

# Summary of service provider complaint report

## Bendigo Health



# 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

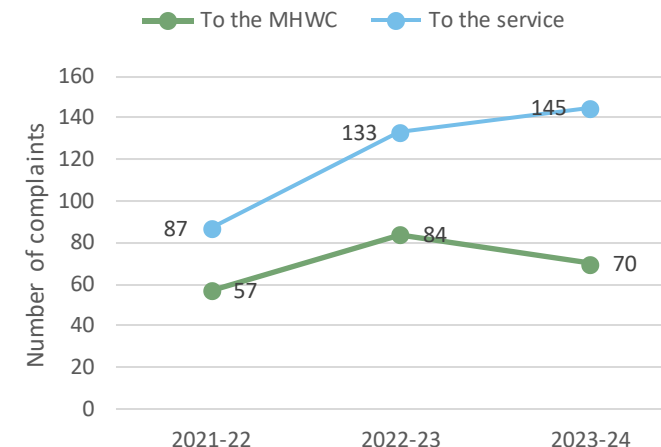
# How many complaints were made?

## Complaints about Bendigo Health

The MHWC received **70** complaints about Bendigo Health

Bendigo Health received **145** complaints directly

|                | 2021-22 | 2022-23 | 2023-24 | Change to 23-24 |
|----------------|---------|---------|---------|-----------------|
| To the MHWC    | 57      | 84      | 70      | -17%            |
| To the service | 87      | 133     | 145     | +9%             |

