

Summary of service provider complaint report

Monash 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

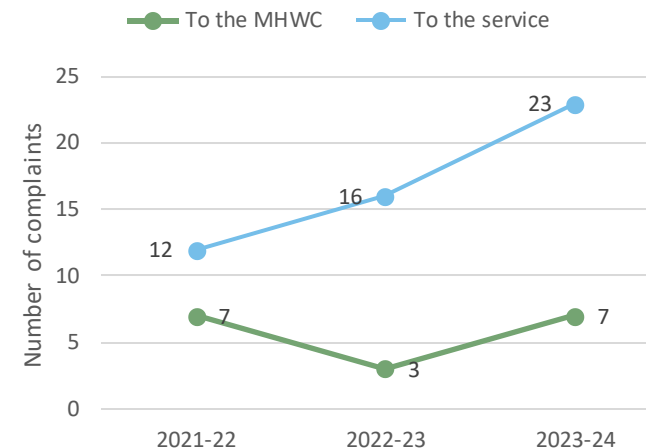
How many complaints were made?

Complaints about Monash CYMHS

The MHWC received **7** complaints about Monash CYMHS

Monash CYMHS received **23** complaints directly

	2021-22	2022-23	2023-24	Change to 23-24
To the MHWC	7	3	7	+133%
To the service	12	16	23	+44%

