

Summary of service provider complaint report

Monash (Dandenong)



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

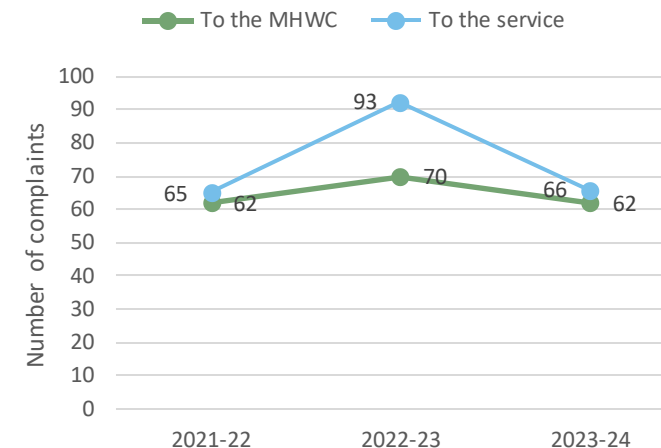
How many complaints were made?

Complaints about Monash (Dandenong)

The MHWC received **62** complaints about Monash (Dandenong)

Monash (Dandenong) received **66** complaints directly

| | 2021-22 | 2022-23 | 2023-24 | Change to 23-24 |
|----------------|---------|---------|---------|-----------------|
| To the MHWC | 62 | 70 | 62 | -11% |
| To the service | 65 | 93 | 66 | -29% |

