

Summary of service provider complaint report

Eastern CYMHS



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

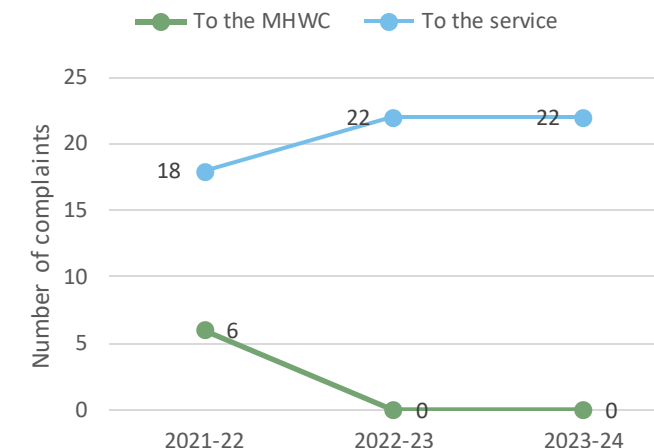
How many complaints were made?

Complaints about Eastern CYMHS

The MHWC received **0** complaints about Eastern CYMHS

Eastern CYMHS received **22** complaints directly

| | 2021-22 | 2022-23 | 2023-24 | Change to 23-24 |
|----------------|---------|---------|---------|-----------------|
| To the MHWC | 6 | 0 | 0 | #DIV/0! |
| To the service | 18 | 22 | 22 | +0% |

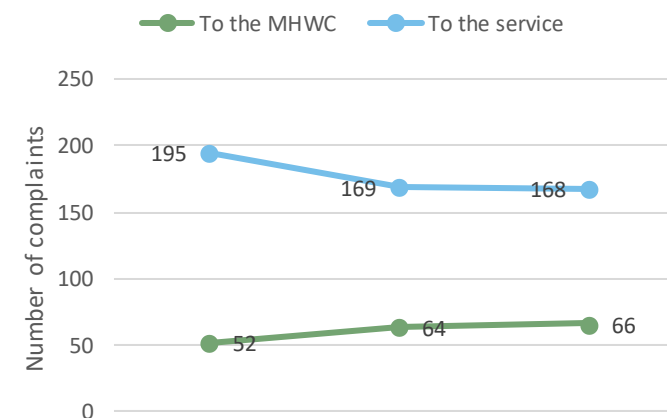


Complaints from services predominantly delivering to children and young people

Complaints to the MHWC increased by: **3%**

Complaints to service providers increased by: **-1%**

| | 2021-22 | 2022-23 | 2023-24 | Change to 23-24 |
|----------------|---------|---------|---------|-----------------|
| To the MHWC | 52 | 64 | 66 | +3% |
| To the service | 195 | 169 | 168 | -1% |

