

Summary of service provider complaint report

Monash Aged

2022-23



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 2022-23 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:



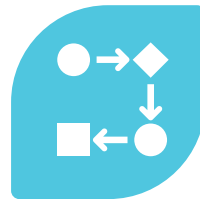
identify key themes
and emerging issues
across the sector



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? 2022-23

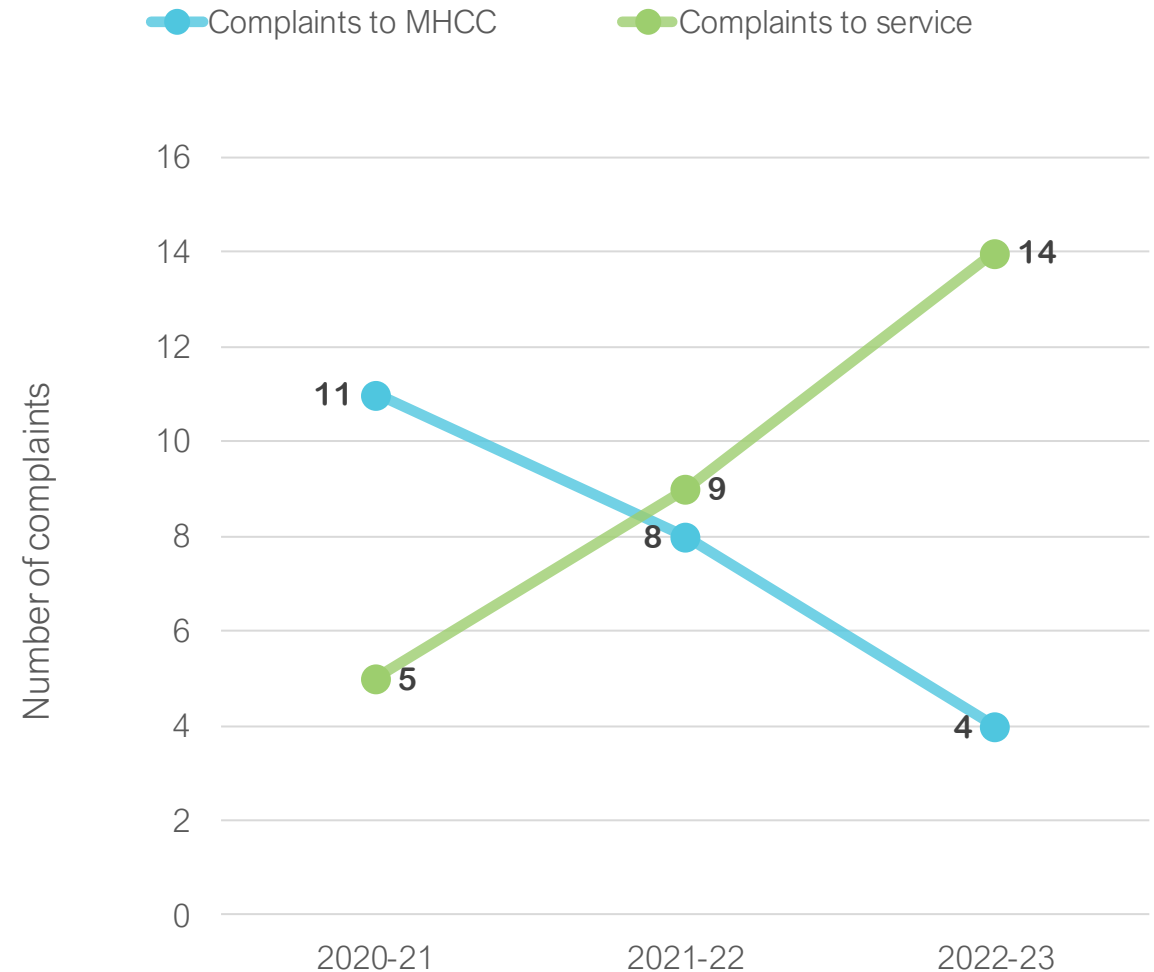
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Complaints to MHCC
about Monash Aged

14

Complaints to
Monash Aged

- The number of complaints made to the MHCC about Monash Aged decreased between 2021-22 and 2022-23, while the number of complaints made directly to the service increased, each continuing the trends established between 2020-21 and 2021-22.
- In line with the previous year, the number of complaints made to the MHCC about Monash Aged was lower than complaints made directly to the service.
- Overall, the total number of complaints made about Monash Aged in 2022-23 was similar to the previous year.

