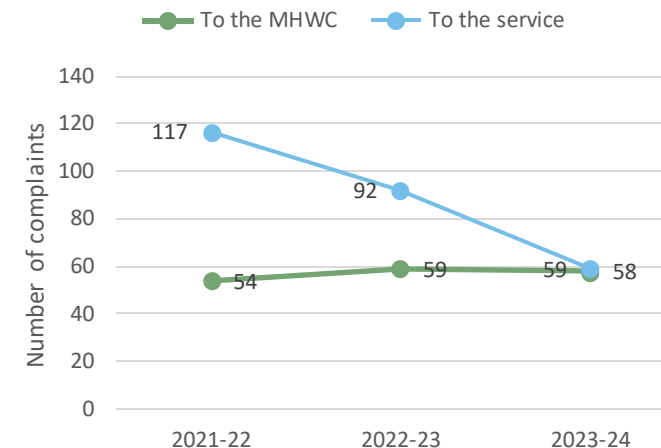
# How many complaints were made?

## Complaints about Austin Hospital

The MHWC received **58** complaints about Austin Hospital

Austin Hospital received **59** complaints directly

	2021-22	2022-23	2023-24	Change to 23-24
To the MHWC	54	59	58	-2%
To the service	117	92	59	-36%

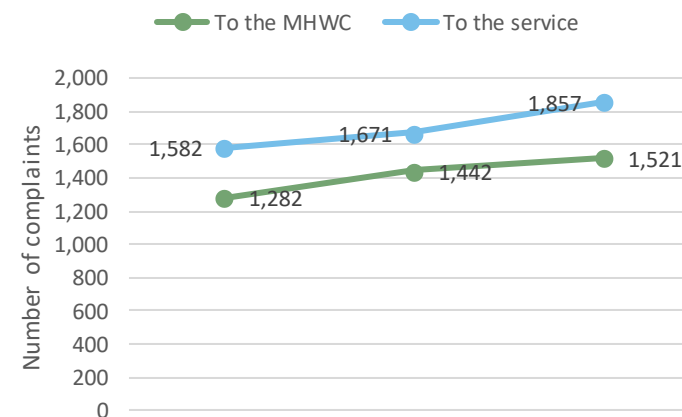


## Complaints across all services

Complaints to the MHWC increased by: **5%**

Complaints to service providers increased by: **11%**

	2021-22	2022-23	2023-24	Change to 23-24
To the MHWC	1,282	1,442	1,521	+5%
To the service	1,582	1,671	1,857	+11%

