

# Summary of service provider complaint report

## Monash Aged

2020-21



# Introduction

## Purpose

The purpose of this summary presentation is to showcase key data for complaints to the MHCC and complaints and compliments directly to your service, largely focusing on the 2020-21 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 MHCC, reflecting that people feel confident to raise their concerns with the service.

# The role of the MHCC

The MHCC collates and analyses complaints data about public mental health services to:



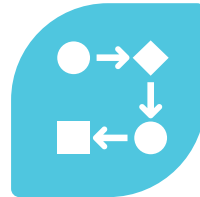
identify key themes and emerging issues across the sector



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



Number of  
complaints and  
compliments

# How many complaints were made? 2020-21

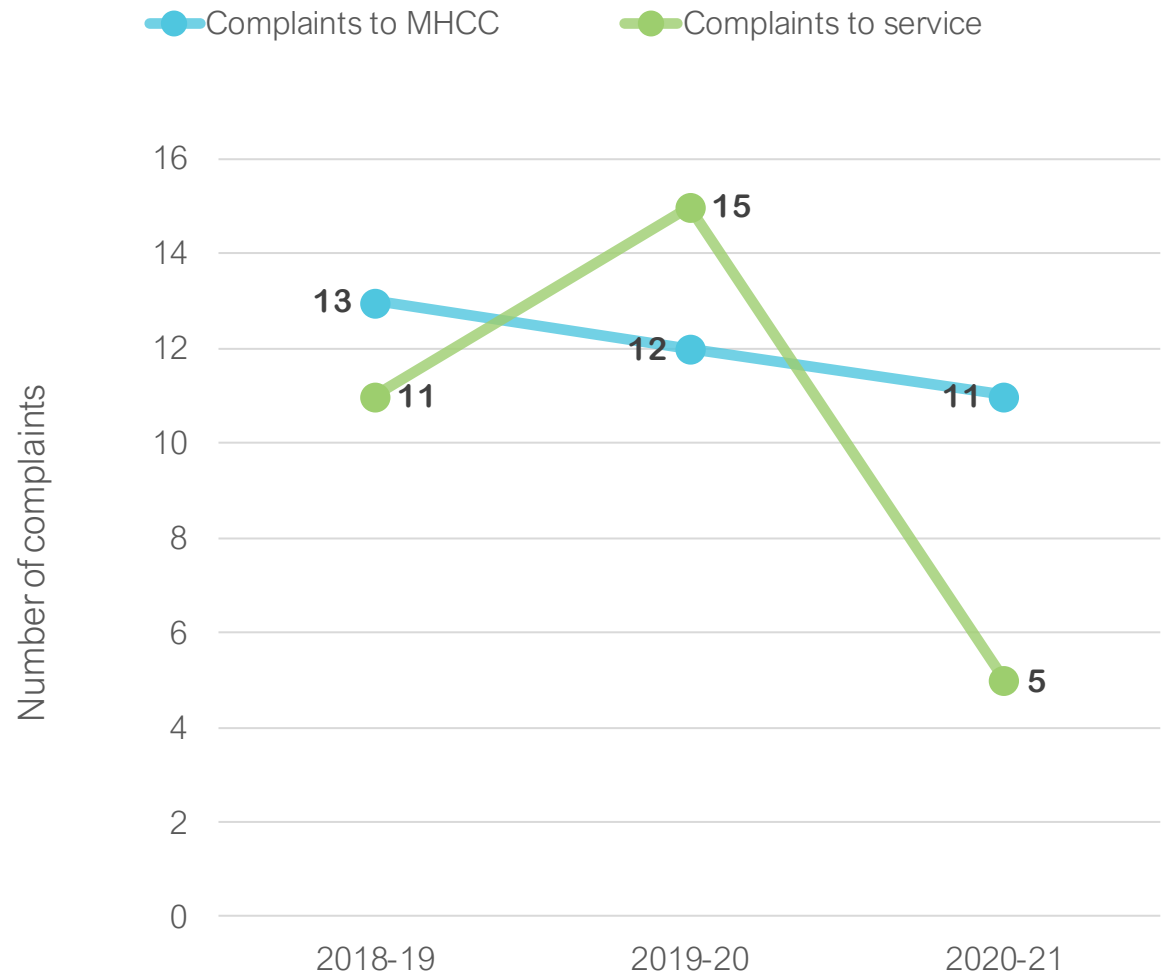
11

Complaints to MHCC  
about Monash Aged

5

Complaints to  
Monash Aged

- The number of complaints to both the MHCC about Monash Aged and to Monash Aged directly decreased in 2020-21.
- Overall, more complaints were made to the MHCC about Monash Aged than directly to the service. The MHCC would like to see a trend of more complaints being made directly to the service, as this suggests that consumers and family members/carers feel empowered to raise concerns directly with the service.



# Complaint and compliment rates 2020-21

- Sector medians instead of averages are shown, as the majority of services have relatively lower rates of complaints and compliments, with fewer services having higher rates of complaints and compliments. Half of all services have complaint and compliment rates below the sector median.
- Compared to the sector, a similar rate of complaints was made to the MHCC and a slightly lower rate was made to Monash Aged directly when compared to the sector. A lower rate of compliments was made to Monash Aged compared to the sector.