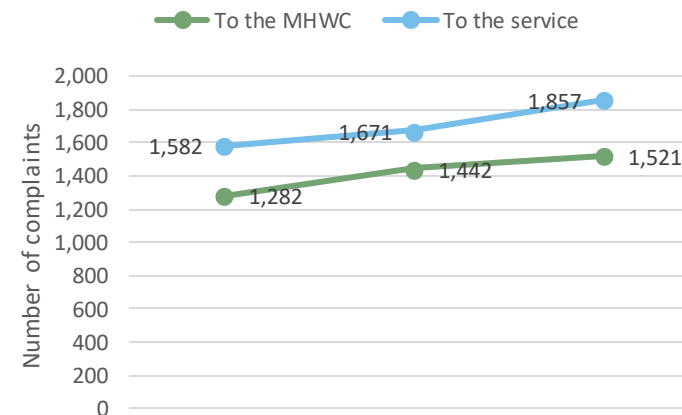


## Complaints across all services

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

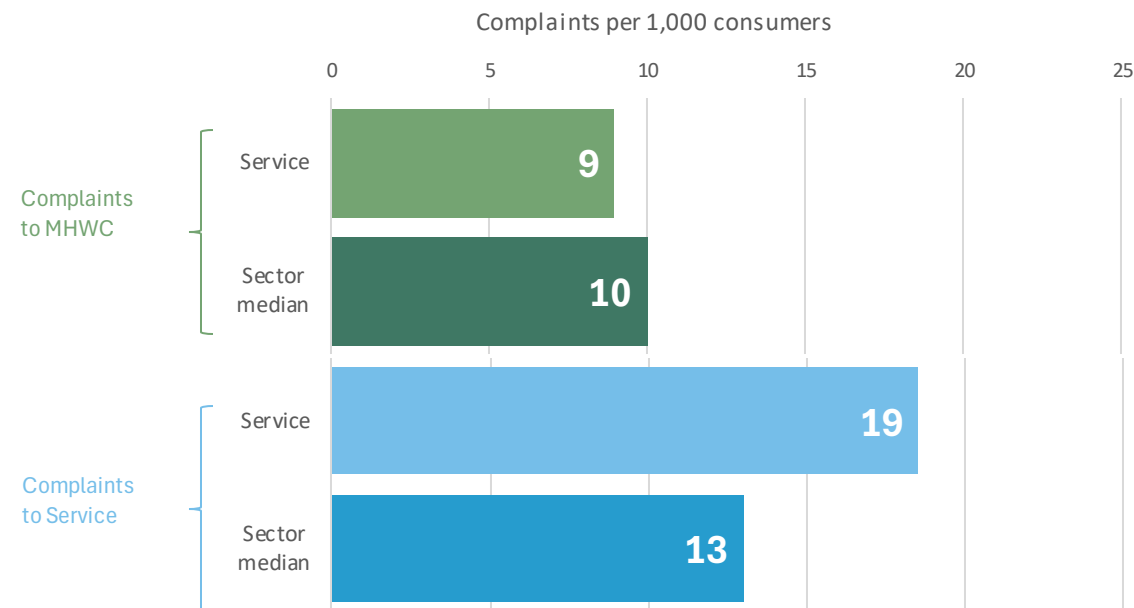
## Complaints per 1,000 consumers

*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 to MHWC about service | Complaints per<br>1,000 consumers | Sample size |
|----------------------------------|-----------------------------------|-------------|
| Bendigo Health                   | 9.0                               | 70          |
| Sector median                    | 10.0                              | 1,514       |

| Complaints directly to service | Complaints per<br>1,000 consumers | Sample size |
|--------------------------------|-----------------------------------|-------------|
| Bendigo Health                 | 18.6                              | 145         |
| Sector median                  | 13.0                              | 1,857       |



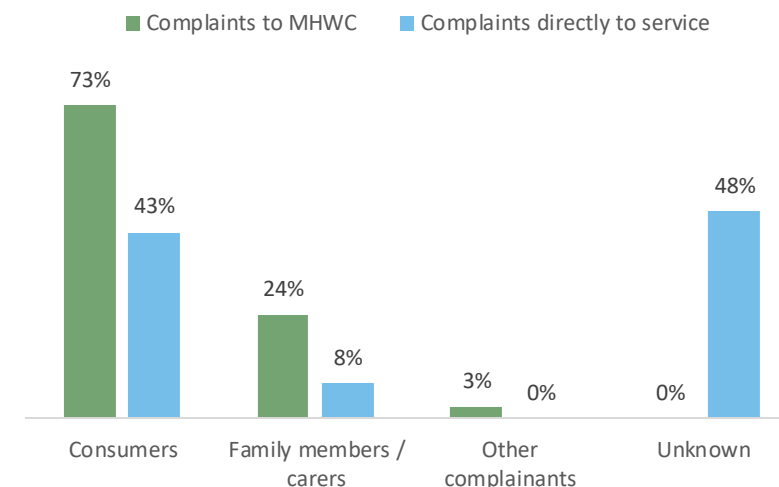
# Who is making complaints?

## Complainant relationship to consumer

*This chart shows who made complaints about Bendigo Health.  
For complaints to the MHWC the most complaints were made by Consumers.  
For complaints directly to the service the most complaints were made by Unknown.*

### Complaints about Bendigo Health

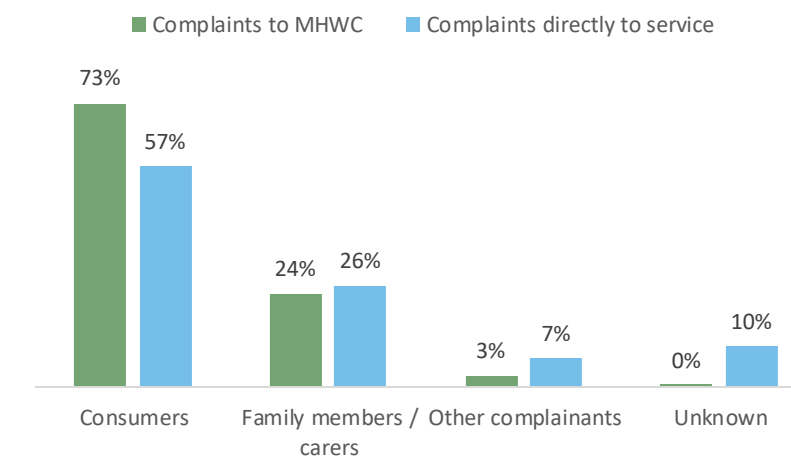
|                                | Consumers | Family members<br>/ carers | Other<br>complainants | Unknown |
|--------------------------------|-----------|----------------------------|-----------------------|---------|
| Complaints to MHWC             | 73%       | 24%                        | 3%                    | 0%      |
| Complaints directly to service | 43%       | 8%                         | 0%                    | 48%     |