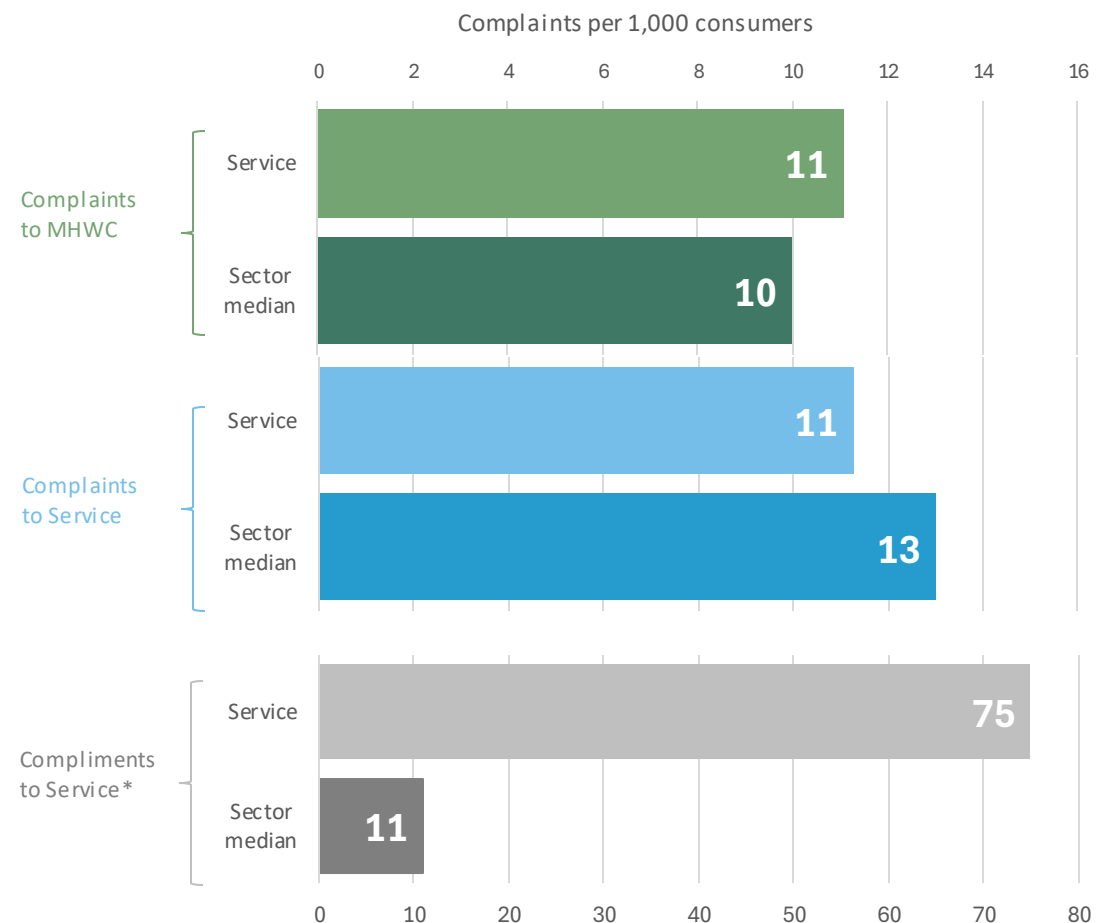


# Complaint rates

## Complaints per 1,000 consumers

*This chart shows complaint and compliment rates per 1,000 consumers, compared to sector medians. Sector medians are shown to avoid particular service types providing a skewed picture of inter-service performance. Half of all services have complaint and compliment rates below the sector median.*

Complaints per 1,000		
Complaints to MHWC about service	consumers	Sample size
Austin Hospital	11.1	58
Sector median	10.0	1,514
<b>Complaints directly to service</b>		
Austin Hospital	11.3	59
Sector median	13.0	1,857
<b>Compliments directly to service</b>		
Austin Hospital	75.0	75
Sector median	11.0	1,188



*\*Note: Not all services reported compliments, and services use different approaches to capture these data.*

# Who is making complaints?

## Complainant relationship to consumer

*This chart shows who made complaints about Austin Hospital.*

*For complaints to the MHWC the most complaints were made by Consumers.*

*For complaints directly to the service the most complaints were made by Consumers.*

### Complaints about Austin Hospital

	Consumers	Family members / carers	Other complainants	Unknown
Complaints to MHWC	60%	36%	2%	2%
Complaints directly to service	69%	24%	3%	3%

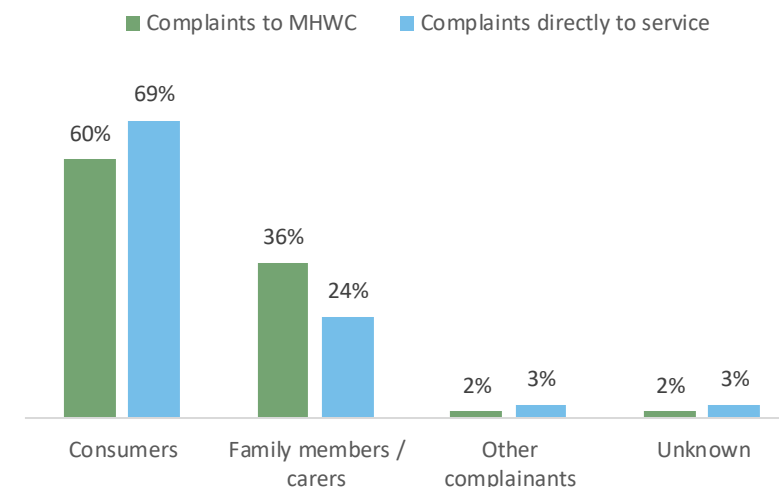
*This chart shows who made complaints about all service providers sector-wide.*

