

# Summary of service provider complaint report

## Eastern (Aged)



# 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 (Aged)

The MHWC received **8** complaints about Eastern (Aged)

Eastern (Aged) received **13** complaints directly

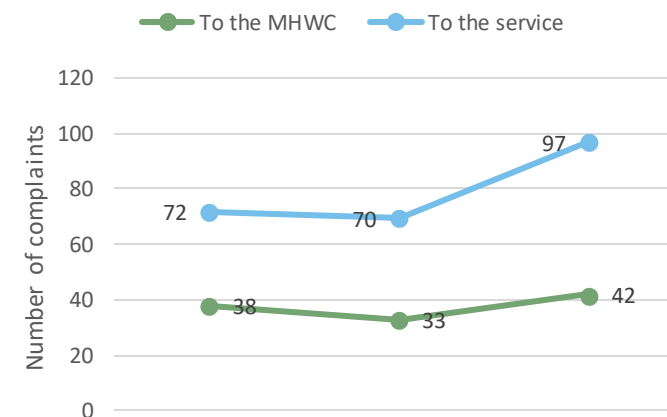
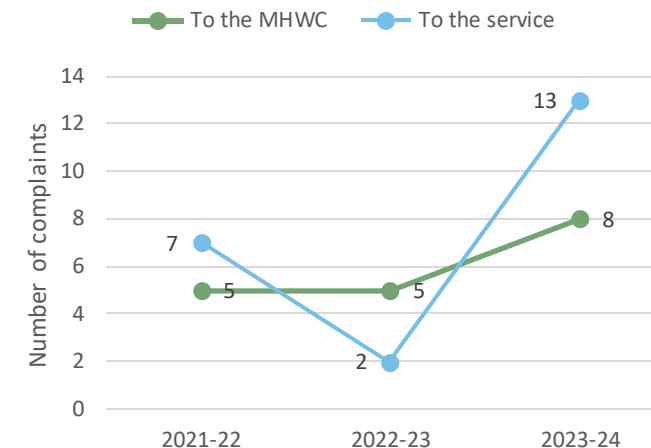
	2021-22	2022-23	2023-24	Change to 23-24
To the MHWC	5	5	8	+60%
To the service	7	2	13	+550%

## Complaints from services predominantly delivering to aged cohorts.

Complaints to the MHWC increased by: **27%**

Complaints to service providers increased by: **40%**

	2021-22	2022-23	2023-24	Change to 23-24
To the MHWC	38	33	42	+27%
To the service	72	70	97	+40%

