

Summary of service provider complaint report

Mental Health Community Support Services

2020-21



Introduction

Purpose

The purpose of this summary presentation is to showcase key data drawn from the service provider complaint report.

This summary outlines a range of complaints statistics, including who complainants are, what issues are raised, and how the complaints are resolved.

This summary largely focuses on the 2020-21 reporting year.

For detailed analysis and data, as well as 2018-19 and 2019-20 data, see the service provider complaint report for the relevant mental health service.

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:



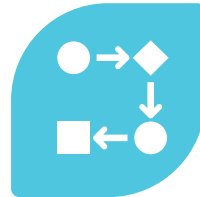
identify key themes and emerging issues across the sector



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

How many complaints were made? 2020-21

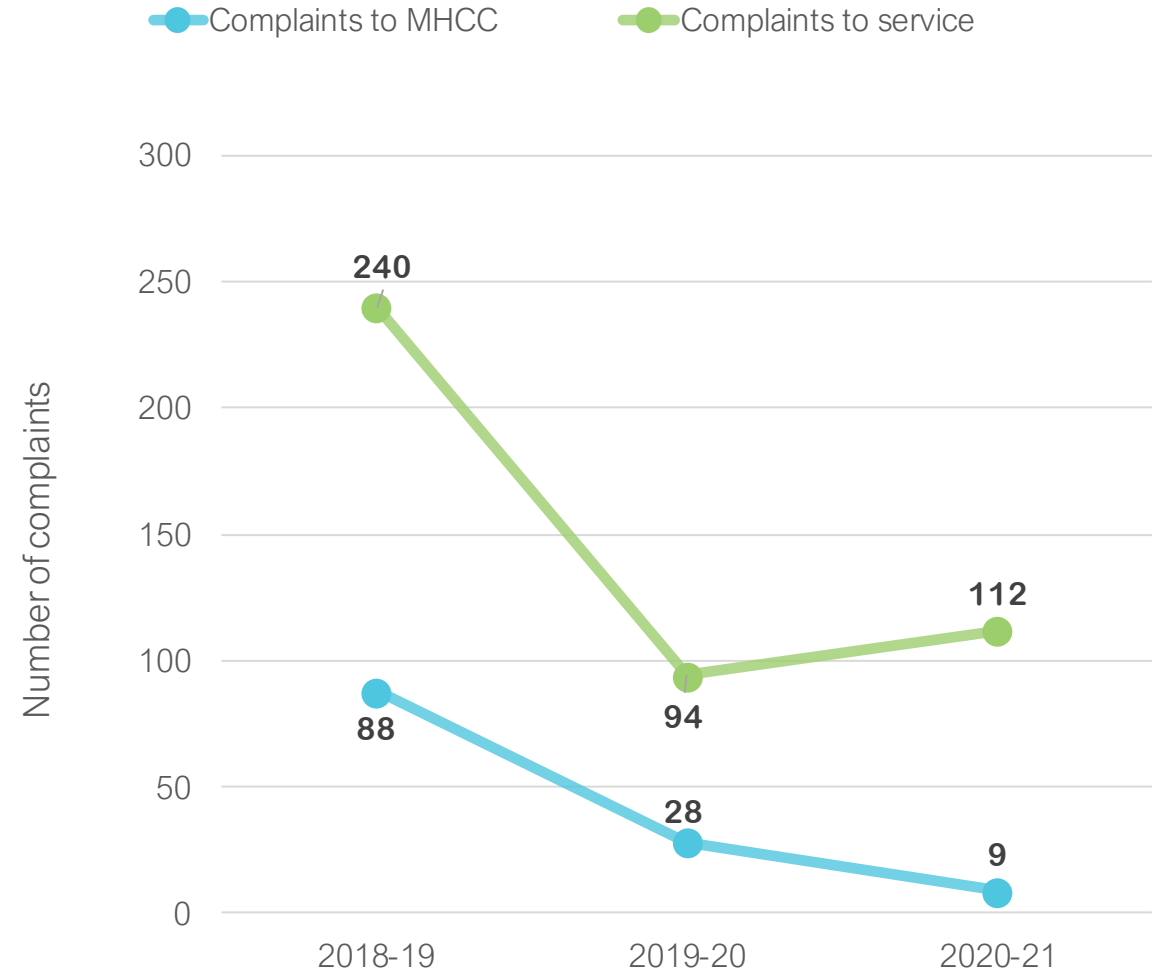
9

Complaints to MHCC
about Mental Health