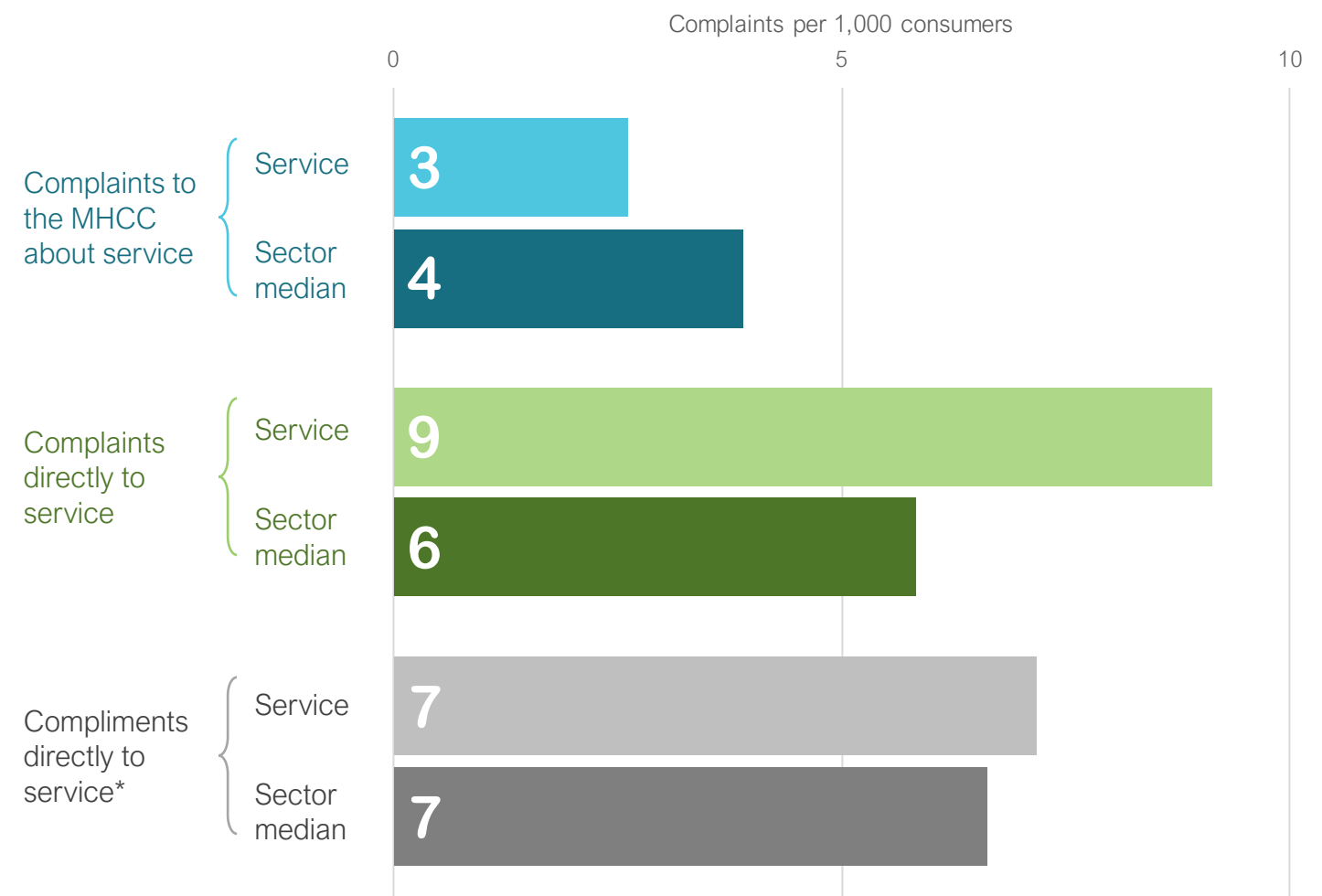


Complaint and compliment rates

2022-23

- 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.
- Note that the sector in this report refers to other services that primarily provide services to aged individuals.
- The rate of complaints received by the MHCC about Monash Aged is lower than the sector median while the rate of complaints made directly to the service was higher.
- The rate of compliments made directly to the service was similar to the sector median.

Complaints about Monash Aged	Sector-wide complaint
● to the MHCC (n=4)	● to the MHCC (n=33)
● to the service (n=14)	● to the service (n=67)
● Compliments to Monash Aged (n=11)	● Compliments to services sector-wide (n=113)