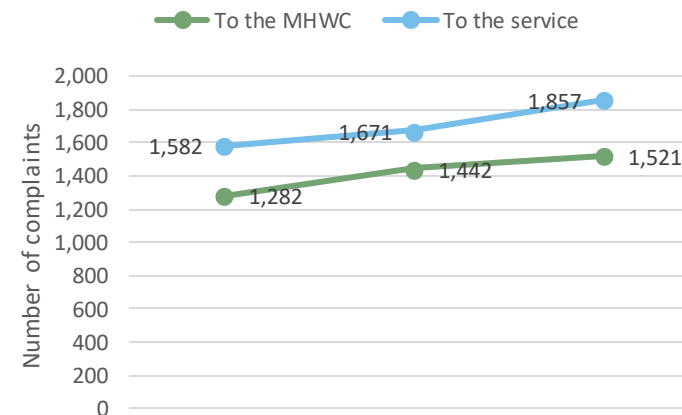


Complaints across all services

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% |

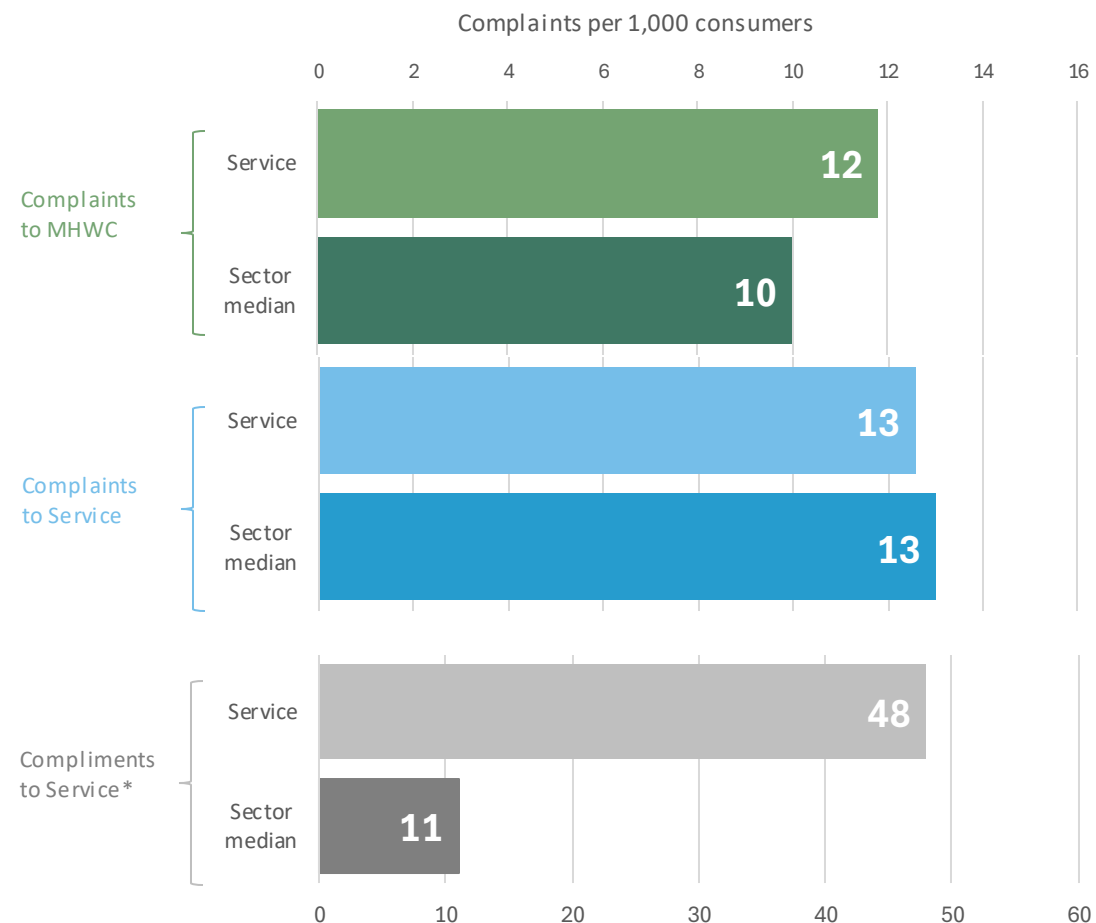


Complaint rates

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 (Dandenong) | 11.8 | 62 |
| Sector median | 10.0 | 1,514 |
| Complaints directly to service | | |
| Monash (Dandenong) | 12.6 | 66 |
| Sector median | 13.0 | 1,857 |
| Compliments directly to service | | |
| Monash (Dandenong) | 48.0 | 48 |
| 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 (Dandenong).

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 (Dandenong)

| | Consumers | Family members / carers | Other complainants | Unknown |
|--------------------------------|-----------|----------------------------|-----------------------|---------|
| Complaints to MHWC | 76% | 24% | 0% | 0% |
| Complaints directly to service | 67% | 29% | 3% | 2% |

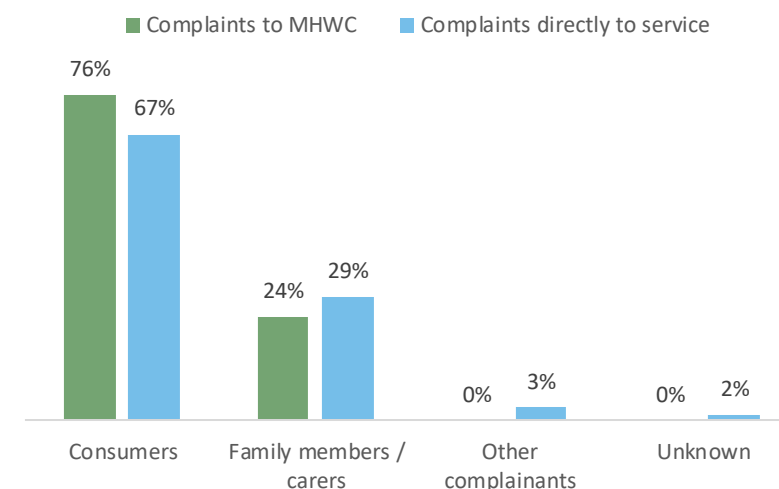
This chart shows who made complaints about all service providers sector-wide.

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 (Dandenong)