Community Support
Services

112

Complaints to
Mental Health
Community Support
Services

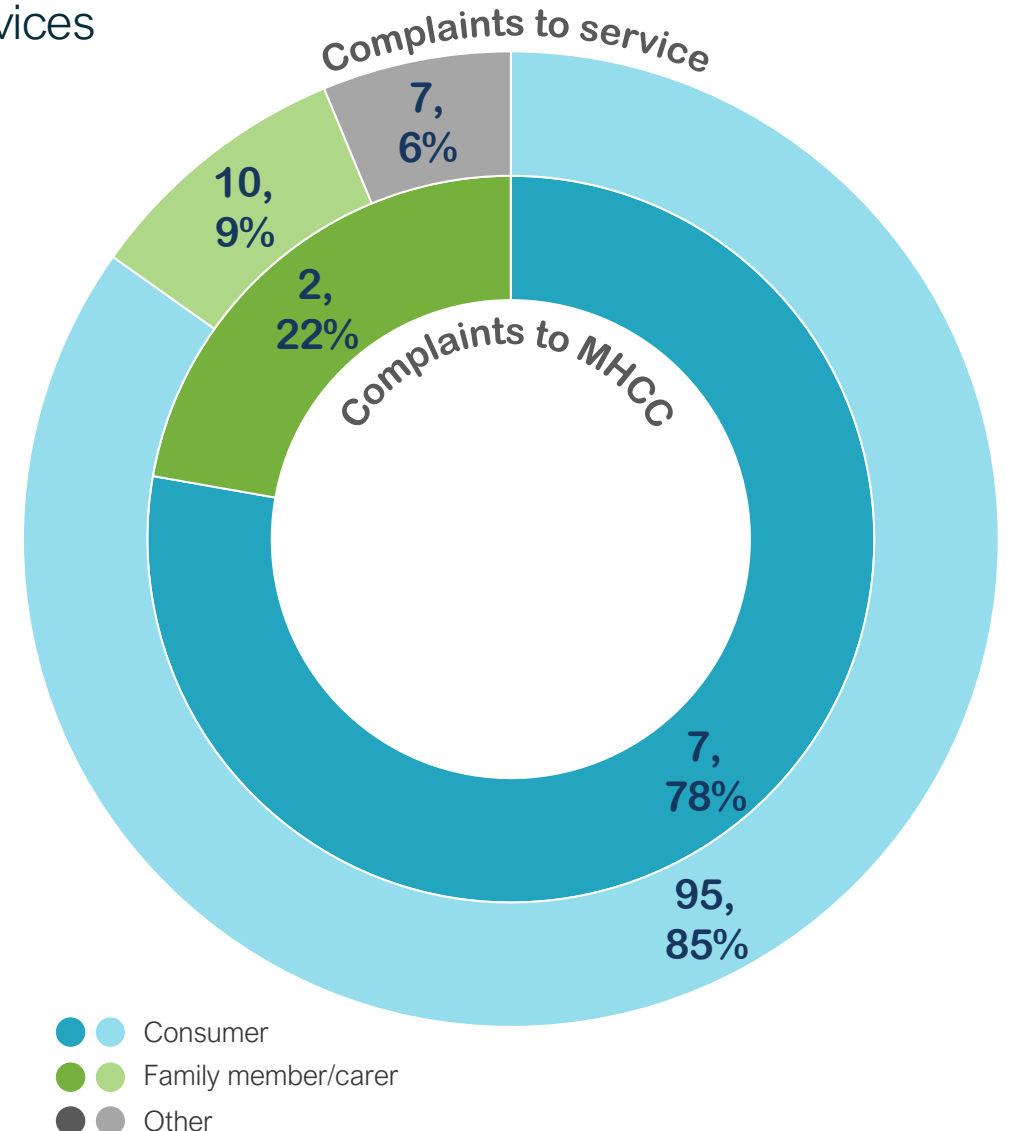
- The number of complaints made directly to the MHCSS rose in 2020-21, while the number of complaints about the MHCSS dropped in 2020-21.
- Overall, more complaints were made directly to the MHCSS than to the MHCC. The MHCC is pleased to see a trend of more complaints being made directly to the services, as this suggests that consumers and family members/ carers feel empowered to raise concerns directly with the service.



Who is making complaints? 2020-21

Complaints raised about Mental Health Community Support Services

- Consumers made the majority of complaints to the MHCC about the MHCSS.
- Similarly, consumers made the majority of all complaints directly to the MHCSS.
- In contrast, about a quarter of complaints to the MHCC and about 15% to the MHCSS directly were made by family members/carers and others.



