

Summary of service provider complaint report

Orygen Specialist Program (OSP)



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:



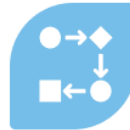
identify key themes
and emerging issues
across the sector



**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

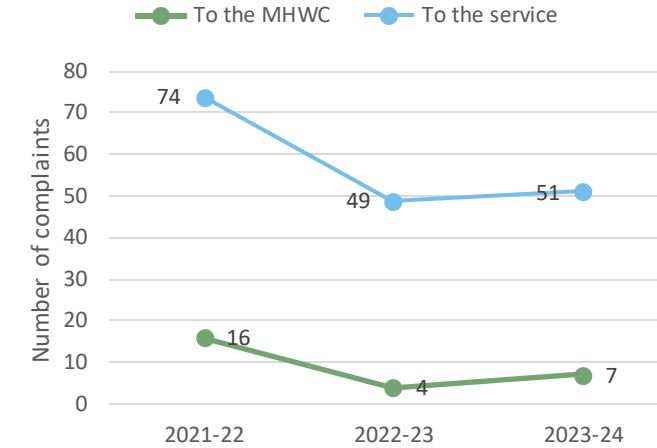
How many complaints were made?

Complaints about Orygen

The MHWC received **7** complaints about Orygen

Orygen received **51** complaints directly

	2021-22	2022-23	2023-24	Change to 23-24
To the MHWC	16	4	7	+75%
To the service	74	49	51	+4%

