



Commissioner for Complaints

Quarterly Report Statistical Data

1 October 2002 – 31 December 2002

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1. National Statistics

1.1 Total Number of Calls

During this reporting period the scheme dealt with a total of 1750 calls. The following figure shows the breakdown of calls recorded in each jurisdiction during the reporting period, that is the number of complaints, information and feedback calls, shown as a percentage of the total 1750 calls recorded nationally.

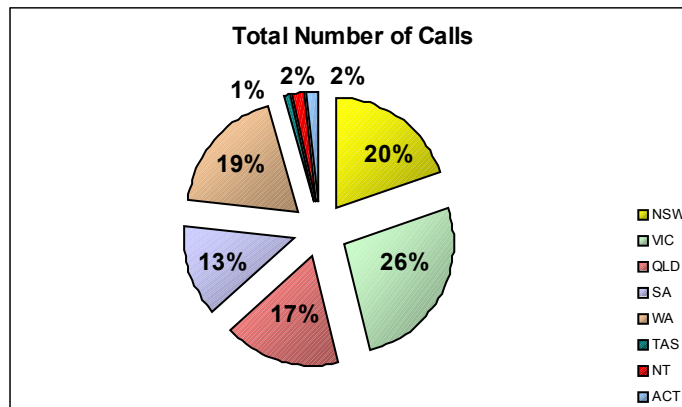


Fig 1: Total Number of Calls by Jurisdiction

Of the 1750 calls recorded, 281 (16 per cent) were registered as complaints and 1468 (84 per cent) were registered as information calls.

1.2 Recorded Complaints

The majority of the 281 complaints recorded during the reporting period related to aged residential care services, however, 11 complaints (4 per cent) related to community aged care packages. As in previous reports, the relatives of residents (57 per cent) lodged the majority of complaints recorded nationally. Across Australia 15 per cent of complaints were lodged by staff of aged care services and ten per cent by residents or care recipients. Seven per cent of complaints were listed as being lodged by 'others', and three per cent as 'unknown'. Four per cent were lodged by ex-staff. Friends lodged three per cent of complaints and Advocates one per cent.

1.2.1 Site Visits

During the reporting period the database records that officers undertook a total of 137 site visits either as part of the preliminary assessment or ongoing management of the issues raised. A total of 115 facilities were visited and issues relating to 135 individual complaints were discussed.

1.2.2 Complainant Type

Of the 281 complaints recorded nationally during the reporting period, 178 (63 per cent) were registered as open complaints, 61 (22 per cent) as confidential complaints and 42 (15 per cent) as anonymous complaints.

Note that a proportion of complainants who initially lodge a confidential complaint with the Scheme subsequently amend the status of their complaint and request that the issues being dealt with are managed as an open complaint.

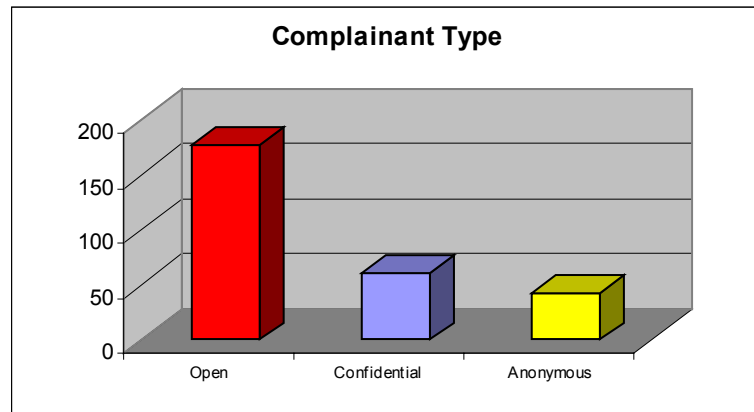


Fig 2: Complainant Type and Volume

1.2.3 Issue Priorities

Complaints are assessed as either urgent or standard (complex). During the reporting period six issues were assessed as urgent. A further 195 complaints were assessed as complex.