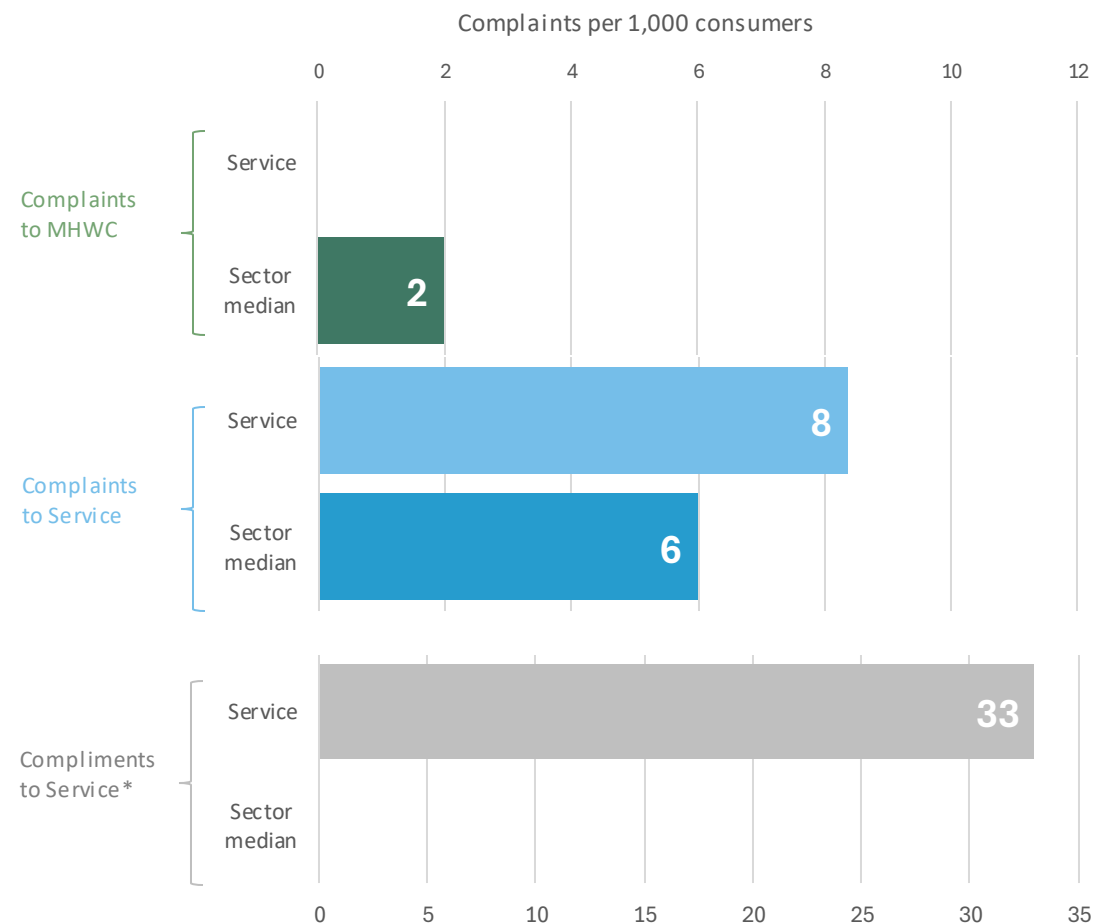


Complaint rates

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 |
| Eastern CYMHS | 0.0 | 0 |
| Sector median | 2.0 | 59 |
| Complaints directly to service | | |
| Eastern CYMHS | 8.4 | 22 |
| Sector median | 6.0 | 109 |
| Compliments directly to service | | |
| Eastern CYMHS | 33.0 | 33 |
| Sector median | 0.0 | 182 |



**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 Eastern CYMHS.

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For complaints directly to the service the most complaints were made by Family members / carers.

Complaints about Eastern CYMHS

| | Consumers | Family members / carers | Other complainants | Unknown |
|--------------------------------|-----------|----------------------------|-----------------------|---------|
| Complaints to MHWC | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! |
| Complaints directly to service | 14% | 82% | 5% | 0% |