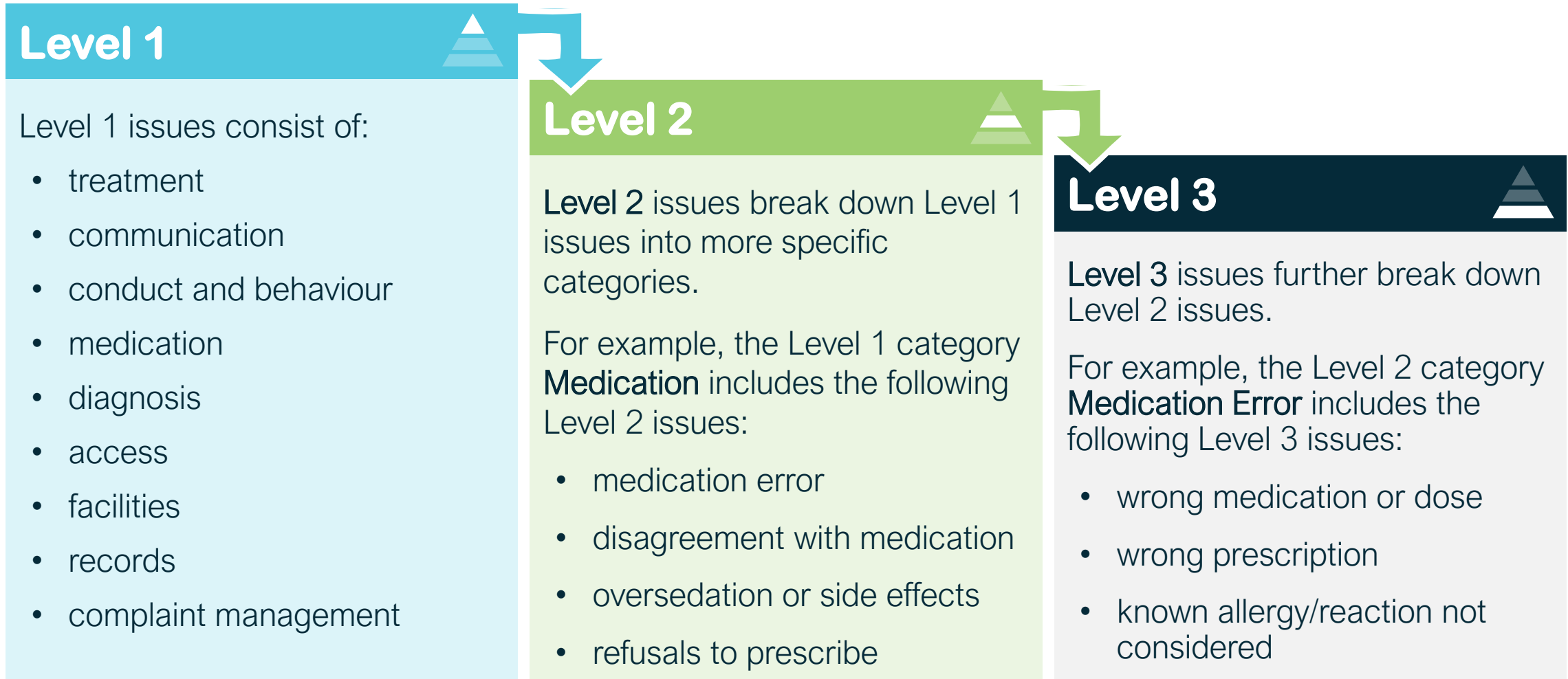
Note: this graphic does not include complaints where the complainant status was unknown.



Issues raised in complaints

How does the MHCC categorise issues?