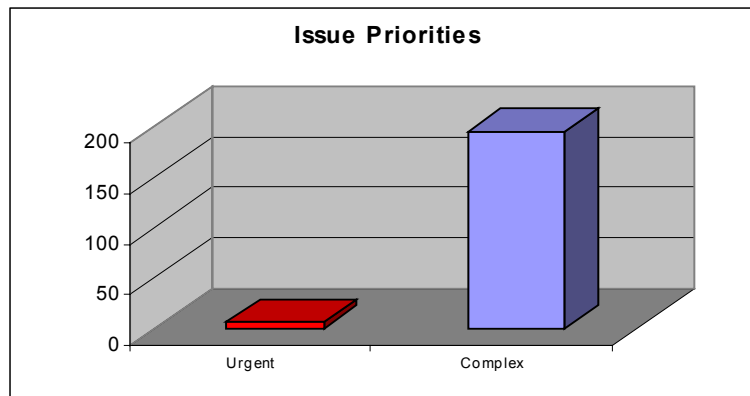


Fig 3: Issue Priorities

1.2.4 Average Time to Resolve Complaints

The current database does not provide details regarding total cases finalised for a period, however it does provide information regarding new cases both received and finalised within a period. Nationally the average number of days to finalise complaints received within the reporting period was 28.5 days. The following figure shows the average number of days taken to finalise complaints accepted during various reporting periods.

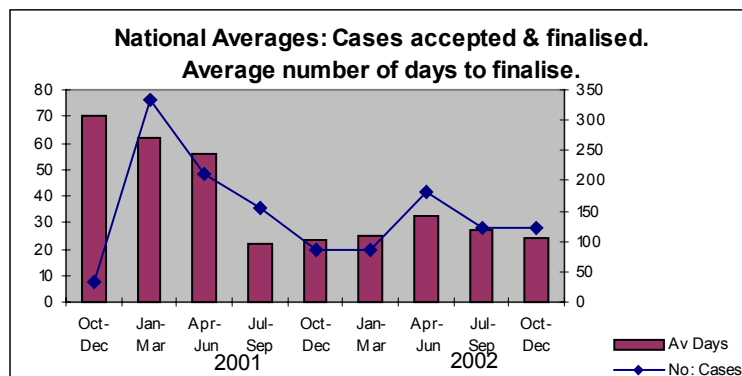


Fig 4: Cases accepted and finalised

At the end of the reporting period the data show that, nationally, 13 per cent of cases were incomplete, 24 per cent were ongoing, 51 per cent had been finalised and 12 per cent had been withdrawn.

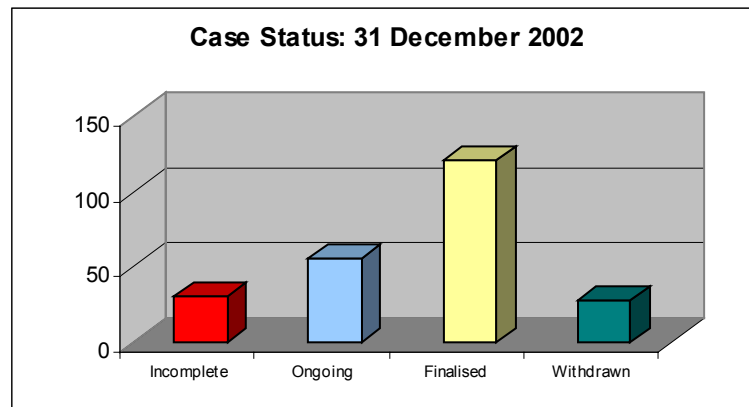


Fig 5: Case Status: End of the reporting period

1.2.5 Complaint Issues

The Scheme has identified 58 common issues that can be recorded in four main clusters, those being: Administration, Consumer Rights, Environment and Level of Care. The following tables show the 7 top complaint issues in each category as a national percentage of the total. It should be noted that the tables do not equal 100 per cent but are presented in this manner for ease of viewing. The groupings do not vary significantly from previous reporting periods.

