

# Summary of service provider complaint report

## Eastern 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:



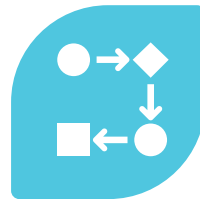
**identify key themes**  
and emerging issues  
across the sector



**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

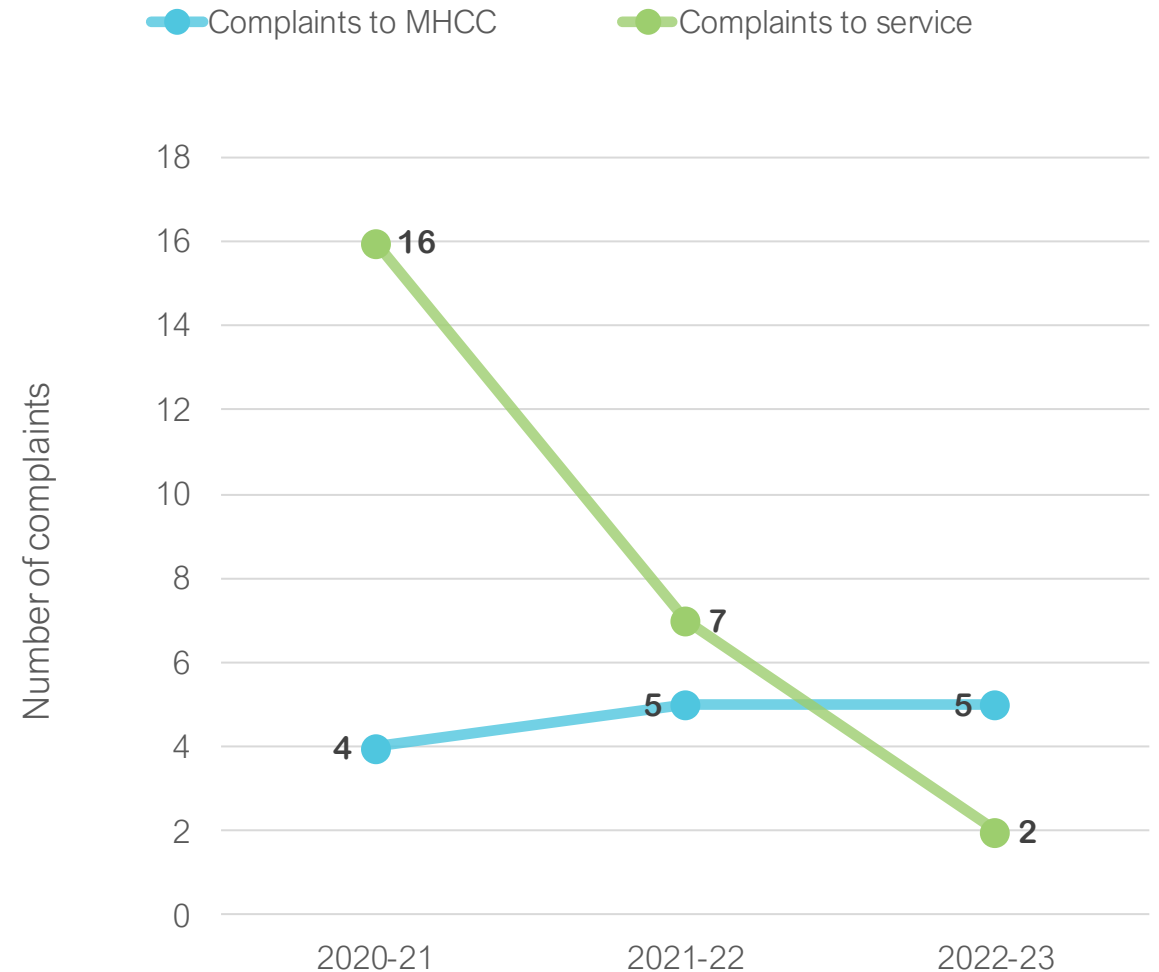
5

Complaints to the MHCC  
about Eastern Aged

2

Complaints to  
Eastern Aged

- The number of complaints made to the MHCC about Eastern Aged remained stable between 2021-22 and 2022-23, while the number of complaints made directly to the service dropped.
- After this drop, the number of complaints made directly to Eastern Aged was lower than the number complaints made to the MHCC about Eastern aged in 2022-23, contrasting with the previous 3 years.
- Overall, the total number of complaints to Eastern Aged have declined each year since 2019-20.