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



What were complaints about? 2020-21

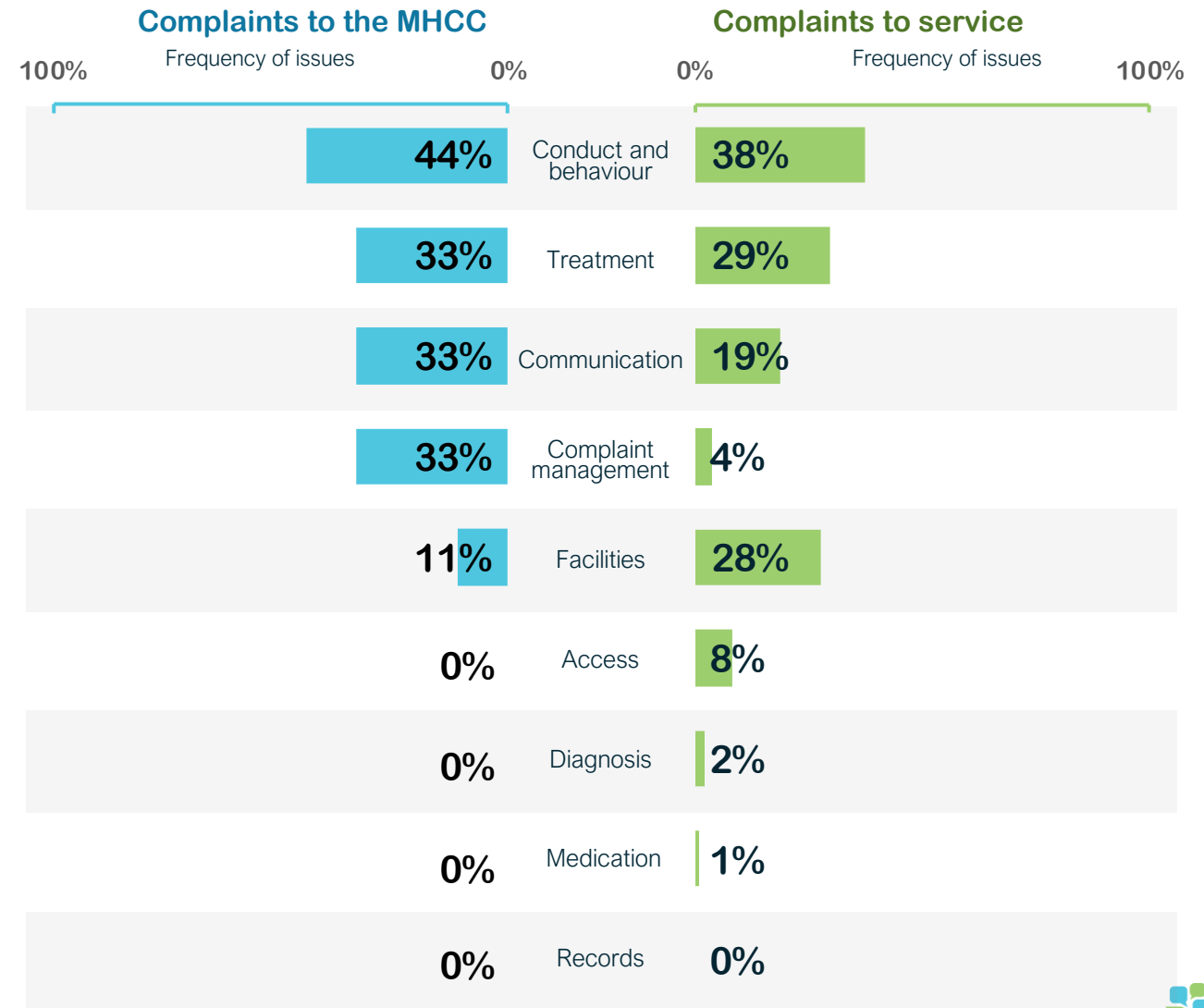
Level 1 issues raised about Mental Health Community Support Services

Complaints about Mental Health Community Support Services

● to the MHCC (n=9)

● to the service (n=112)

- Issues raised in complaints to the MHCC about the MHCSS were more related to conduct & behaviour of staff and equally raised concerns about treatment, communication and complaint management, with less complaints raising issues about facilities.
- Issues raised in complaints made directly to the MHCSS were also mostly about conduct & behaviour and treatment, with less complaints raising issues about communication and complaint management. However, more issues were raised about the facilities and access in those complaints.