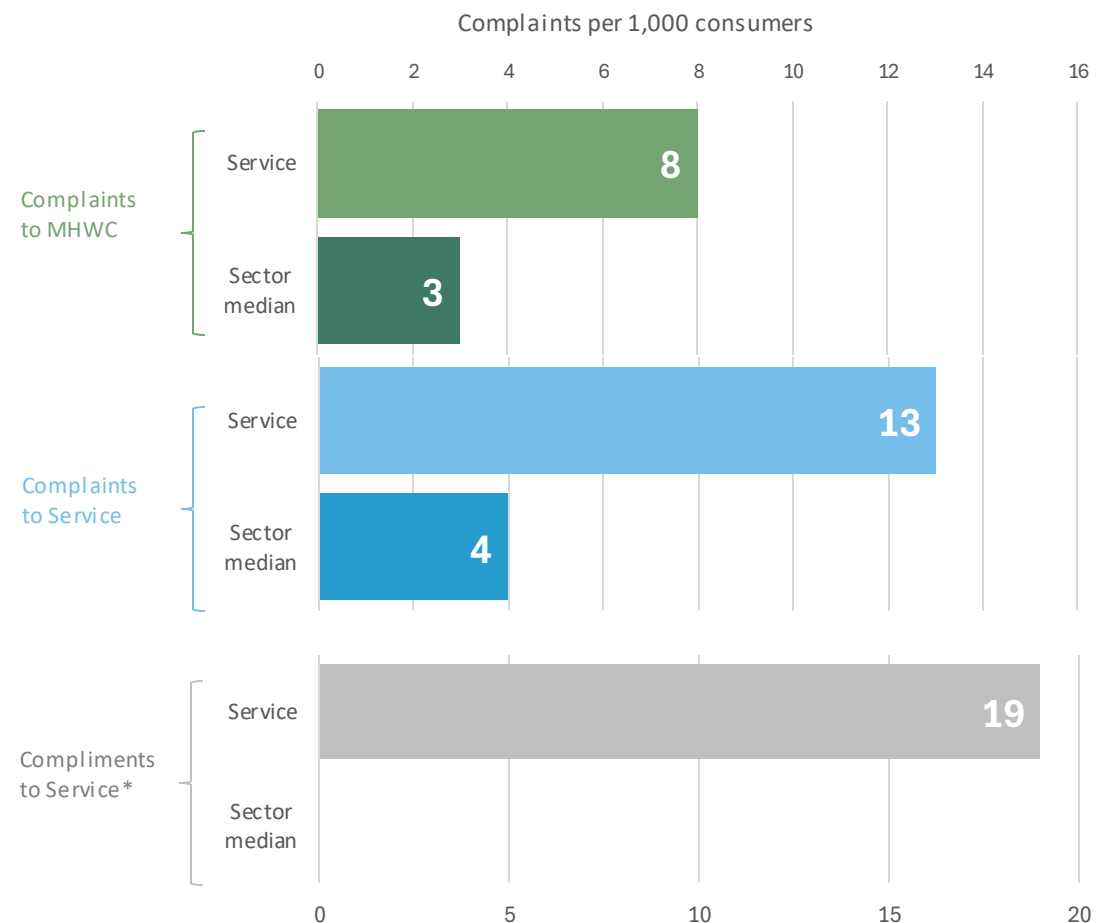


# Complaint rates

## 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 1,000 consumers	Sample size
Eastern (Aged)	8.0	8
Sector median	3.0	42
<b>Complaints directly to service</b>		
Eastern (Aged)	13.0	13
Sector median	4.0	97
<b>Compliments directly to service</b>		
Eastern (Aged)	19.0	19
Sector median	0.0	88



*\*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 (Aged).*

*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 Eastern (Aged)

	Consumers	Family members / carers	Other complainants	Unknown
Complaints to MHWC	75%	25%	0%	0%
Complaints directly to service	38%	23%	8%	31%

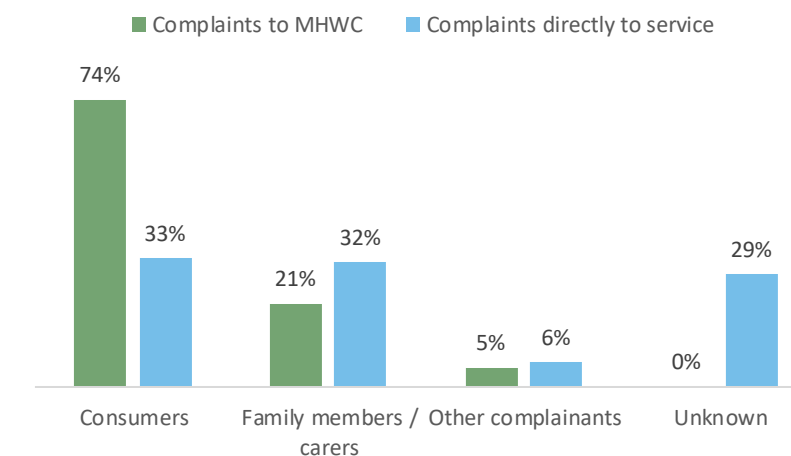
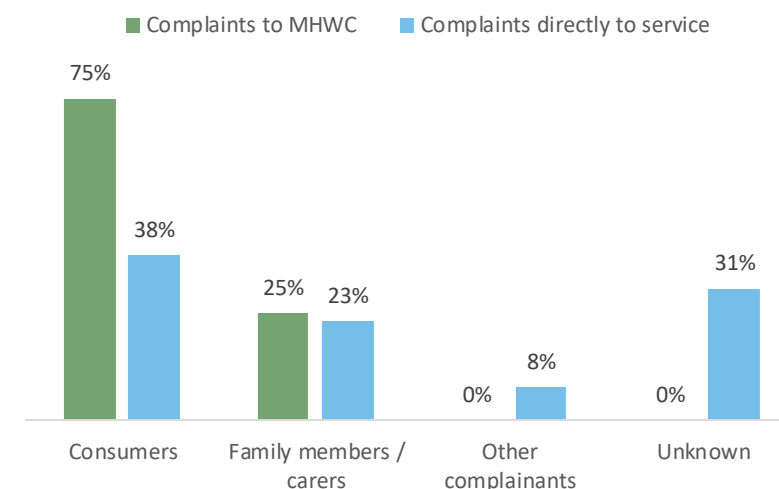
*This chart shows who made complaints about all service providers sector-wide.*