*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<br>/ carers | Other<br>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



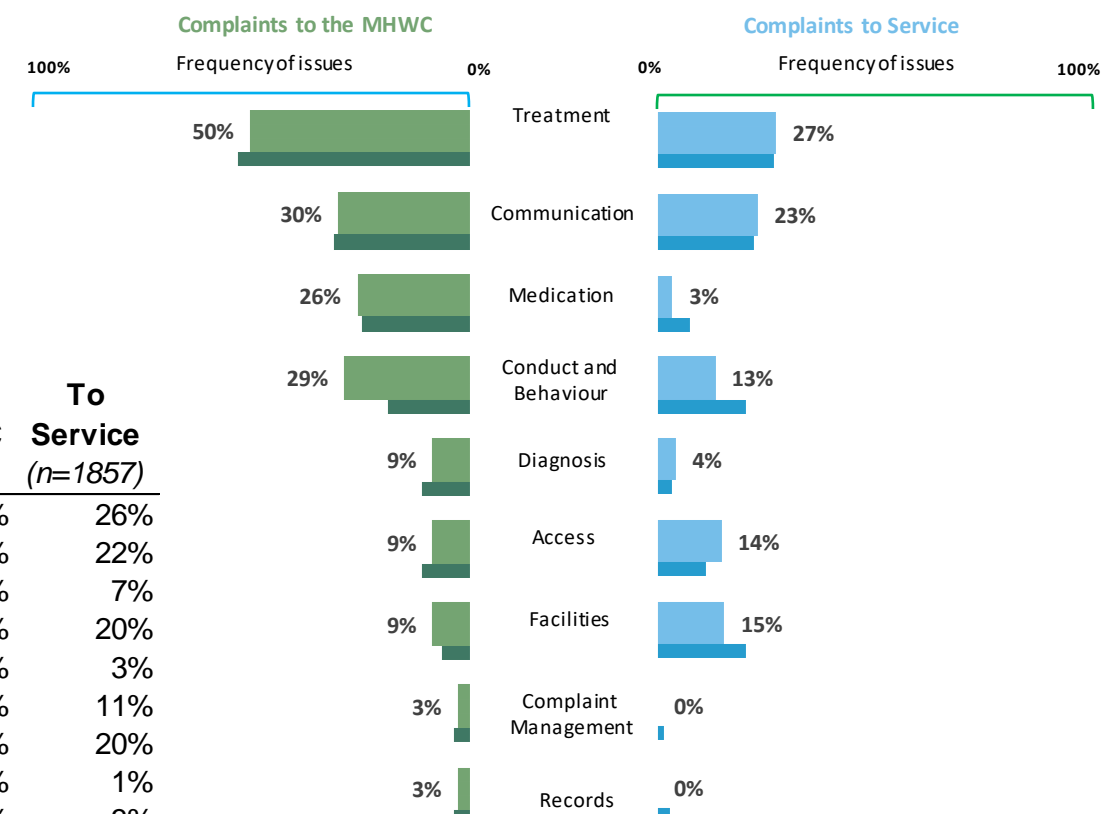
# What were complaints about?

## Level 1 issues raised about Bendigo Health

*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 Bendigo Health to the MHWC were Treatment and Communication*

*The most commonly raised issues for complaints about Bendigo Health to the service were Treatment and Communication*



| Proportions of complaints with issue | Bendigo Health    |                       | Sector averages     |                        |
|--------------------------------------|-------------------|-----------------------|---------------------|------------------------|
|                                      | To MHWC<br>(n=70) | To Service<br>(n=145) | To MHWC<br>(n=1521) | To Service<br>(n=1857) |
| 1 Treatment                          | 50%               | 27%                   | 53%                 | 26%                    |
| 2 Communication                      | 30%               | 23%                   | 31%                 | 22%                    |
| 3 Medication                         | 26%               | 3%                    | 25%                 | 7%                     |
| 4 Conduct and Behaviour              | 29%               | 13%                   | 19%                 | 20%                    |
| 5 Diagnosis                          | 9%                | 4%                    | 11%                 | 3%                     |
| 6 Access                             | 9%                | 14%                   | 11%                 | 11%                    |
| 7 Facilities                         | 9%                | 15%                   | 7%                  | 20%                    |
| 8 Complaint Management               | 3%                | 0%                    | 4%                  | 1%                     |
| 9 Records                            | 3%                | 0%                    | 4%                  | 3%                     |