What were complaints about? 2020-21

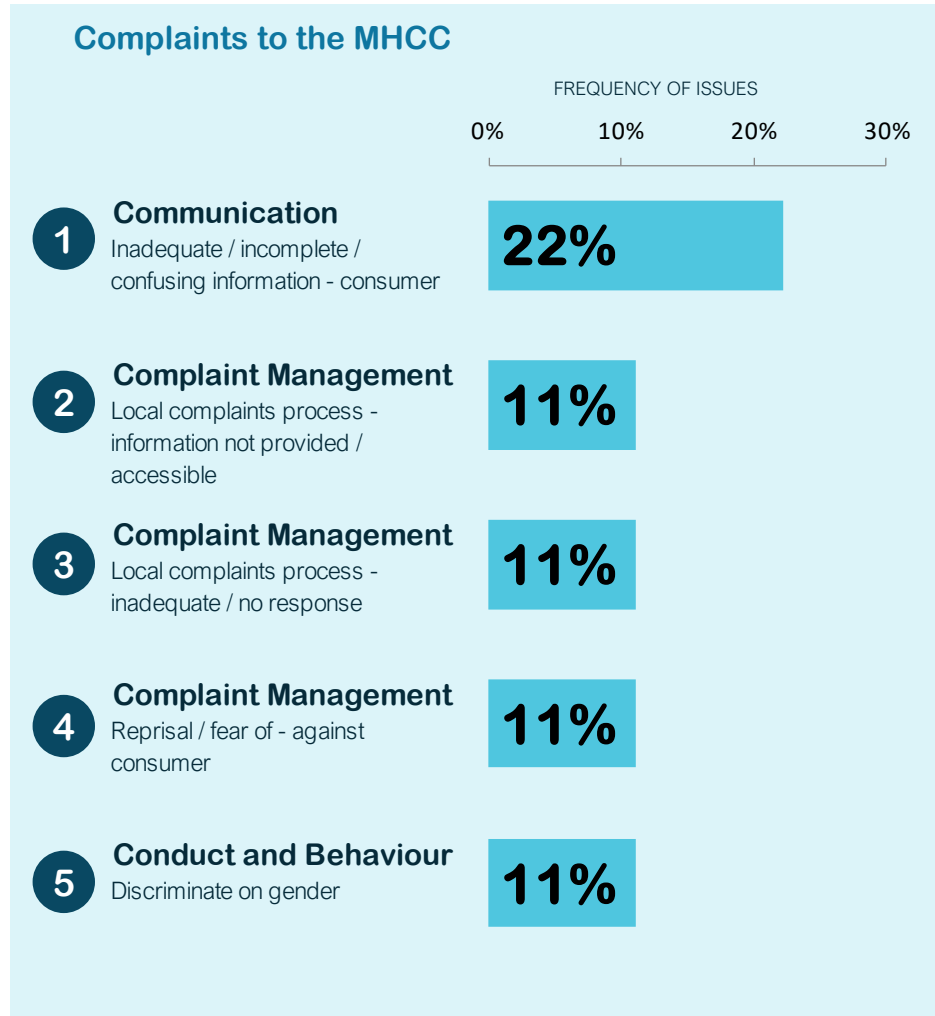
Most frequent Level 3 issues raised about Mental Health Community Support Services

Complaints about Mental Health Community Support Services

● to the MHCC (n=9)

● to the service (n=112)

- Inadequate, incomplete or confusing information provided to the consumer was the most frequently occurring issue in complaints to the MHCC about the MHCSS. Also issues about the local complaints process where information was not provided or were inaccessible, were raised.
- In complaints made directly to the MHCSS, environmental issues at the facilities and verbal abuse by another consumer, were the most frequently occurring issues. Also lack or insufficient access to services, was also raised.



Issues raised by consumers 2020-21

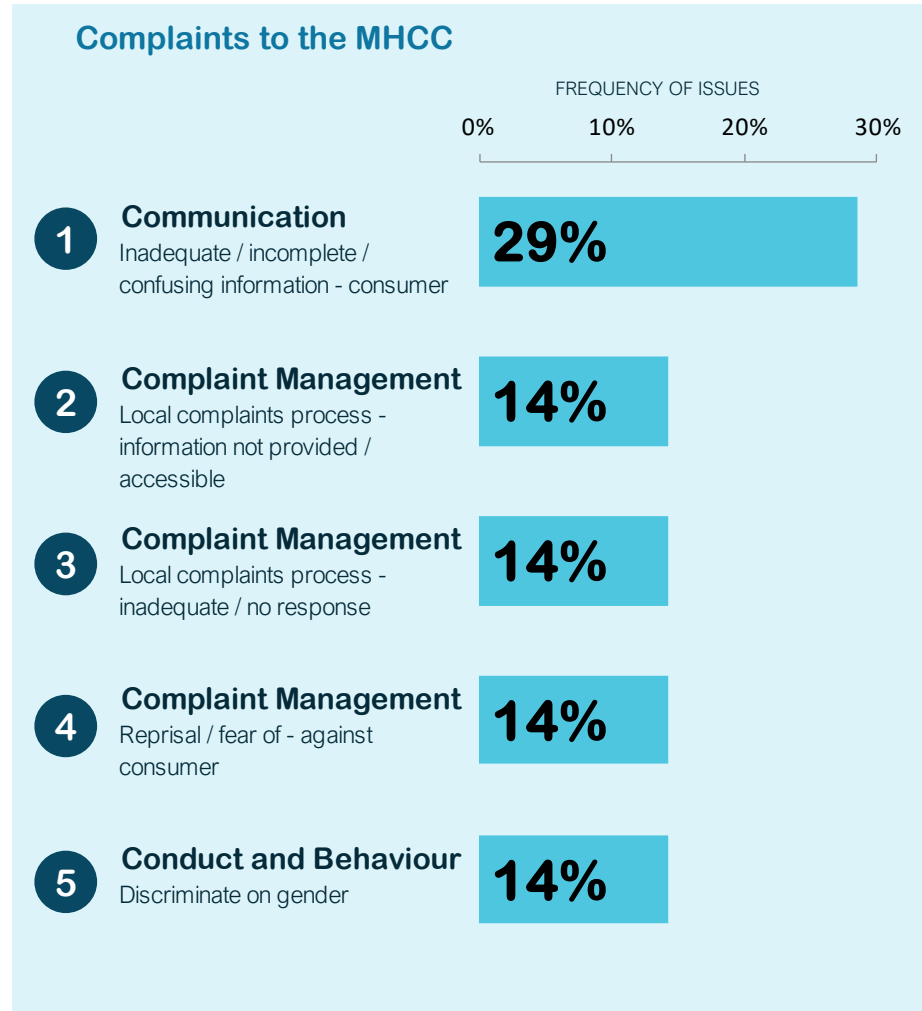
Most frequent Level 3 issues raised about Mental Health Community Support Services

