

Summary of service provider complaint report

Monash (Casey)



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

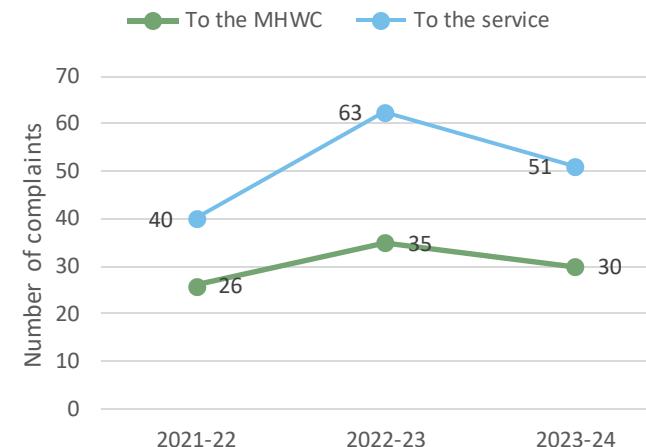
How many complaints were made?

Complaints about Monash (Casey)

The MHWC received **30** complaints about Monash (Casey)

Monash (Casey) received **51** complaints directly

	2021-22	2022-23	2023-24	Change to 23-24
To the MHWC	26	35	30	-14%
To the service	40	63	51	-18%