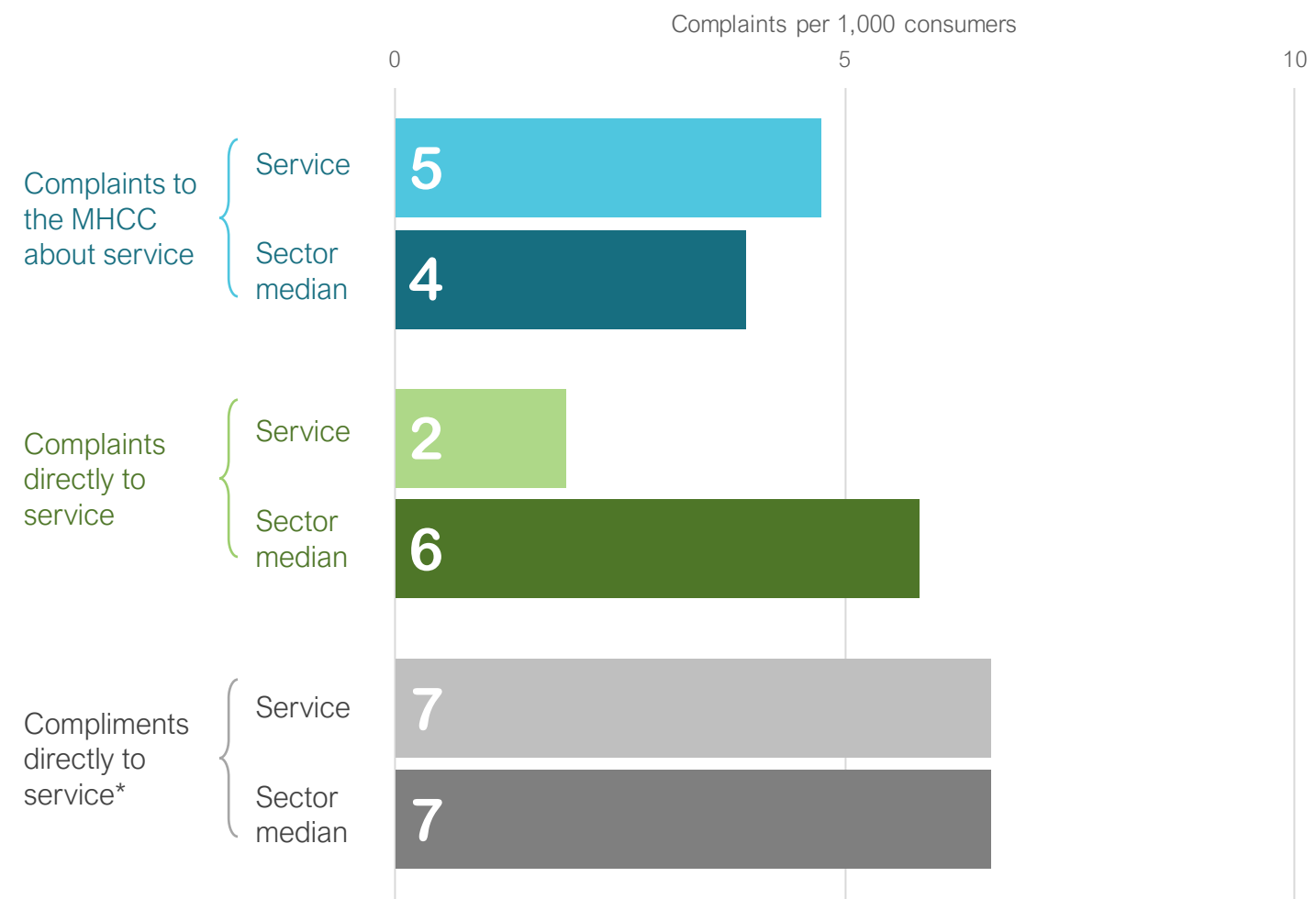


# Complaint and compliment rates

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 services that primarily cater to aged individuals.
- The rate of complaints received by the MHCC about Eastern Aged was unchanged from last year and slightly higher than the sector median.
- The rate of complaints made directly to the service was lower than the sector median, which has decreased significantly compared to last year.
- The rate of compliments made directly to the service was the same as the sector median.

<b>Complaints about Eastern Aged</b>	<b>Sector-wide complaint</b>
● to the MHCC (n=5)	● to the MHCC (n=33)
● to the service (n=2)	● to the service (n=67)
● Compliments to Eastern Aged (n=7)	● Compliments to services sector-wide (n=113)