# What were complaints about?

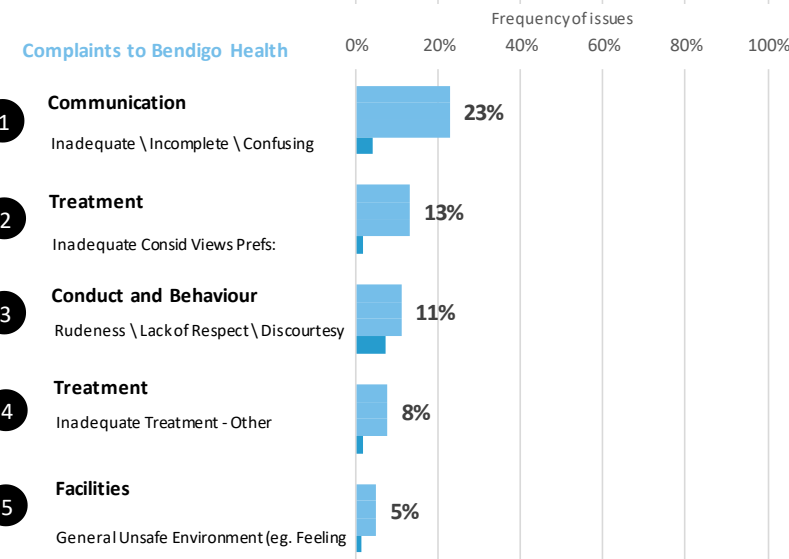
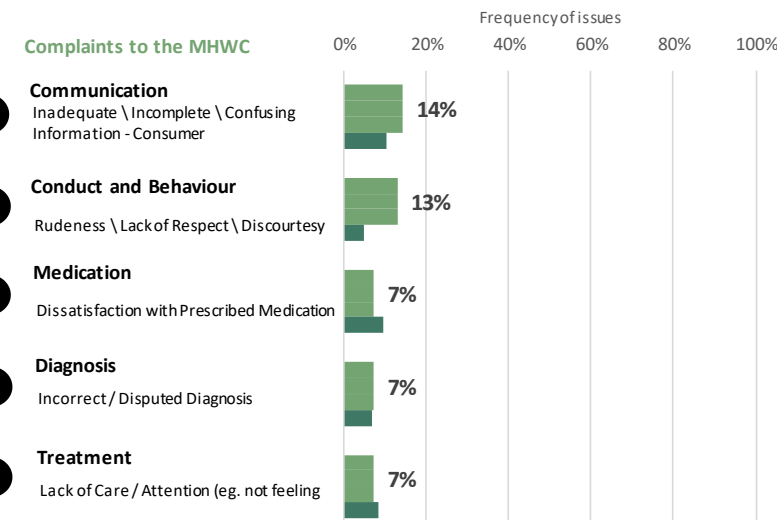
## Level 3 issues raised about Bendigo Health

### Complaints to the MHC

| Rank | Level 1               | Level 3   | About Bendigo Health<br>(n=70) | Sector average<br>(n=1521) |
|------|-----------------------|---|--------------------------------|----------------------------|
| 1    | Communication         | Inadequate \ Incomplete \ Confusing Information - Consumer      | 14%                            | 10%                        |
| 2    | Conduct and Behaviour | Rudeness \ Lack of Respect \ Discourtesy                        | 13%                            | 5%                         |
| 3    | Medication            | Dissatisfaction with Prescribed Medication                      | 7%                             | 9%                         |
| 4    | Diagnosis             | Incorrect / Disputed Diagnosis                                  | 7%                             | 7%                         |
| 5    | Treatment             | Lack of Care / Attention (eg. not feeling listened to/believed) | 7%                             | 8%                         |

