

Summary of service provider complaint report- MHCSS

MHCSS providers included in this report – ACSO, CoHealth, EACH, Ermha, Mentis Assist, Mind Australia, Neami National, Wellways



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

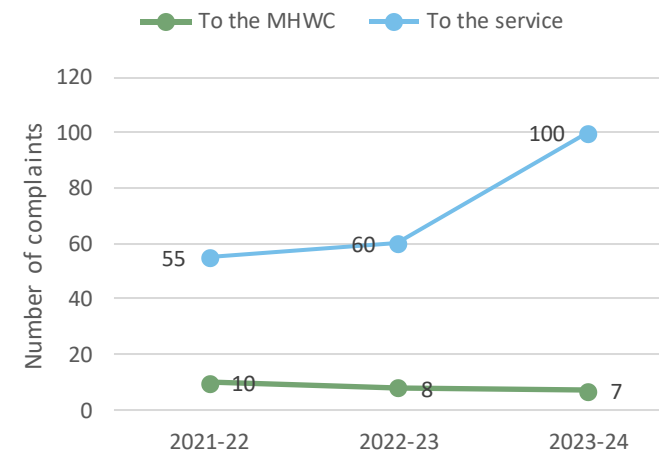
How many complaints were made?

Complaints about MHCSS

The MHWC received **7** complaints about MHCSS

MHCSS received **100** complaints directly

	2021-22	2022-23	2023-24	Change to 23-24
To the MHWC	10	8	7	-13%
To the service	55	60	100	+67%



Who is making complaints?

Complainant relationship to consumer

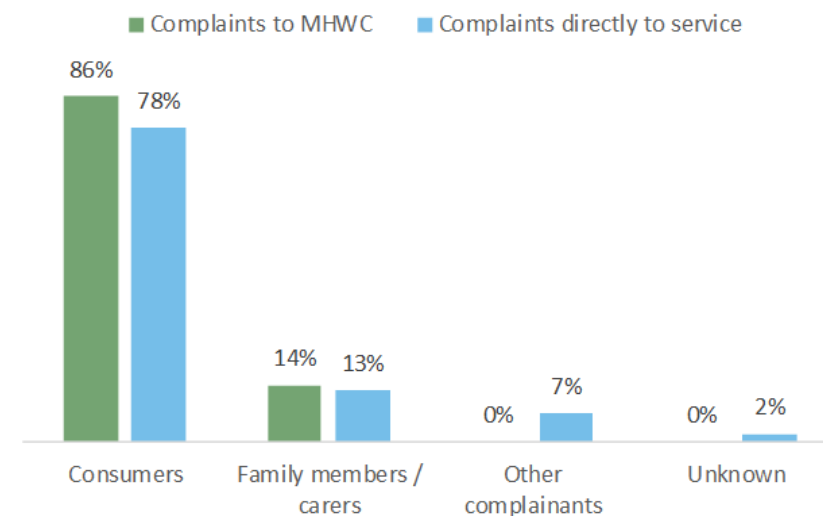
This chart shows who made complaints about MHCSS.