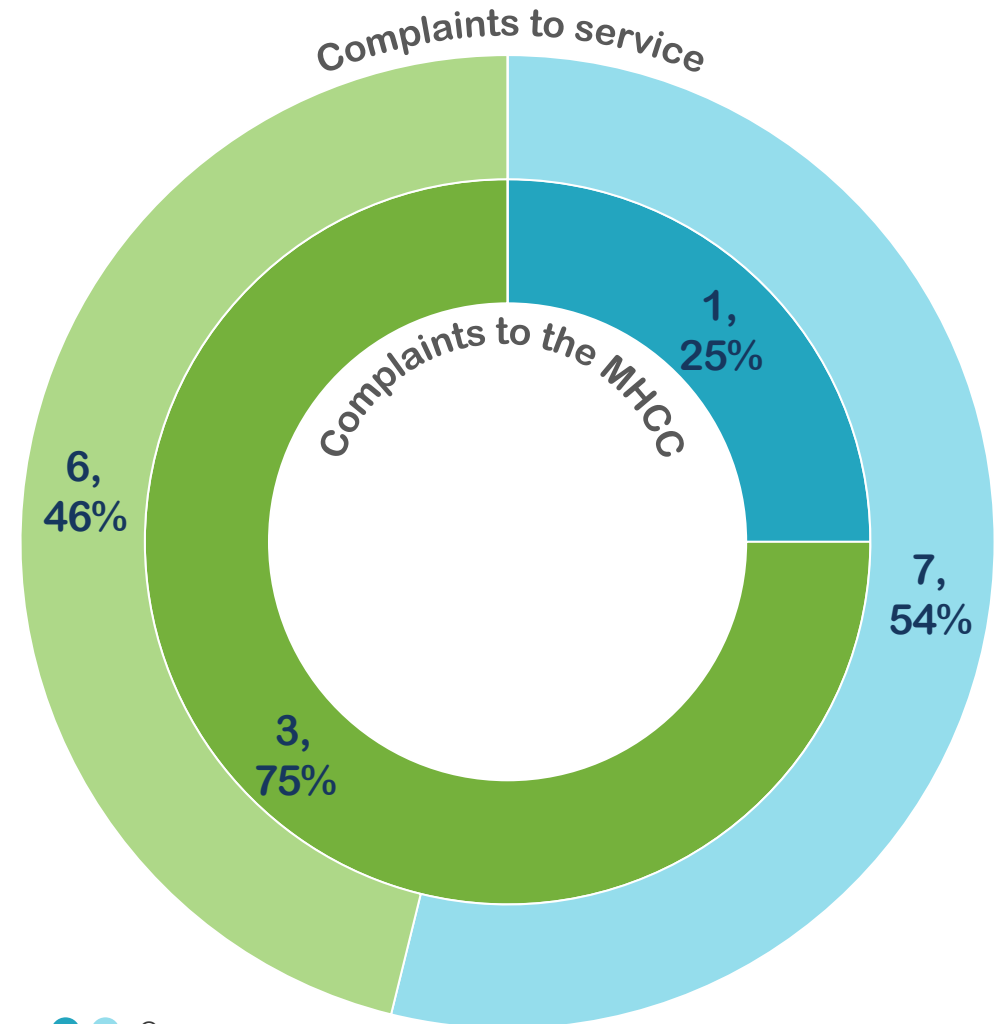


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2022-23

Complaints raised about Monash Aged

- Consumers made only a quarter of complaints to the MHCC about Monash Aged and just over half of complaints directly to the service itself.
- Family members / carers made three quarters of complaints to the MHCC about Monash Aged and just under half of complaints directly to the service.