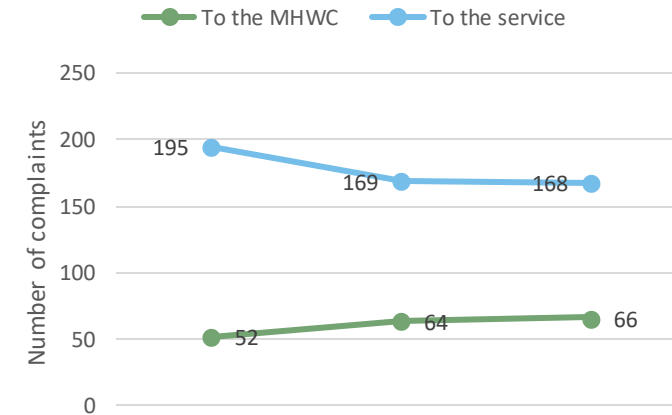


Complaints from services predominantly delivering to children and young people

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%

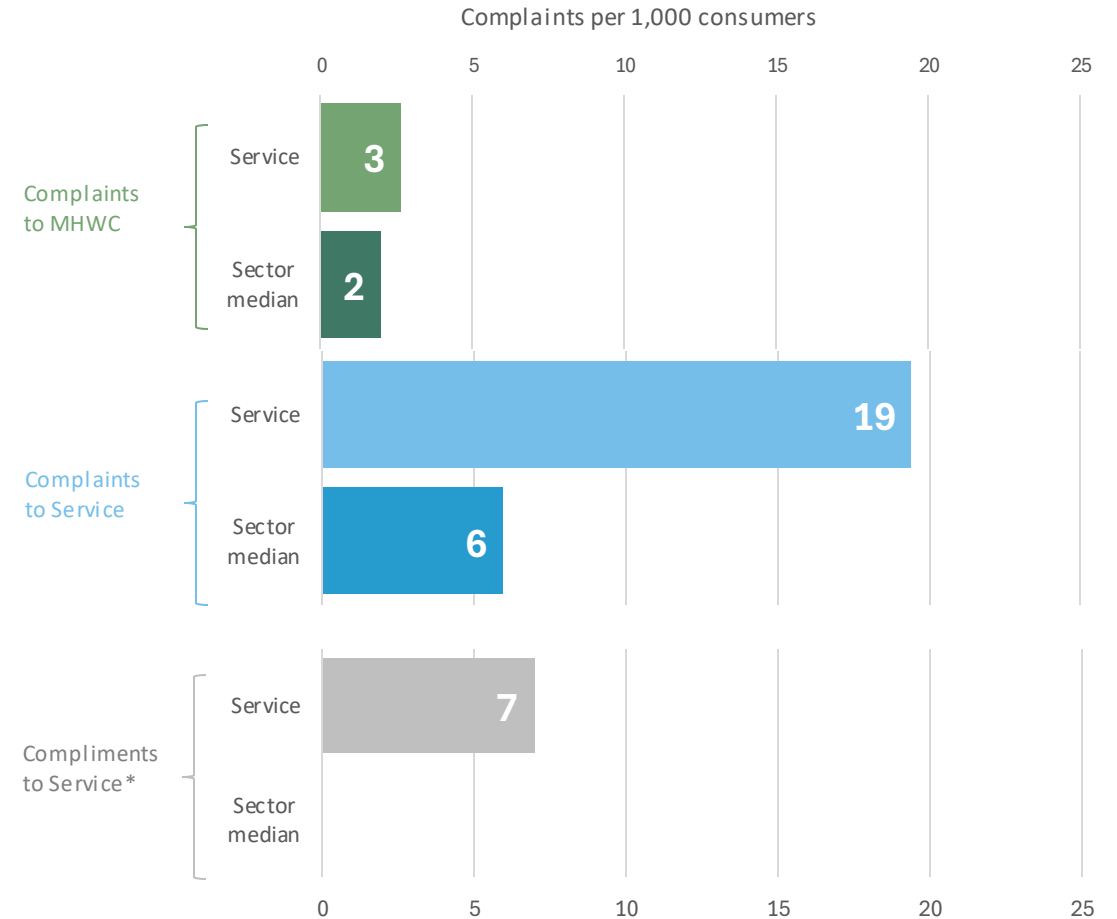


Complaint rates

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 consumers	
Complaints to MHWC about service	consumers	Sample size
Orygen	2.7	7
Sector median	2.0	59
Complaints directly to service		
Orygen	19.4	51
Sector median	6.0	109
Compliments directly to service		
Orygen	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

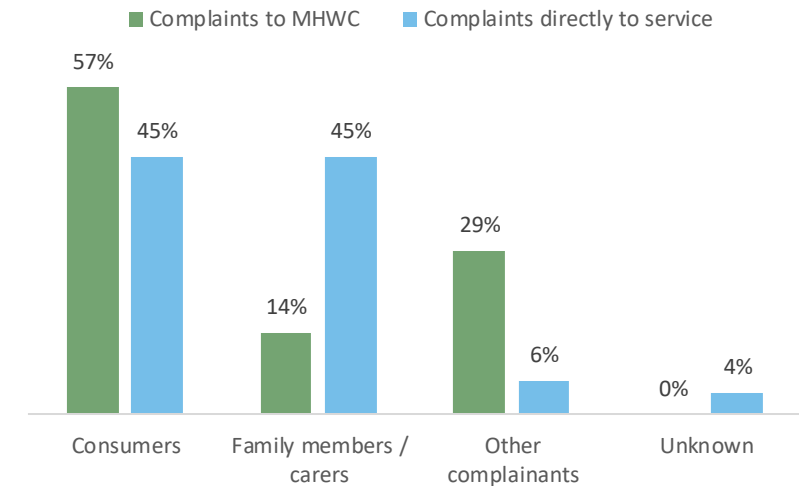
This chart shows who made complaints about Orygen.

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 Orygen

	Consumers	Family members / carers	Other complainants	Unknown
Complaints to MHWC	57%	14%	29%	0%
Complaints directly to service	45%	45%	6%	4%



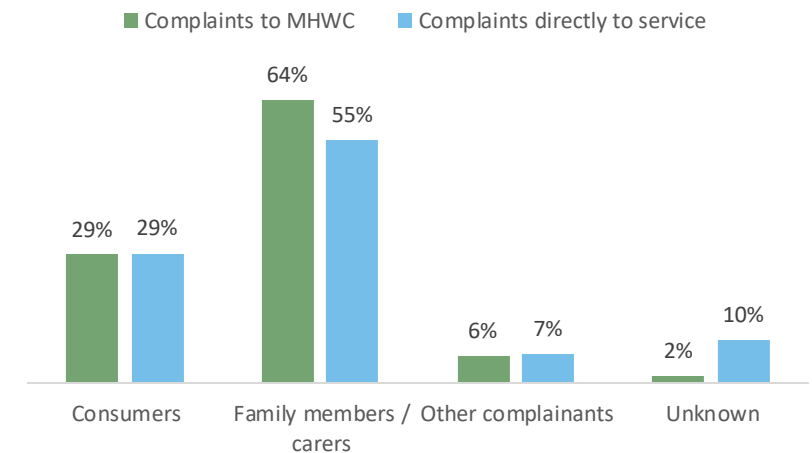
This chart shows who made complaints about all service providers sector-wide.