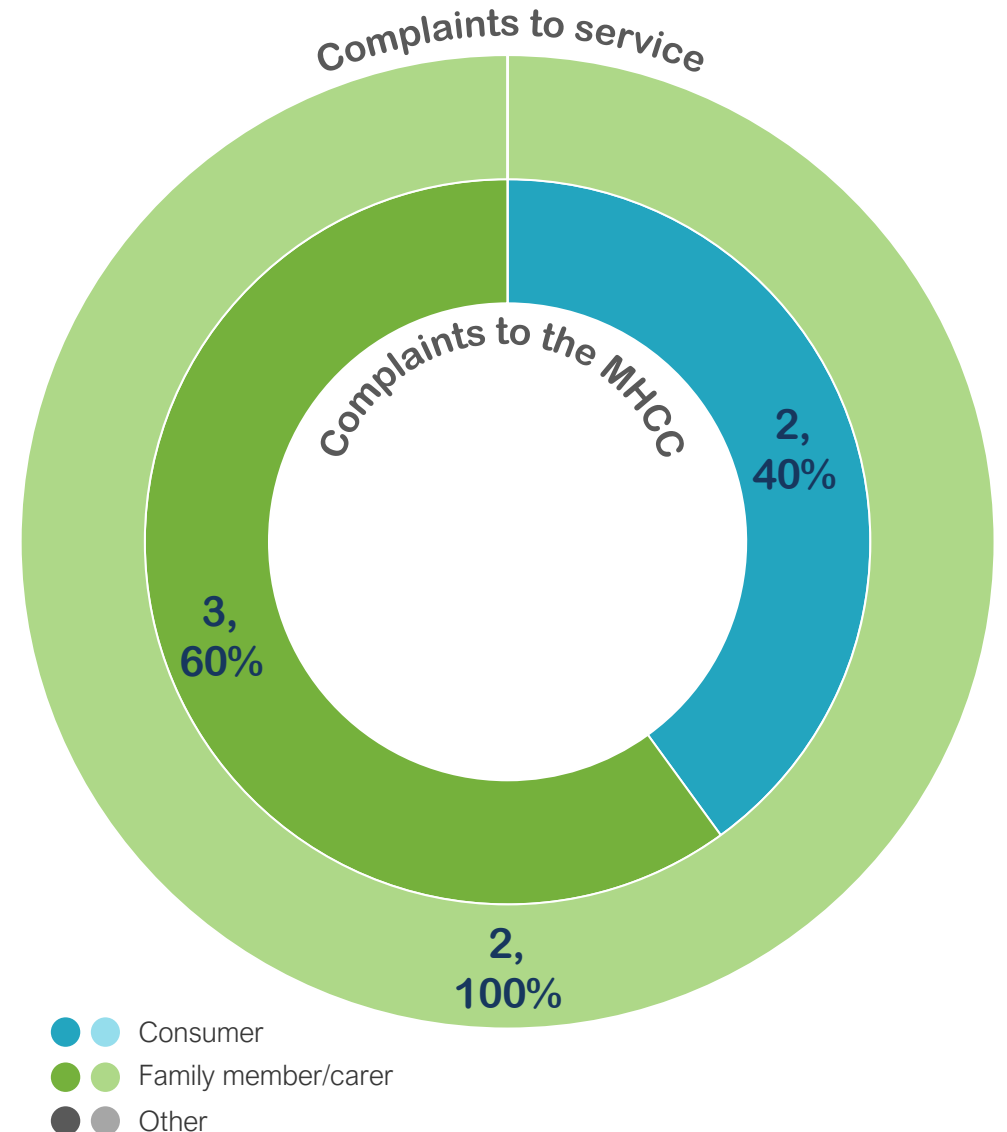


\*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

# Who is making complaints? 2022-23

Complaints raised about Eastern Aged

- Carers made the majority of the complaints to the MHCC about Eastern Aged (60%), with consumers accounting for (40%).
- All of the complaints made to the service itself were made by carers.