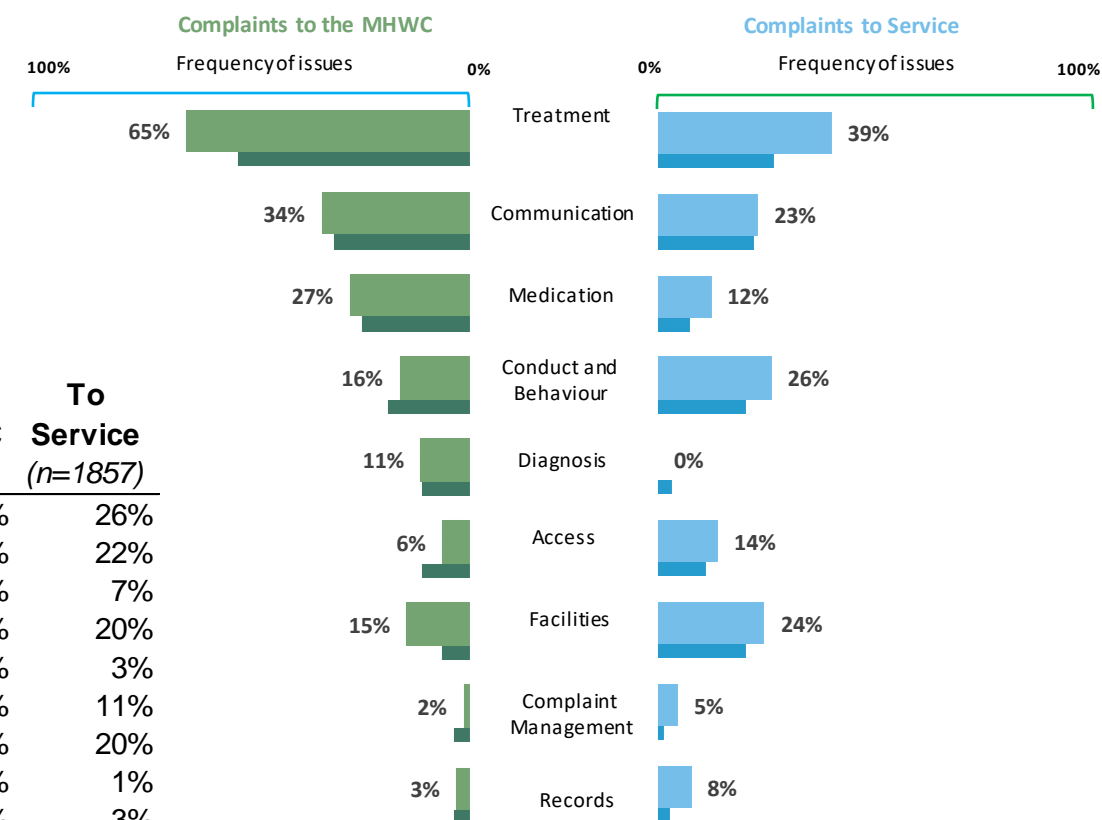
This chart shows the proportion of complaints that related to each level 1 issue.

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 (Dandenong) to the MHWC were Treatment and Communication

The most commonly raised issues for complaints about Monash (Dandenong) to the service were Treatment and Conduct and Behaviour



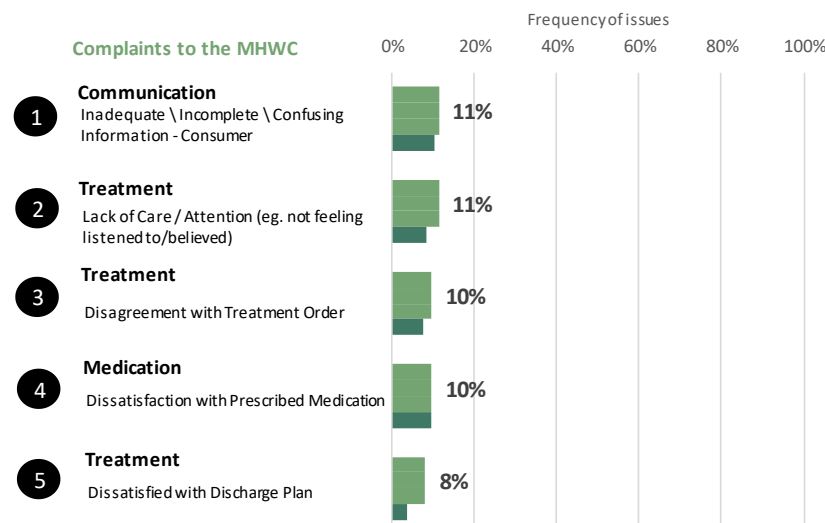
| Proportions of complaints with issue | Monash (Dandenong) | | Sector averages | |
|--------------------------------------|--------------------|-------------------|------------------|---------------------|
| | To MHWC (n=62) | To Service (n=66) | To MHWC (n=1521) | To Service (n=1857) |
| 1 Treatment | 65% | 39% | 53% | 26% |
| 2 Communication | 34% | 23% | 31% | 22% |
| 3 Medication | 27% | 12% | 25% | 7% |
| 4 Conduct and Behaviour | 16% | 26% | 19% | 20% |
| 5 Diagnosis | 11% | 0% | 11% | 3% |
| 6 Access | 6% | 14% | 11% | 11% |
| 7 Facilities | 15% | 24% | 7% | 20% |
| 8 Complaint Management | 2% | 5% | 4% | 1% |
| 9 Records | 3% | 8% | 4% | 3% |