### Complaints directly to service

| Rank | Level 1               | Level 3   | Complaints to Bendigo Health<br>(n=145) | Sector average<br>(n=1857) |
|------|-----------------------|---|---|----------------------------|
| 1    | Communication         | Inadequate \ Incomplete \ Confusing Info - Family \ Carer \ | 23%                                     | 4%                         |
| 2    | Treatment             | Inadequate Consid Views Prefs: Consumer Voluntary/Unkn      | 13%                                     | 2%                         |
| 3    | Conduct and Behaviour | Rudeness \ Lack of Respect \ Discourtesy                    | 11%                                     | 7%                         |
| 4    | Treatment             | Inadequate Treatment - Other                                | 8%                                      | 2%                         |
| 5    | Facilities            | General Unsafe Environment (eg. Feeling Physically,         | 5%                                      | 1%                         |

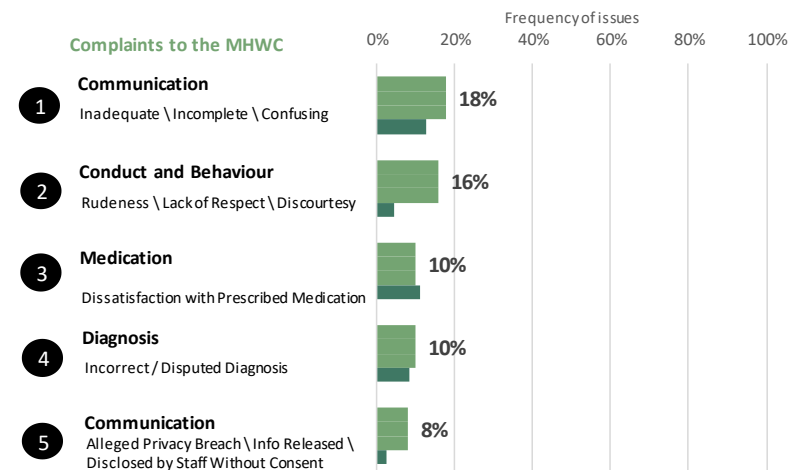


# What were consumer complaints about?

## Level 3 issues raised by consumers about Bendigo Health

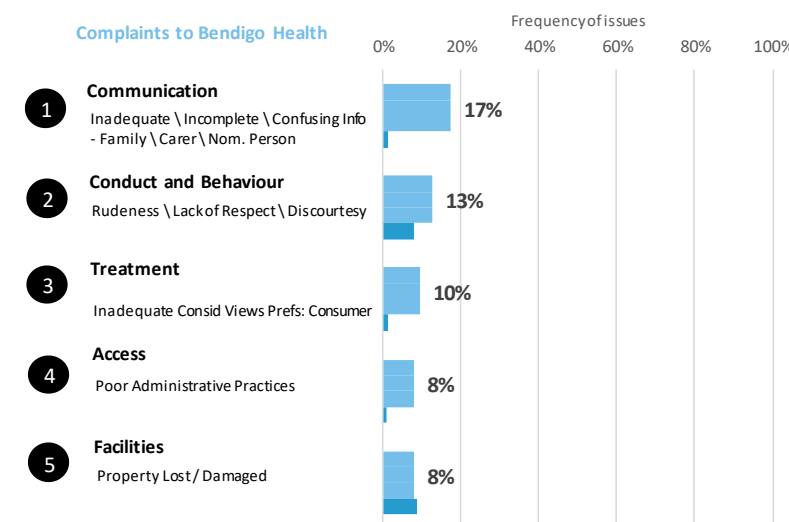
### Complaints to the MHWC

| Rank | Level 1               | Level 3   | About<br>Bendigo<br>Health<br>(n=51) | Sector<br>average<br>(n=1110) |
|------|-----------------------|---|--------------------------------------|-------------------------------|
| 1    | Communication         | Inadequate \ Incomplete \ Confusing Information - Consumer                  | 18%                                  | 13%                           |
| 2    | Conduct and Behaviour | Rudeness \ Lack of Respect \ Discourtesy                                    | 16%                                  | 5%                            |
| 3    | Medication            | Dissatisfaction with Prescribed Medication                                  | 10%                                  | 11%                           |
| 4    | Diagnosis             | Incorrect / Disputed Diagnosis  | 10%                                  | 8%                            |
| 5    | Communication         | Alleged Privacy Breach \ Info Released \ Disclosed by Staff Without Consent | 8%                                   | 3%                            |