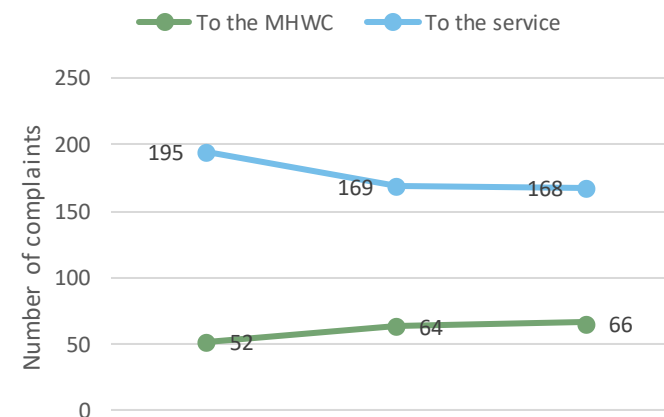


Complaints from services predominantly delivering to children and young people

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%

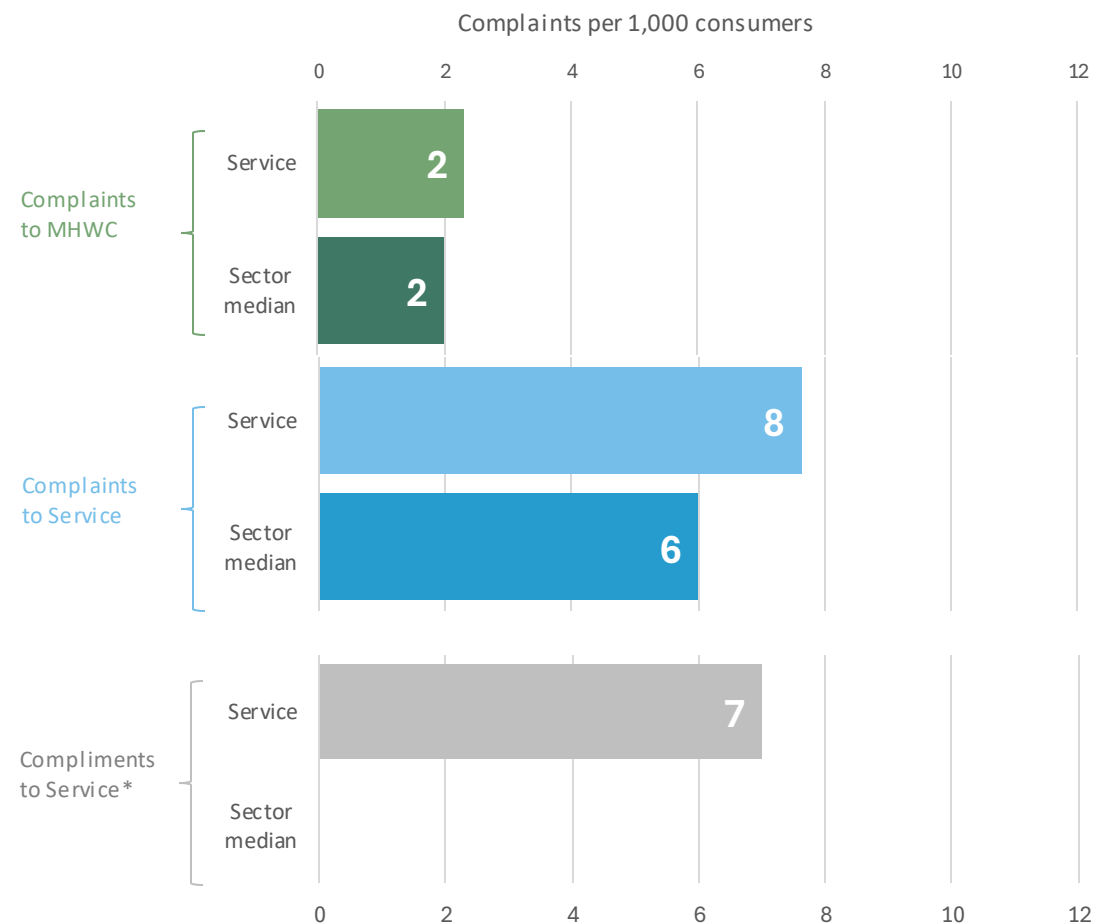


Complaint rates

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
Monash CYMHS	2.3	7
Sector median	2.0	59
Complaints directly to service		
Monash CYMHS	7.6	23
Sector median	6.0	109
Compliments directly to service		
Monash CYMHS	7.0	7
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 Monash CYMHS.

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 Monash CYMHS

	Consumers	Family members / carers	Other complainants	Unknown
Complaints to MHWC	14%	86%	0%	0%
Complaints directly to service	22%	65%	9%	4%

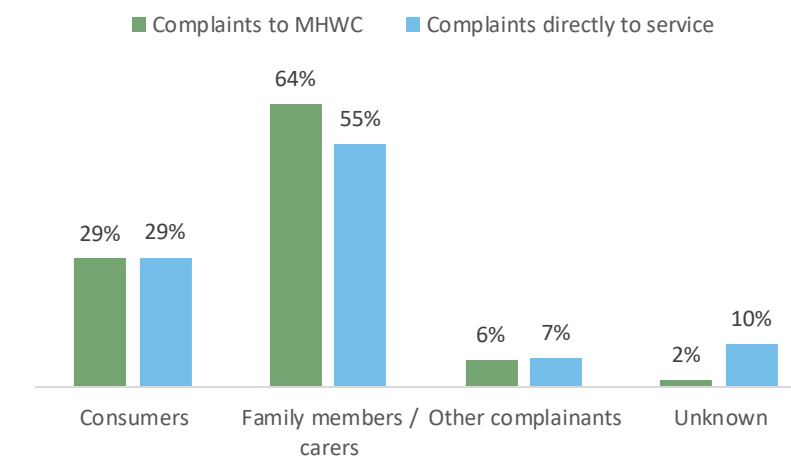
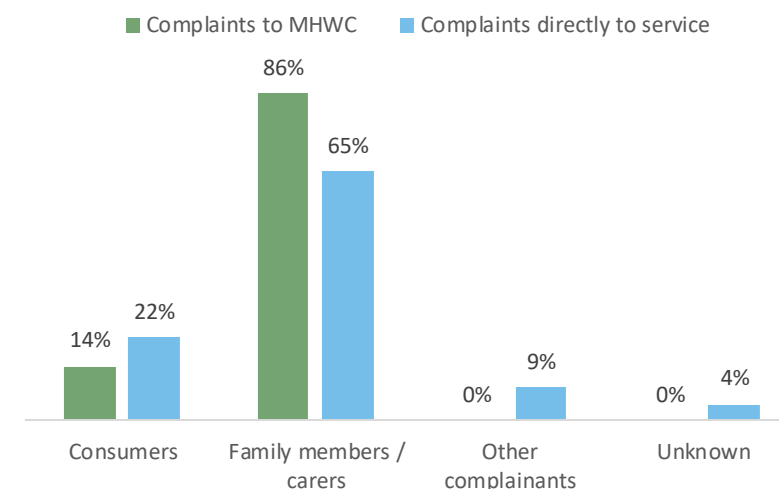
This chart shows who made complaints about all service providers sector-wide.