*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	74%	21%	5%	0%
Complaints directly to service	33%	32%	6%	29%



# 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 (Aged)

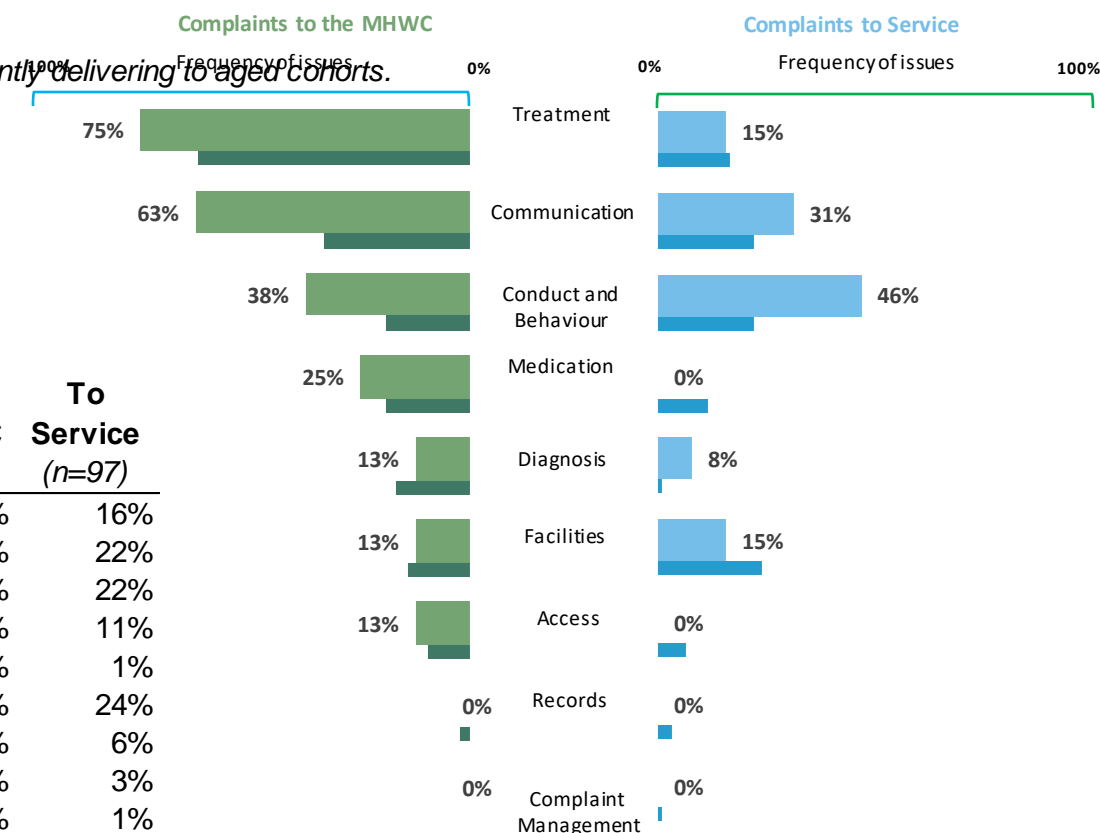
*This chart shows the proportion of complaints that related to each level 1 issue.*