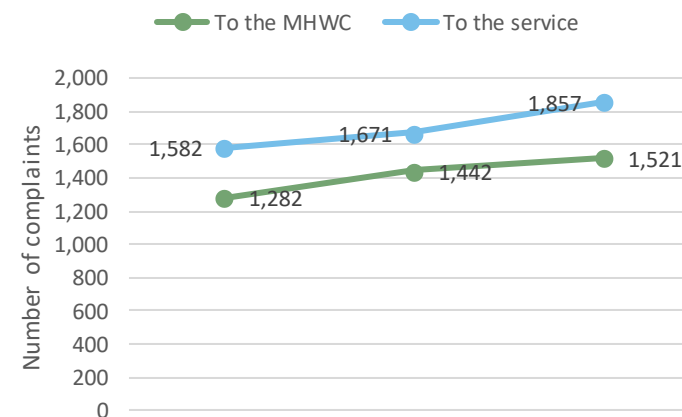


Complaints across all services

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%

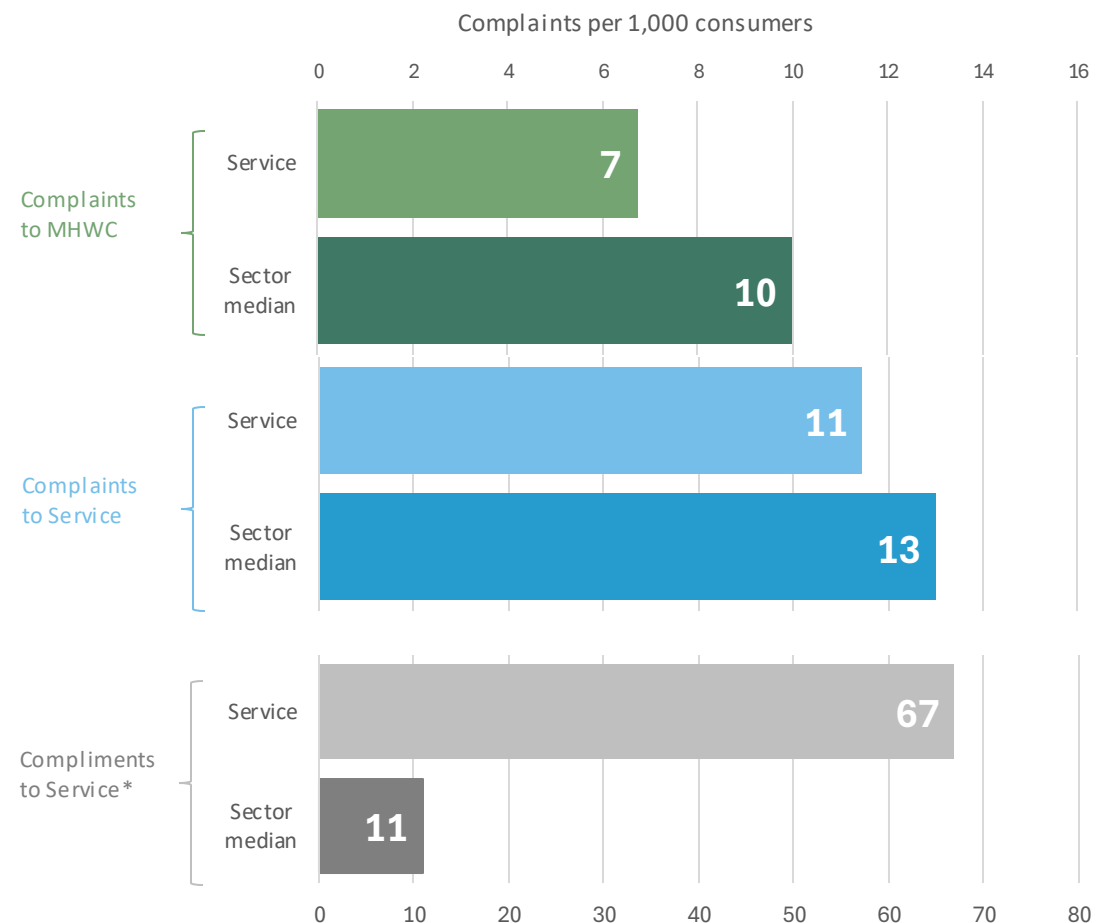


Complaint rates

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
Monash (Casey)	6.7	30
Sector median	10.0	1,514
Complaints directly to service		
Monash (Casey)	11.5	51
Sector median	13.0	1,857
Compliments directly to service		
Monash (Casey)	67.0	67
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 Monash (Casey).

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 Monash (Casey)

	Consumers	Family members / carers	Other complainants	Unknown
Complaints to MHWC	63%	37%	0%	0%
Complaints directly to service	65%	25%	4%	6%

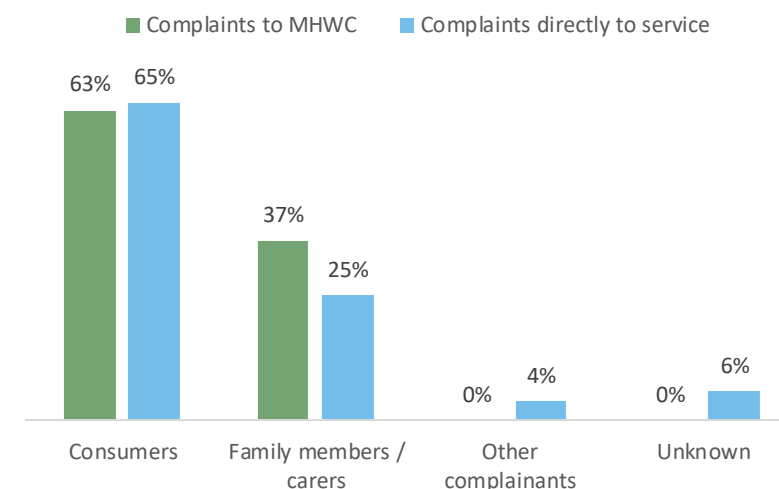
This chart shows who made complaints about all service providers sector-wide.

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 Monash (Casey)