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 Monash CYMHS

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

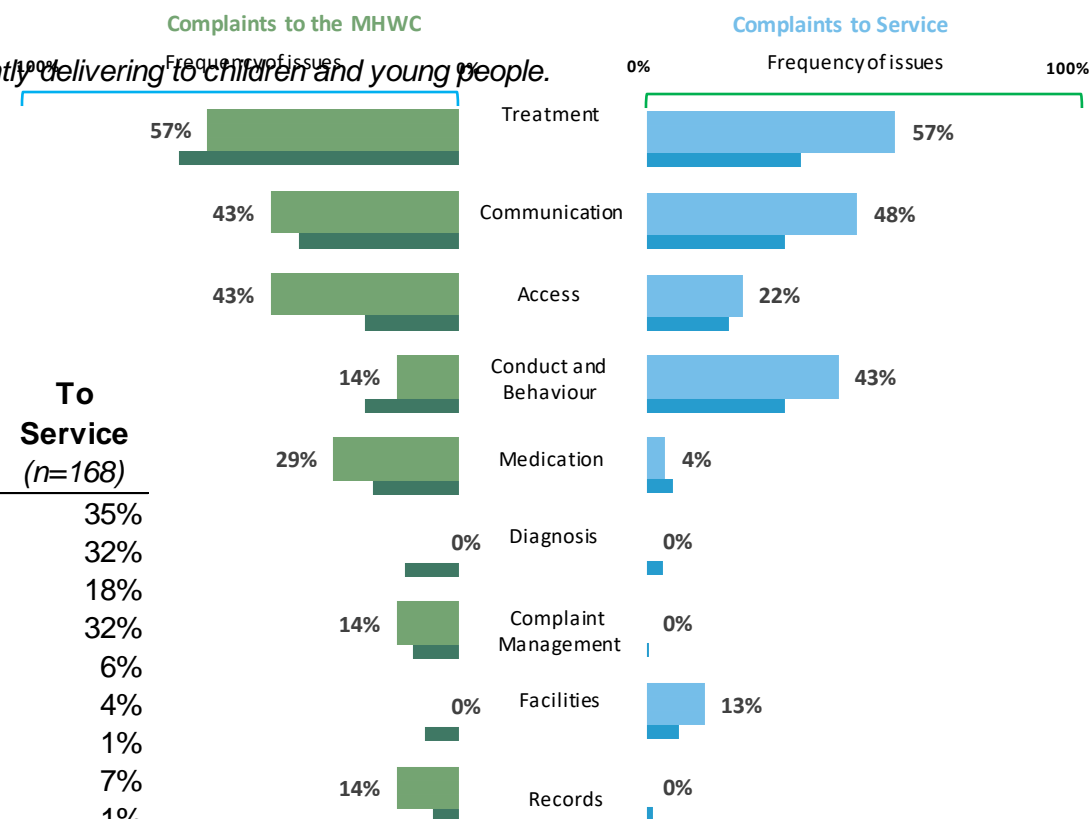
It includes complaints made by all complainant types.

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

The most commonly raised issues for complaints about Monash CYMHS to the MHWC were Treatment and Communication

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

Proportions of complaints with issue	Monash CYMHS		Sector averages	
	To MHWC (n=7)	To Service (n=23)	To MHWC (n=66)	To Service (n=168)
1 Treatment	57%	57%	64%	35%
2 Communication	43%	48%	36%	32%
3 Access	43%	22%	21%	18%
4 Conduct and Behaviour	14%	43%	21%	32%
5 Medication	29%	4%	20%	6%
6 Diagnosis	0%	0%	12%	4%
7 Complaint Management	14%	0%	11%	1%
8 Facilities	0%	13%	8%	7%
9 Records	14%	0%	6%	1%



What were complaints about?