Complaints about Mental Health Community Support Services

● to the MHCC (n=7)

● to the service (n=95)

- The top five issues raised by consumers in complaints to the MHCC about the MHCSS were mostly about communication, complaint management and conduct & behaviour.
- The most frequently raised issues by consumers in complaints directly to the MHCSS were about facilities, conduct & behaviour, treatment and access to services.



Issues raised by carers 2020-21

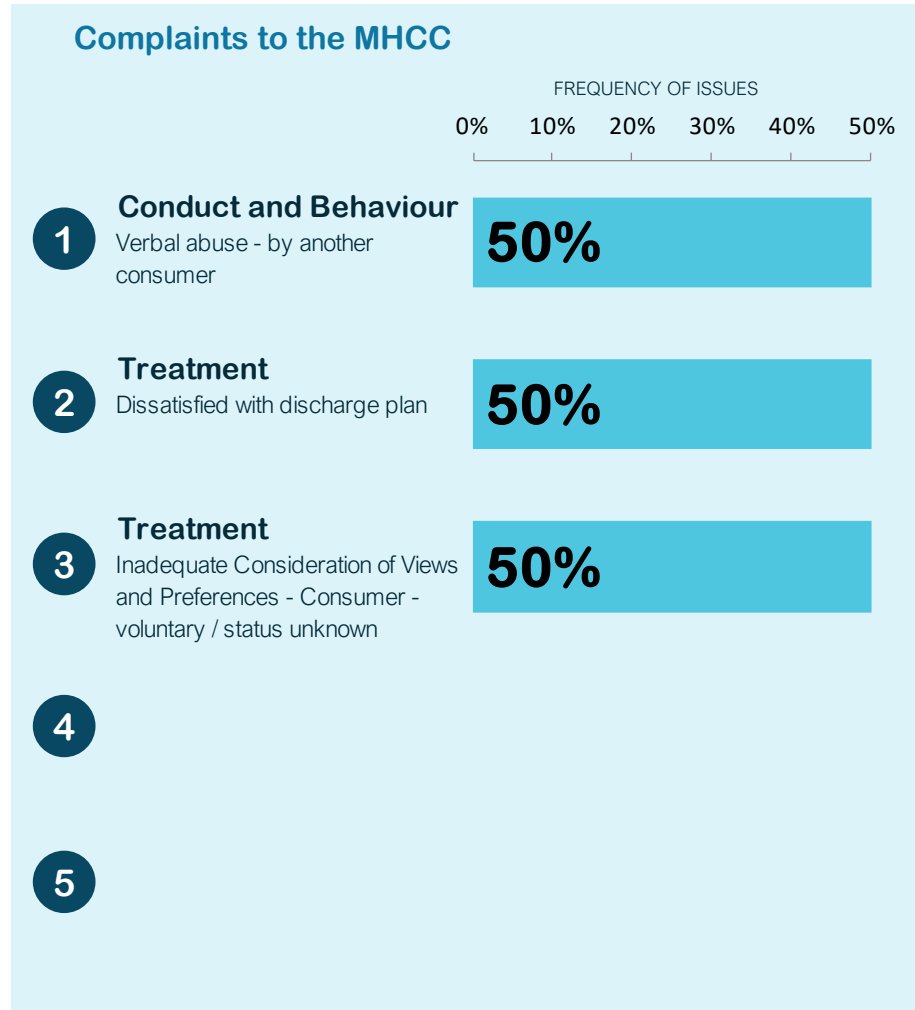
Most frequent Level 3 issues raised about Mental Health Community Support Services

Complaints about Mental Health Community Support Services

● to the MHCC (n=2)

● to the service (n=10)

- Conduct and behaviour and treatment issues relating to virtual abuse by another consumer, dissatisfaction with discharge plans and inadequate consideration of views and preferences of voluntary consumers were the most frequently raised by family members / carers in complaints to the MHCC about MHCSS.
- Among issues raised by family members / carers in complaints directly to MHCSS, lack of communication with family/ carers/ nominated persons, dissatisfaction with discharge plans and issues related to COVID-19 impact were the most common.