## Complaints about Monash Aged

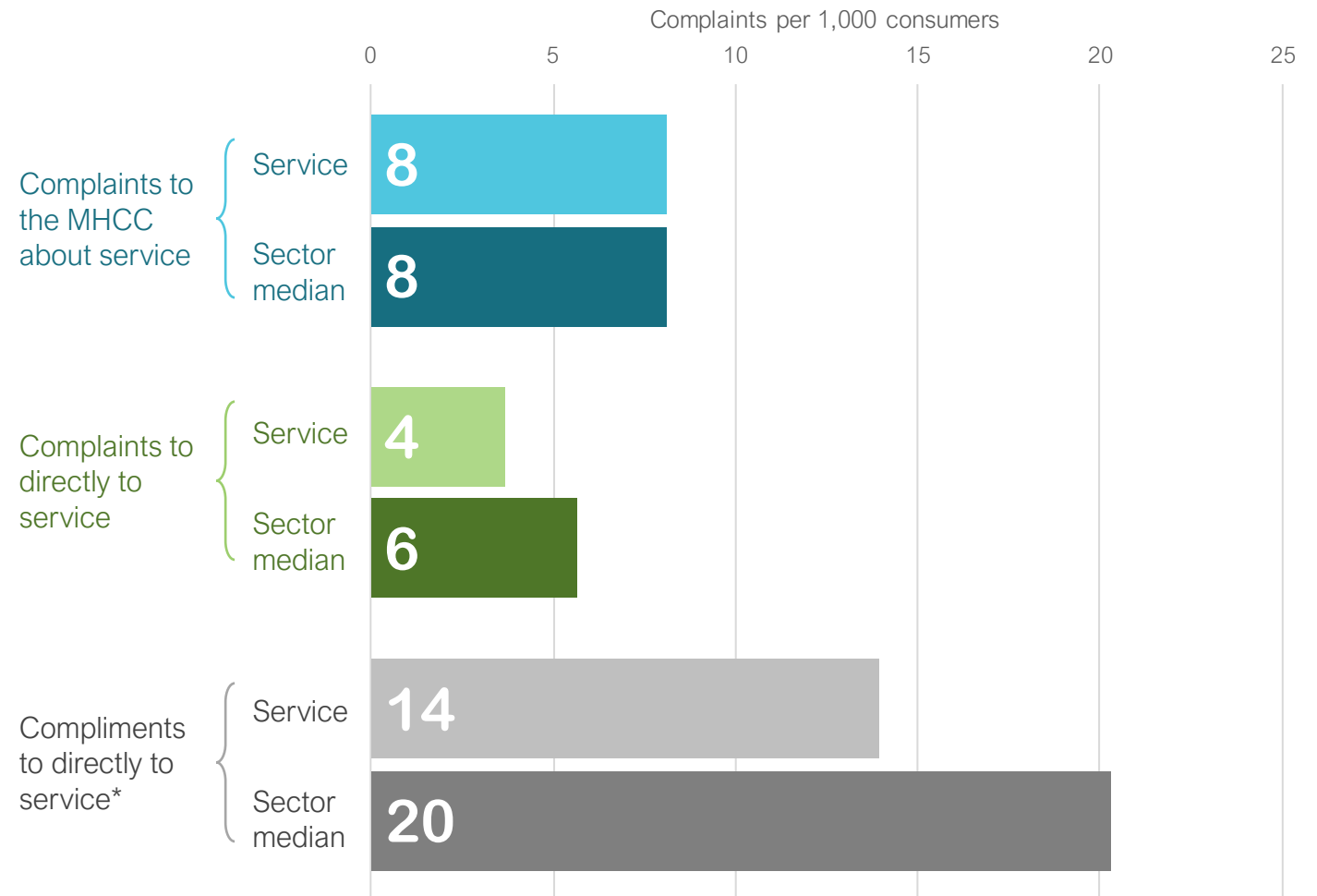
- to the MHCC (n=11)
- to the service (n=5)

● Compliments to Monash Aged (n=19)

## Sector-wide complaints

- to the MHCC (n=49)
- to the service (n=60)

● Compliments to services sector-wide (n=126)

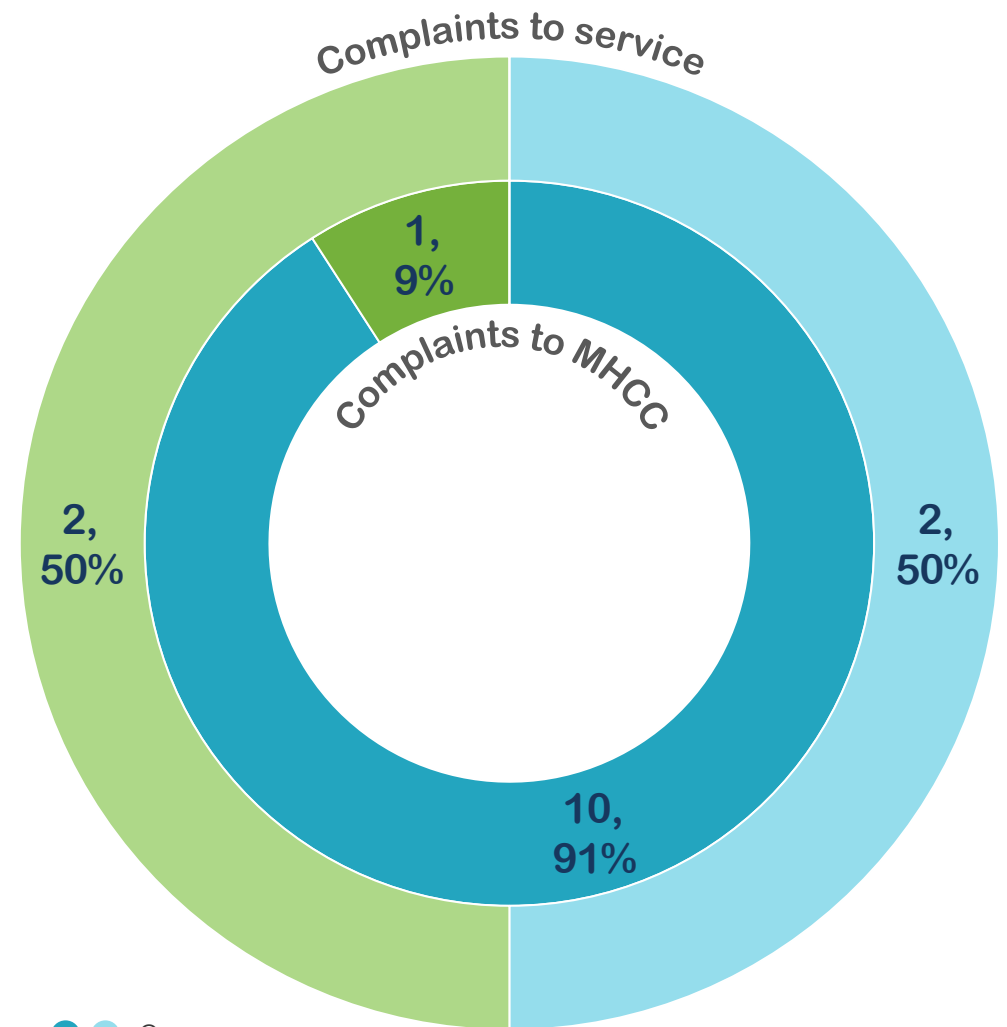


\*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

# Who is making complaints? 2020-21

Complaints raised about Monash Aged

- Consumers made the majority of complaints to the MHCC about Monash Aged, while half of the complaints made directly to Monash Aged were by consumers.
- In contrast, family members / carers made half of all complaints to Monash Aged directly.