- Consumer
- Family member/carer
- Other

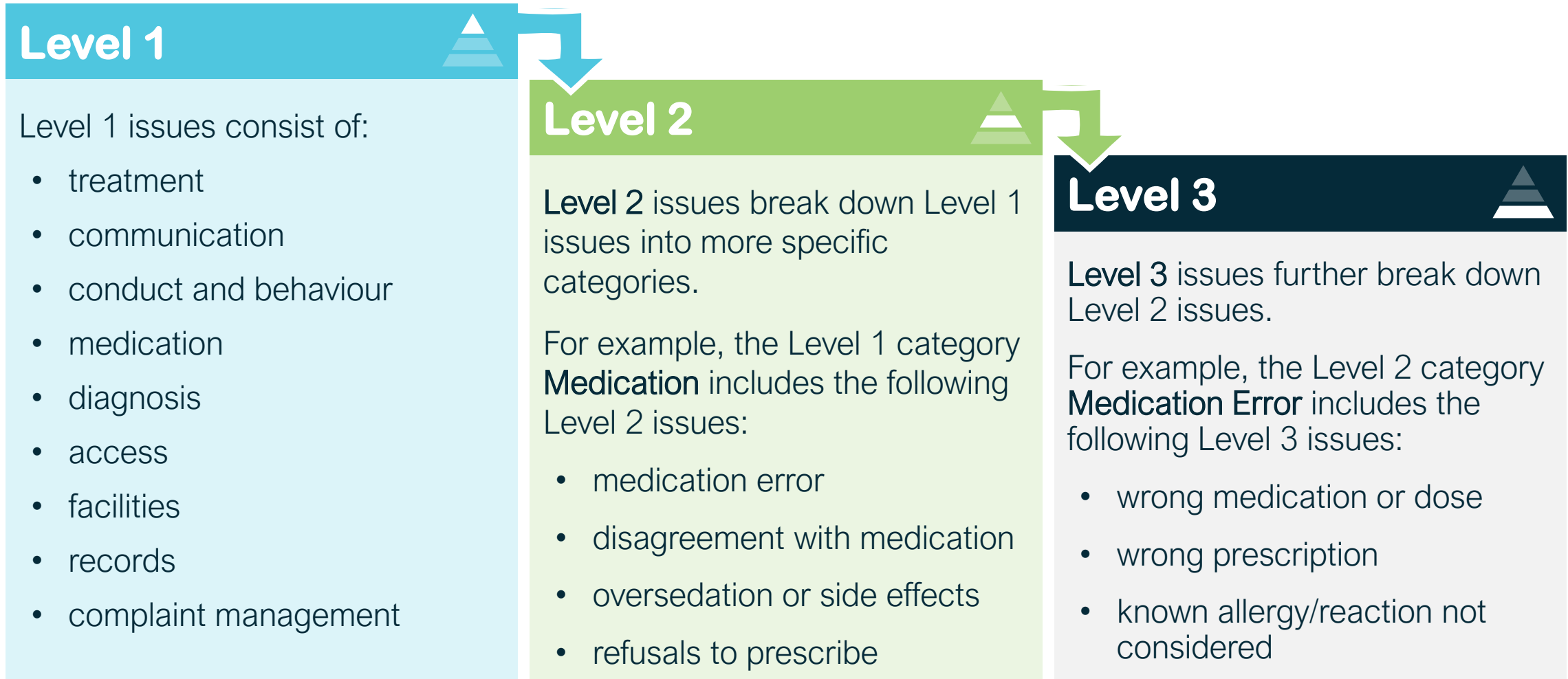
Note: this graphic does not include complaints where the complainant status was unknown.



Issues raised in complaint

How does the MHCC categorise issues?

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



What were complaints about? 2022-23

Level 1 issues raised about Monash Aged

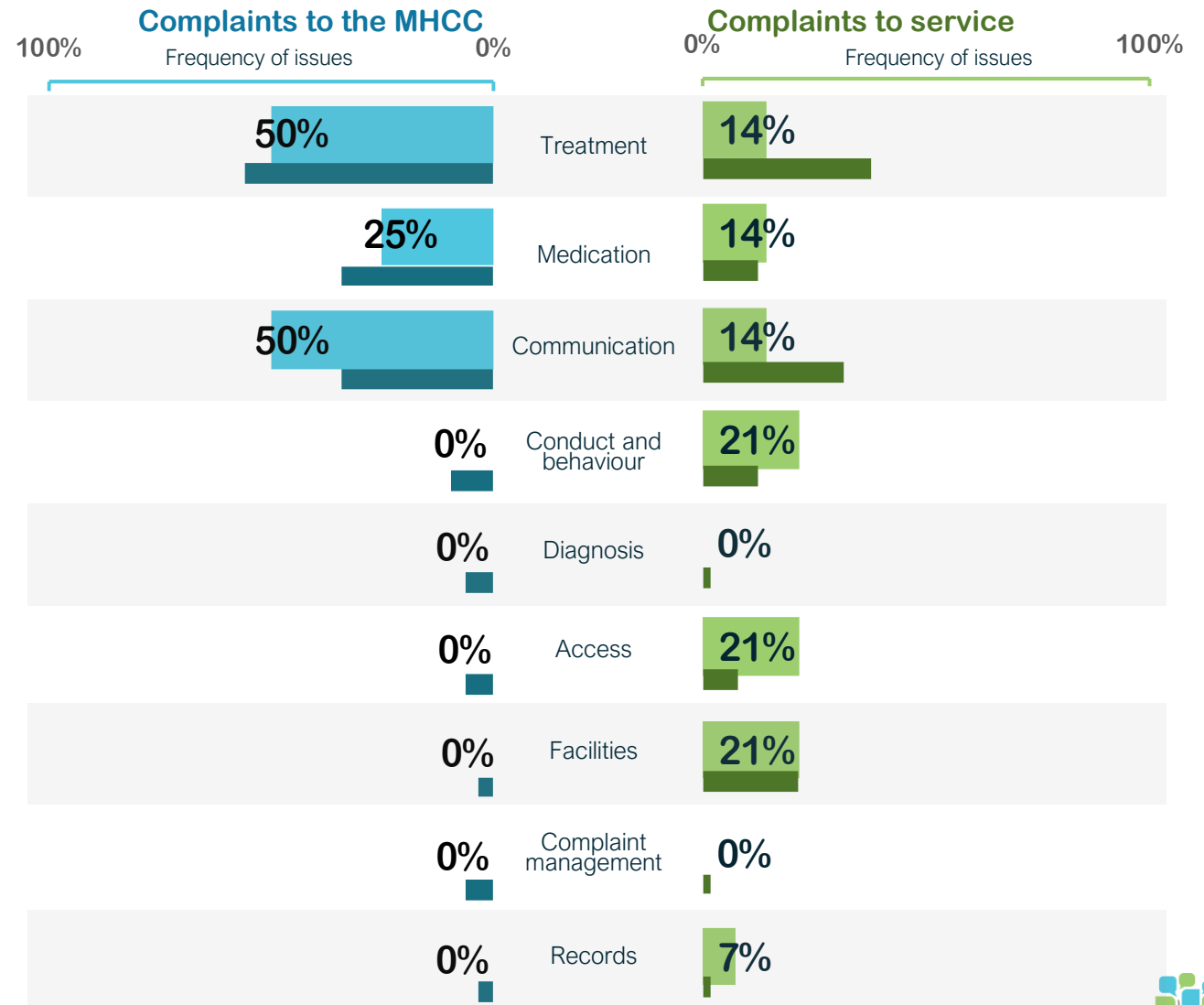
- The complaints shown on this page consist of all those made by consumers, family members / carers and any other persons.
- The four complaints made to the MHCC about Monash Aged related to Treatment, Communication and Medication.
- The most frequently occurring issues among complaints made directly to the service related to Access, Conduct & Behaviour and Facilities.