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

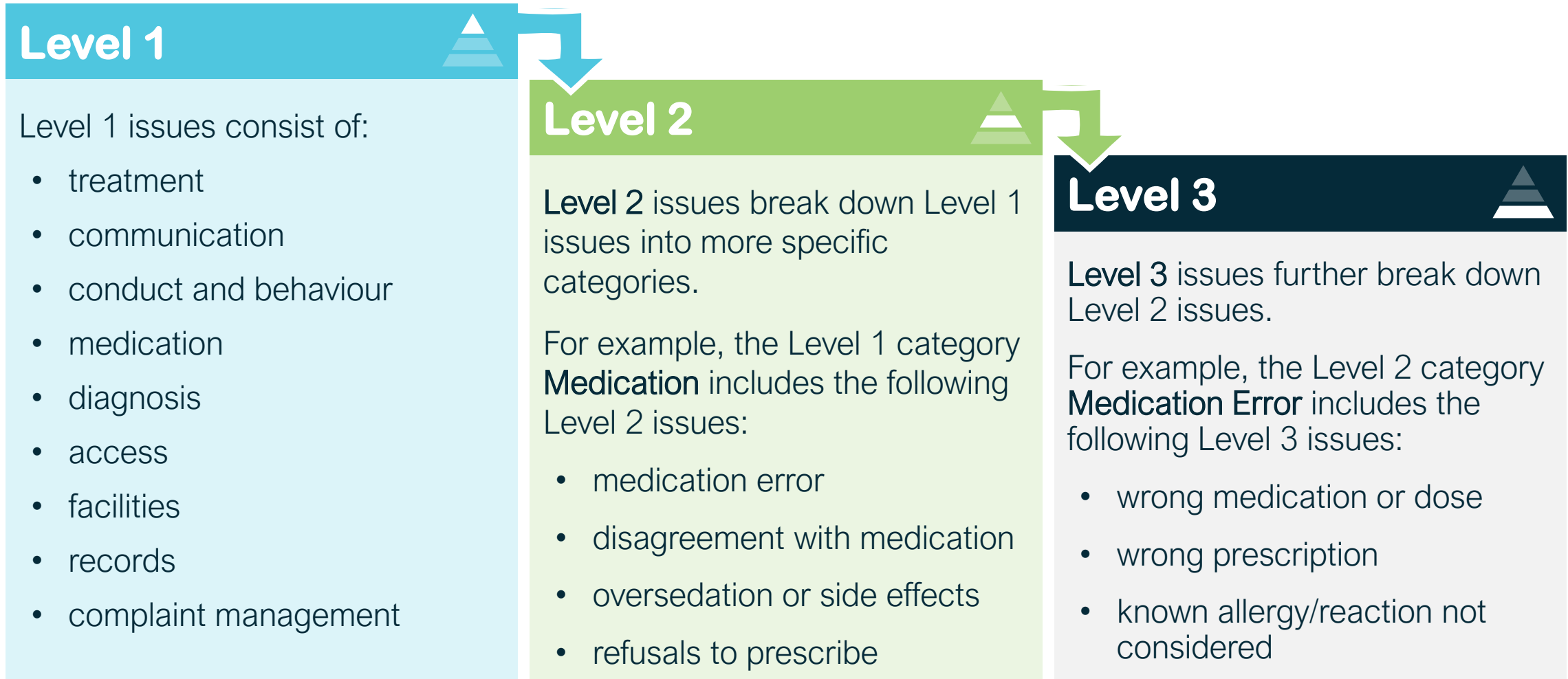


# Issues raised in complaint



# 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 Eastern Aged

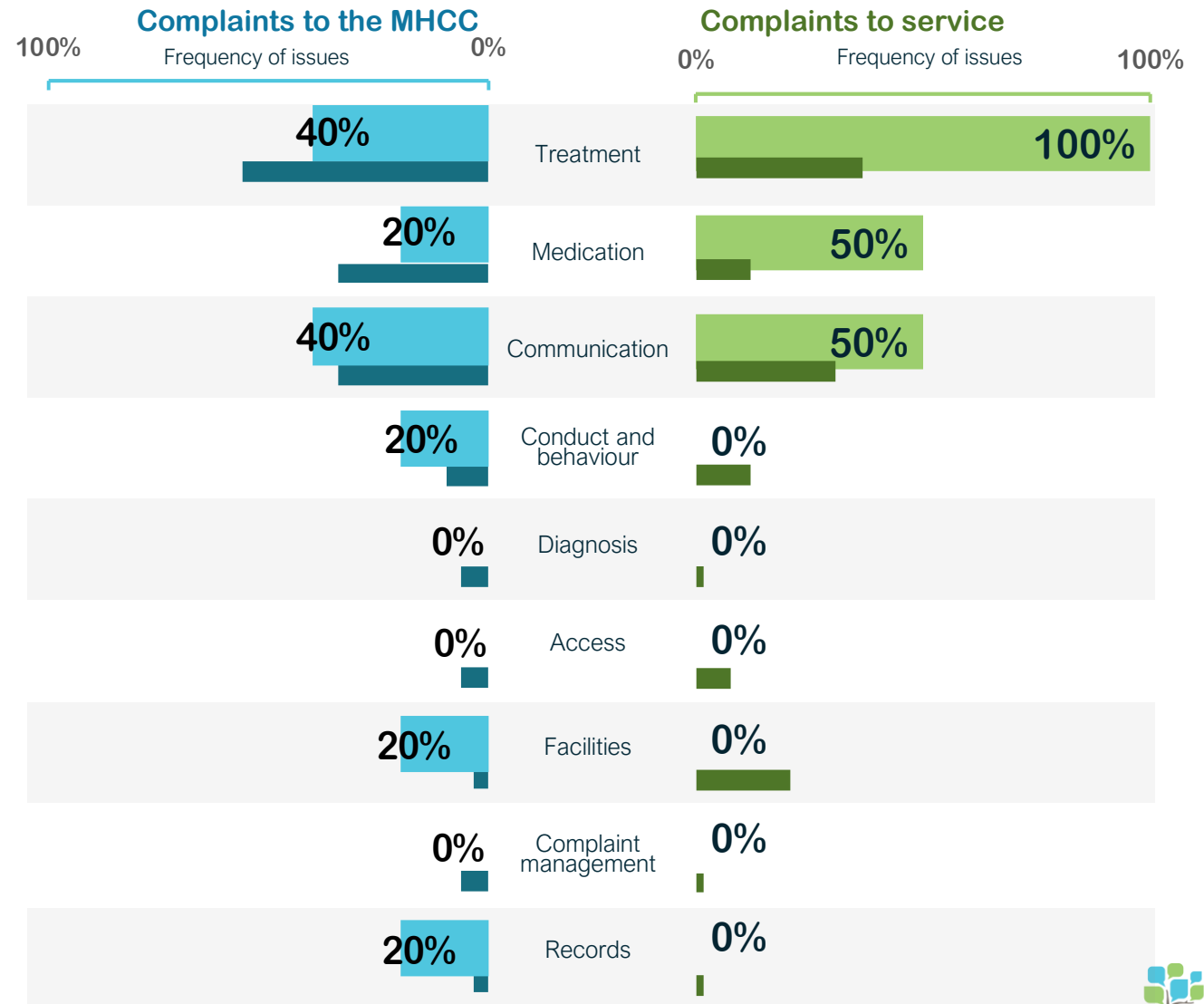
- The complaints shown on this page consist of all those made by consumers, family members / carers and any other persons.
- Treatment and Communication issues were frequently raised in the five complaints to the MHCC about Eastern Aged.
- Treatment issues were raised in both of the two complaints made directly to the service, along with mentions of Communication and Medication issues.