- Consumer
- Family member/carer
- Other

Note: this graphic does not include complaints where the complainant status was unknown.



# Issues raised in complaints and compliments

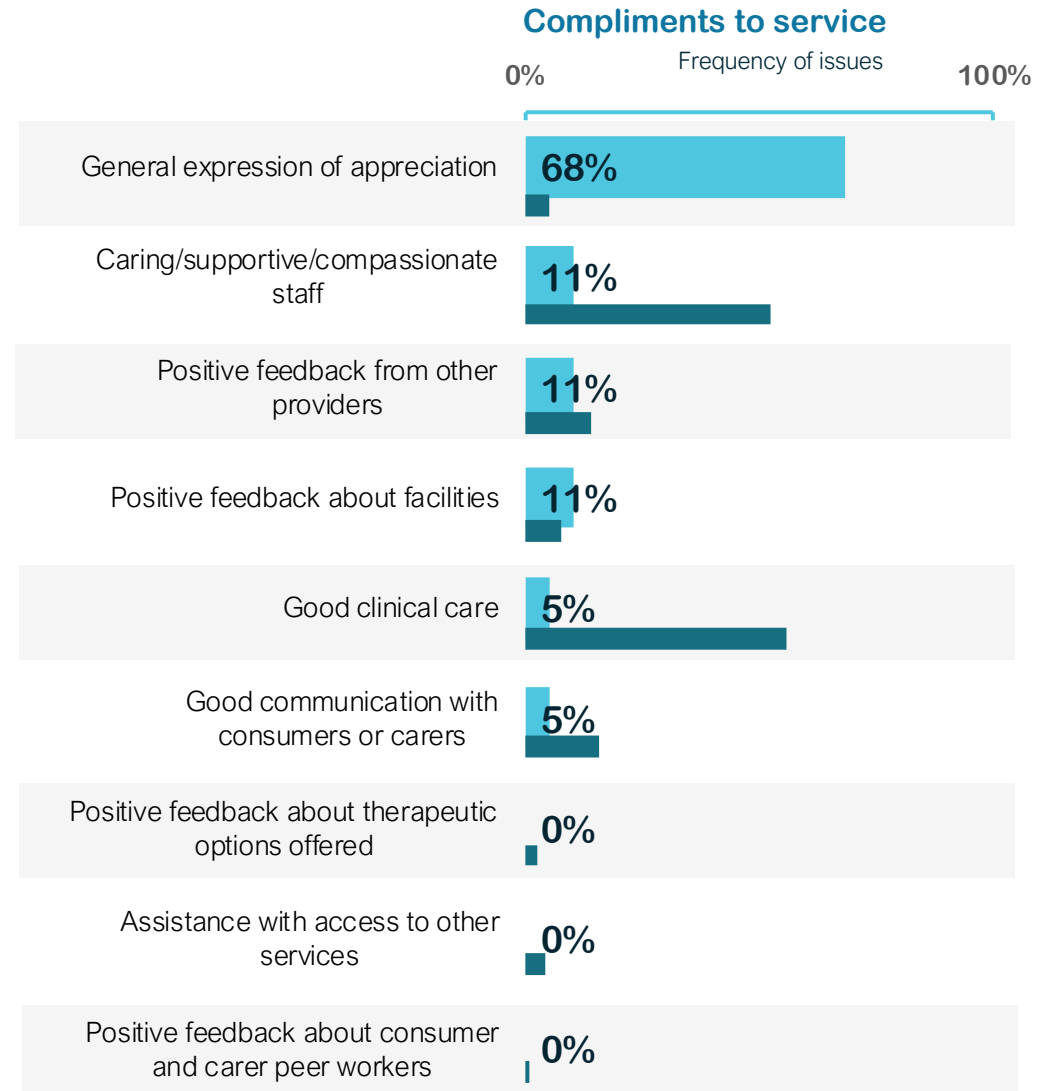


# What were compliments about? 2020-21

Issues raised in compliments about Monash Aged

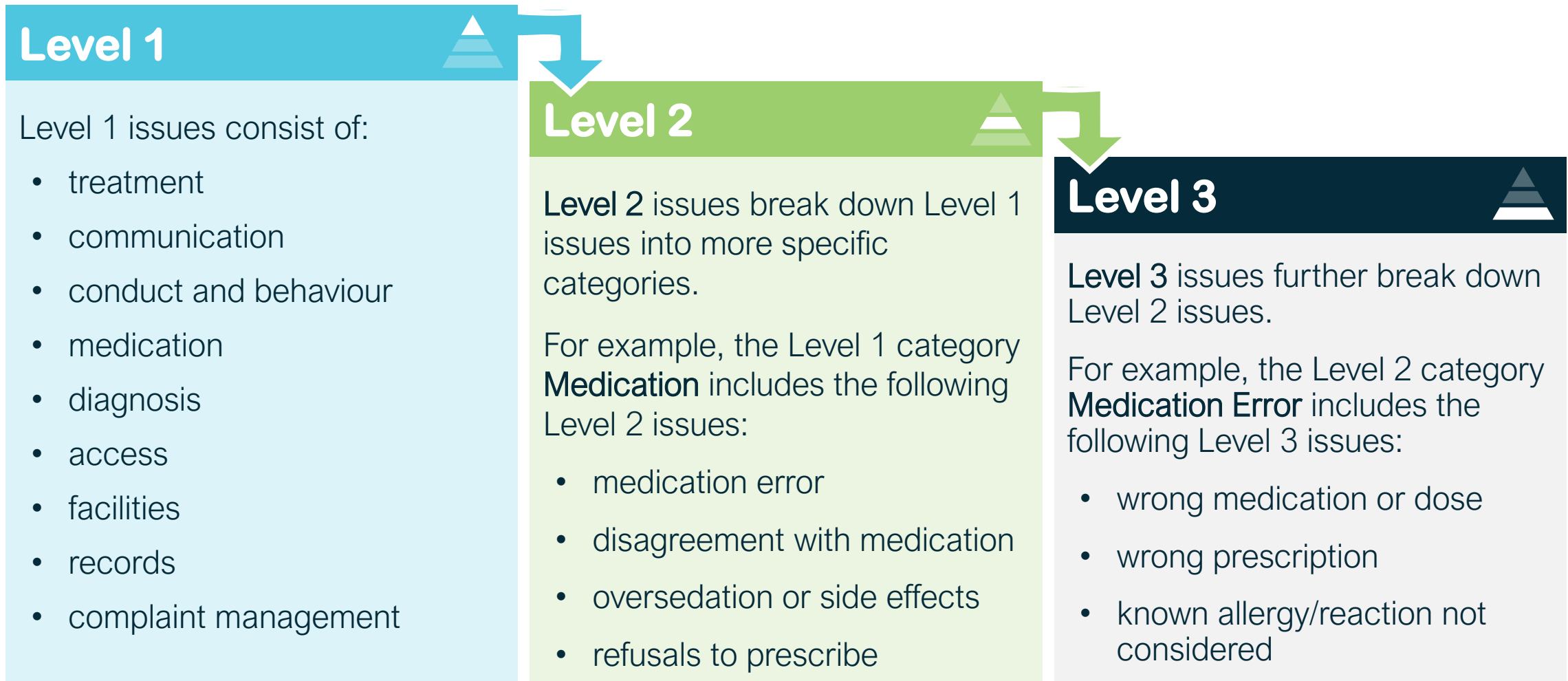
● Compliments to Monash Aged (n=19)
 ● Compliments to services sector-wide (n=126)

- This is the first year for which we have reported on themes raised in compliments, following feedback from services that this would be helpful.
- Compliments made to Monash Aged provided positive feedback about caring/ supportive and compassionate staff as well as positive feedback they received from other providers.
- Two thirds of the compliments made to Monash Aged were classified as general expression of appreciation compared to the sector. The MHCC would like to see more detailed data on compliments in order to identify more specific themes in the future.