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 MHCSS

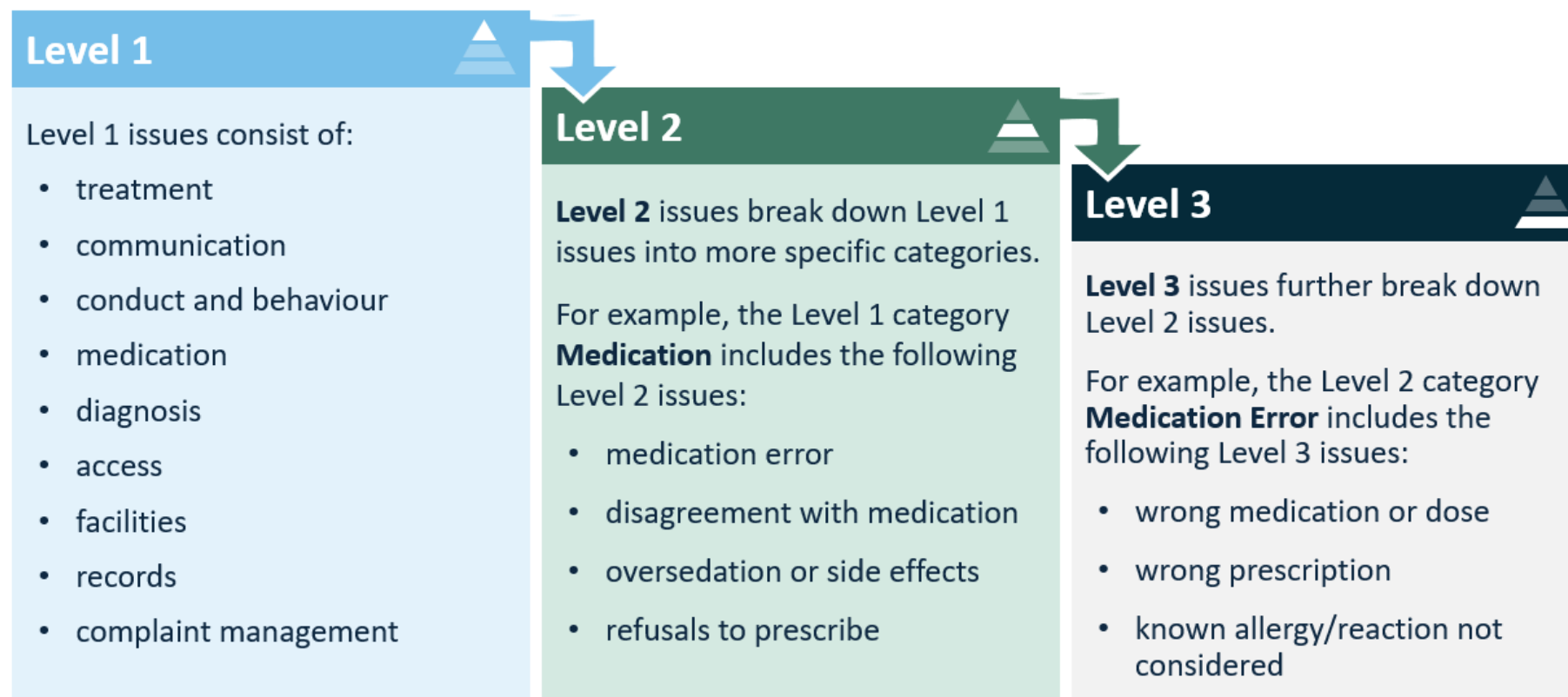
	Consumers	Family members / carers	Other complainants	Unknown
Complaints to MHWC	86%	14%	0%	0%
Complaints directly to service	78%	13%	7%	2%



Issues raised in complaints

How does the MHWC categorise issues?

The MHWC uses three levels of categories to classify complaints



What were complaints about?