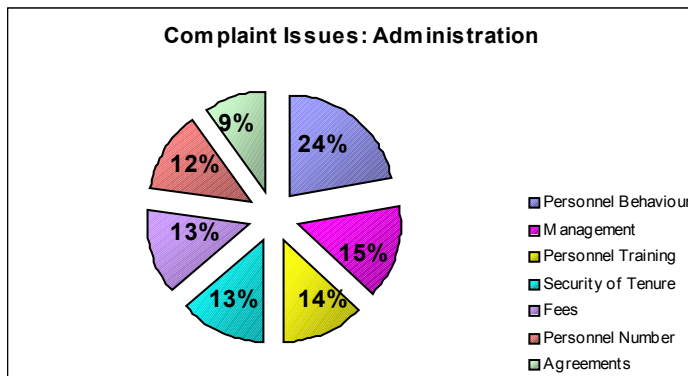


Fig 6: Complaint Issues: Administration

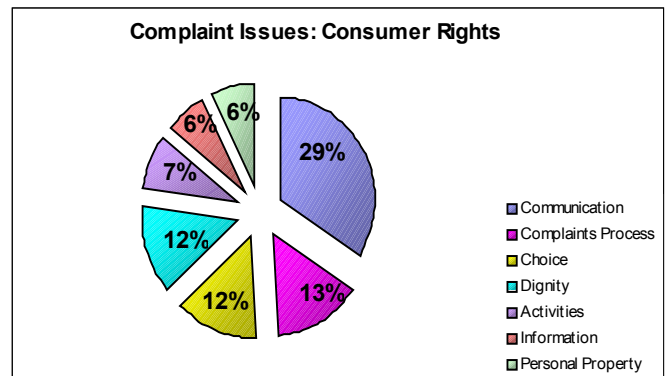


Fig 7: Complaint Issues: Consumer Rights

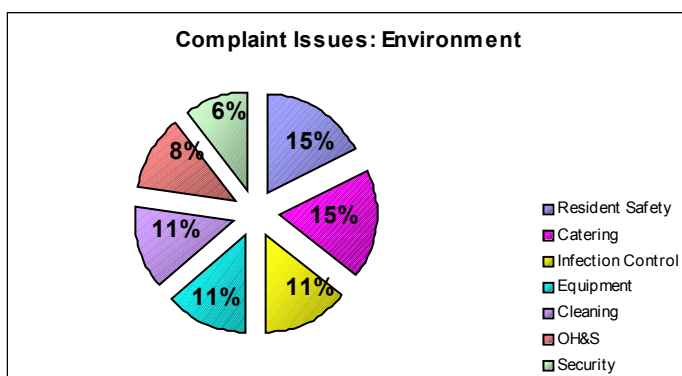


Fig 8: Complaint Issues: Environment

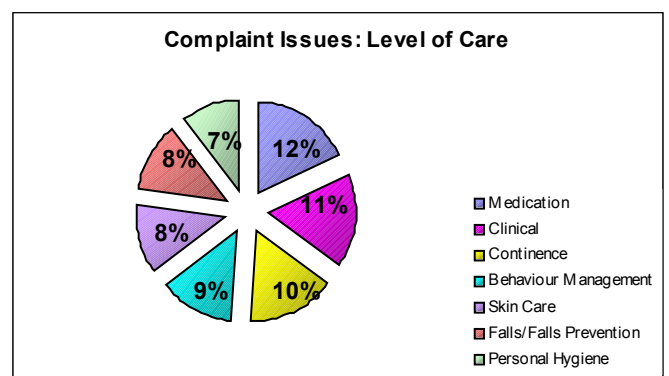


Fig 9: Complaint Issues: Level of Care

Fifty-three per cent of the total issues recorded under the Administration heading related to personnel behaviour, management and training issues. Issues related to communication account for 29 per cent of all issues lodged under the Consumer Rights heading. Fifteen per cent of issues raised within the environment grouping related to the safety of care recipients and matters related to medication and clinical care comprised 23 per cent of all issues listed under Level of Care.

Taken together, while communication and personnel behaviour were of concern, during this reporting quarter the most significant issues for complainants generally related to the physical care of residents.