# How does the MHCC categorise issues?

The MHCC uses three levels of issue categories to classify complaints.



# What were complaints about? 2020-21

## Level 1 issues raised about Monash Aged

Complaints about Monash Aged

to the MHCC (n=11)

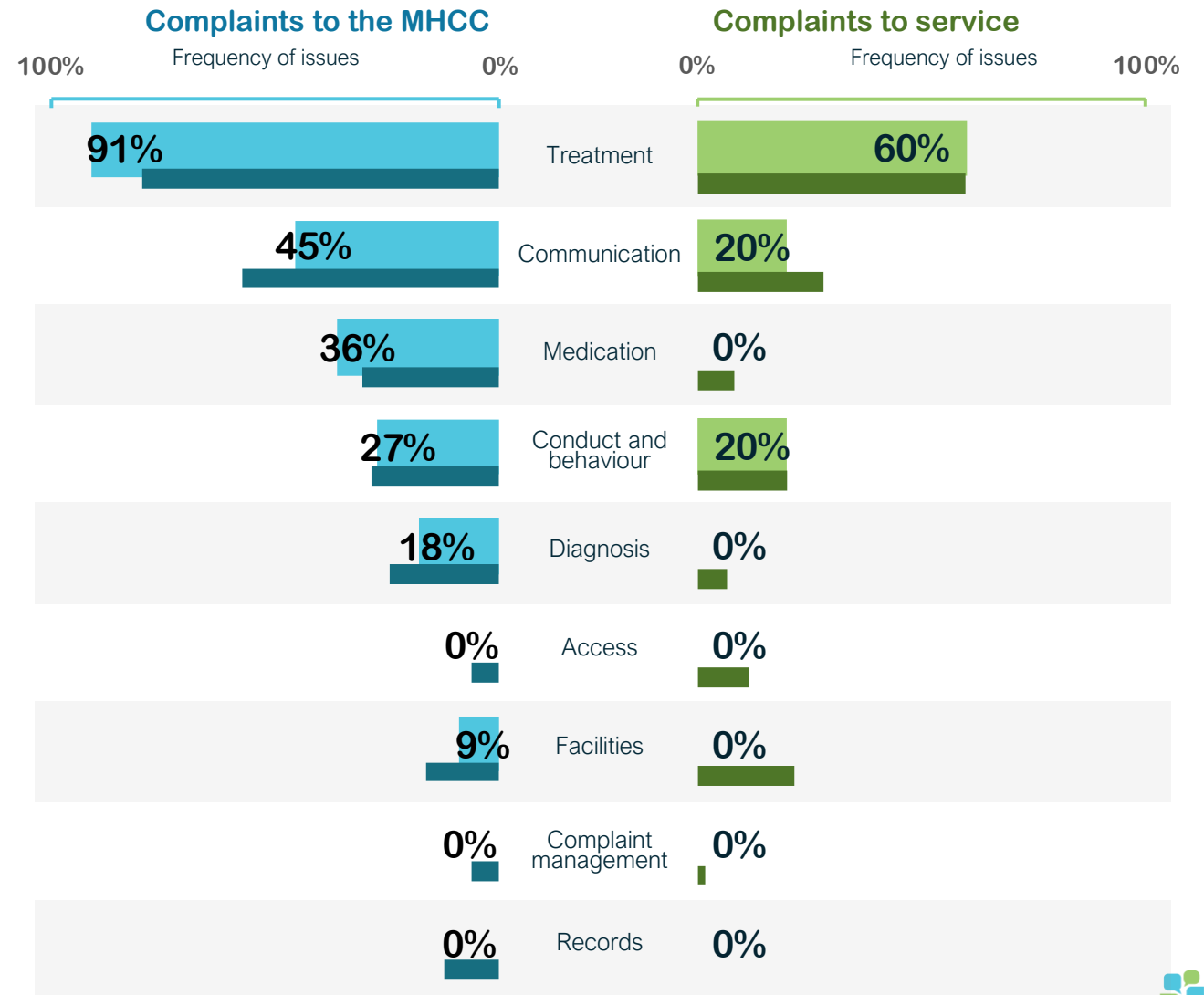
to the service (n=5)

Sector-wide complaints

to the MHCC (n=49)

to the service (n=60)

- Issues raised in complaints to the MHCC about Monash Aged were consistent with those raised in complaints to the MHCC for the sector, with Treatment, Communication, Medication and Conduct and Behaviour being the most commonly raised issues.
- Issues raised in complaints made directly to Monash Aged were also broadly consistent with those raised in complaints to services for the sector, with Treatment, Conduct and Behaviour, and Communication being the most commonly raised issues.