What were complaints about?

Level 3 issues raised about Monash (Dandenong)

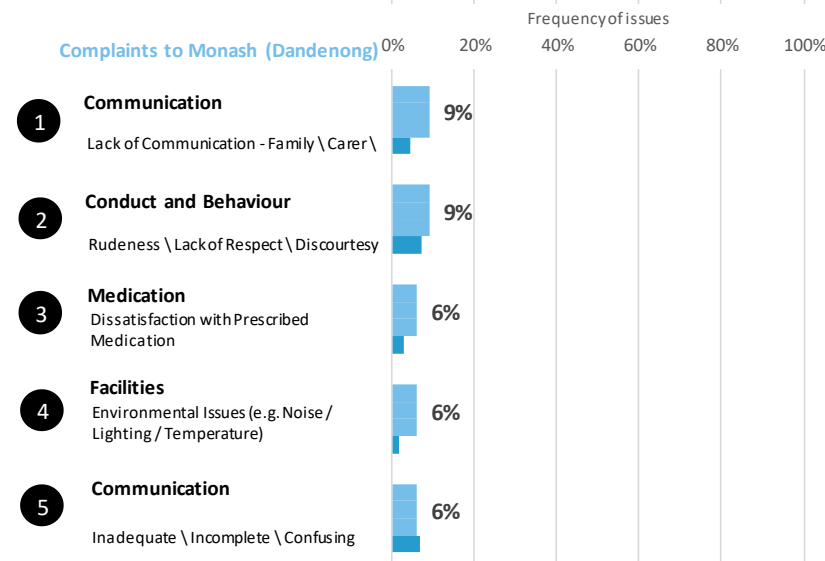
Complaints to the MHCW

| Rank | Level 1 | Level 3 | About Monash (Dandenong) (n=62) | Sector average (n=1521) |
|------|---------------|---|---------------------------------|-------------------------|
| 1 | Communication | Inadequate \ Incomplete \ Confusing Information - Consumer | 11% | 10% |
| 2 | Treatment | Lack of Care / Attention (eg. not feeling listened to/believed) | 11% | 8% |
| 3 | Treatment | Disagreement with Treatment Order | 10% | 8% |
| 4 | Medication | Dissatisfaction with Prescribed Medication | 10% | 9% |
| 5 | Treatment | Dissatisfied with Discharge Plan | 8% | 4% |



Complaints directly to service

| Rank | Level 1 | Level 3 | Complaints to Monash (Dandenong) (n=66) | Sector average (n=1857) |
|------|-----------------------|--|---|-------------------------|
| 1 | Communication | Lack of Communication - Family \ Carer \ Nominated Person | 9% | 5% |
| 2 | Conduct and Behaviour | Rudeness \ Lack of Respect \ Discourtesy | 9% | 7% |
| 3 | Medication | Dissatisfaction with Prescribed Medication | 6% | 3% |
| 4 | Facilities | Environmental Issues (e.g. Noise / Lighting / Temperature) | 6% | 2% |
| 5 | Communication | Inadequate \ Incomplete \ Confusing Information - Consumer | 6% | 7% |