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

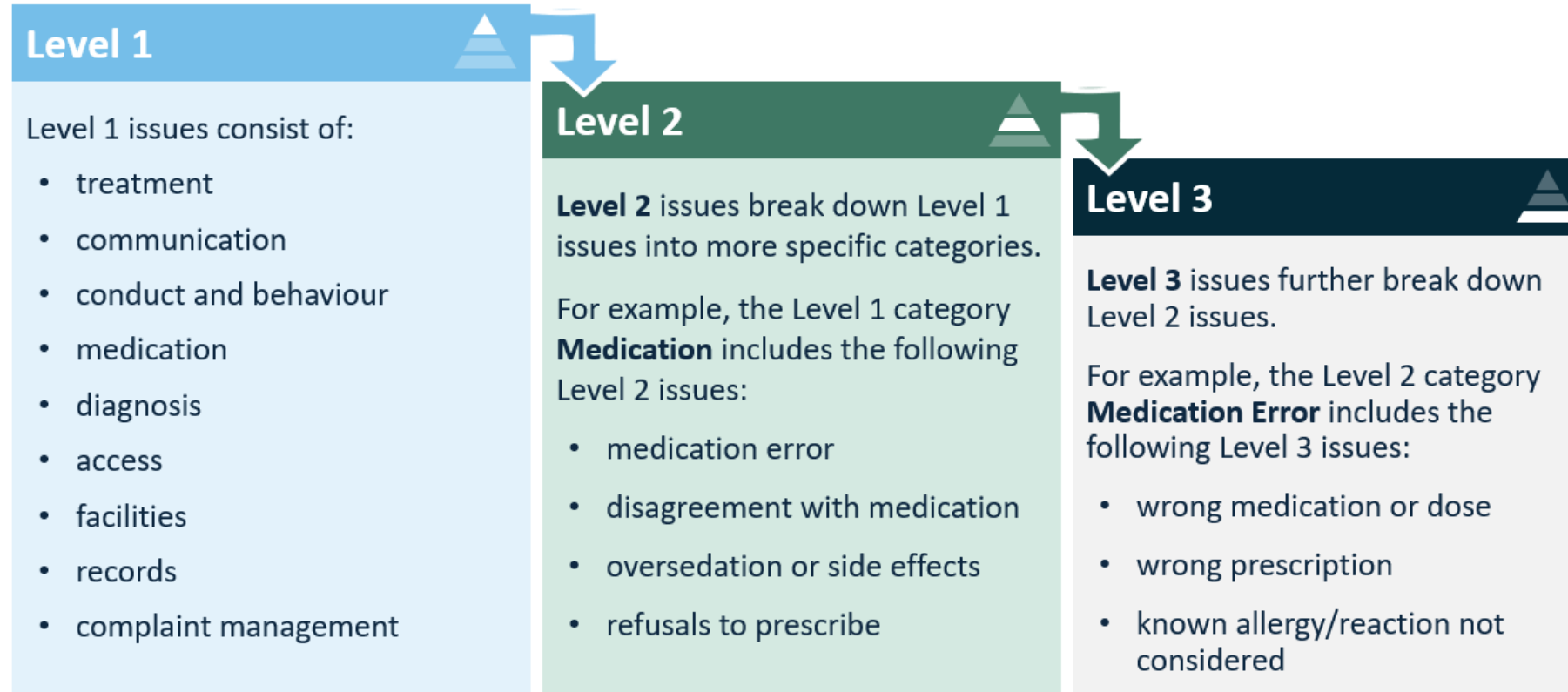
	Consumers	Family members / carers	Other complainants	Unknown
Complaints to MHWC	29%	64%	6%	2%
Complaints directly to service	29%	55%	7%	10%



Issues raised in complaints

How does the MHWC categorise issues?

The MHWC uses three levels of categories to classify complaints



What were complaints about?