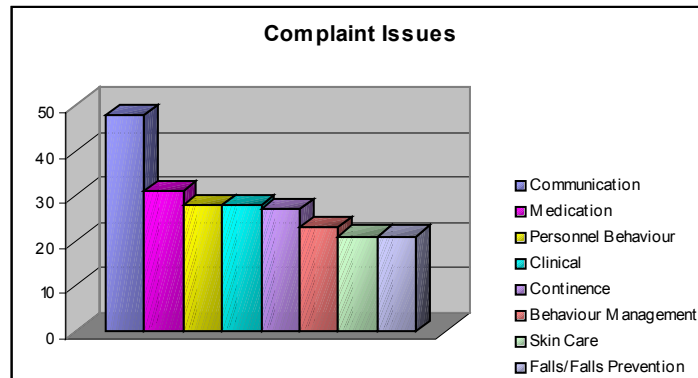


Fig 10: Complainant concerns

2. Information Statistics

During the reporting period 79 per cent of the calls registered by the Scheme (1468) were recorded as information calls. All jurisdictions except Tasmania recorded a higher percentage of information calls when compared to the number of complaints registered. The following figure shows a percentage breakdown of the total number of information calls received during the period.

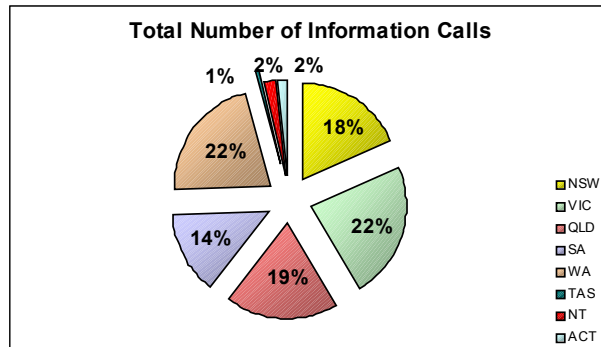


Fig 11: Total number of information calls by jurisdiction

It should be noted that, on the database, not all information calls specify an outlet. However, 98 per cent of calls received and recorded related to residential care. Eleven calls (2 per cent) were associated with community care packages. The majority of callers (81 per cent) were seeking general information, however, 19 per cent of calls (289) sought information outside the jurisdiction of the Scheme.

At a national level, 58 per cent of the information calls registered were made by relatives, 11 per cent by currently employed staff, 8 per cent by care recipients, 2 per cent each by ex-staff, advocates and friends. Fifteen per cent are recorded as 'other' and two per cent as 'unknown'.

The database registers the nature of the information calls using the same key words and groupings that is applied in the recording of information about complaints. It is important to note that this data is not recorded in the case of all information calls received, nor is it relevant for those calls seeking information outside the Scheme. Data captured in the following figures shows the top seven issues in each category as a percentage of the total. Figures do not equal 100 per cent but are presented in this manner for ease of viewing.