# What were complaints about? 2020-21

Most frequent Level 3 issues raised about Monash Aged

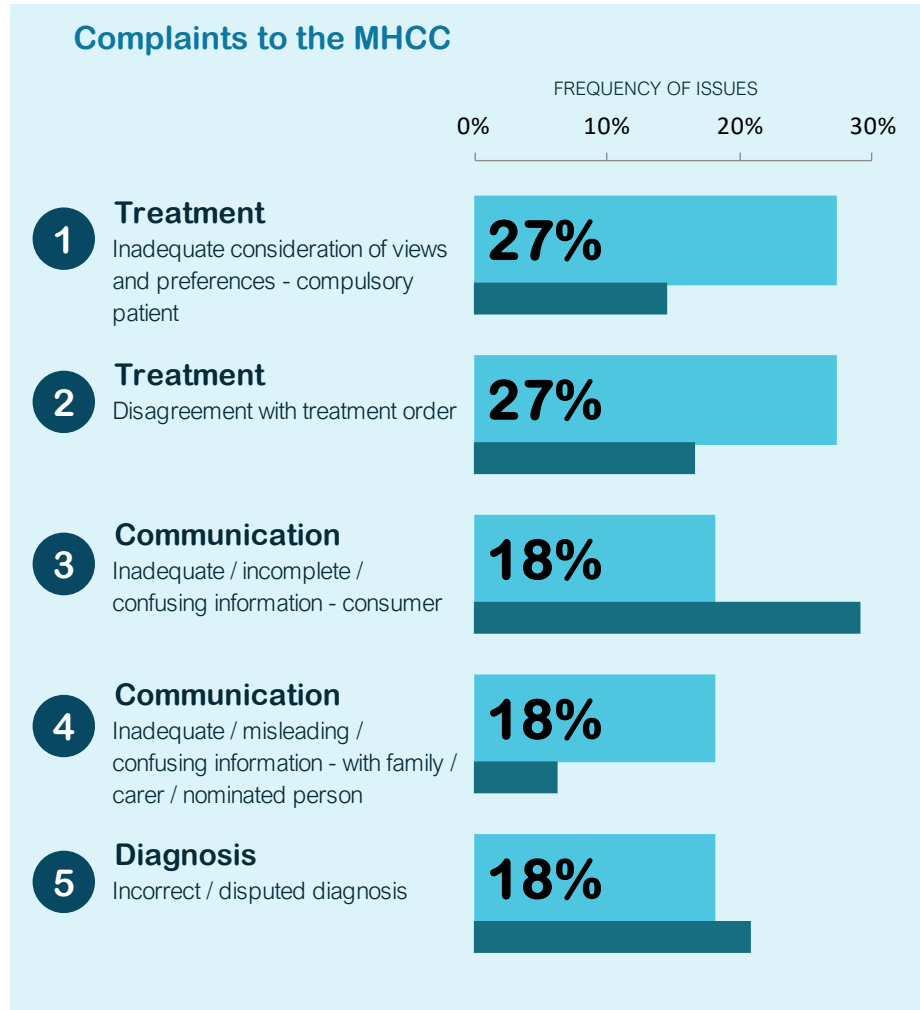
Complaints about Monash Aged

- to the MHCC (n=11)
- to the service (n=5)

Sector-wide complaints

- to the MHCC (n=49)
- to the service (n=60)

- Inadequate consideration of the views and preferences of compulsory patients and disagreement with treatment orders were the most frequently occurring issues in complaints to the MHCC about Monash Aged, both raised in a higher proportion than in complaints across the sector.
- In complaints made directly to Monash Aged, inadequate/ misleading or confusing information provided to family/ carers and rudeness / lack of respect / discourtesy were the most frequently occurring issue, raised in a higher proportion when compared to the sector.