Complaints about Monash Aged

- to the MHCC (n=4)
- to the service (n=14)

Sector-wide complaints

- to the MHCC (n=33)
- to the service (n=67)



What were complaints about? 2022-23

Most frequent Level 3 issues raised about Monash Aged

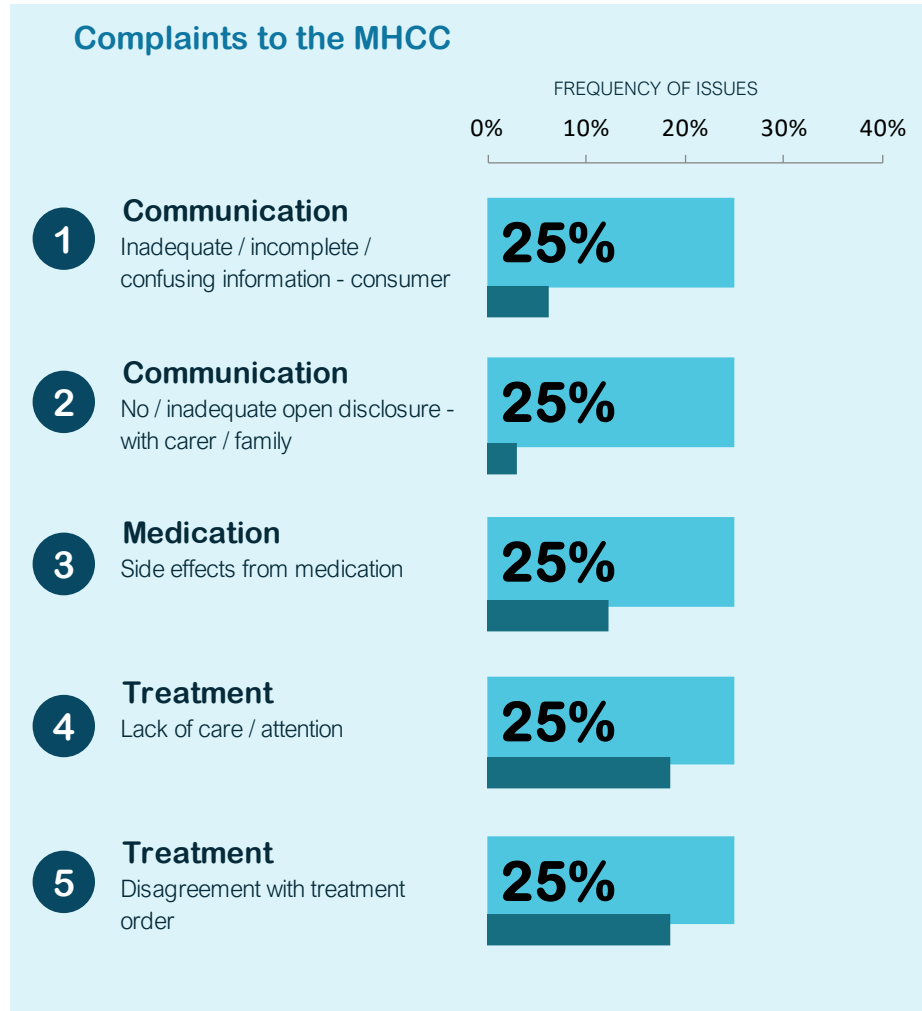
Complaints about Monash Aged

- to the MHCC (n=4)
- to the service (n=14)

Sector-wide complaints

- to the MHCC (n=33)
- to the service (n=67)

- Some of the issues raised in complaints made to the MHCC about Monash Aged related to Communication, including inadequate / incomplete / confusing information provided to consumers and inadequate open disclosure to carers.
- The issues most frequently raised in complaints made directly to the service were lack or insufficient access to services and rudeness / lack of respect / discourtesy.