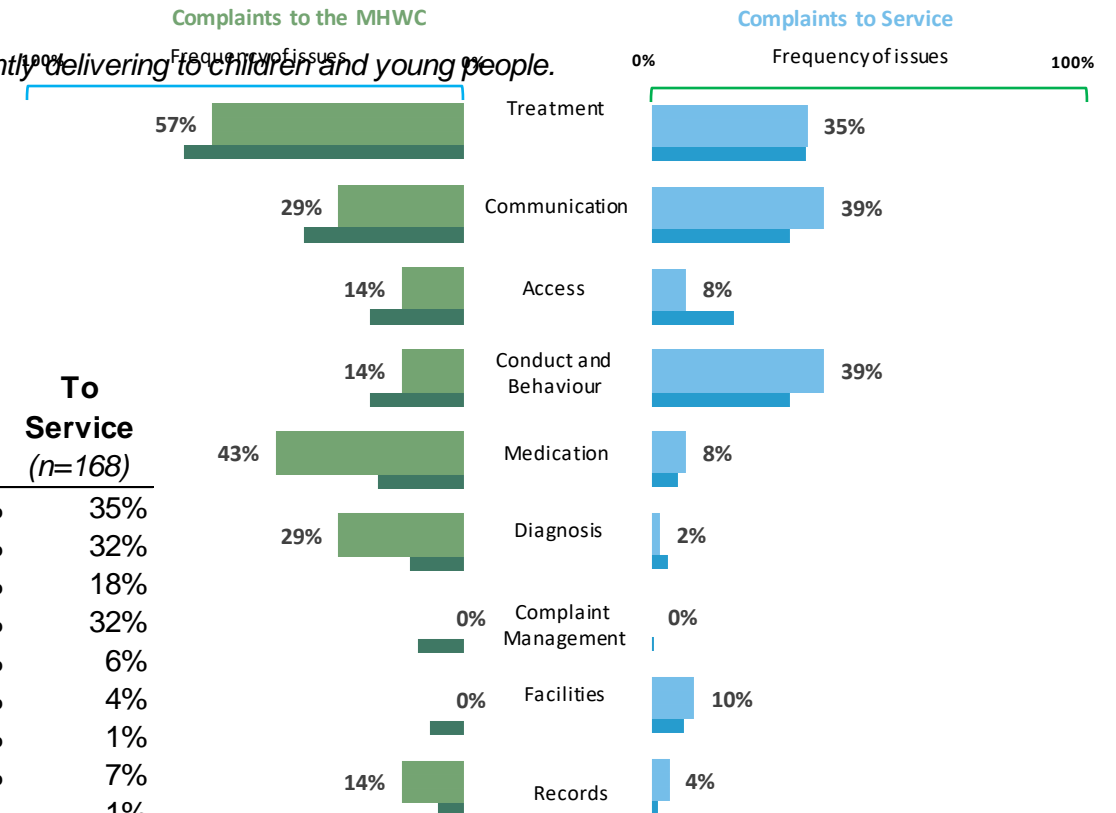
Level 1 issues raised about Orygen Specialist Program

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 Orygen to the MHC were Treatment and Medication

The most commonly raised issues for complaints about Orygen to the service were Communication and Communication



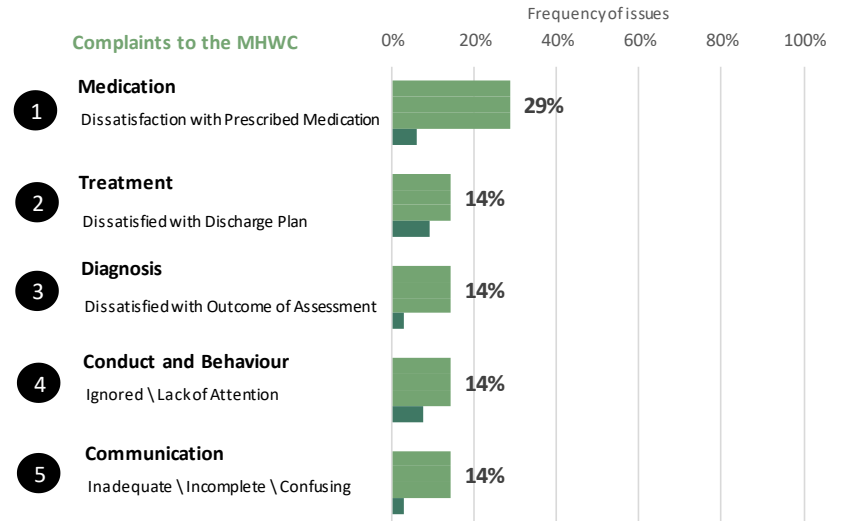
Proportions of complaints with issue	Orygen		Sector averages	
	To MHC (n=7)	To Service (n=51)	To MHC (n=66)	To Service (n=168)
1 Treatment	57%	35%	64%	35%
2 Communication	29%	39%	36%	32%
3 Access	14%	8%	21%	18%
4 Conduct and Behaviour	14%	39%	21%	32%
5 Medication	43%	8%	20%	6%
6 Diagnosis	29%	2%	12%	4%
7 Complaint Management	0%	0%	11%	1%
8 Facilities	0%	10%	8%	7%
9 Records	14%	4%	6%	1%

What were complaints about?