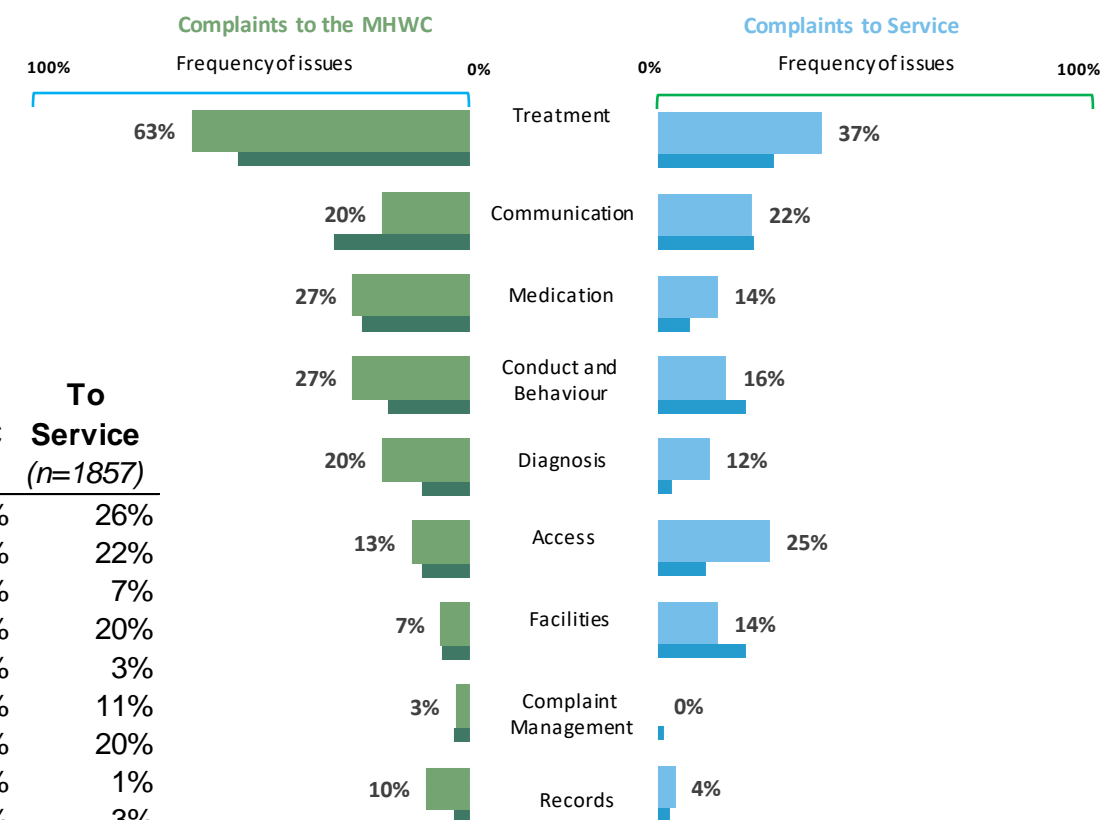
This chart shows the proportion of complaints that related to each level 1 issue.

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 Monash (Casey) to the MHWC were Treatment and Medication

The most commonly raised issues for complaints about Monash (Casey) to the service were Treatment and Access



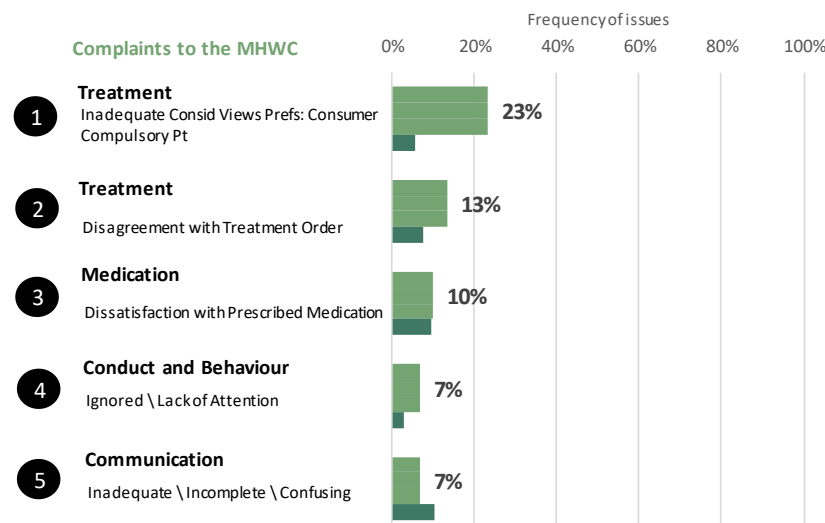
Proportions of complaints with issue	Monash (Casey)		Sector averages	
	To MHWC (n=30)	To Service (n=51)	To MHWC (n=1521)	To Service (n=1857)
1 Treatment	63%	37%	53%	26%
2 Communication	20%	22%	31%	22%
3 Medication	27%	14%	25%	7%
4 Conduct and Behaviour	27%	16%	19%	20%
5 Diagnosis	20%	12%	11%	3%
6 Access	13%	25%	11%	11%
7 Facilities	7%	14%	7%	20%
8 Complaint Management	3%	0%	4%	1%
9 Records	10%	4%	4%	3%

What were complaints about?