*It includes complaints made by all complainant types.*

*Sector averages are the total proportion across all complaints from services predominantly delivering to aged cohorts.*

*The most commonly raised issues for complaints about Eastern (Aged) to the MHWC were Treatment and Communication*

*The most commonly raised issues for complaints about Eastern (Aged) to the service were Conduct and Behaviour and Communication*



Proportions of complaints with issue	Eastern (Aged)		Sector averages	
	To MHWC (n=8)	To Service (n=13)	To MHWC (n=42)	To Service (n=97)
1 Treatment	75%	15%	62%	16%
2 Communication	63%	31%	33%	22%
3 Conduct and Behaviour	38%	46%	19%	22%
4 Medication	25%	0%	19%	11%
5 Diagnosis	13%	8%	17%	1%
6 Facilities	13%	15%	14%	24%
7 Access	13%	0%	10%	6%
8 Records	0%	0%	2%	3%
9 Complaint Management	0%	0%	0%	1%

# What were complaints about?

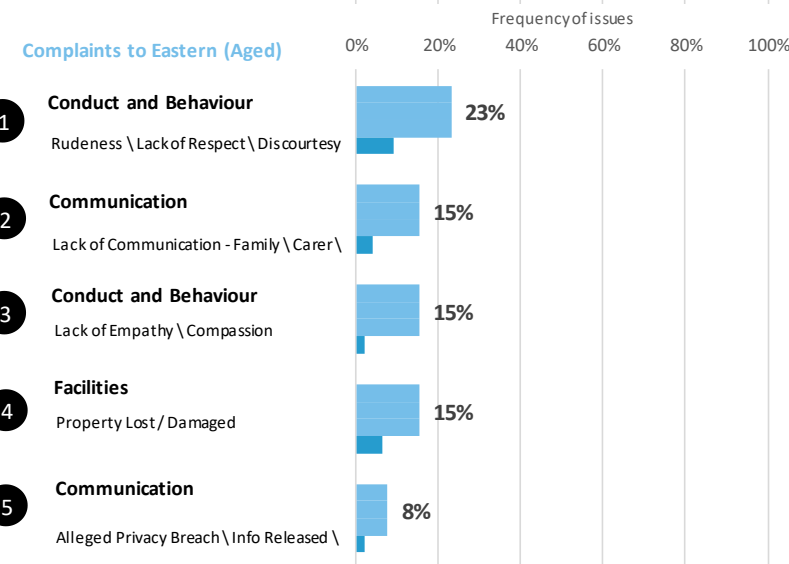
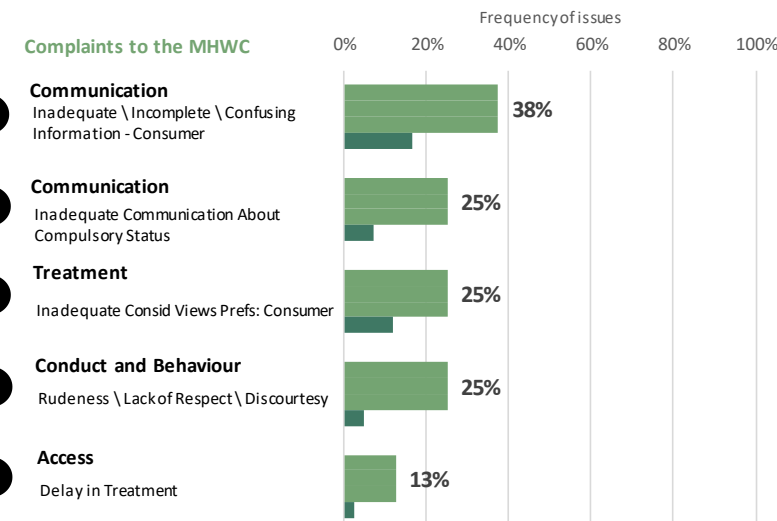
## Level 3 issues raised about Eastern (Aged)