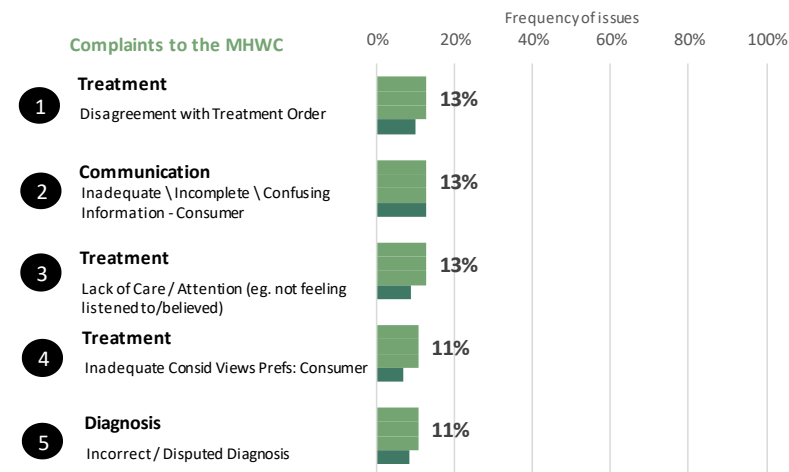


What were consumer complaints about?

Level 3 issues raised by consumers about Monash (Dandenong)

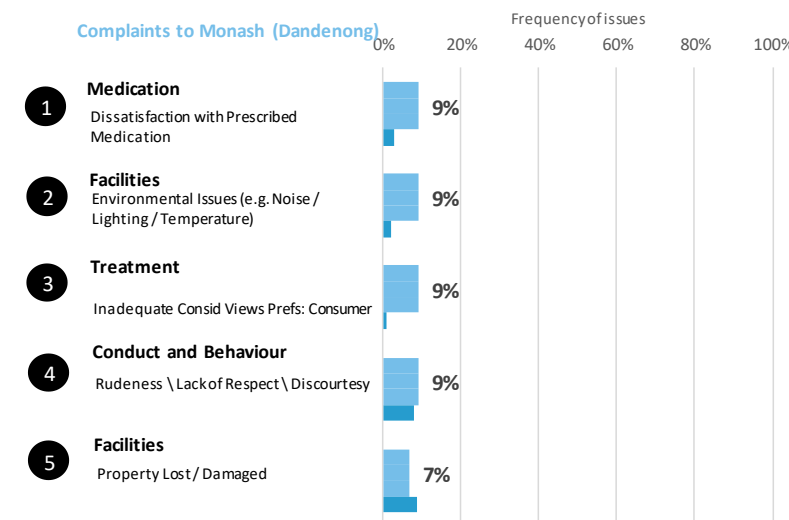
Complaints to the MHWC

| Rank | Level 1 | Level 3 | About Monash (Dandenong) (n=47) | Sector average (n=1110) |
|------|---------------|---|---------------------------------|-------------------------|
| 1 | Treatment | Disagreement with Treatment Order | 13% | 10% |
| 2 | Communication | Inadequate \ Incomplete \ Confusing Information - Consumer | 13% | 13% |
| 3 | Treatment | Lack of Care / Attention (eg. not feeling listened to/believed) | 13% | 9% |
| 4 | Treatment | Inadequate Consid Views Prefs: Consumer Compulsory Pt | 11% | 7% |
| 5 | Diagnosis | Incorrect / Disputed Diagnosis | 11% | 8% |



Complaints directly to service

| Rank | Level 1 | Level 3 | Complaints to Monash (Dandenong) (n=44) | Sector average (n=1053) |
|------|-----------------------|--|---|-------------------------|
| | Medication | Dissatisfaction with Prescribed Medication | 9% | 3% |
| | Facilities | Environmental Issues (e.g. Noise / Lighting / Temperature) | 9% | 2% |
| | Treatment | Inadequate Consid Views Prefs: Consumer Compulsory Pt | 9% | 1% |
| | Conduct and Behaviour | Rudeness \ Lack of Respect \ Discourtesy | 9% | 8% |
| | Facilities | Property Lost / Damaged | 7% | 9% |