Level 3 issues raised about Monash (Casey)

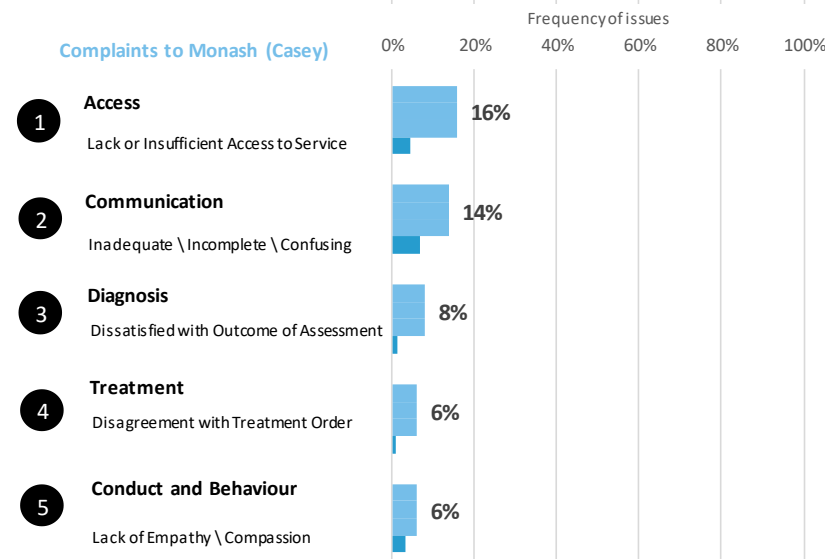
Complaints to the MHC

Rank	Level 1	Level 3	About Monash (Casey) (n=30)	Sector average (n=1521)
1	Treatment	Inadequate Consid Views Prefs: Consumer Compulsory Pt	23%	6%
2	Treatment	Disagreement with Treatment Order	13%	8%
3	Medication	Dissatisfaction with Prescribed Medication	10%	9%
4	Conduct and Behaviour	Ignored \ Lack of Attention	7%	3%
5	Communication	Inadequate \ Incomplete \ Confusing Information - Consumer	7%	10%



Complaints directly to service

Rank	Level 1	Level 3	Complaints to Monash (Casey) (n=51)	Sector average (n=1857)
1	Access	Lack or Insufficient Access to Service	16%	5%
2	Communication	Inadequate \ Incomplete \ Confusing Information - Consumer	14%	7%
3	Diagnosis	Dissatisfied with Outcome of Assessment	8%	1%
4	Treatment	Disagreement with Treatment Order	6%	1%
5	Conduct and Behaviour	Lack of Empathy \ Compassion	6%	3%

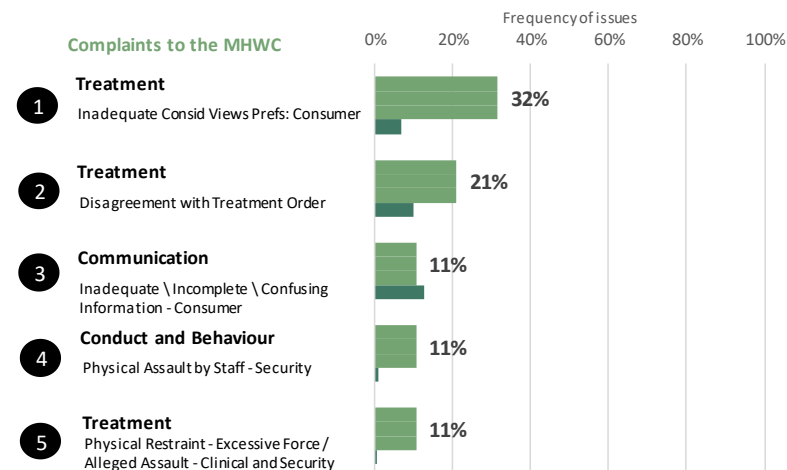


What were consumer complaints about?