# Issues raised by consumers 2020-21

Most frequent Level 3 issues raised about Monash Aged

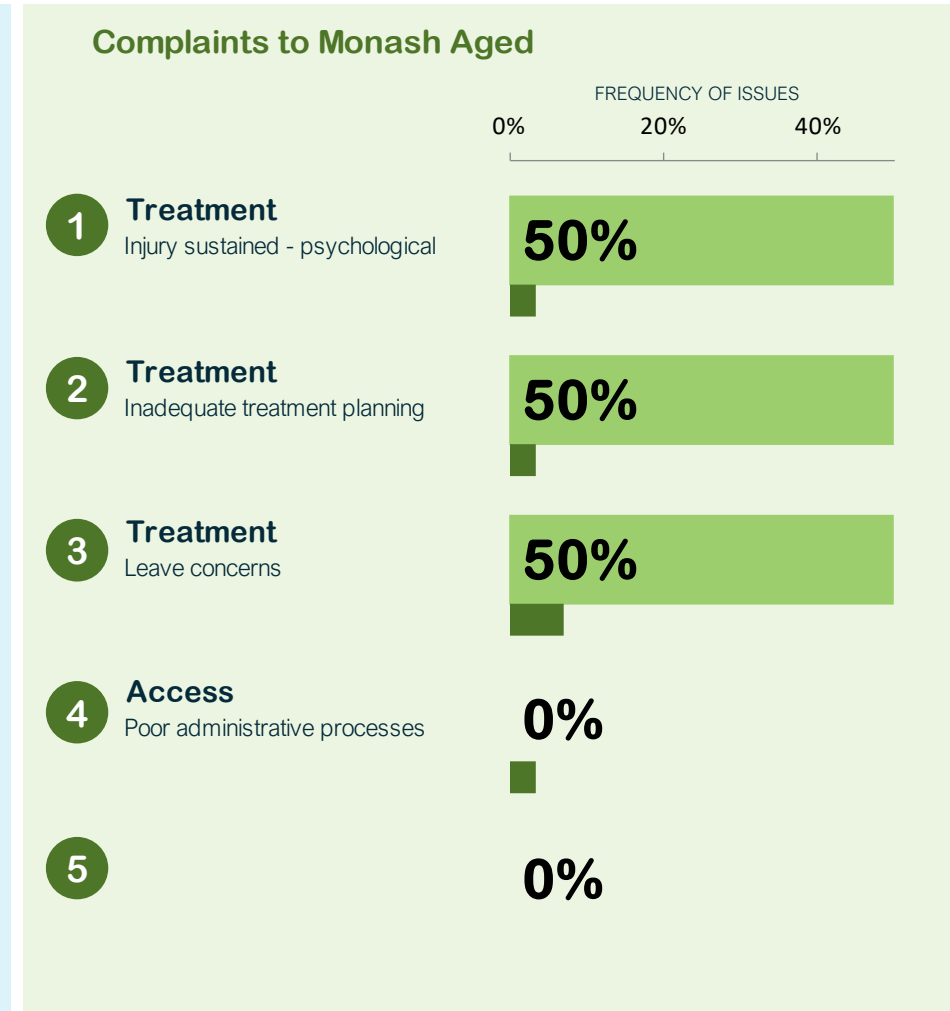
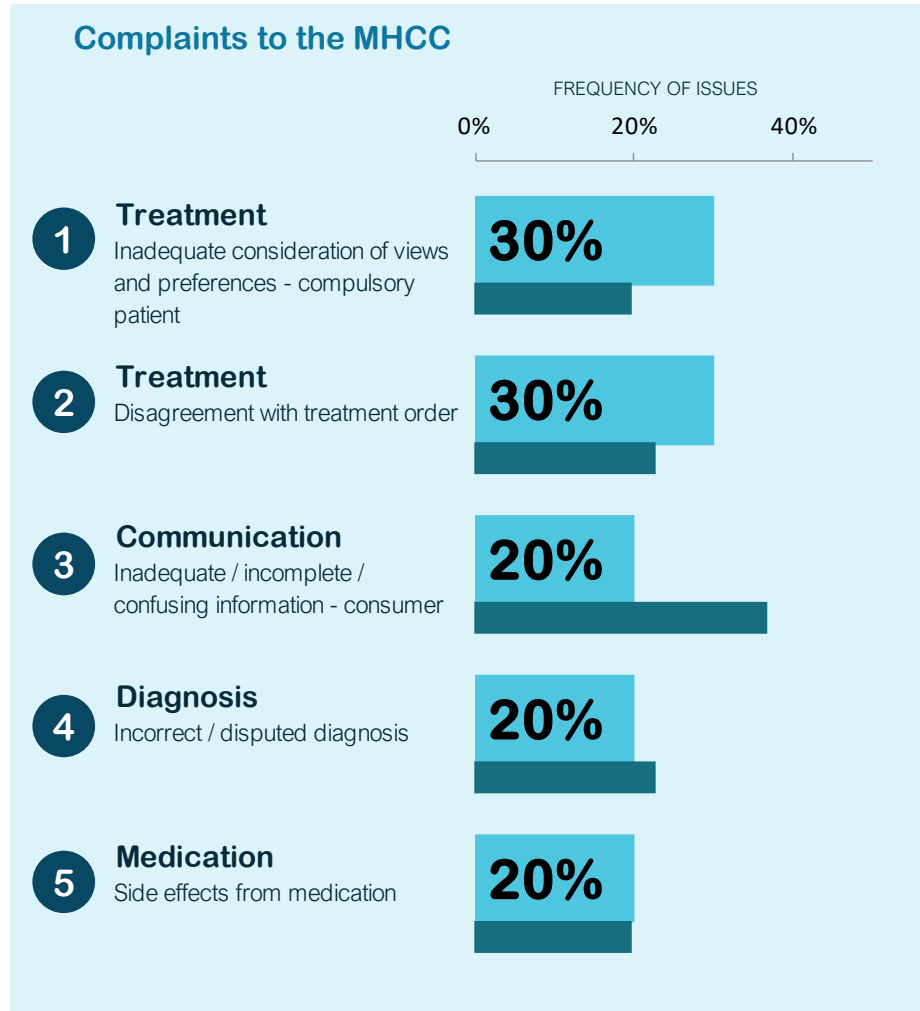
Complaints about Monash Aged

- to the MHCC (n=10)
- to the service (n=2)

Sector-wide complaints

- to the MHCC (n=36)
- to the service (n=30)

- The top five issues raised by consumers in complaints to the MHCC about Monash Aged were broadly consistent with issues raised in complaints to the MHCC for the sector overall. Inadequate consideration of the views and preferences of compulsory patients and disagreement with treatment orders were equally the most commonly raised issues.
- The most frequently raised issue by consumers in complaints directly to Monash Aged were related to treatment, including psychological injuries, inadequate treatment planning and leave concerns.