### Complaints directly to service

| Rank | Level 1               | Level 3   | Complaints<br>to Bendigo<br>Health<br>(n=63) | Sector<br>average<br>(n=1053) |
|------|-----------------------|---|--|-------------------------------|
|      | Communication         | Inadequate \ Incomplete \ Confusing Info - Family \ Carer \ Nom. Person | 17%  | 1%                            |
|      | Conduct and Behaviour | Rudeness \ Lack of Respect \ Discourtesy                                | 13%  | 8%                            |
|      | Treatment             | Inadequate Consid Views Prefs: Consumer Voluntary/Unkn                  | 10%  | 1%                            |
|      | Access                | Poor Administrative Practices   | 8%   | 1%                            |
|      | Facilities            | Property Lost / Damaged   | 8%   | 9%                            |



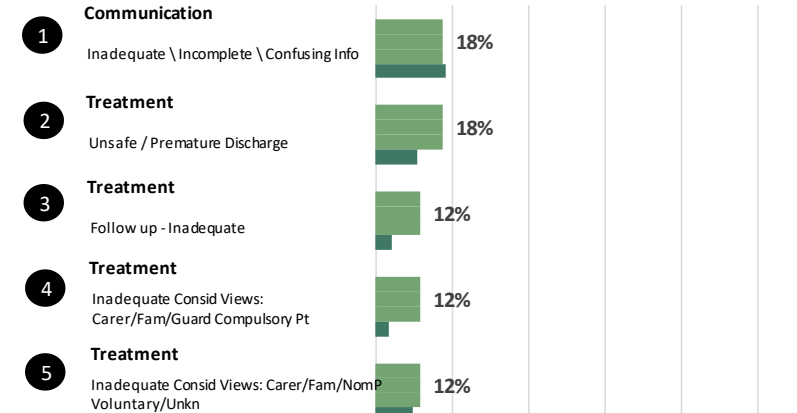
# What were carer complaints about?

## Level 3 issues raised by carers about Bendigo Health

### Complaints to the MHWC

| Rank | Level 1       | Level 3   | About<br>Bendigo<br>Health<br>(n=17) | Sector<br>average<br>(n=365) |
|------|---------------|---|--------------------------------------|------------------------------|
| 1    | Communication | Inadequate \ Incomplete \ Confusing Info - Family \ Carer \ Nom. Person | 18%                                  | 18%                          |
| 2    | Treatment     | Unsafe / Premature Discharge  | 18%                                  | 11%                          |
| 3    | Treatment     | Follow up - Inadequate  | 12%                                  | 4%                           |
| 4    | Treatment     | Inadequate Consid Views: Carer/Fam/Guard Compulsory Pt                  | 12%                                  | 3%                           |
| 5    | Treatment     | Inadequate Consid Views: Carer/Fam/NomP Voluntary/Unkn                  | 12%                                  | 10%                          |