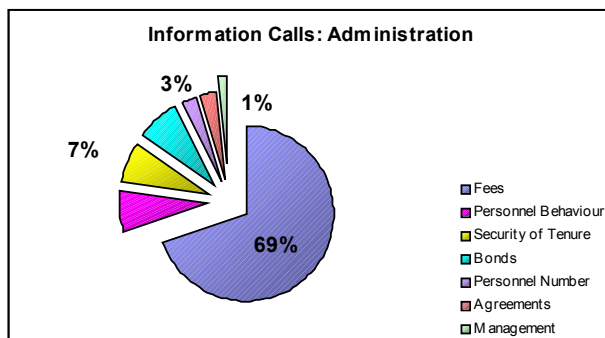


Fig 12: Information Calls – Administration

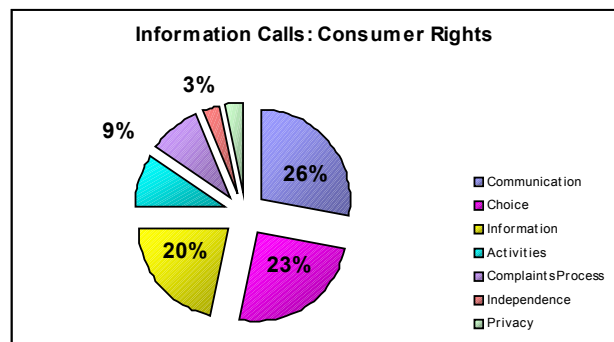


Fig 13: Information Calls – Consumer Rights

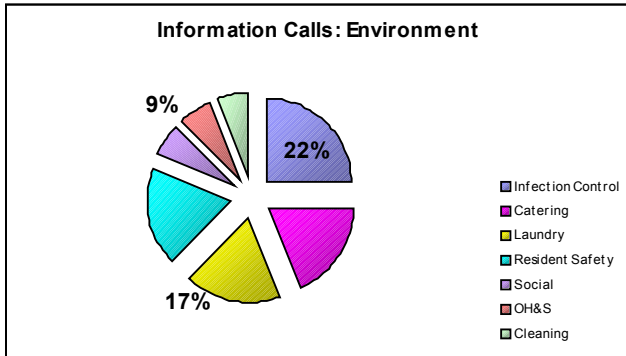


Fig 14: Information Calls – Environment

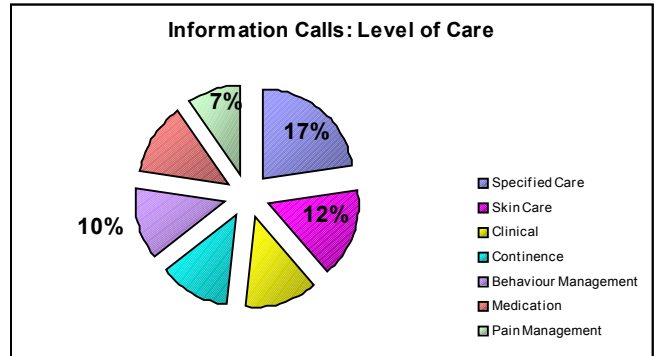


Fig 15: Information Calls – Level of Care

Figure 16 shows the most significant issues for people seeking information during this reporting period.

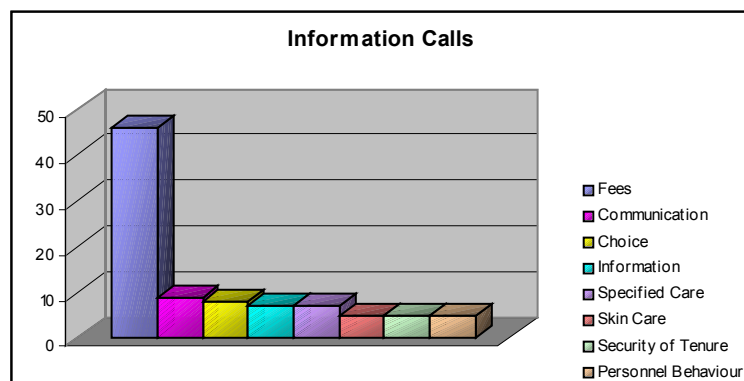


Fig 16: Information sought

Appendix 1: Satisfaction Surveys

This report considers information obtained from complainant and service provider surveys completed and returned during the reporting period 1 October 2002 to 31 December 2002. A total of 147 survey forms (60 complainants, 87 service providers), were returned and analysed. It should be noted that all respondents do not reply to each question asked and the percentages provided in this report are based on the number of complainants/service providers who responded to each individual question not the overall number of respondents. As a result the figures shown in the graphs may not always equal 100 per cent.

Complainant Responses

A total of 60 completed survey forms were returned. The data show that 85 per cent of complainants who returned surveys and responded to this question were mostly satisfied or satisfied with the service provided by the Scheme. A total of 88 per cent of complainants indicated they were assisted to make a complaint, a further 12 per cent reported they were assisted to some extent. Seventy-five per cent of complainants found the Scheme very helpful, 20 per cent helpful and 3 per cent reported that they did not find the Scheme to be helpful.