### Complaints to the MHWC

Rank	Level 1	Level 3	About Eastern (Aged) (n=8)	Sector average (n=42)
1	Communication	Inadequate \ Incomplete \ Confusing Information - Consumer	38%	17%
2	Communication	Inadequate Communication About Compulsory Status	25%	7%
3	Treatment	Inadequate Consid Views Prefs: Consumer Compulsory Pt	25%	12%
4	Conduct and Behaviour	Rudeness \ Lack of Respect \ Discourtesy	25%	5%
5	Access	Delay in Treatment	13%	2%

### Complaints directly to service

Rank	Level 1	Level 3	Complaints to Eastern (Aged) (n=13)	Sector average (n=97)
1	Conduct and Behaviour	Rudeness \ Lack of Respect \ Discourtesy	23%	9%
2	Communication	Lack of Communication - Family \ Carer \ Nominated Person	15%	4%
3	Conduct and Behaviour	Lack of Empathy \ Compassion	15%	2%
4	Facilities	Property Lost / Damaged	15%	6%
5	Communication	Alleged Privacy Breach \ Info Released \ Disclosed by Staff	8%	2%



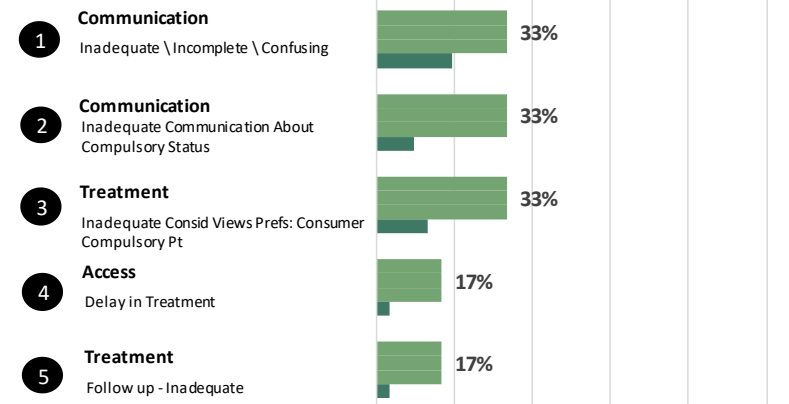
# What were consumer complaints about?

## Level 3 issues raised by consumers about Eastern (Aged)

### Complaints to the MHC

Rank	Level 1	Level 3	About Eastern (Aged) (n=6)	Sector average (n=31)
1	Communication	Inadequate \ Incomplete \ Confusing Information - Consumer	33%	19%
2	Communication	Inadequate Communication About Compulsory Status	33%	10%
3	Treatment	Inadequate Consid Views Prefs: Consumer Compulsory Pt	33%	13%
4	Access	Delay in Treatment	17%	3%
5	Treatment	Follow up - Inadequate	17%	3%