Level 3 issues raised by consumers about Monash (Casey)

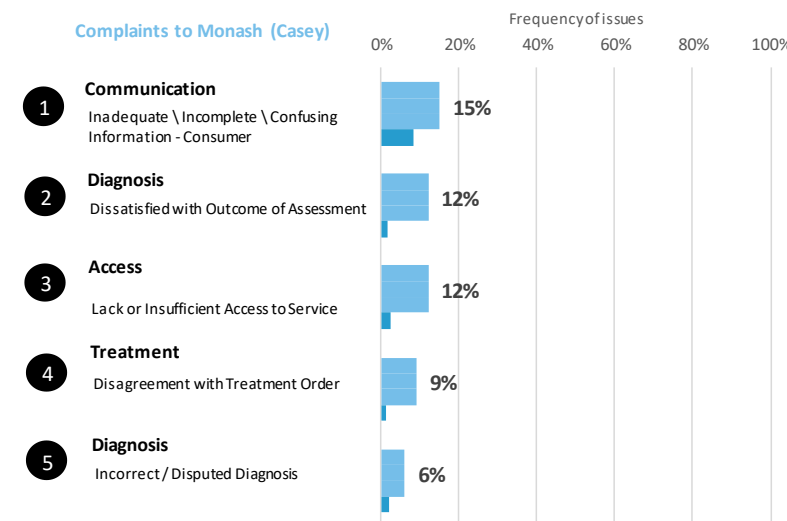
Complaints to the MHWC

Rank	Level 1	Level 3	About Monash (Casey) (n=19)	Sector average (n=1110)
1	Treatment	Inadequate Consid Views Prefs: Consumer Compulsory Pt	32%	7%
2	Treatment	Disagreement with Treatment Order	21%	10%
3	Communication	Inadequate \ Incomplete \ Confusing Information - Consumer	11%	13%
4	Conduct and Behaviour	Physical Assault by Staff - Security	11%	1%
5	Treatment	Physical Restraint - Excessive Force / Alleged Assault - Clinical and Security	11%	0%



Complaints directly to service

Rank	Level 1	Level 3	Complaints to Monash (Casey) (n=33)	Sector average (n=1053)
	Communication	Inadequate \ Incomplete \ Confusing Information - Consumer	15%	8%
	Diagnosis	Dissatisfied with Outcome of Assessment	12%	2%
	Access	Lack or Insufficient Access to Service	12%	2%
	Treatment	Disagreement with Treatment Order	9%	1%
	Diagnosis	Incorrect / Disputed Diagnosis	6%	2%



What were carer complaints about?

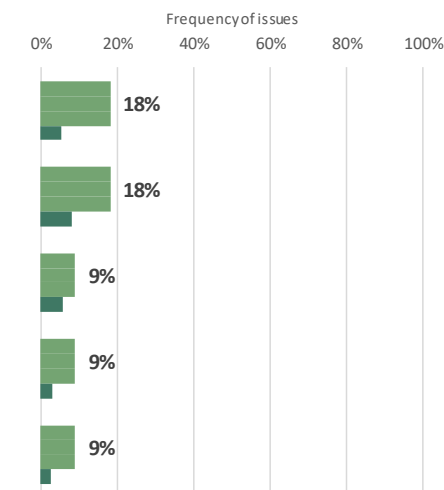
Level 3 issues raised by carers about Monash (Casey)

Complaints to the MHC

Rank	Level 1	Level 3	About Monash (Casey) (n=11)	Sector average (n=365)
1	Medication	Dissatisfaction with Prescribed Medication	18%	5%
2	Access	Refusal to Admit or Treat	18%	8%
3	Treatment	Dissatisfied with Discharge Plan	9%	6%
4	Conduct and Behaviour	Ignored \ Lack of Attention	9%	3%
5	Diagnosis	Inadequate Assessment Process	9%	3%