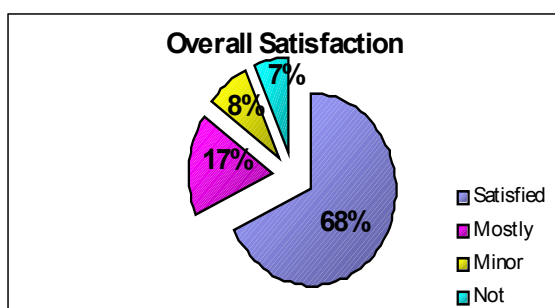


Fig 17: Complainant: Overall Satisfaction

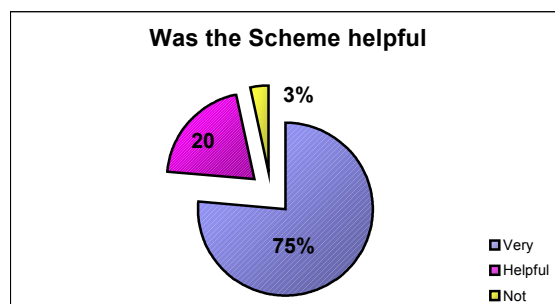


Fig 18: Complainant: Scheme Helpful

Questions 4, 5 and 6 address the Scheme's ability to keep the complainant informed, respect their wishes and provide information about their rights and options. Seventy-five per cent, 77 per cent and 82 per cent of complainant responses respectively related this was always done or confirmed this was done.

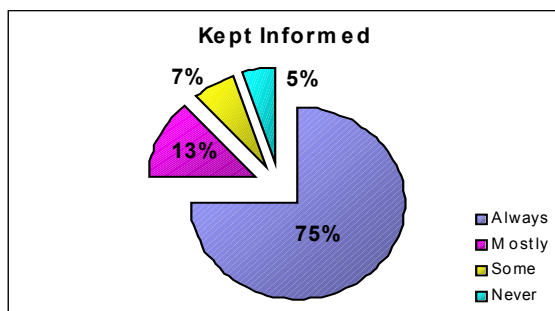


Fig 19: Complainant: Were you kept informed.

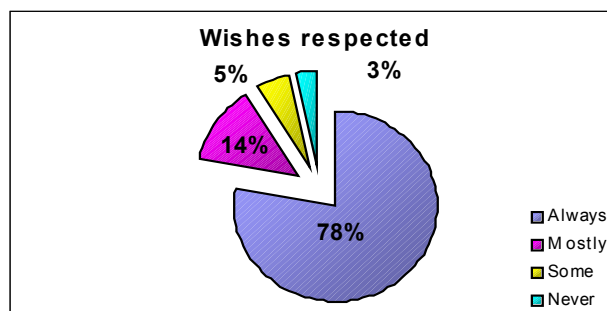


Fig 20: Complainant: Were your wishes respected?

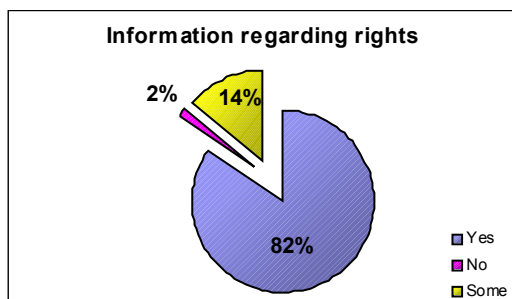


Fig 21: Complainant: Did you receive information about your rights?

The data indicate that 89 per cent, 90 per cent and 84 per cent of complainants respectively advised that these consumer service factors were mostly delivered. The majority (67 per cent) of complainants indicated they felt their complaint was resolved.

Thirty per cent of complainants offered suggestions for improvement in the management of complaints. Suggestions included improved communication, investigation, timeliness and follow-up.

Service Provider Responses

Eighty-two per cent of service providers who responded to the Satisfaction Surveys and answered the question indicated they were satisfied overall with the Scheme. A further 15 per cent reported that they were mostly satisfied. Together these figures indicate that 97 per cent of service providers were satisfied with the service provided by the Scheme. Seventy-six per cent of service providers found the Scheme very helpful and 23 per cent advised that they found the Scheme helpful. That is, a total of 99 per cent of service providers responding to the survey between 1 October and 31 December 2002 indicated that they found the Scheme helpful or very helpful.