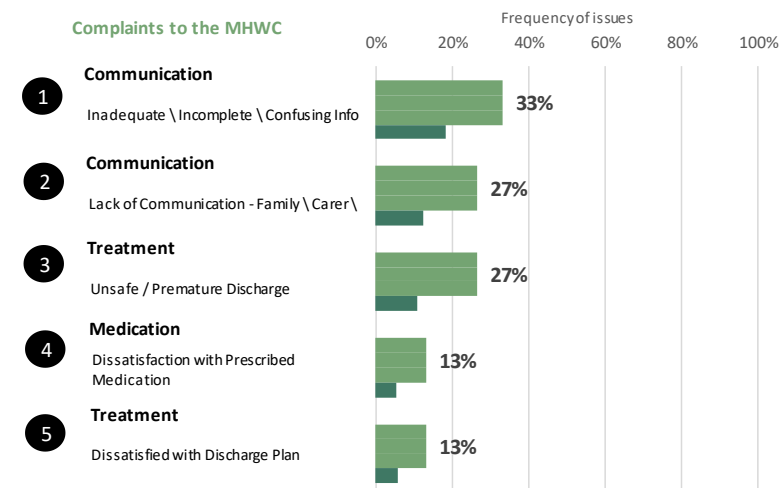
What were carer complaints about?

Level 3 issues raised by carers about Monash (Dandenong)

Complaints to the MHC

| Rank | Level 1 | Level 3 | About Monash (Dandenong) (n=15) | Sector average (n=365) |
|------|---------------|---|---------------------------------|------------------------|
| 1 | Communication | Inadequate \ Incomplete \ Confusing Info - Family \ Carer \ Nom. Person | 33% | 18% |
| 2 | Communication | Lack of Communication - Family \ Carer \ Nominated Person | 27% | 12% |
| 3 | Treatment | Unsafe / Premature Discharge | 27% | 11% |
| 4 | Medication | Dissatisfaction with Prescribed Medication | 13% | 5% |
| 5 | Treatment | Dissatisfied with Discharge Plan | 13% | 6% |

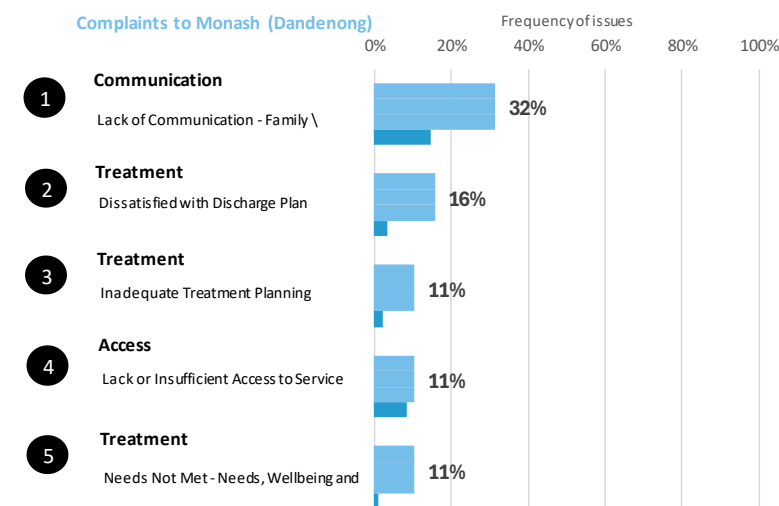
Complaints to the MHC



Complaints directly to service

| Rank | Level 1 | Level 3 | Complaints to Monash (Dandenong) (n=19) | Sector average (n=481) |
|------|---------------|---|---|------------------------|
| 1 | Communication | Lack of Communication - Family \ Carer \ Nominated Person | 32% | 15% |
| 2 | Treatment | Dissatisfied with Discharge Plan | 16% | 4% |
| 3 | Treatment | Inadequate Treatment Planning | 11% | 2% |
| 4 | Access | Lack or Insufficient Access to Service | 11% | 9% |
| 5 | Treatment | Needs Not Met - Needs, Wellbeing and Safety of Dependents Not Recognise | 11% | 1% |

Complaints to Monash (Dandenong)