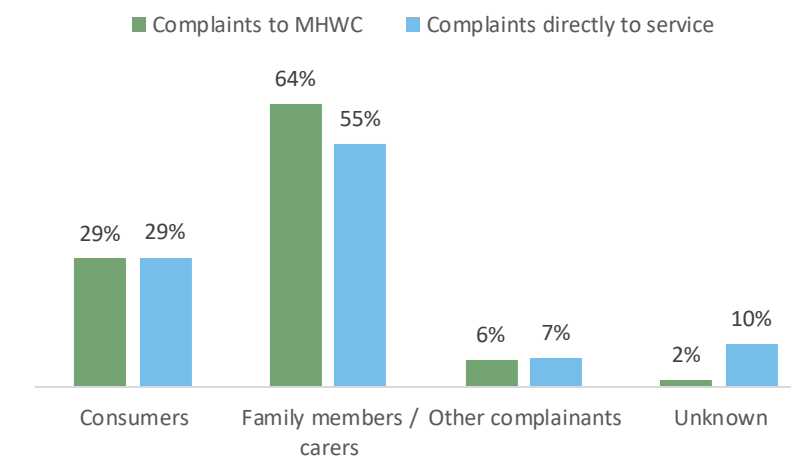
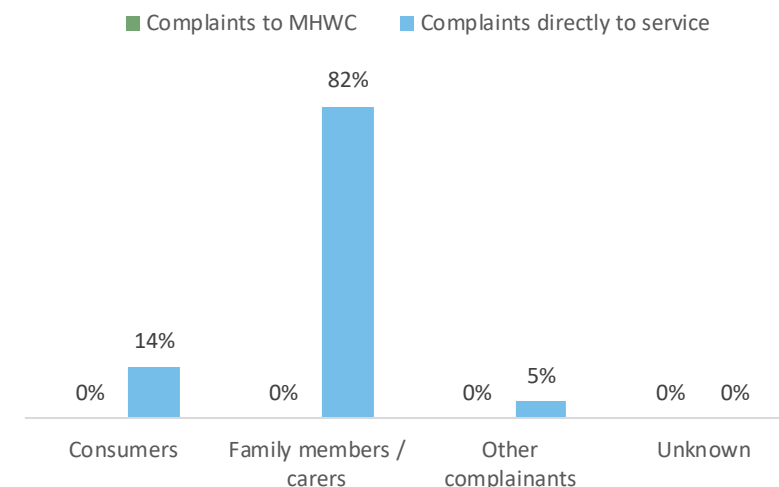
This chart shows who made complaints about all service providers sector-wide.

For complaints to the MHWC the most complaints were made by Family members / carers.

For complaints directly to the service the most complaints were made by Family members / carers.

Complaints about all service providers

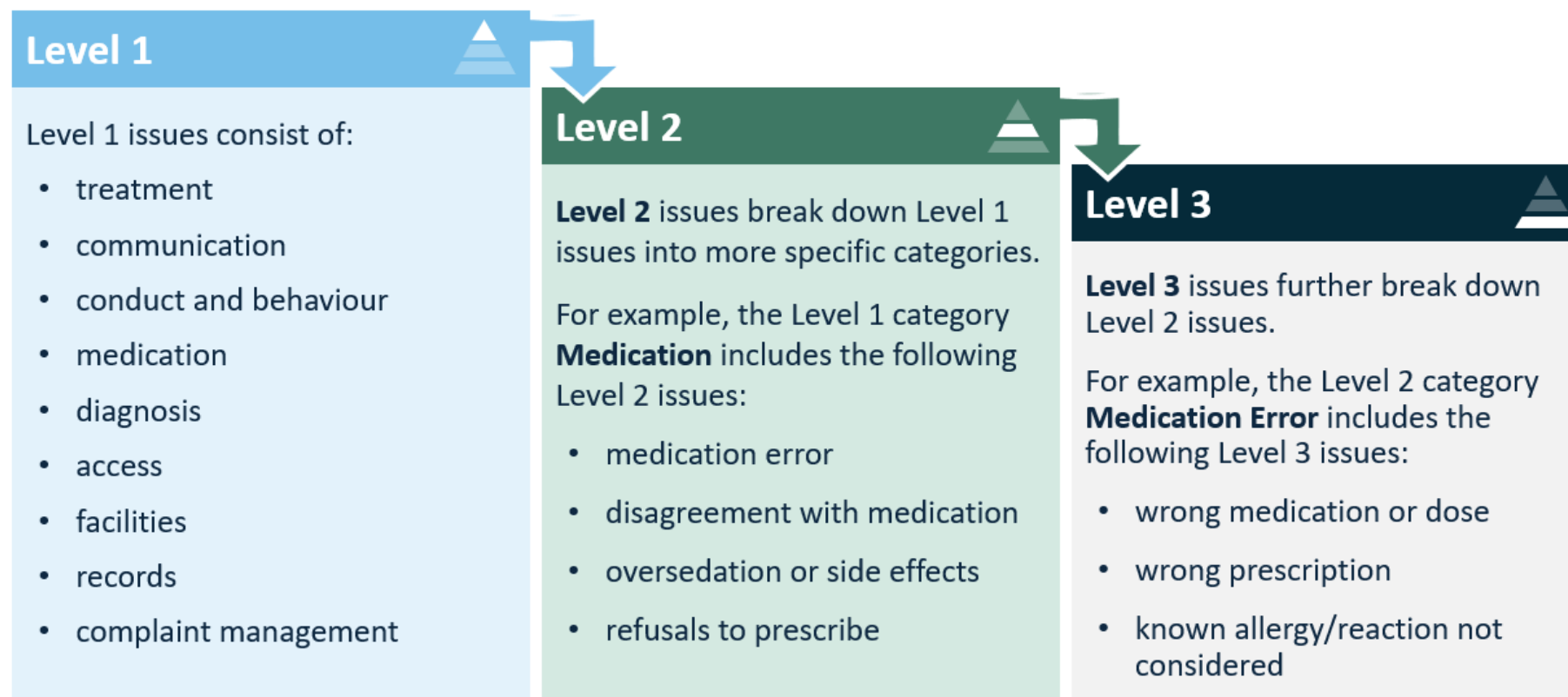
| | Consumers | Family members / carers | Other complainants | Unknown |
|--------------------------------|-----------|----------------------------|-----------------------|---------|
| Complaints to MHWC | 29% | 64% | 6% | 2% |
| Complaints directly to service | 29% | 55% | 7% | 10% |