**Complaints about Eastern Aged**

- to the MHCC (n=5)
- to the service (n=2)

**Sector-wide complaints**

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

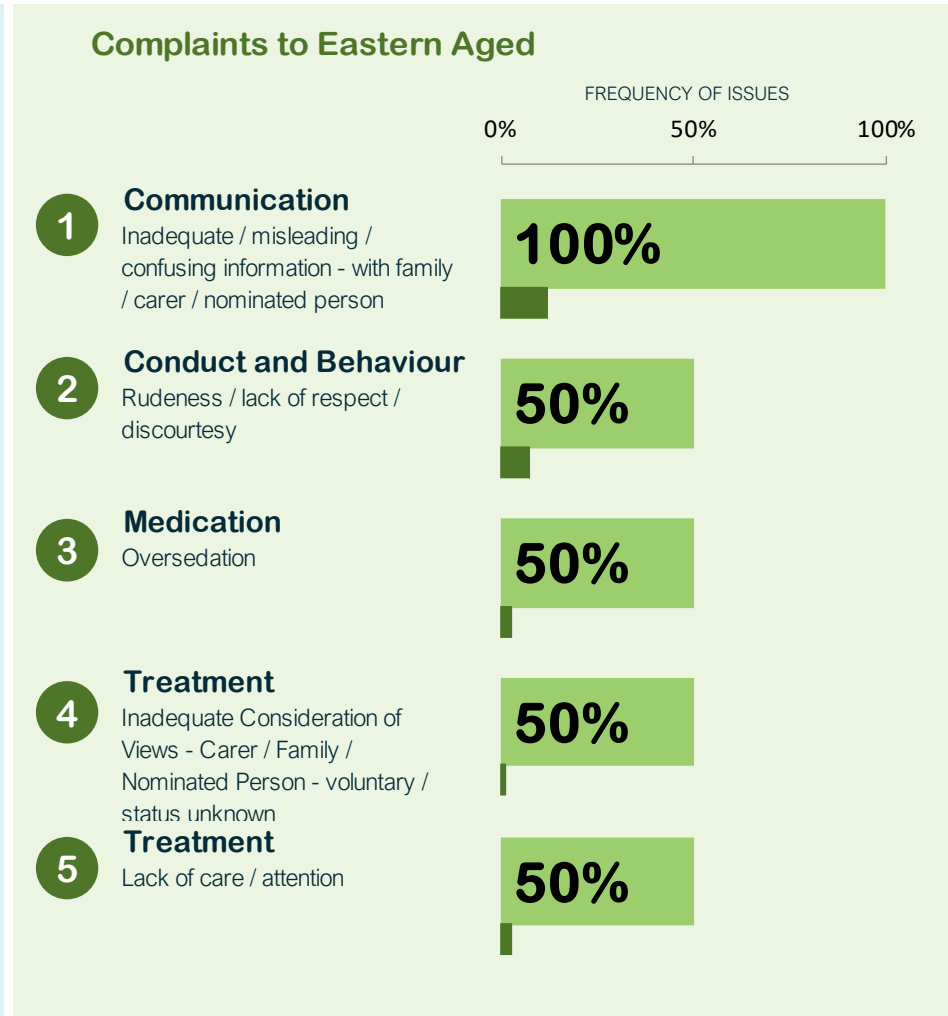
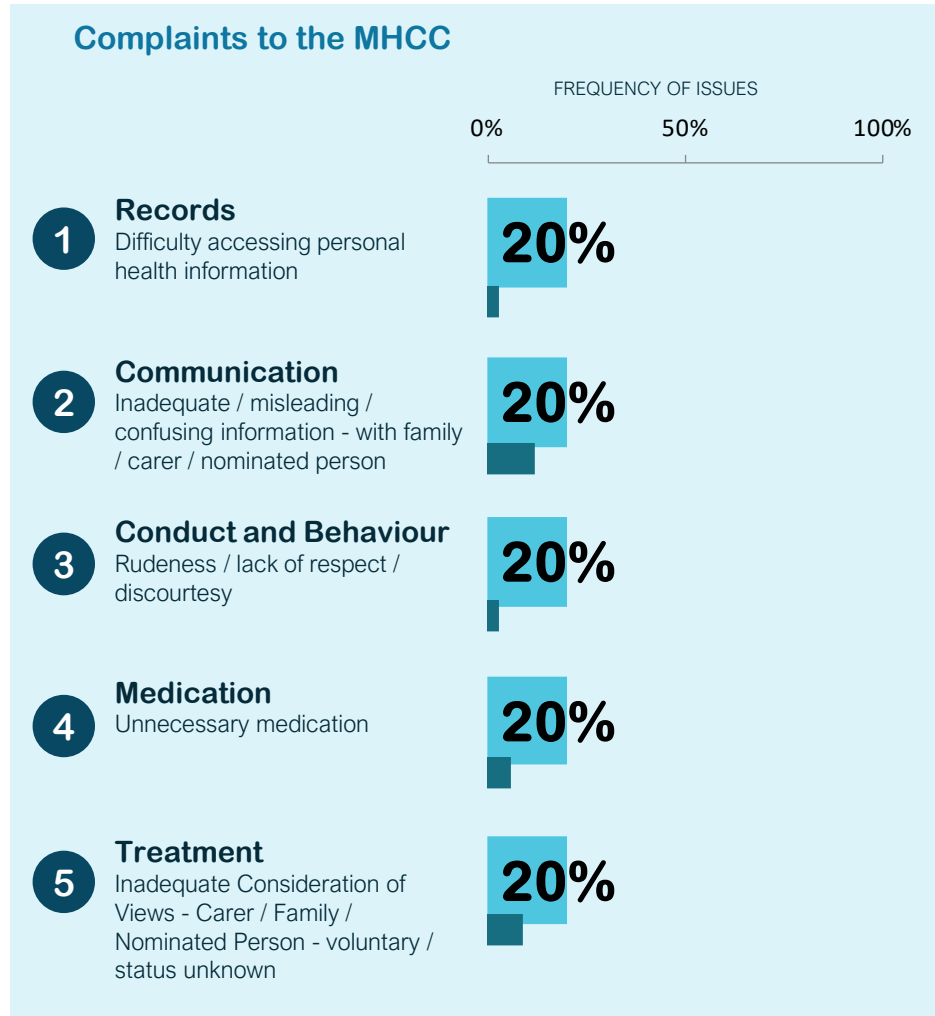