Outcomes of complaints

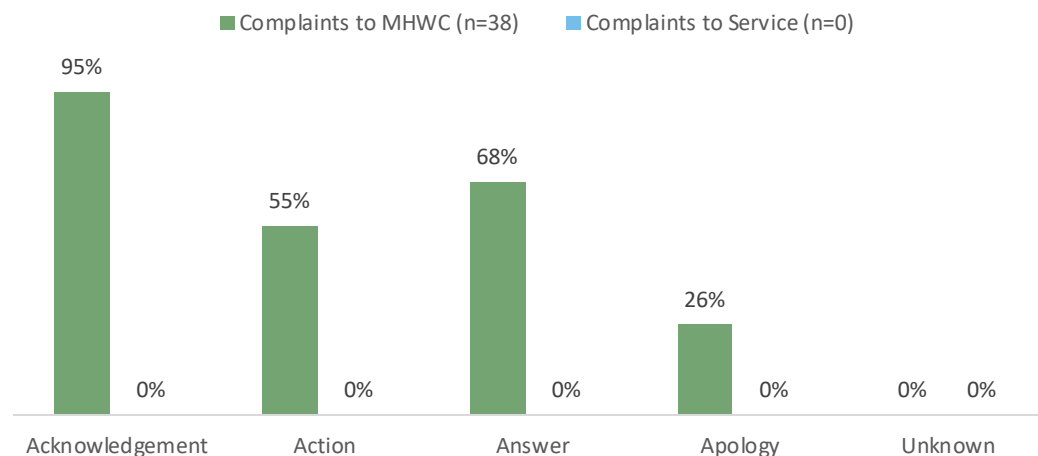
What were the outcomes of complaints?

Outcomes of closed complaints about Monash (Dandenong)

Complaint outcomes for Monash (Dandenong)

This analysis presents the outcomes for complaints to the MHWC or directly to service for Monash (Dandenong). 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=38) | 95% | 55% | 68% | 26% | 0% |
| Complaints to Service (n=0) | No outcomes available | | | | |



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 Monash (Dandenong)

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=21)

| Rank | Detailed action | Proportion |
|------|--|------------|
| 1 | Improved communication | 52% |
| 2 | Agreed to respond to complainant directly | 33% |
| 3 | Offered or provided a service | 33% |
| 4 | Staff feedback or improvement | 24% |
| 5 | Changed way support was provided | 19% |
| 6 | Arranged meetings / reviews with complainant | 14% |
| 7 | Conducted internal review | 5% |



Themes in compliments

What were compliments about?

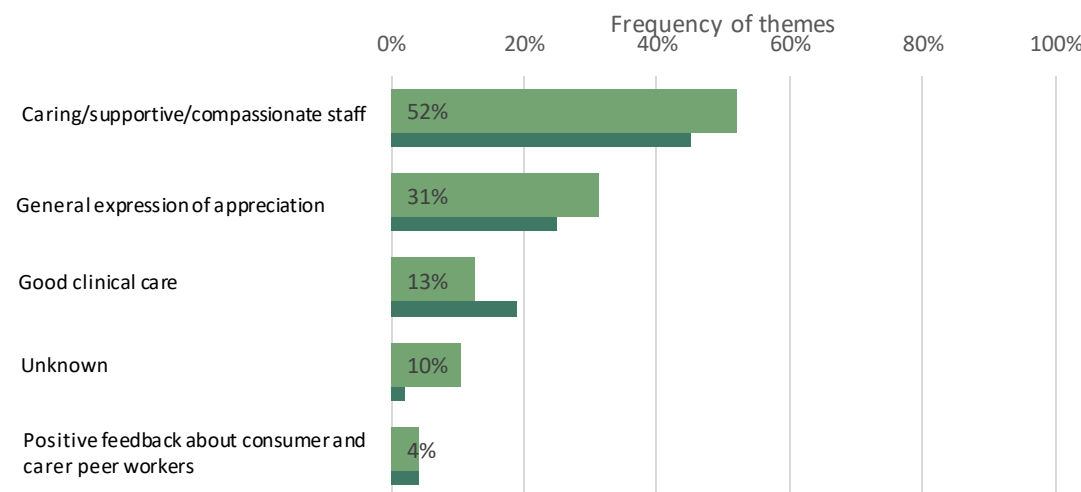
Themes raised in compliments about Monash (Dandenong)

Compliments to service

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

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

| | Compliment | About Service | All services |
|---|---|------------------|-----------------|
| 1 | Caring/supportive/compassionate staff | 52% | 45% |
| 2 | General expression of appreciation | 31% | 25% |
| 3 | Good clinical care | 13% | 19% |
| 4 | Unknown | 10% | 2% |
| 5 | Positive feedback about consumer and carer peer workers | 4% | 4% |



Thank you

Contact us

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**Mental Health
and Wellbeing**
Commission