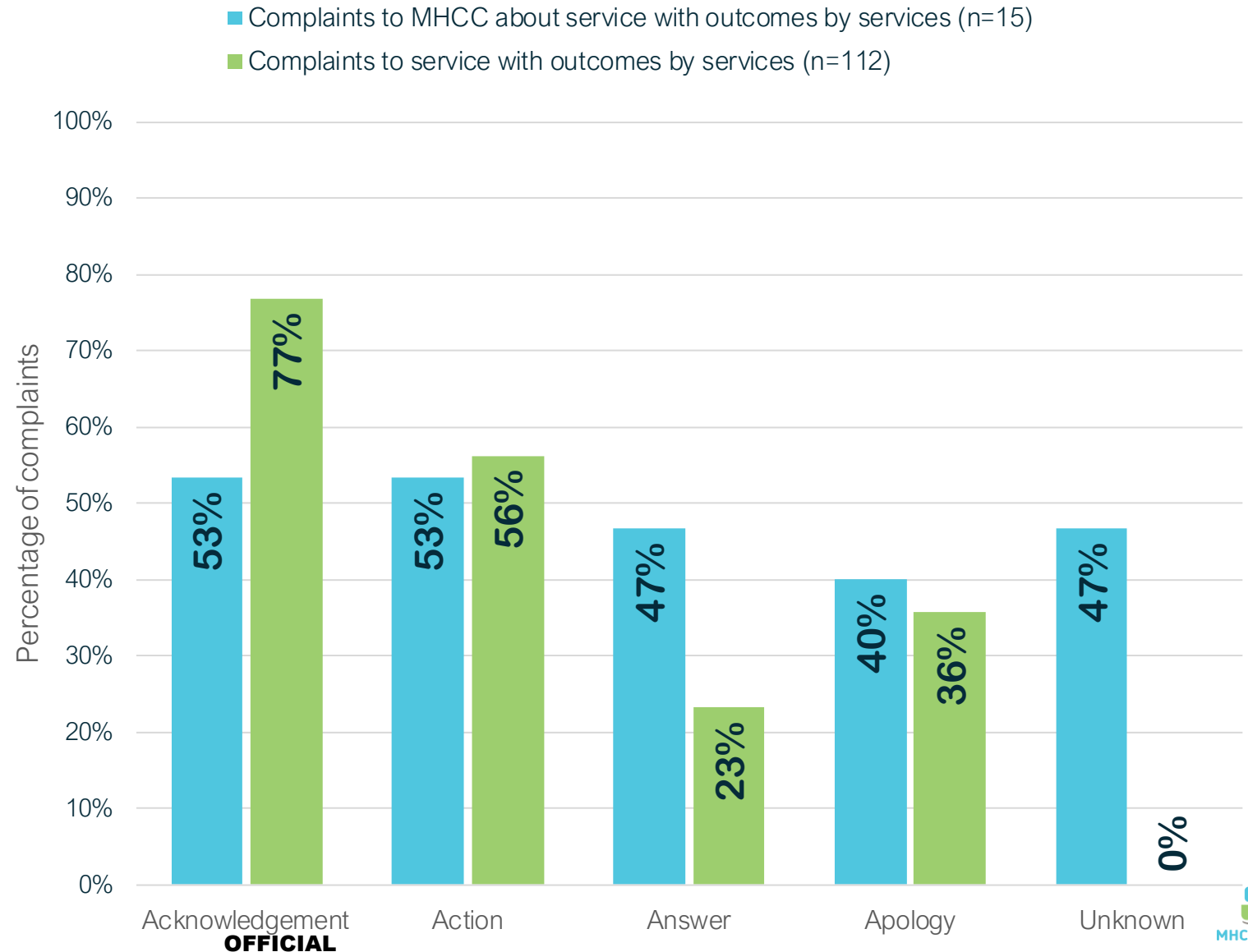


Outcomes of complaints

What were the outcomes of complaints? 2020-21

Closed complaints about Mental Health Community Support Services

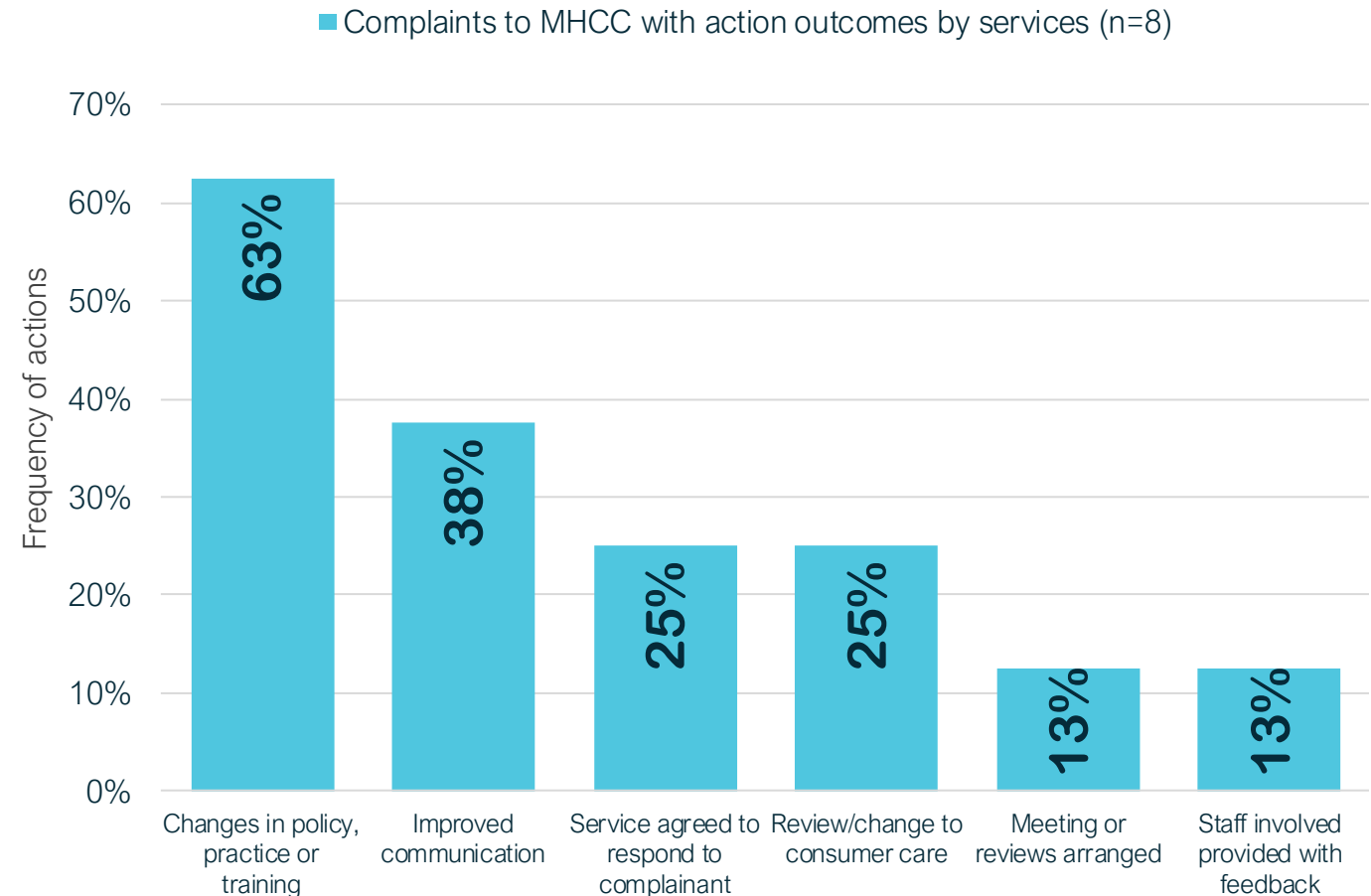
- Outcomes of complaints are framed in terms of the '4 A's' of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints to the MHCC about MHCSS that were assessed as being in scope for resolution or having a known service outcome. The most common outcome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



What actions were taken by the service? 2020-21

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

- Actions most frequently undertaken by MHCSS in response to complaints to the MHCC included:
 - Changes in policy / practice or training
 - Improved communication
 - Responding to the complainant directly



Key points to consider



Complaint numbers

- Overall, more complaints were made directly to the MHCSS than to the MHCC. The MHCC is pleased to see a trend of more complaints being made directly to the services, 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 the MHCSS.
- Similarly, consumers made the majority of all complaints directly to the MHCSS.



Issues raised

- Inadequate, incomplete or confusing information provided to the consumer was the most frequently occurring issue in complaints to the MHCC about the MHCSS. Also issues about the local complaints process where information was not provided or were inaccessible, were raised.
- In complaints made directly to the MHCSS, environmental issues at the facilities and verbal abuse by another consumer, were the most frequently occurring issues. Also lack or insufficient access to services, was also raised.



Outcomes

- The most common outcome of complaints made directly to MHCSS was acknowledgement of the issues raised by the complainant.
- Actions most frequently undertaken by MHCSS in response to complaints to the MHCC included:
 - Changes in policy / practice or training
 - Improved communication
 - Responding to the complainant directly