*For complaints to the MHWC the most complaints were made by Consumers.*

*For complaints directly to the service the most complaints were made by Consumers.*

### Complaints about all service providers

	Consumers	Family members / carers	Other complainants	Unknown
Complaints to MHWC	73%	24%	3%	0%
Complaints directly to service	57%	26%	7%	10%



# Issues raised in complaints



# How does the MHWC categorise issues?

The MHWC uses three levels of categories to classify complaints



# What were complaints about?

## Level 1 issues raised about Austin Hospital

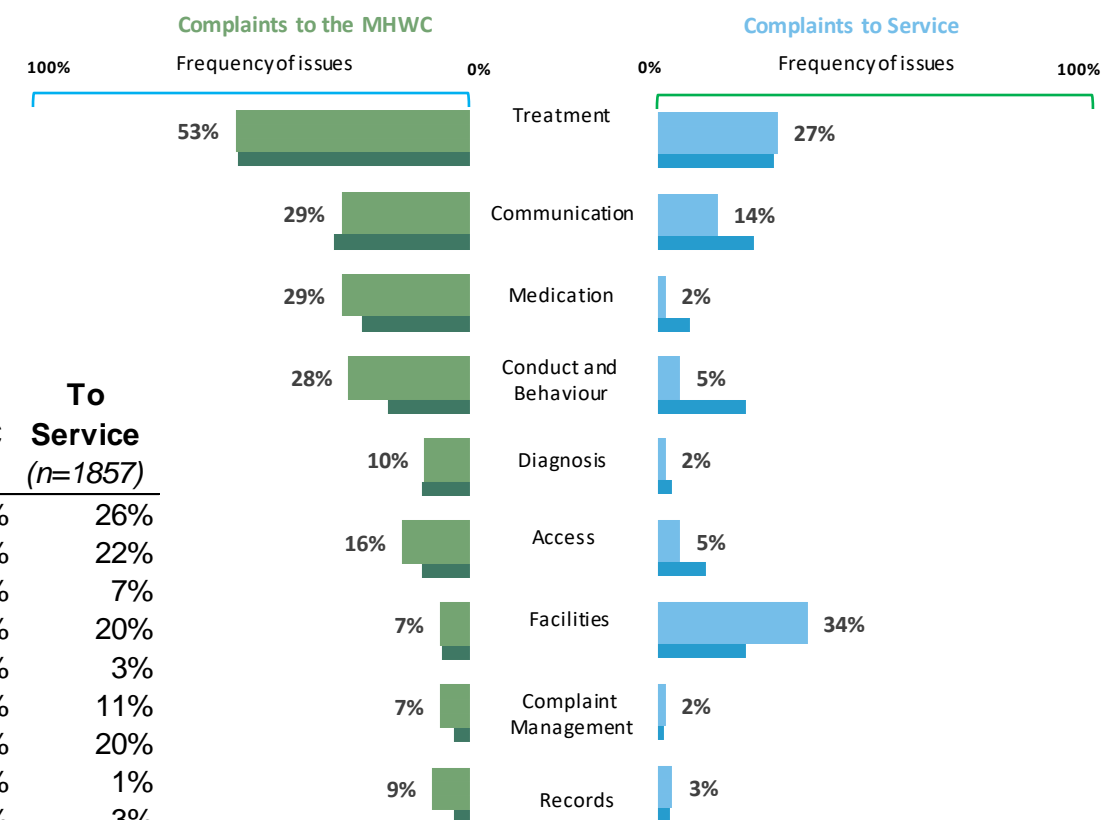
*This chart shows the proportion of complaints that related to each level 1 issue.*

*It includes complaints made by all complainant types.*

*Sector averages are the total proportion across all complaints across all services.*

*The most commonly raised issues for complaints about Austin Hospital to the MHWC were Treatment and Communication*