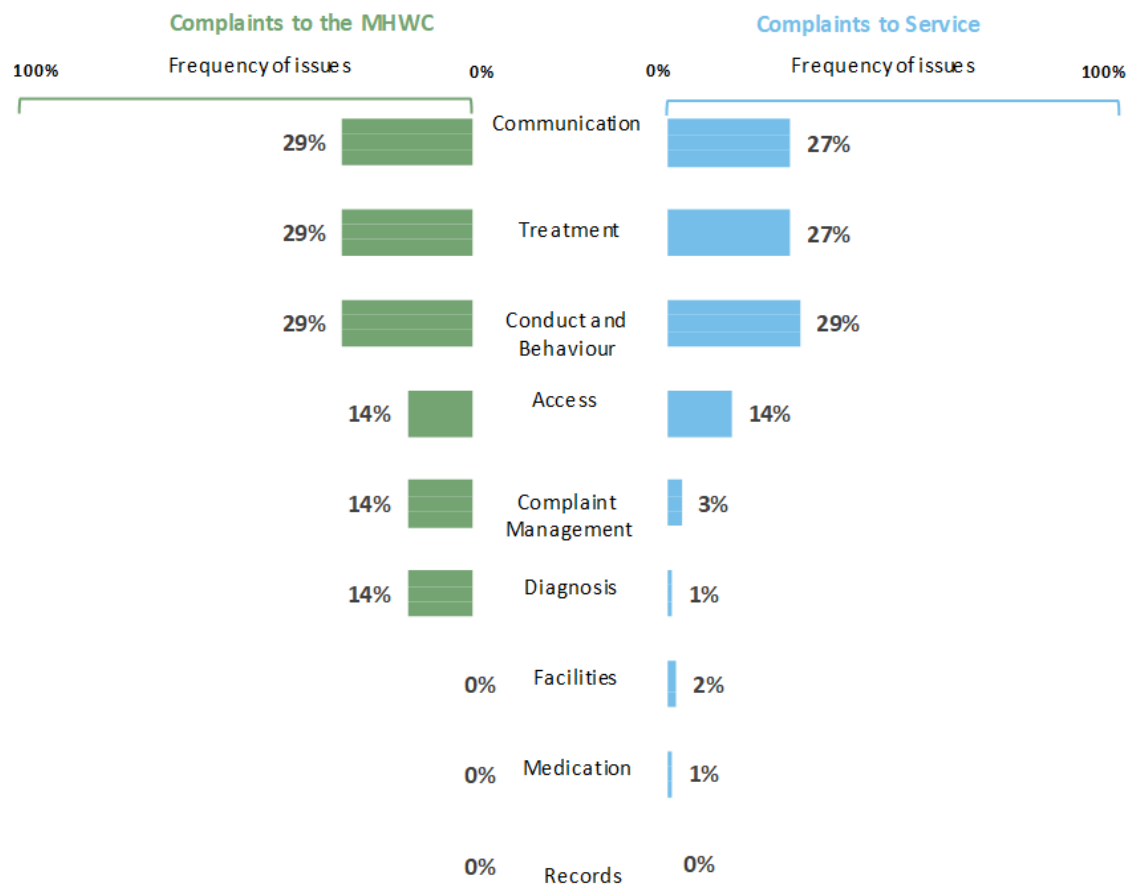
Level 1 issues raised about MHCSS

This chart shows the proportion of complaints that related to each level 1 issue. It includes complaints made by all complainant types.

The most commonly raised issues for complaints about MHCSS to the MHWC were Communication and Communication

The most commonly raised issues for complaints about MHCSS to the service were Conduct and Behaviour and Communication

Proportions of complaints with issue	MHCSS	
	To MHWC (n=7)	To Service (n=100)
1 Communication	29%	27%
2 Treatment	29%	27%
3 Conduct and Behaviour	29%	29%
4 Access	14%	14%
5 Complaint Management	14%	3%
6 Diagnosis	14%	1%
7 Facilities	0%	2%
8 Medication	0%	1%
9 Records	0%	0%

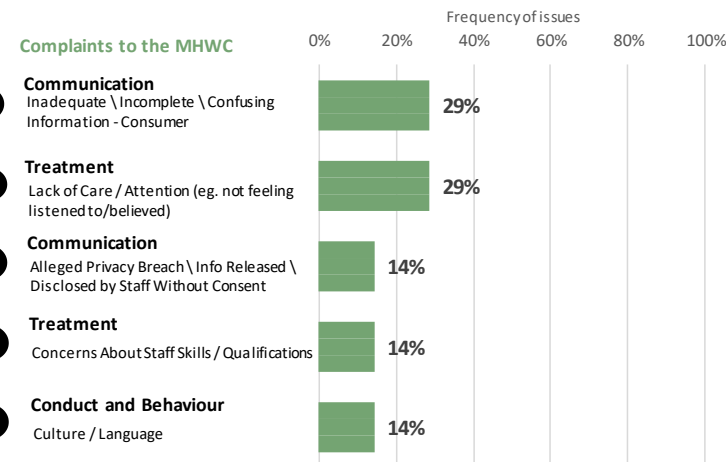


What were complaints about?