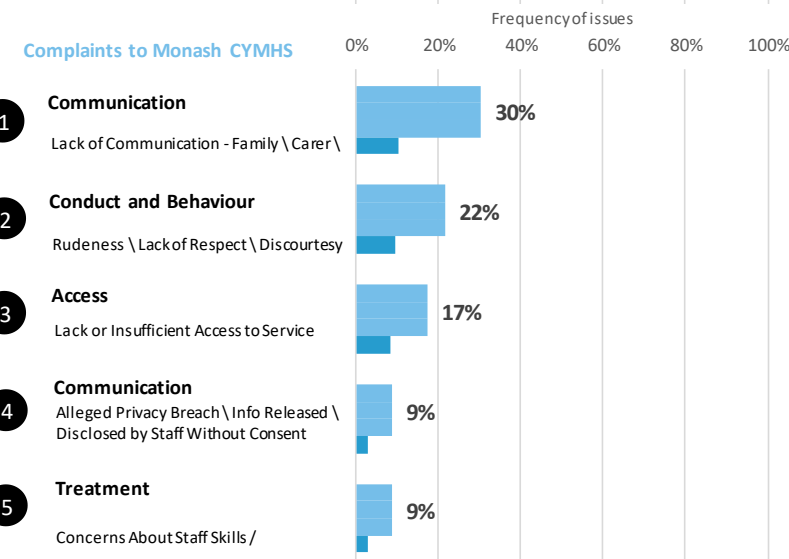
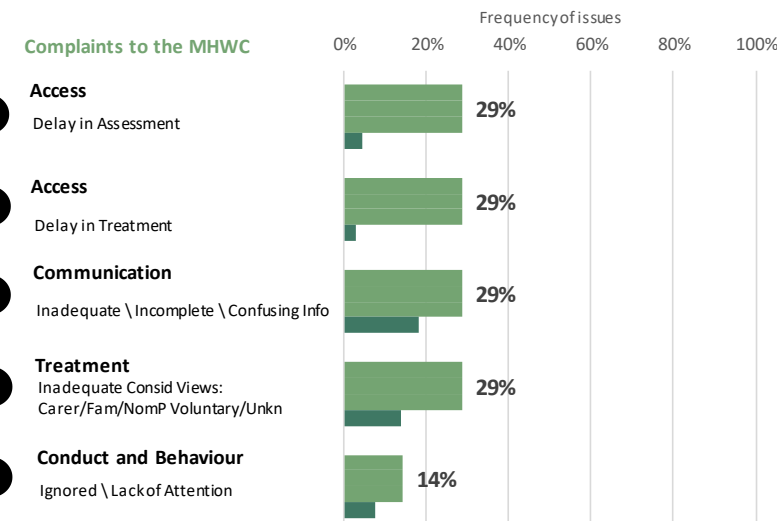
Level 3 issues raised about Monash CYMHS

Complaints to the MHWC

Rank	Level 1	Level 3	About Monash CYMHS (n=7)	Sector average (n=66)
1	Access	Delay in Assessment	29%	5%
2	Access	Delay in Treatment	29%	3%
3	Communication	Inadequate \ Incomplete \ Confusing Info - Family \ Carer \	29%	18%
4	Treatment	Inadequate Consid Views: Carer/Fam/NomP Voluntary/Unkn	29%	14%
5	Conduct and Behaviour	Ignored \ Lack of Attention	14%	8%

Complaints directly to service

Rank	Level 1	Level 3	Complaints to Monash CYMHS (n=23)	Sector average (n=168)
1	Communication	Lack of Communication - Family \ Carer \ Nominated Person	30%	10%
2	Conduct and Behaviour	Rudeness \ Lack of Respect \ Discourtesy	22%	10%
3	Access	Lack or Insufficient Access to Service	17%	8%
4	Communication	Without Consent	9%	3%
5	Treatment	Concerns About Staff Skills / Qualifications	9%	3%



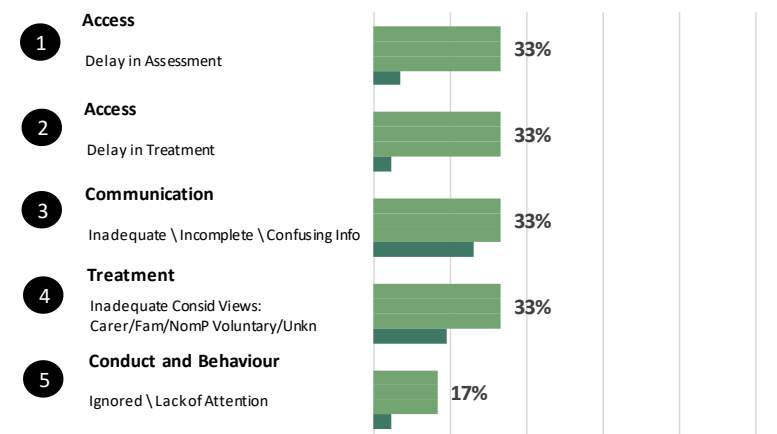
What were carer complaints about?