*The most commonly raised issues for complaints about Austin Hospital to the service were Facilities and Treatment*



Proportions of complaints with issue	Austin Hospital		Sector averages	
	To MHWC (n=58)	To Service (n=59)	To MHWC (n=1521)	To Service (n=1857)
1 Treatment	53%	27%	53%	26%
2 Communication	29%	14%	31%	22%
3 Medication	29%	2%	25%	7%
4 Conduct and Behaviour	28%	5%	19%	20%
5 Diagnosis	10%	2%	11%	3%
6 Access	16%	5%	11%	11%
7 Facilities	7%	34%	7%	20%
8 Complaint Management	7%	2%	4%	1%
9 Records	9%	3%	4%	3%

# What were complaints about?

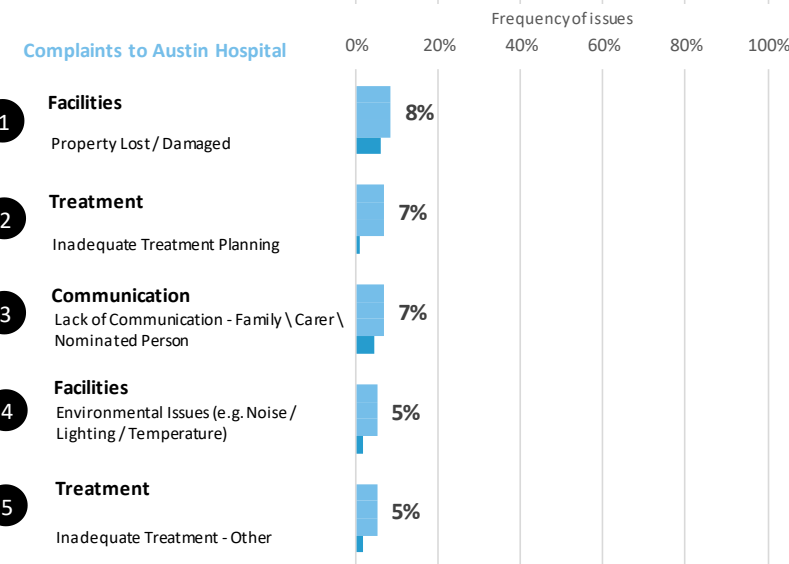
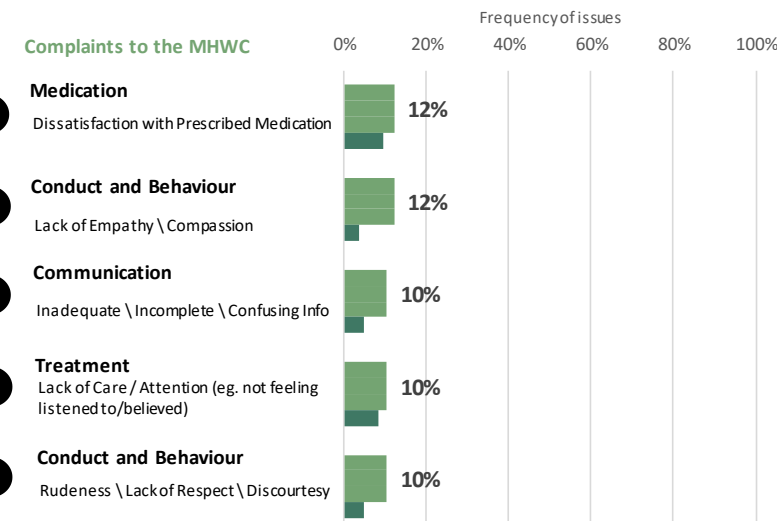
## Level 3 issues raised about Austin Hospital

### Complaints to the MHC

Rank	Level 1	Level 3	About Austin Hospital (n=58)	Sector average (n=1521)
1	Medication	Dissatisfaction with Prescribed Medication	12%	9%
2	Conduct and Behaviour	Lack of Empathy \ Compassion	12%	4%
3	Communication	Inadequate \ Incomplete \ Confusing Info - Family \ Carer \	10%	5%
4	Treatment	Lack of Care / Attention (eg. not feeling listened to/believed)	10%	8%
5	Conduct and Behaviour	Rudeness \ Lack of Respect \ Discourtesy	10%	5%