# What were complaints about? 2022-23

Most frequent Level 3 issues raised about Eastern Aged

Complaints about Eastern Aged		Sector-wide complaints	
<span style="color: #00AEEF;">●</span>	to the MHCC (n=5)	<span style="color: #0070C0;">●</span>	to the MHCC (n=33)
<span style="color: #70AD47;">●</span>	to the service (n=2)	<span style="color: #70AD47;">●</span>	to the service (n=67)

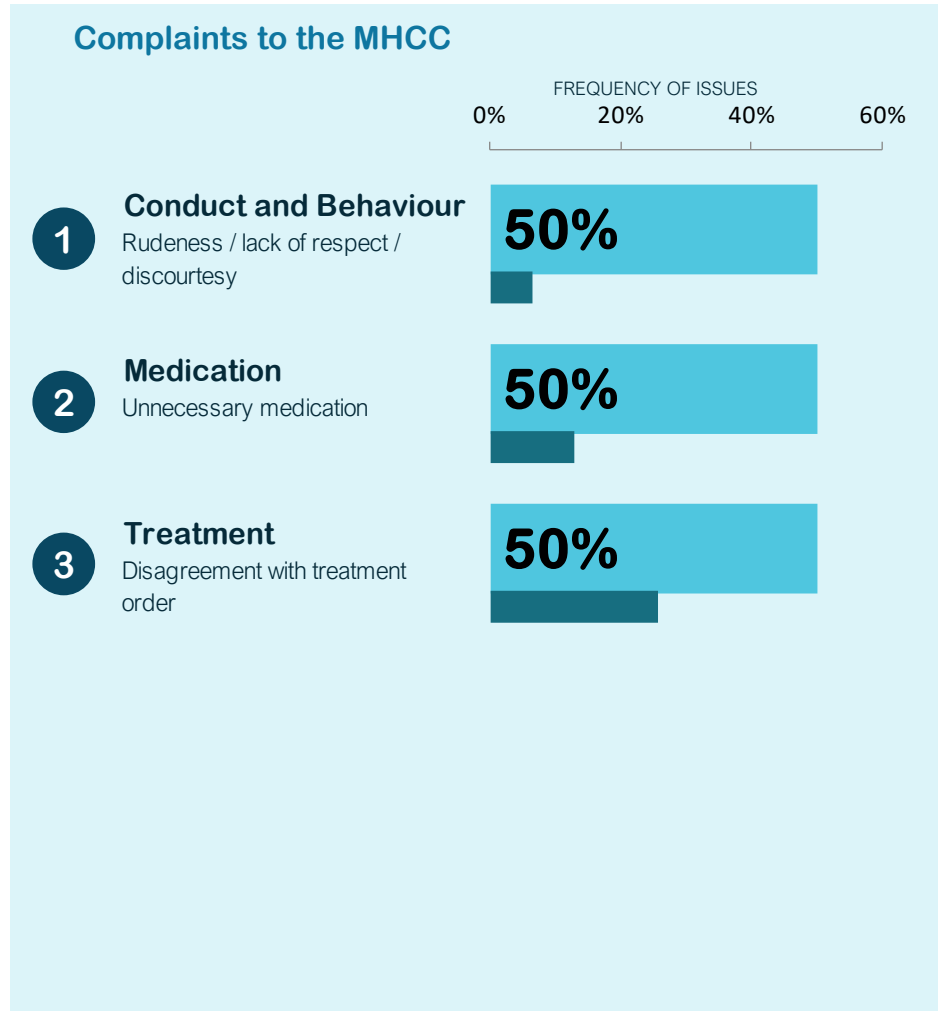
- Issues mentioned in complaints made to the MHCC about Eastern Aged span a number of topics, including records, communication, conduct and behaviour, medication and treatment.
- Inadequate / misleading / confusing information was raised in both of the two complaints made directly to the service.



# Issues raised by consumers 2022-23

Most frequent Level 3 issues raised about Eastern Aged

- Rudeness / lack of respect / discourtesy, unnecessary medication and disagreement with treatment orders were the issues in the two complaints made by consumers to the MHCC about Eastern Aged.