# Issues raised by carers 2020-21

Most frequent Level 3 issues raised about Monash Aged

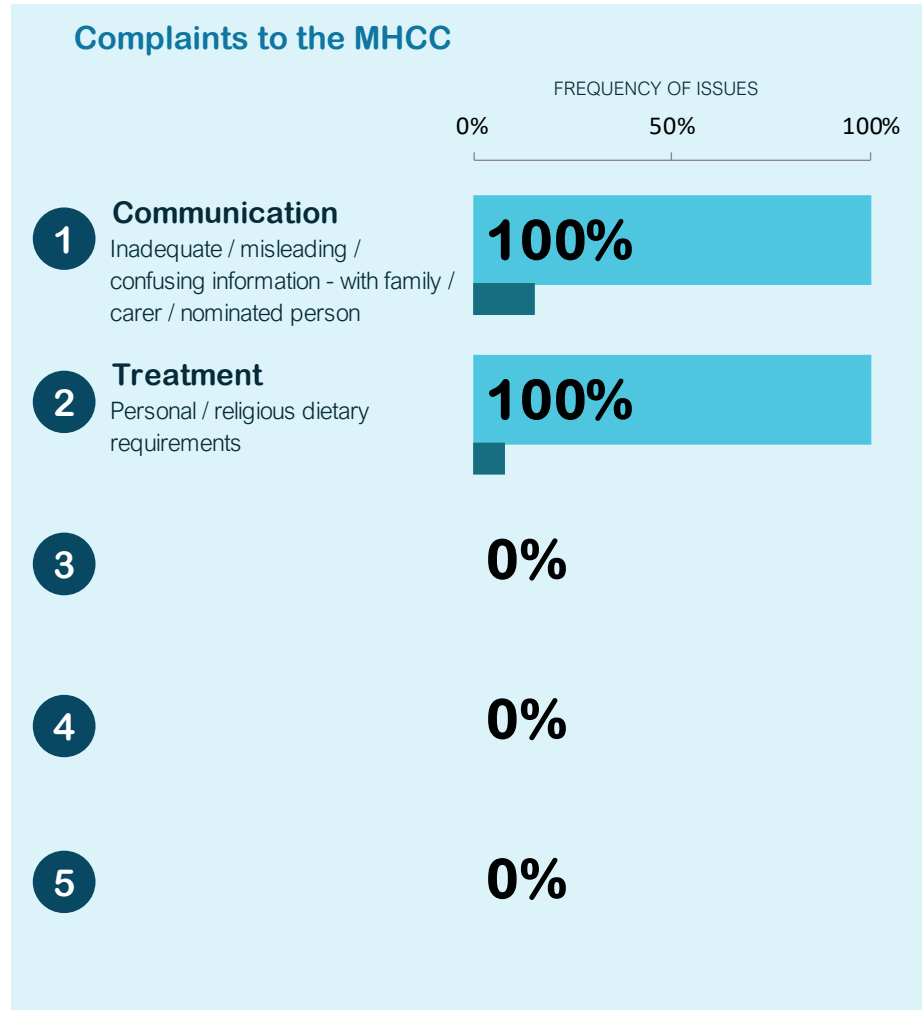
## Complaints about Monash Aged

- to the MHCC (n=1)
- to the service (n=2)

## Sector-wide complaints

- to the MHCC (n=13)
- to the service (n=29)

- Issues raised by carers in complaints to the MHCC were mainly about communication and treatment. Concerns about inadequate/misleading or confusing information provided to family/ carers as well as concerns about responding to personal / religious dietary requirements were highly raised in comparison to the sector as a whole.
- Similar communication and treatment issues were raised in complaints made to Monash Aged directly, in addition to concerns about unsafe/ premature discharge and issues related to Covid-19 impact, all in higher proportions than the sector.



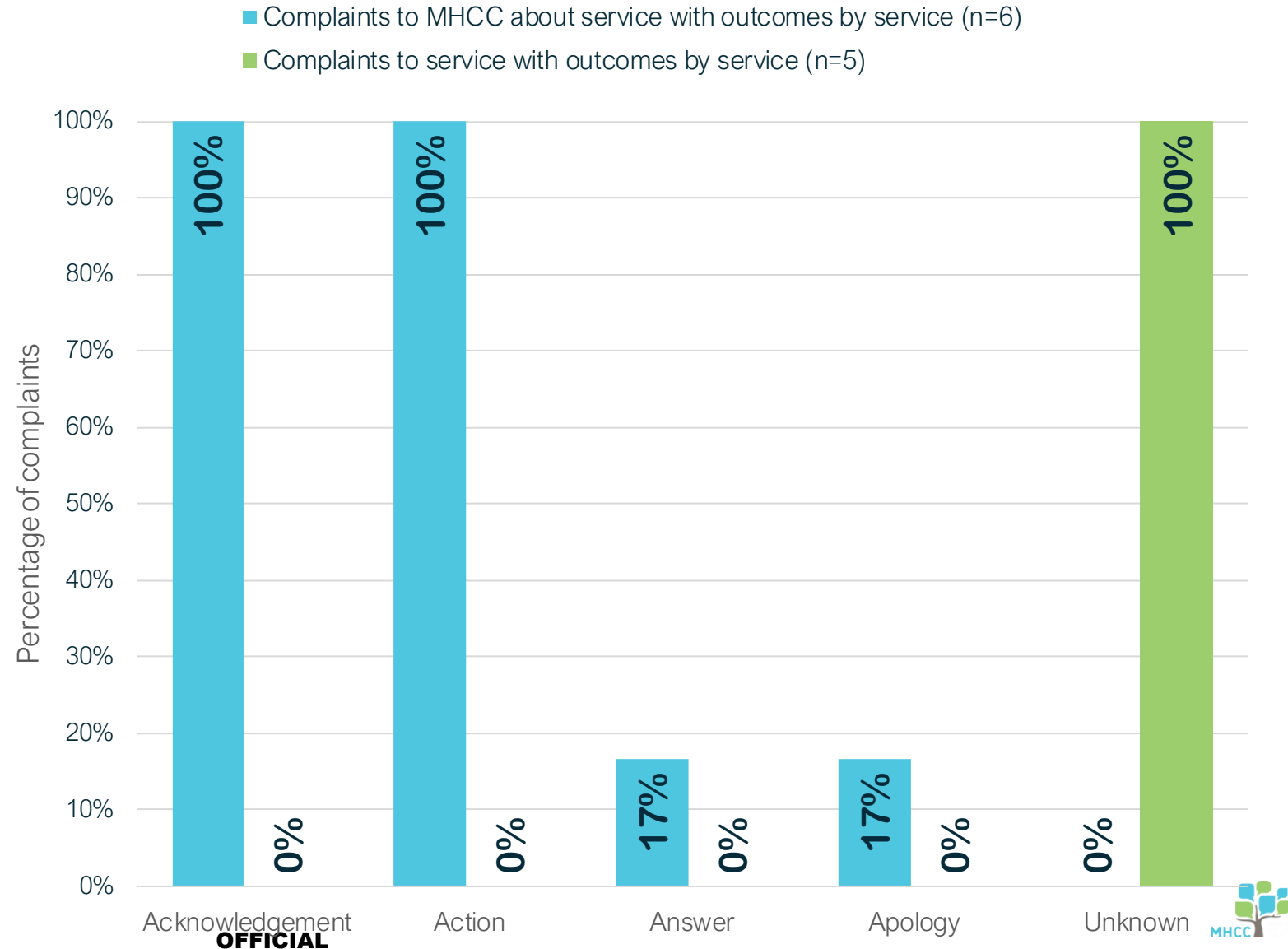


# Outcomes of complaints

# What were the outcomes of complaints? 2020-21

## Closed complaints about Monash Aged

- Outcomes of complaints are framed in terms of the '4 A's' of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints to the MHCC about Monash Aged that were assessed as being in scope for resolution or having a known service outcome. The most common outcome of these complaints was action taken by Monash Aged in response to the issues raised by the complainant, as well as acknowledgement of the concerns raised.
- Outcomes of complaints made directly to Monash Aged were unknown. The MHCC encourages Monash Aged to record and report on outcomes of complaints made directly to the service.