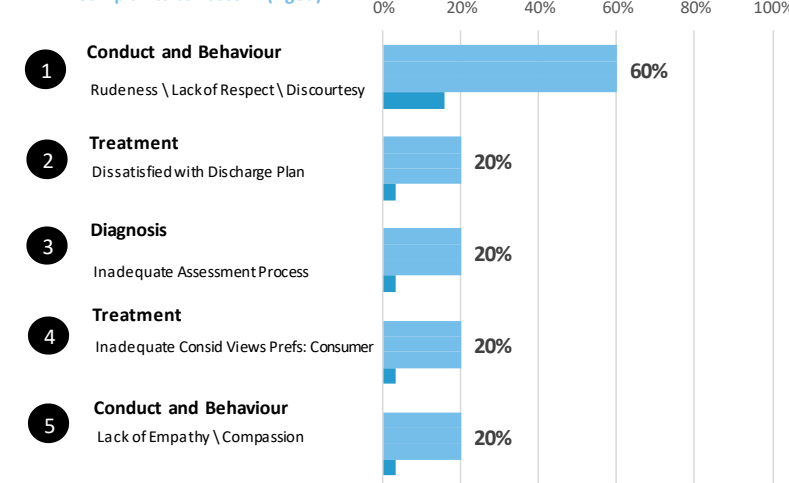
### Complaints to the MHC



### Complaints directly to service

Rank	Level 1	Level 3	Complaints to Eastern (Aged) (n=5)	Sector average (n=32)
	Conduct and Behaviour	Rudeness \ Lack of Respect \ Discourtesy	60%	16%
	Treatment	Dissatisfied with Discharge Plan	20%	3%
	Diagnosis	Inadequate Assessment Process	20%	3%
	Treatment	Inadequate Consid Views Prefs: Consumer Compulsory Pt	20%	3%
	Conduct and Behaviour	Lack of Empathy \ Compassion	20%	3%

### Complaints to Eastern (Aged)



# Themes in compliments

# What were compliments about?

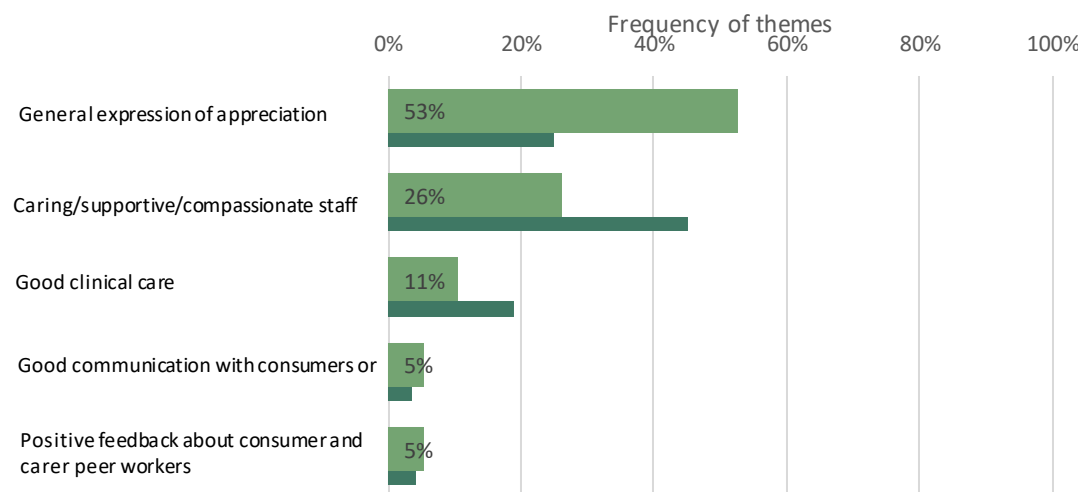
## Themes raised in compliments about Eastern (Aged)

### Compliments to service

*This analysis shows the proportion of compliments by theme raised for Eastern (Aged)*

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

	Compliment	About Service	All services
1	General expression of appreciation	53%	25%
2	Caring/supportive/compassionate staff	26%	45%
3	Good clinical care	11%	19%
4	Good communication with consumers or carers	5%	4%
5	Positive feedback about consumer and carer peer workers	5%	4%





# Thank you

Contact us

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**Mental Health  
and Wellbeing**  
Commission