Complaints about Eastern Aged

● to the MHCC (n=2)

● to the service (n=0)

Sector-wide complaints

● to the MHCC (n=16)

● to the service (n=33)

# Issues raised by carers 2022-23

Most frequent Level 3 issues raised about Eastern Aged

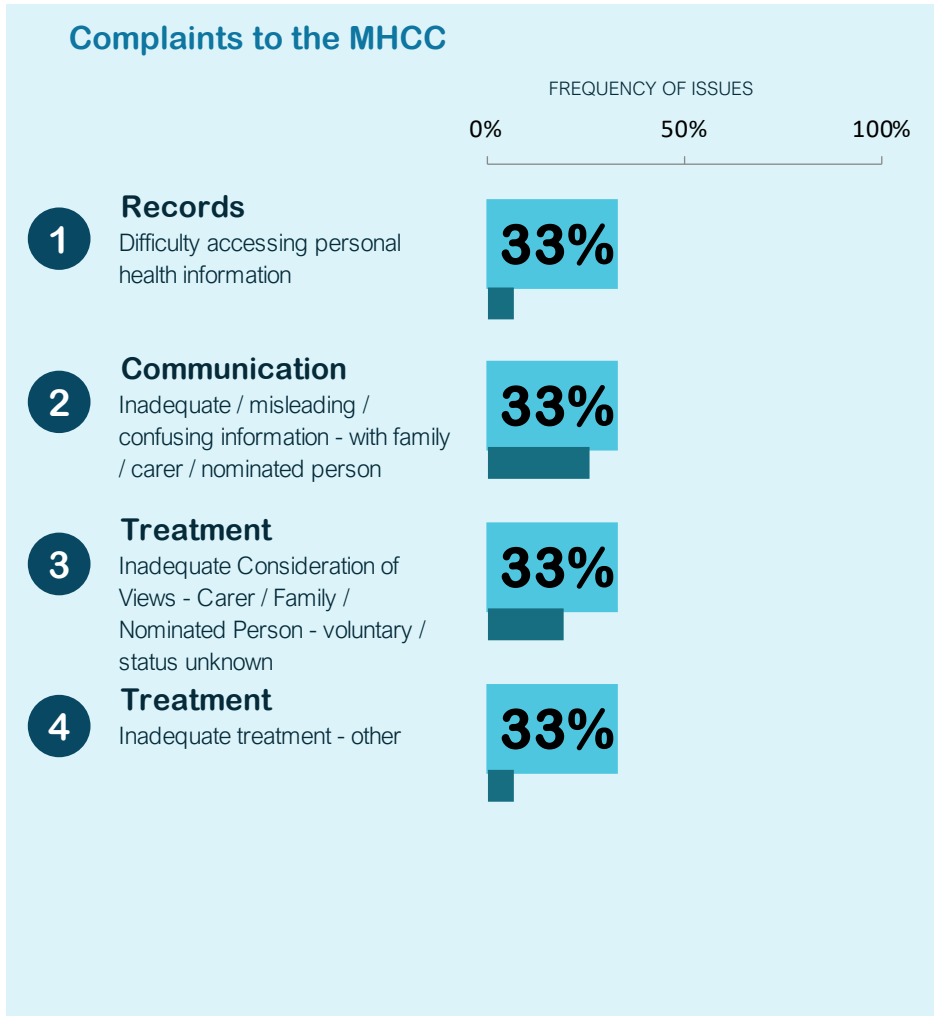
- Issues related to Treatment, Communication and Records were raised in the three complaints made by carers to the MHCC about Eastern Aged.
- Inadequate / misleading / confusing information was raised in the two complaints made by consumers directly to the service.

**Complaints about Eastern Aged**

- to the MHCC (n=3)
- to the service (n=2)

**Sector-wide complaints**

- to the MHCC (n=16)
- to the service (n=20)