### Complaints directly to service

Rank	Level 1	Level 3	Complaints to Austin Hospital (n=59)	Sector average (n=1857)
1	Facilities	Property Lost / Damaged	8%	6%
2	Treatment	Inadequate Treatment Planning	7%	1%
3	Communication	Lack of Communication - Family \ Carer \ Nominated Person	7%	5%
4	Facilities	Environmental Issues (e.g. Noise / Lighting / Temperature)	5%	2%
5	Treatment	Inadequate Treatment - Other	5%	2%

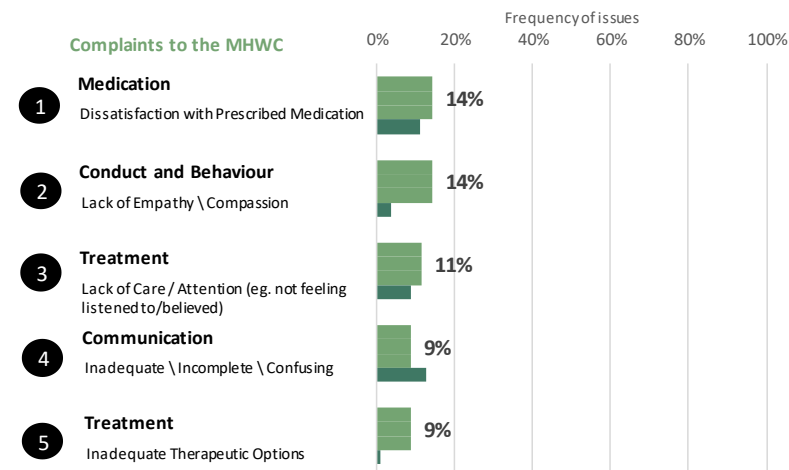


# What were consumer complaints about?

## Level 3 issues raised by consumers about Austin Hospital

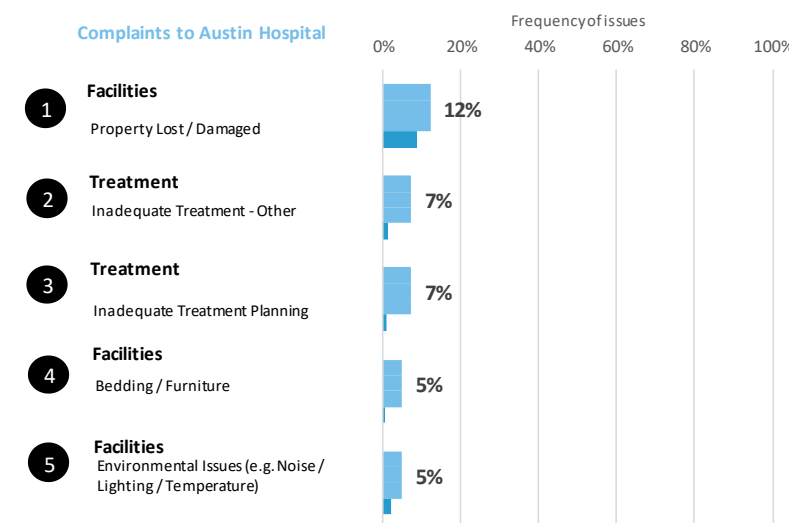
### Complaints to the MHC

Rank	Level 1	Level 3	About Austin Hospital (n=35)	Sector average (n=1110)
1	Medication	Dissatisfaction with Prescribed Medication	14%	11%
2	Conduct and Behaviour	Lack of Empathy \ Compassion	14%	4%
3	Treatment	Lack of Care / Attention (eg. not feeling listened to/believed)	11%	9%
4	Communication	Inadequate \ Incomplete \ Confusing Information - Consumer	9%	13%
5	Treatment	Inadequate Therapeutic Options	9%	1%