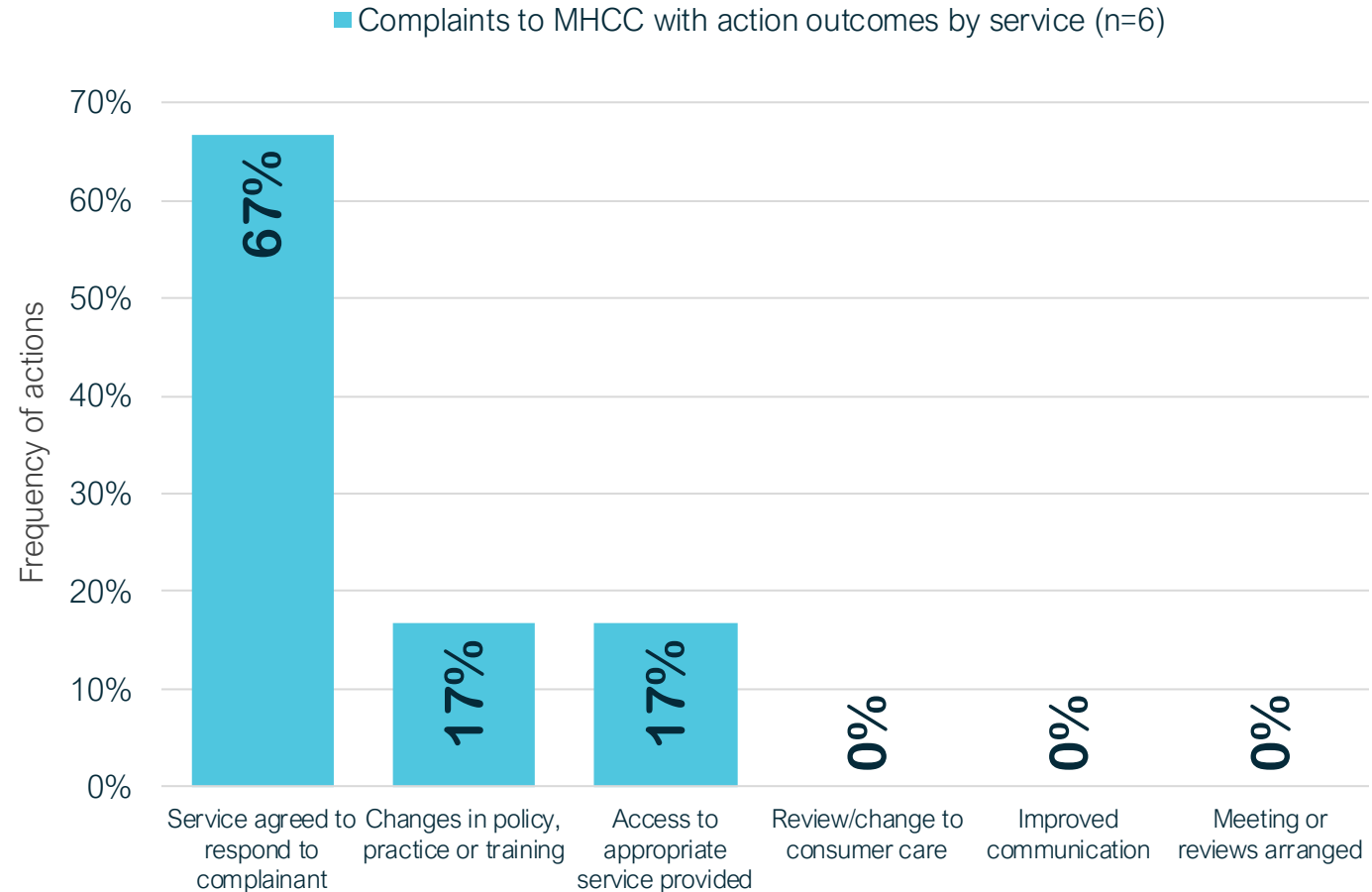




# What actions were taken by the service? 2020-21

Top specific actions taken by service in response to complaints to the MHCC

- Actions most frequently undertaken by Monash Aged in response to complaints to the MHCC included:
  - responding to the complainant or consumer directly
  - Changes in policies/ practices or training to staff
  - More access provided for more services available to consumers



# Key points to consider



## Complaint numbers

- Overall, more complaints were made to the MHCC about Monash Aged than directly to the service. The MHCC would like to see a trend of more complaints being made directly to the service, as this suggests that consumers and family members/carers feel empowered to raise concerns directly with the service.
- Consumers made the majority of complaints to the MHCC about Monash Aged, while half of the complaints made directly to Monash Aged were by consumers.



## Issues raised

- Inadequate consideration of the views and preferences of compulsory patients and disagreement with treatment orders were the most frequently occurring issues in complaints to the MHCC about Monash Aged, both raised in a higher proportion than in complaints across the sector.
- In complaints made directly to Monash Aged, inadequate/misleading or confusing information provided to family/ carers and rudeness / lack of respect / discourtesy were the most frequently occurring issue, raised in a higher proportion when compared to the sector.



## Outcomes

- The most common outcome of complaints made to the MHCC about Monash Aged was action taken by Monash Aged in response to the issues raised by the complainant, as well as acknowledgement of the concerns raised.
- Outcomes of complaints made directly to Monash Aged were unknown. The MHCC encourages Monash Aged to record and report on outcomes of complaints made directly to the service.