Complaints to the MHC

- Medication**
Dissatisfaction with Prescribed
- Access**
Refusal to Admit or Treat
- Treatment**
Dissatisfied with Discharge Plan
- Conduct and Behaviour**
Ignored \ Lack of Attention
- Diagnosis**
Inadequate Assessment Process

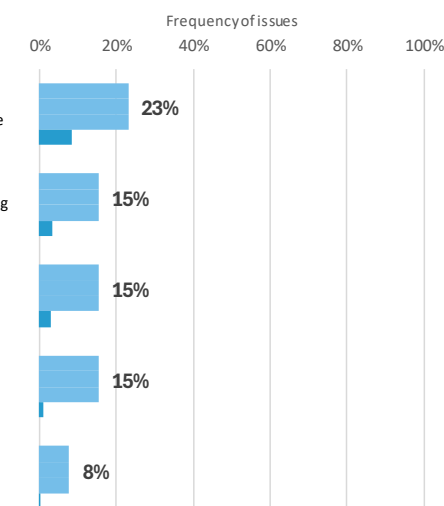


Complaints directly to service

Rank	Level 1	Level 3	Complaints to Monash (Casey) (n=13)	Sector average (n=481)
1	Access	Lack or Insufficient Access to Service	23%	9%
2	Communication	Inadequate \ Incomplete \ Confusing Information - Consumer	15%	4%
3	Facilities	Property Lost / Damaged	15%	3%
4	Medication	Wrong Medication or Dose Administered / Omitted	15%	1%
5	Treatment	ECT	8%	0%

Complaints to Monash (Casey)

- Access**
Lack or Insufficient Access to Service
- Communication**
Inadequate \ Incomplete \ Confusing
- Facilities**
Property Lost / Damaged
- Medication**
Wrong Medication or Dose Administered / Omitted
- Treatment**
ECT



Themes in compliments

What were compliments about?

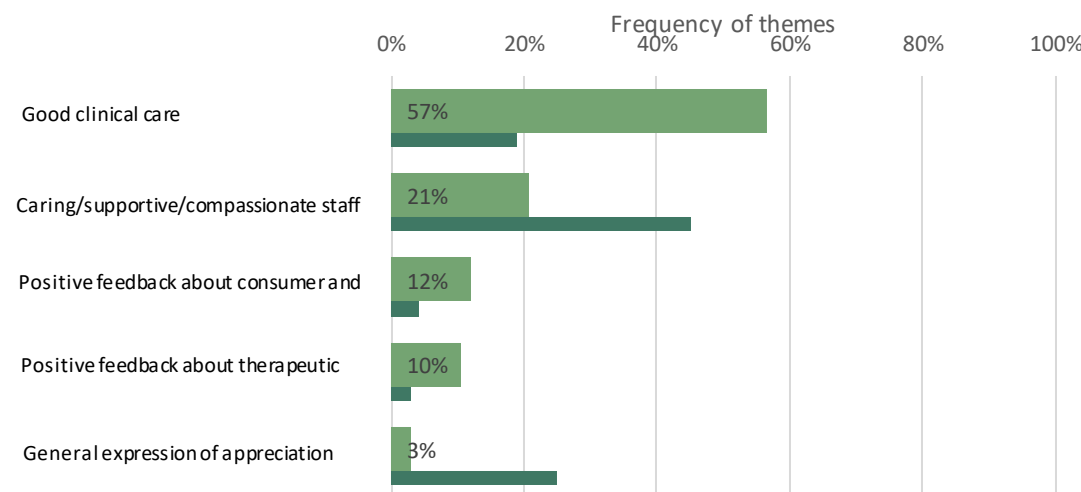
Themes raised in compliments about Monash (Casey)

Compliments to service

This analysis shows the proportion of compliments by theme raised for Monash (Casey)

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

	Compliment	About Service	All services
1	Good clinical care	57%	19%
2	Caring/supportive/compassionate staff	21%	45%
3	Positive feedback about consumer and carer peer workers	12%	4%
4	Positive feedback about therapeutic options offered	10%	3%
5	General expression of appreciation	3%	25%



Thank you

Contact us

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**Mental Health
and Wellbeing**
Commission