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 Eastern CYMHS

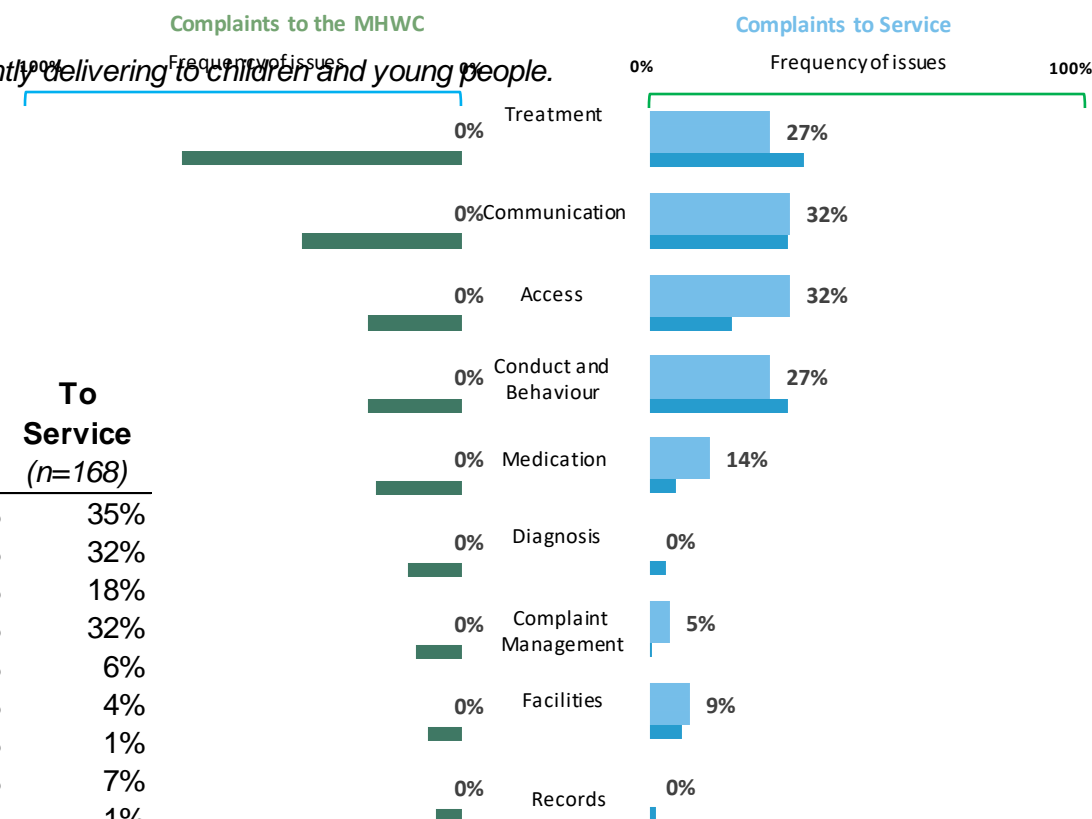
This chart shows the proportion of complaints that related to each level 1 issue.