### Complaints directly to service

Rank	Level 1	Level 3	Complaints to Austin Hospital (n=41)	Sector average (n=1053)
	Facilities	Property Lost / Damaged	12%	9%
	Treatment	Inadequate Treatment - Other	7%	1%
	Treatment	Inadequate Treatment Planning	7%	1%
	Facilities	Bedding / Furniture	5%	1%
	Facilities	Environmental Issues (e.g. Noise / Lighting / Temperature)	5%	2%



# What were carer complaints about?

## Level 3 issues raised by carers about Austin Hospital

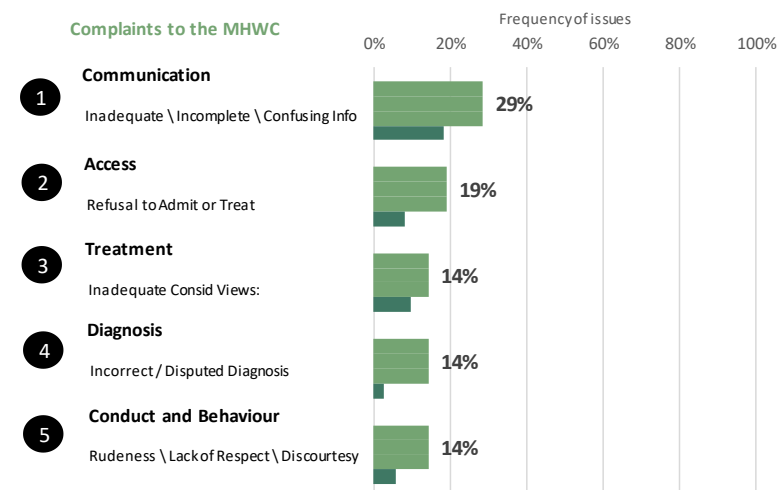
### Complaints to the MHWC

Rank	Level 1	Level 3	About Austin Hospital (n=21)	Sector average (n=365)
1	Communication	Inadequate \ Incomplete \ Confusing Info - Family \ Carer \ Nom. Person	29%	18%
2	Access	Refusal to Admit or Treat	19%	8%
3	Treatment	Inadequate Consid Views: Carer/Fam/NomP Voluntary/Unkn	14%	10%
4	Diagnosis	Incorrect / Disputed Diagnosis	14%	3%
5	Conduct and Behaviour	Rudeness \ Lack of Respect \ Discourtesy	14%	6%

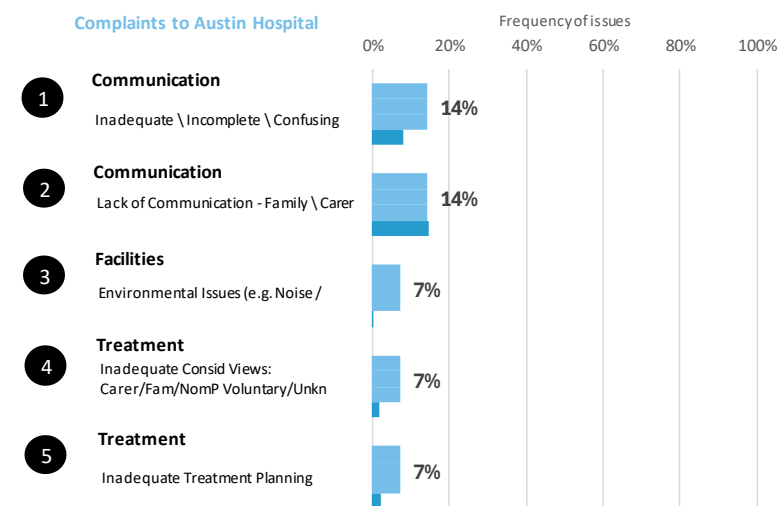
### Complaints directly to service

Rank	Level 1	Level 3	Complaints to Austin Hospital (n=14)	Sector average (n=481)
1	Communication	Inadequate \ Incomplete \ Confusing Info - Family \ Carer \ Nom. Person	14%	8%
2	Communication	Lack of Communication - Family \ Carer \ Nominated Person	14%	15%
3	Facilities	Environmental Issues (e.g. Noise / Lighting / Temperature)	7%	0%
4	Treatment	Inadequate Consid Views: Carer/Fam/NomP Voluntary/Unkn	7%	2%
5	Treatment	Inadequate Treatment Planning	7%	2%