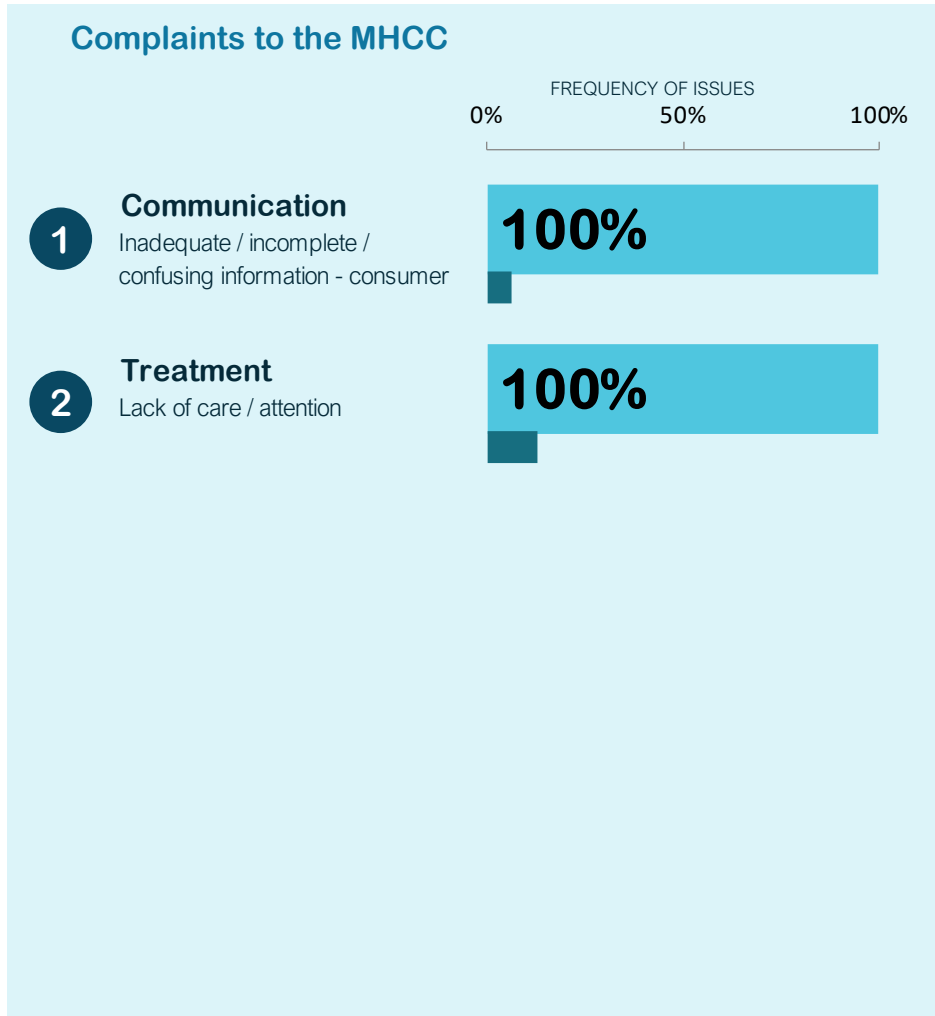


Issues raised by consumers 2022-23

Most frequent Level 3 issues raised about Monash Aged

- The single complaint made by a consumer to MCHH about Monash Aged related to inadequate / misleading / confusing information and a lack of care / attention.
- The common issue amongst complaints made by consumers directly to the service itself was rudeness / lack of respect / discourtesy.

Complaints about Monash Aged	Sector-wide complaints
● to the MHCC (n=1)	● to the MHCC (n=16)
● to the service (n=7)	● to the service (n=33)