It includes complaints made by all complainant types.

Sector averages are the total proportion across all complaints from services predominantly delivering to children and young people.

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The most commonly raised issues for complaints about Eastern CYMHS to the service were Communication and Communication



| Proportions of complaints with issue | Eastern CYMHS | | Sector averages | |
|--------------------------------------|---------------|-------------------|-----------------|--------------------|
| | To MHCW (n=0) | To Service (n=22) | To MHCW (n=66) | To Service (n=168) |
| 1 Treatment | #DIV/0! | 27% | 64% | 35% |
| 2 Communication | #DIV/0! | 32% | 36% | 32% |
| 3 Access | #DIV/0! | 32% | 21% | 18% |
| 4 Conduct and Behaviour | #DIV/0! | 27% | 21% | 32% |
| 5 Medication | #DIV/0! | 14% | 20% | 6% |
| 6 Diagnosis | #DIV/0! | 0% | 12% | 4% |
| 7 Complaint Management | #DIV/0! | 5% | 11% | 1% |
| 8 Facilities | #DIV/0! | 9% | 8% | 7% |
| 9 Records | #DIV/0! | 0% | 6% | 1% |

Themes in compliments

What were compliments about?

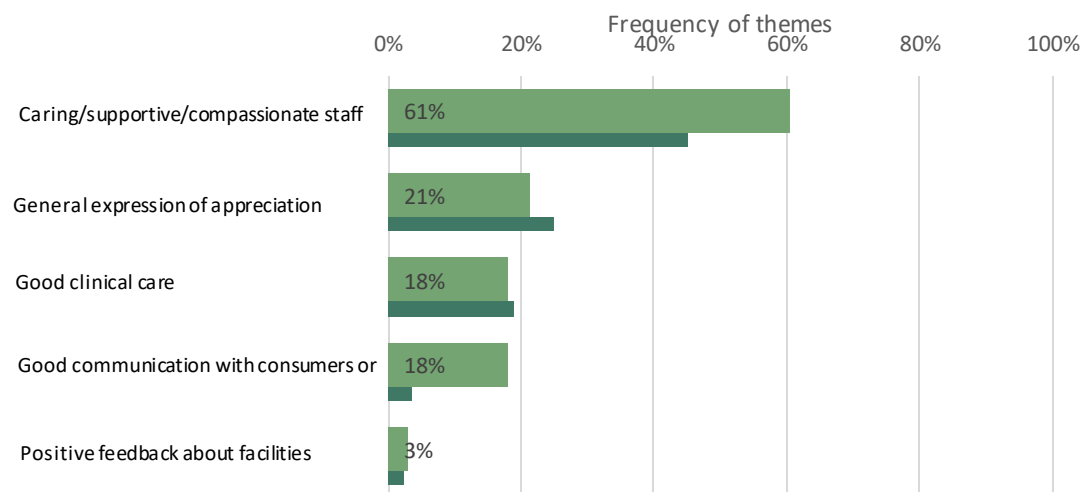
Themes raised in compliments about Eastern CYMHS

Compliments to service

This analysis shows the proportion of compliments by theme raised for Eastern CYMHS

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

| | Compliment | About Service | All services |
|---|---|------------------|-----------------|
| 1 | Caring/supportive/compassionate staff | 61% | 45% |
| 2 | General expression of appreciation | 21% | 25% |
| 3 | Good clinical care | 18% | 19% |
| 4 | Good communication with consumers or carers | 18% | 4% |
| 5 | Positive feedback about facilities | 3% | 2% |



Thank you

Contact us

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**Mental Health
and Wellbeing**
Commission