Level 3 issues raised by carers about Monash CYMHS

Complaints to the MHWC

Rank	Level 1	Level 3	About Monash CYMHS (n=6)	Sector average (n=42)
1	Access	Delay in Assessment	33%	7%
2	Access	Delay in Treatment	33%	5%
3	Communication	Inadequate \ Incomplete \ Confusing Info - Family \ Carer \ Nom. Person	33%	26%
4	Treatment	Inadequate Consid Views: Carer/Fam/NomP Voluntary/Unkn	33%	19%
5	Conduct and Behaviour	Ignored \ Lack of Attention	17%	5%

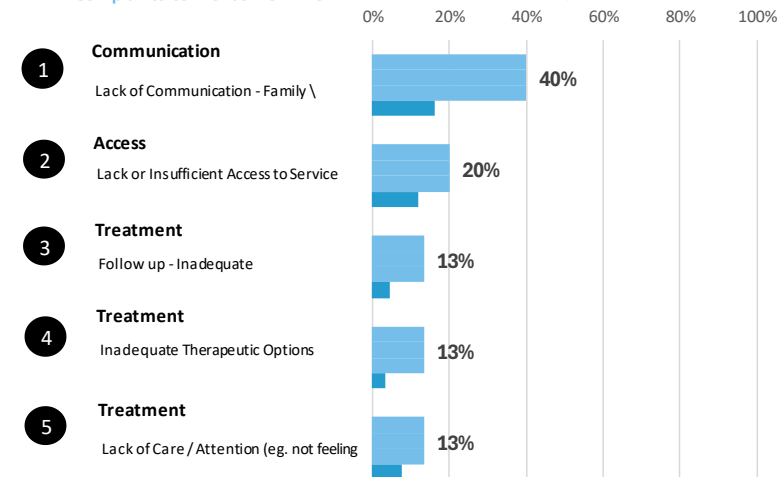
Complaints to the MHWC



Complaints directly to service

Rank	Level 1	Level 3	Complaints to Monash CYMHS (n=15)	Sector average (n=92)
1	Communication	Lack of Communication - Family \ Carer \ Nominated Person	40%	16%
2	Access	Lack or Insufficient Access to Service	20%	12%
3	Treatment	Follow up - Inadequate	13%	4%
4	Treatment	Inadequate Therapeutic Options	13%	3%
5	Treatment	Lack of Care / Attention (eg. not feeling listened to/believed)	13%	8%

Complaints to Monash CYMHS



Themes in compliments

What were compliments about?

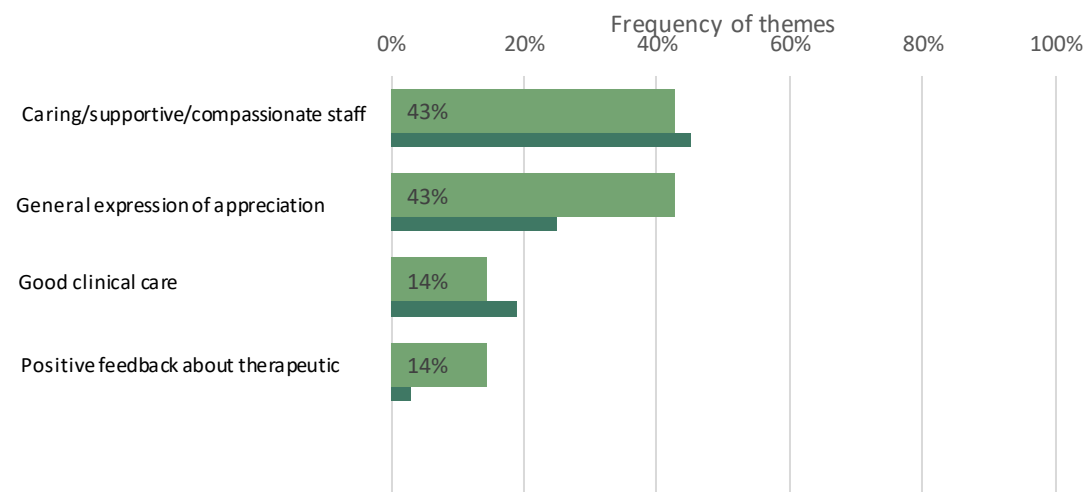
Themes raised in compliments about Monash CYMHS

Compliments to service

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

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

	Compliment	About Service	All services
1	Caring/supportive/compassionate staff	43%	45%
2	General expression of appreciation	43%	25%
3	Good clinical care	14%	19%
4	Positive feedback about therapeutic options offered	14%	3%
5			



Thank you

Contact us

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**Mental Health
and Wellbeing**
Commission