### Complaints to the MHWC



### Complaints to Austin Hospital



# Outcomes of complaints

# What were the outcomes of complaints?

## Outcomes of closed complaints about Austin Hospital

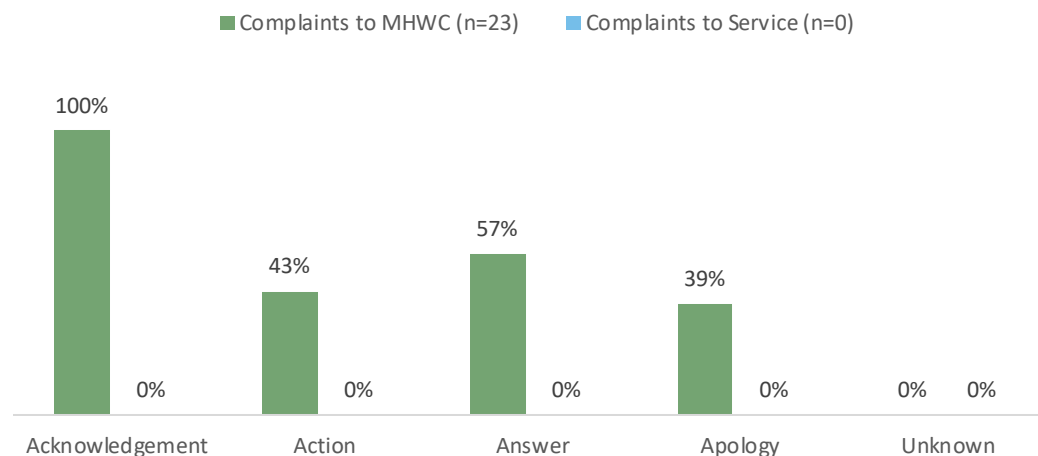
### Complaint outcomes for Austin Hospital

*This analysis presents the outcomes for complaints to the MHWC or directly to service for Austin Hospital.*

*The figures shown are the proportion of complaints for which an outcome has been recorded.*

*Outcomes of complaints are framed in terms of the 4A's model - acknowledgement, action, answers and apology.*

	Acknowledgement	Action	Answer	Apology	Unknown
Complaints to MHWC (n=23)	100%	43%	57%	39%	0%
Complaints to Service (n=0)	No outcomes available				



# What actions were taken by the service?

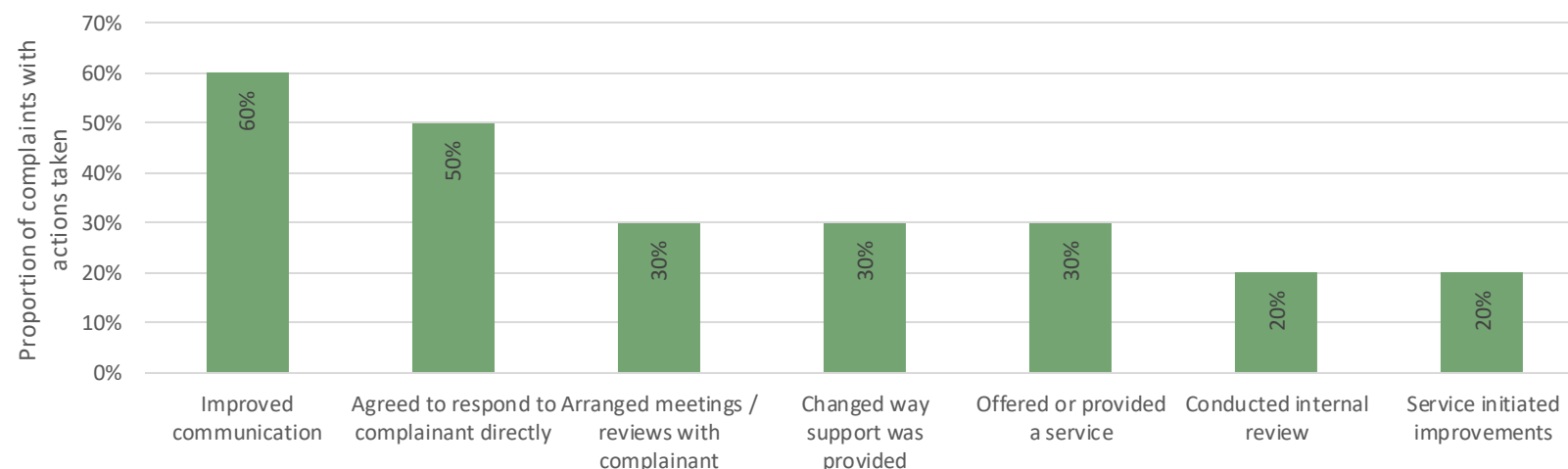
## Top actions taken by the service in response to complaints to the MHWC