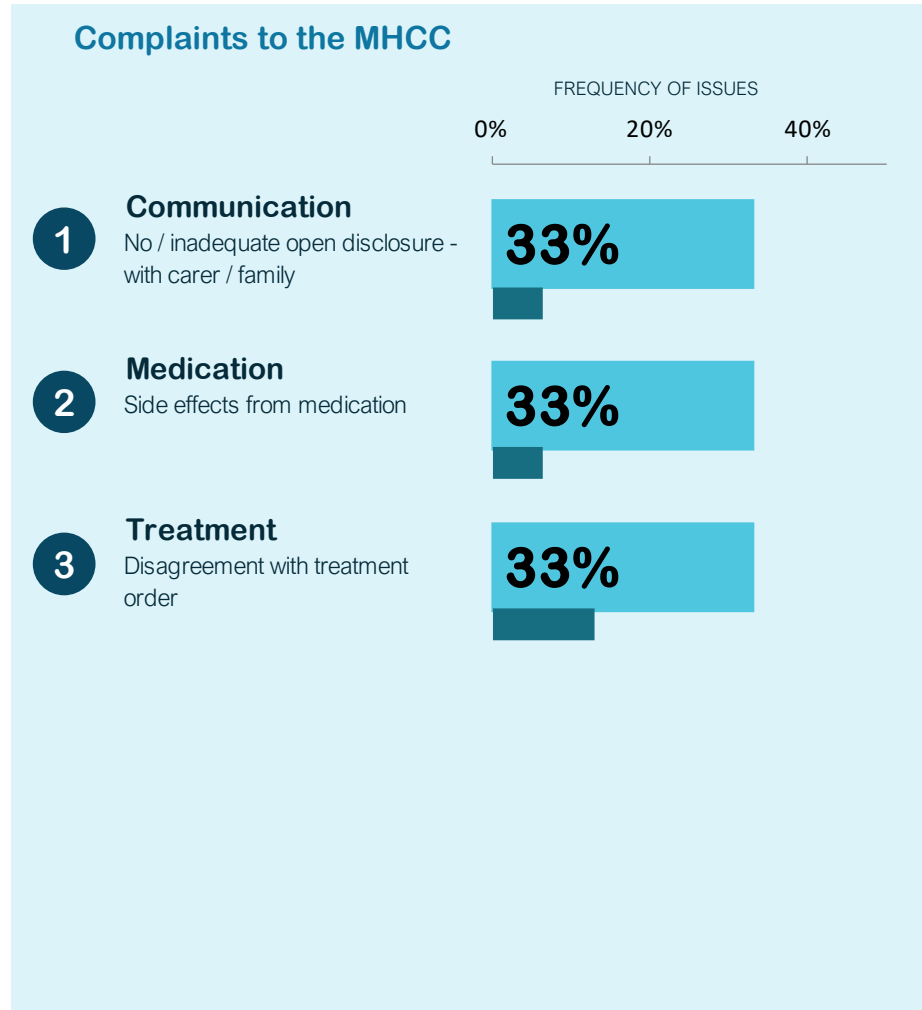


Issues raised by carers 2022-23

Most frequent Level 3 issues raised about Monash Aged

- The three complaints made by carers to the MHCC about Monash Aged related to inadequate open disclosure, side effects from medication and disagreements with treatment orders.
- There were no standout issues among complaints made by carers directly to the service itself.

Complaints about Monash Aged	Sector-wide complaints
● to the MHCC (n=3)	● to the MHCC (n=16)
● to the service (n=6)	● to the service (n=20)