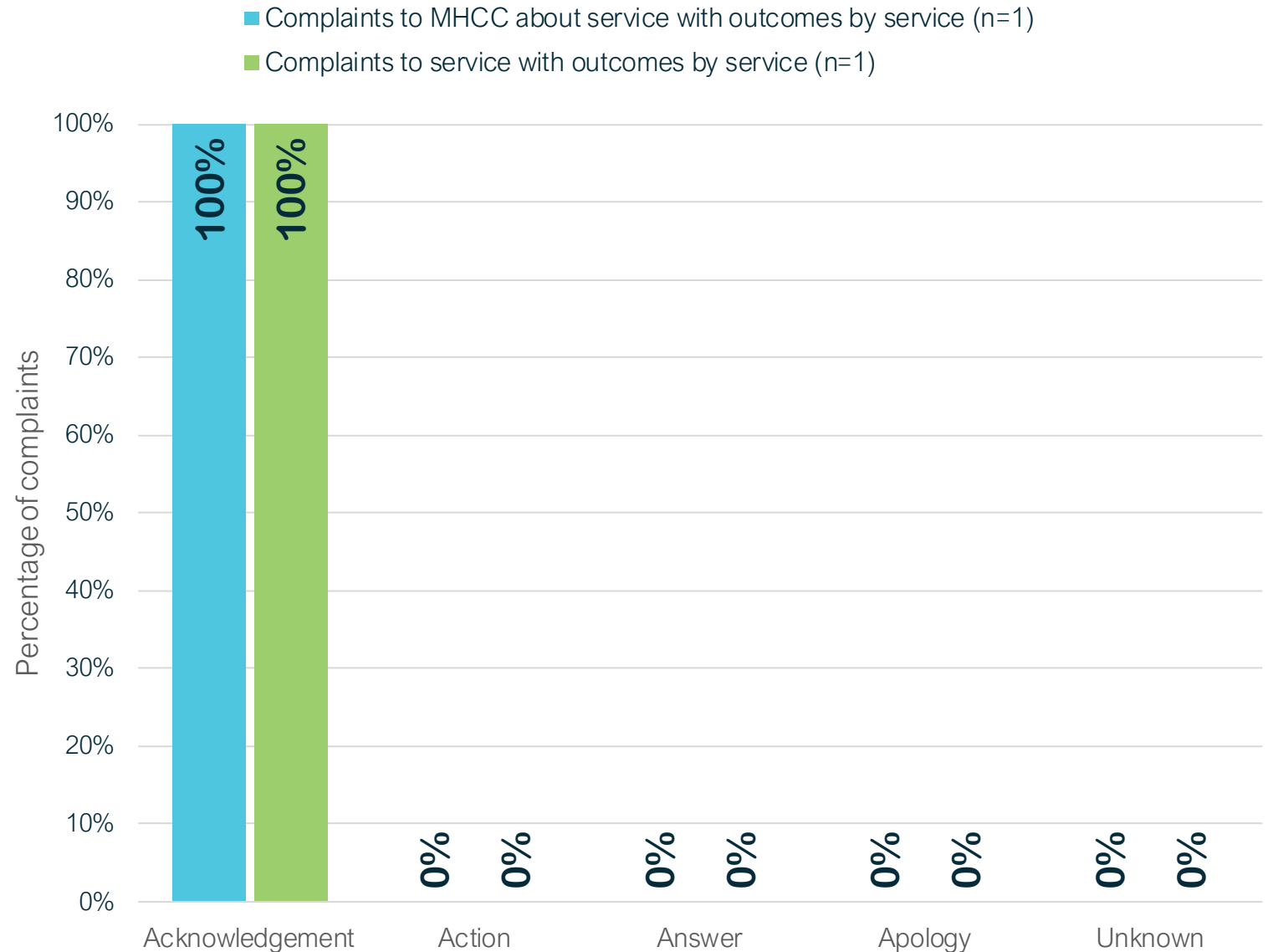


# Outcomes of complaints

# What were the outcomes of complaints? 2022-23

## Closed complaints about Eastern 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 Eastern Aged that were assessed as being in scope for resolution or having a known service outcome. The most common outcome for these complaints, and complaints made directly to the service, was acknowledgement of the issue(s) raised by the complainant.





# Themes in compliments

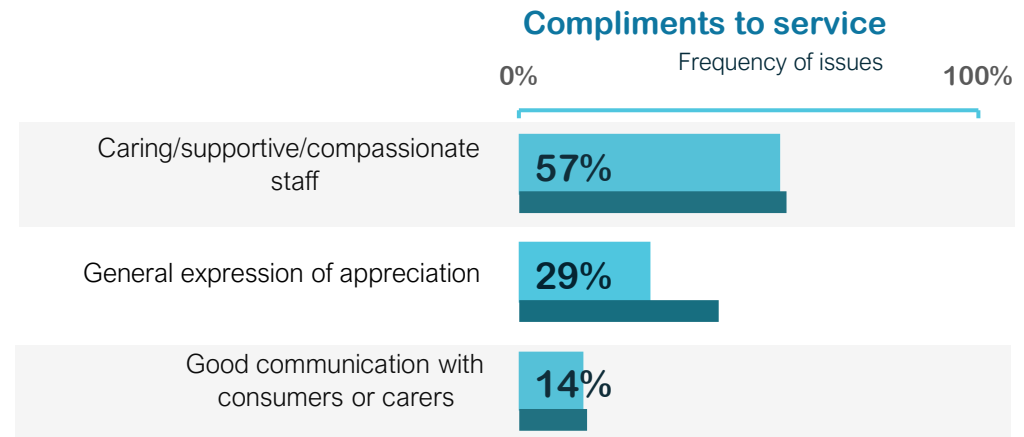


# What were compliments about? 2022-23

● Compliments to Eastern Aged (n=7)      ● Compliments to services sector-wide (n=113)

Issues raised in compliments about Eastern Aged

- Over half of the compliments to Eastern Aged related to caring / supportive / compassionate staff.
- Other compliment issues were general expressions of appreciation, and good communications with consumers or carers.
- A considerable level of detail was provided by Eastern 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 Eastern Aged remained stable between 2021-22 and 2022-23, while the number of complaints made directly to the service dropped.
- Overall, the total number of complaints to Eastern Aged have declined each year since 2019-20.
- Carers made the majority of the complaints to the MHCC about Eastern Aged (60%), with consumers accounting for (40%).



## Issues raised

- Treatment and Communication issues were frequently raised in the five complaints to the MHCC about Eastern Aged.
- Treatment issues were raised in both of the two complaints made directly to the service, along with mentions of Communication and Medication issues.



## Outcomes

- The most common outcome for complaints made to MHCC, and complaints made directly to the service, was acknowledgement of the issue(s) raised by the complainant.