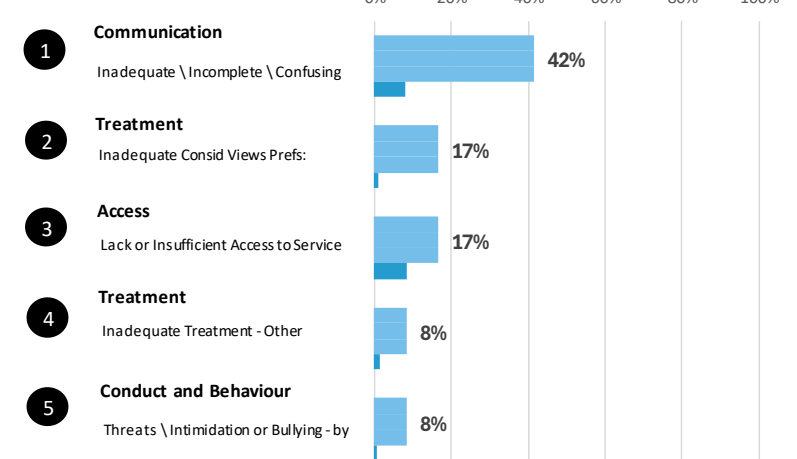
### Complaints to the MHWC



### Complaints directly to service

| Rank | Level 1               | Level 3   | Complaints<br>to Bendigo<br>Health<br>(n=12) | Sector<br>average<br>(n=481) |
|------|-----------------------|---|--|------------------------------|
| 1    | Communication         | Inadequate \ Incomplete \ Confusing Info - Family \ Carer \ Nom. Person | 42%  | 8%                           |
| 2    | Treatment             | Inadequate Consid Views Prefs: Consumer Voluntary/Unkn                  | 17%  | 1%                           |
| 3    | Access                | Lack or Insufficient Access to Service                                  | 17%  | 9%                           |
| 4    | Treatment             | Inadequate Treatment - Other  | 8%   | 1%                           |
| 5    | Conduct and Behaviour | Threats \ Intimidation or Bullying - by Another Consumer                | 8%   | 1%                           |

### Complaints to Bendigo Health



# Outcomes of complaints

# What were the outcomes of complaints?

## Outcomes of closed complaints about Bendigo Health

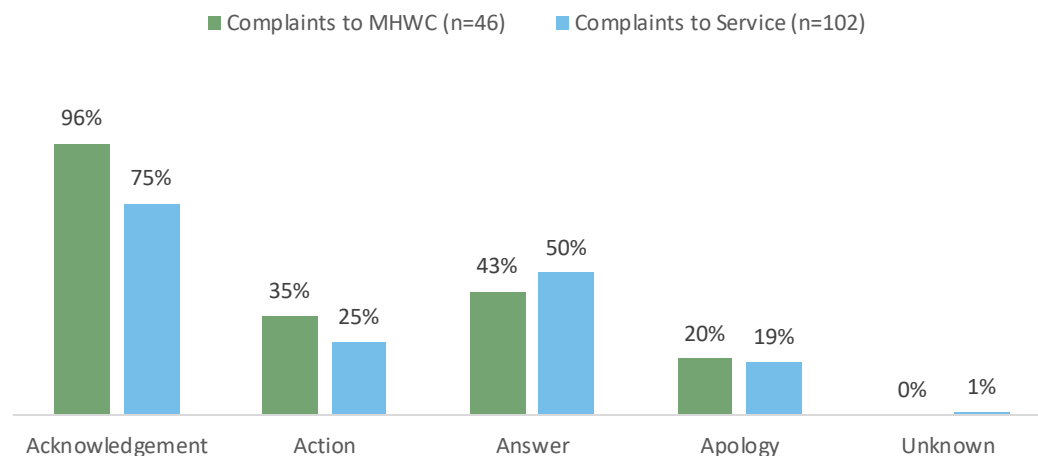
### Complaint outcomes for Bendigo Health

*This analysis presents the outcomes for complaints to the MHWC or directly to service for Bendigo Health.*

*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=46)     | 96%             | 35%    | 43%    | 20%     | 0%      |
| Complaints to Service (n=102) | 75%             | 25%    | 50%    | 19%     | 1%      |



# 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 Bendigo Health

*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=16)*

| Rank | Detailed action                              | Proportion |
|------|--|------------|
| 1    | Agreed to respond to complainant directly    | 31%        |
| 2    | Arranged meetings / reviews with complainant | 25%        |
| 3    | Improved communication                       | 25%        |
| 4    | Staff feedback or improvement                | 25%        |
| 5    | Changed way support was provided             | 19%        |
| 6    | Conducted internal review                    | 19%        |
| 7    | Service initiated improvements               | 19%        |





# Thank you

Contact us

E: [info@mhwc.vic.gov.au](mailto:info@mhwc.vic.gov.au)



**Mental Health  
and Wellbeing**  
Commission