Level 3 issues raised about OSP

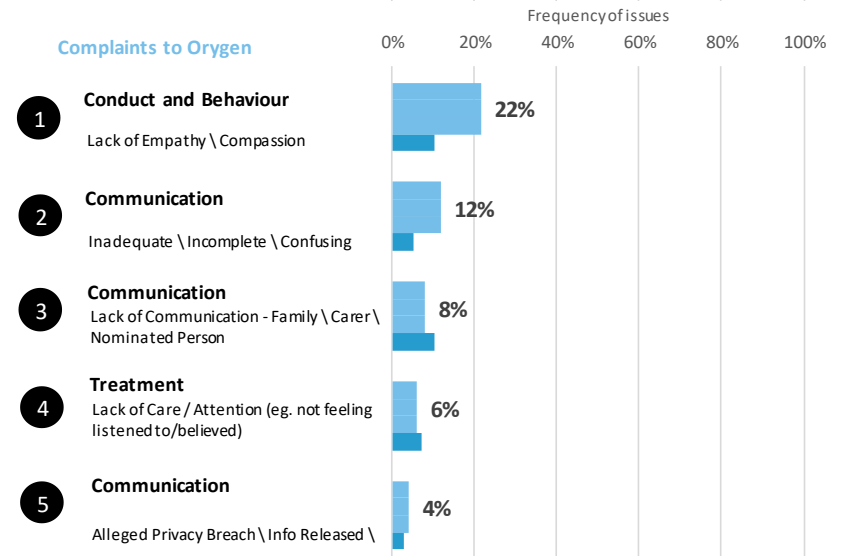
Complaints to the MHCW

Rank	Level 1	Level 3	About Orygen (n=7)	Sector average (n=66)
1	Medication	Dissatisfaction with Prescribed Medication	29%	6%
2	Treatment	Dissatisfied with Discharge Plan	14%	9%
3	Diagnosis	Dissatisfied with Outcome of Assessment	14%	3%
4	Conduct and Behaviour	Ignored \ Lack of Attention	14%	8%
5	Communication	Inadequate \ Incomplete \ Confusing Information - Consumer	14%	3%



Complaints directly to service

Rank	Level 1	Level 3	Complaints to Orygen (n=51)	Sector average (n=168)
1	Conduct and Behaviour	Lack of Empathy \ Compassion	22%	10%
2	Communication	Inadequate \ Incomplete \ Confusing Information - Consumer	12%	5%
3	Communication	Lack of Communication - Family \ Carer \ Nominated Person	8%	10%
4	Treatment	Lack of Care / Attention (eg. not feeling listened to/believed)	6%	7%
5	Communication	Alleged Privacy Breach \ Info Released \ Disclosed by Staff	4%	3%



Themes in compliments

What were compliments about?

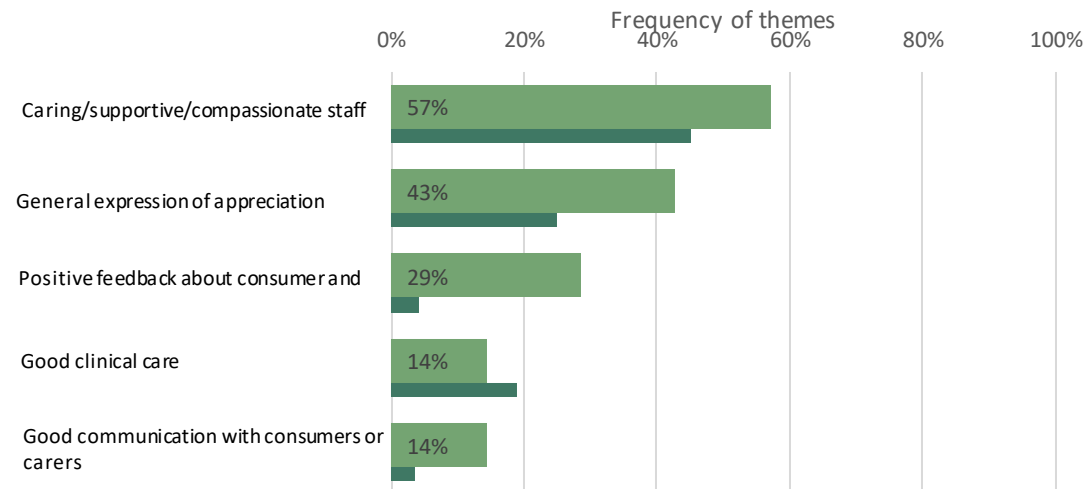
Themes raised in compliments about Orygen Specialist Program

Compliments to service

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

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

	Compliment	About Service	All services
1	Caring/supportive/compassionate staff	57%	45%
2	General expression of appreciation	43%	25%
3	Positive feedback about consumer and carer peer workers	29%	4%
4	Good clinical care	14%	19%
5	Good communication with consumers or carers	14%	4%



Thank you

Contact us

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**Mental Health
and Wellbeing**
Commission