Level 3 issues raised about MHCSS

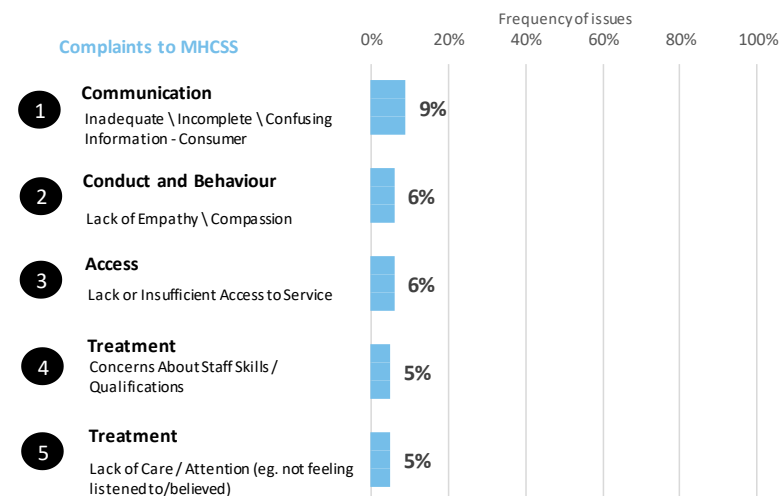
Complaints to the MHWC

Rank	Level 1	Level 3	About MHCSS (n=7)
1	Communication	Inadequate \ Incomplete \ Confusing Information - Consumer	29%
2	Treatment	Lack of Care / Attention (eg. not feeling listened to/believed)	29%
3	Communication	Alleged Privacy Breach \ Info Released \ Disclosed by Staff	14%
4	Treatment	Concerns About Staff Skills / Qualifications	14%
5	Conduct and Behaviour	Culture / Language	14%



Complaints directly to service

Rank	Level 1	Level 3	Complaints to MHCSS (n=100)
1	Communication	Inadequate \ Incomplete \ Confusing Information - Consumer	9%
2	Conduct and Behaviour	Lack of Empathy \ Compassion	6%
3	Access	Lack or Insufficient Access to Service	6%
4	Treatment	Concerns About Staff Skills / Qualifications	5%
5	Treatment	Lack of Care / Attention (eg. not feeling listened to/believed)	5%

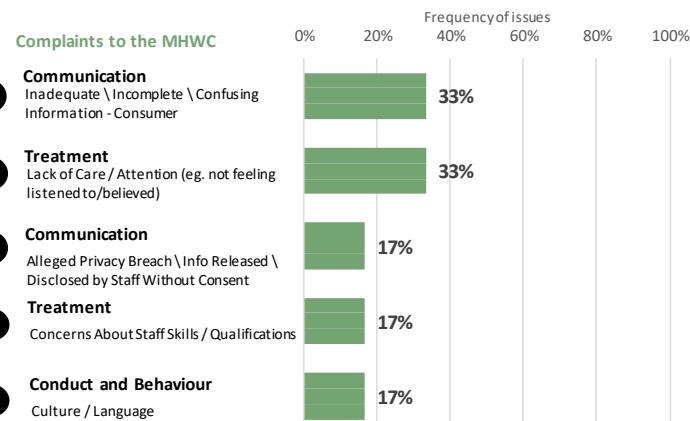


What were consumer complaints about?