### Actions taken to address complaints about Austin Hospital

*This analysis shows the proportion of complaints resulting in each of the detailed actions that the MHWC records.*

*These data reflect when the service has agreed to take an action for a complaint raised with the MHWC (n=10)*

Rank	Detailed action	Proportion
1	Improved communication	60%
2	Agreed to respond to complainant directly	50%
3	Arranged meetings / reviews with complainant	30%
4	Changed way support was provided	30%
5	Offered or provided a service	30%
6	Conducted internal review	20%
7	Service initiated improvements	20%





# Themes in compliments

# What were compliments about?

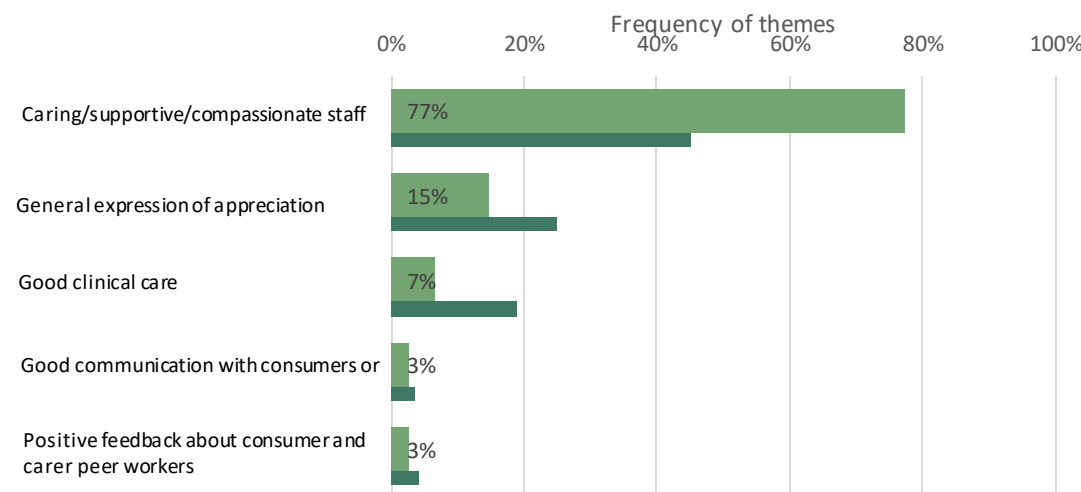
## Themes raised in compliments about Austin Hospital

### Compliments to service

*This analysis shows the proportion of compliments by theme raised for Austin Hospital*

*This is compared to the compliments received across all services across the sector.*

	Compliment	About Service	All services
1	Caring/supportive/compassionate staff	77%	45%
2	General expression of appreciation	15%	25%
3	Good clinical care	7%	19%
4	Good communication with consumers or carers	3%	4%
5	Positive feedback about consumer and carer peer workers	3%	4%



# Thank you

Contact us

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**Mental Health  
and Wellbeing**  
Commission