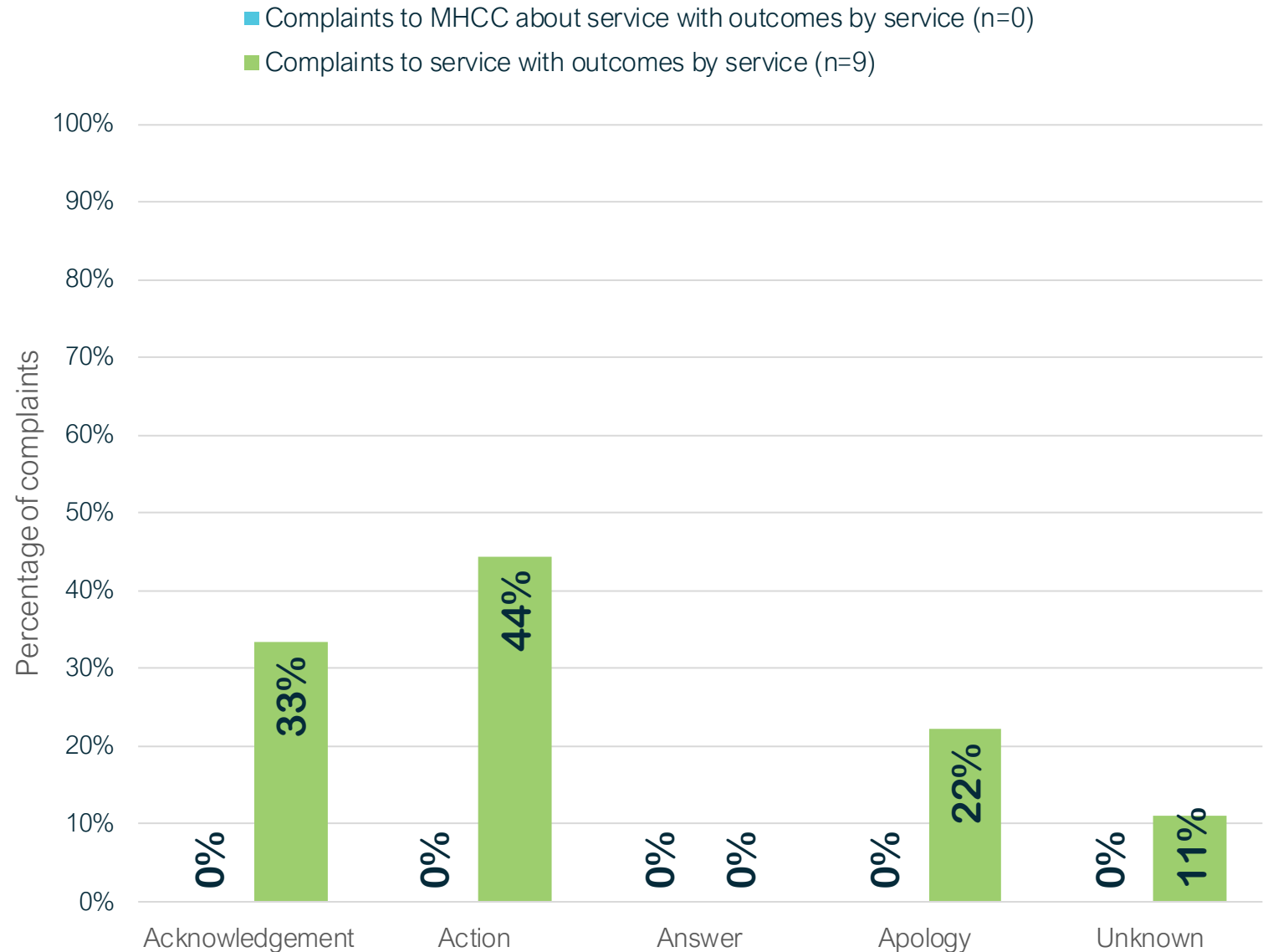


Outcomes of complaints

What were the outcomes of complaints? 2022-23

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.
- Common outcomes of complaints made directly to Monash Aged were responsive actions, acknowledgement of the issue and an apology to the complainant.





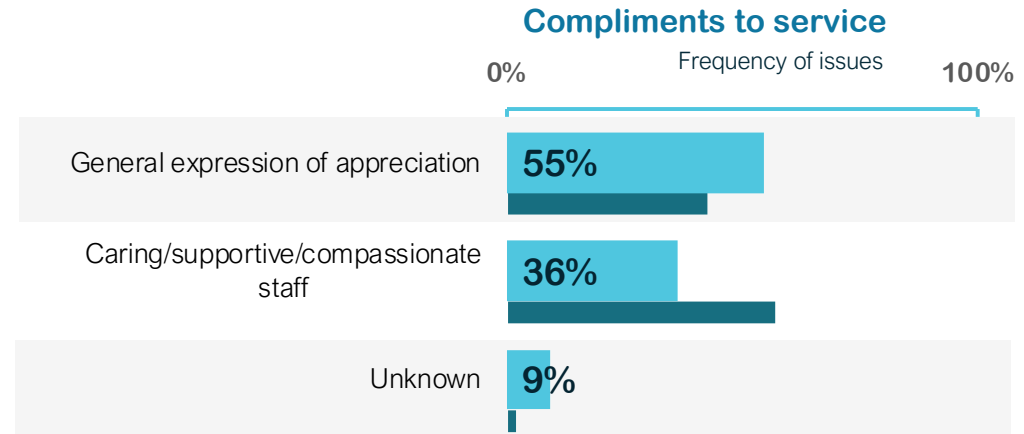
Themes in compliments

What were compliments about? 2022-23

● Compliments to Monash Aged (n=11) ● Compliments to services sector-wide (n=113)

Issues raised in compliments about Monash Aged

- The most frequently raised compliment was a general expression of appreciation.
- A considerable level of detail was provided by Monash Aged about their compliments data that enabled the MHCC to identify more specific themes.



Key points to consider



Complaint numbers

- The number of complaints made to the MHCC about Monash Aged decreased between 2021-22 and 2022-23, while the number of complaints made directly to the service increased, each continuing the trends established between 2020-21 and 2021-22.
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Issues raised

- The four complaints made to the MHCC about Monash Aged related to Treatment, Communication and Medication.
- The most frequently occurring issues among complaints made directly to the service related to Access, Conduct & Behaviour and Facilities.



Outcomes

- Common outcomes of complaints made directly to Monash Aged were responsive actions, acknowledgement of the issue and an apology to the complainant.