Level 3 issues raised by consumers about MHCSS

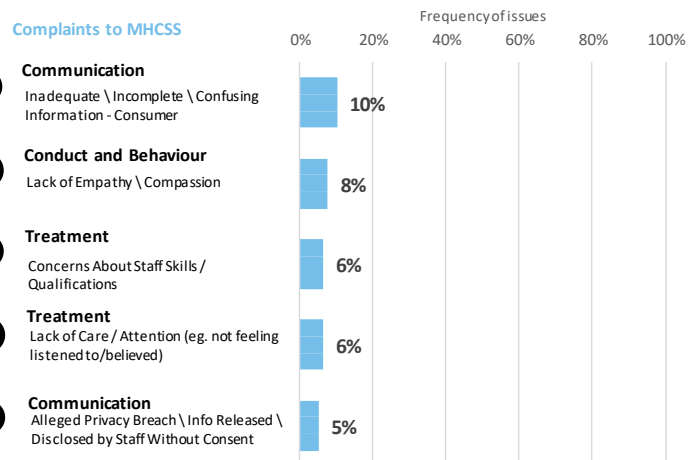
Complaints to the MHCW

Rank	Level 1	Level 3	About MHCSS (n=6)
1	Communication	Inadequate \ Incomplete \ Confusing Information - Consumer	33%
2	Treatment	Lack of Care / Attention (eg. not feeling listened to/believed)	33%
3	Communication	Alleged Privacy Breach \ Info Released \ Disclosed by Staff Without Consent	17%
4	Treatment	Concerns About Staff Skills / Qualifications	17%
5	Conduct and Behaviour	Culture / Language	17%



Complaints directly to service

Rank	Level 1	Level 3	Complaints to MHCSS (n=78)
	Communication	Inadequate \ Incomplete \ Confusing Information - Consumer	10%
	Conduct and Behaviour	Lack of Empathy \ Compassion	8%
	Treatment	Concerns About Staff Skills / Qualifications	6%
	Treatment	Lack of Care / Attention (eg. not feeling listened to/believed)	6%
	Communication	Alleged Privacy Breach \ Info Released \ Disclosed by Staff Without Consent	5%



Themes in compliments

What were compliments about?

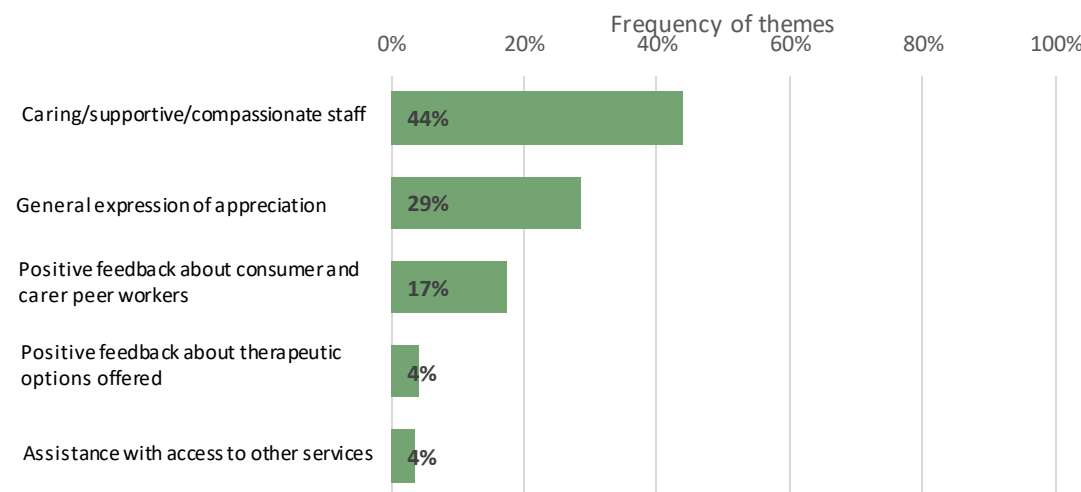
Themes raised in compliments about MHCSS

Compliments to service

This analysis shows the proportion of compliments by theme raised for MHCSS

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

	Compliment	About Service
1	Caring/supportive/compassionate staff	44%
2	General expression of appreciation	29%
3	Positive feedback about consumer and carer peer workers	17%
4	Positive feedback about therapeutic options offered	4%
5	Assistance with access to other services	4%



Thank you

Contact us

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**Mental Health
and Wellbeing**
Commission