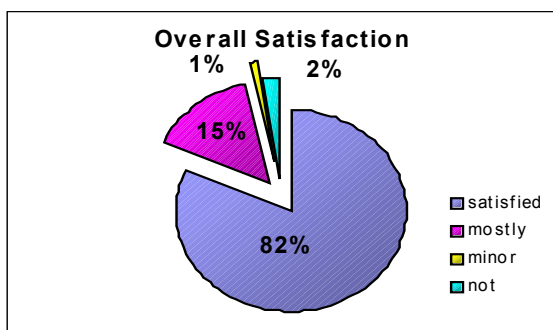


Fig 22: Provider: Overall level of satisfaction

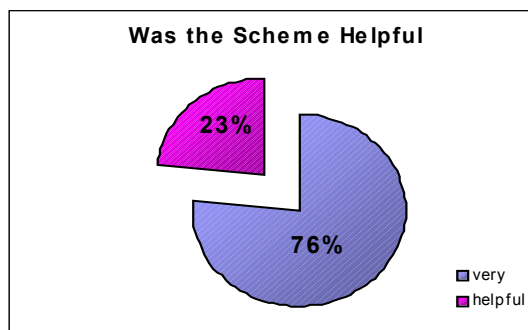


Fig 23: Provider: Scheme Helpful

Similar to the complainant Survey, questions 2, 3 and 5 asked service providers if the Scheme kept them informed, respected their needs and provided information about their rights and options. Seventy per cent, 78 per cent and 86 per cent respectively indicated that this was always done.

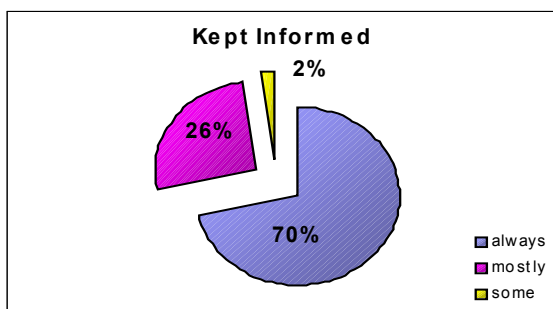


Fig 24: Provider: Were you kept informed?

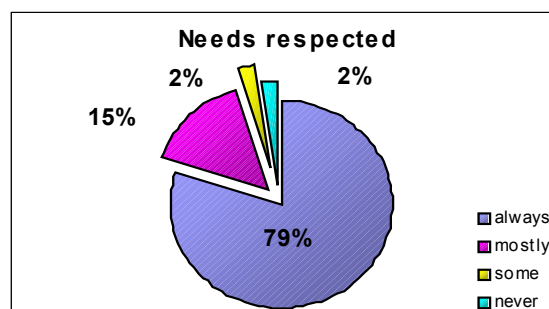


Fig 25: Provider: Were your needs respected?

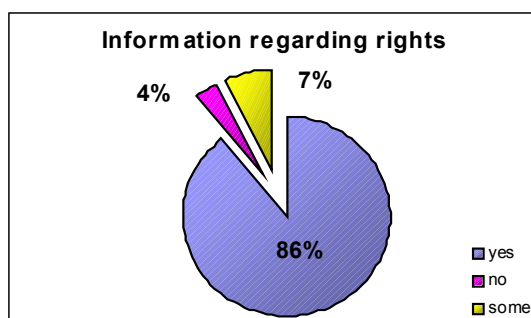


Fig 26: Provider: Were you given information about your rights?

Taken together, the responses demonstrate that 95 per cent, 93 per cent and 93 per cent of service providers respectively reported that these three consumer service factors were mostly delivered.

Ninety-five per cent of service providers indicated they had the opportunity to contribute to the resolution of the complaint and 71 per cent of those responding indicated they felt that complaints were resolved. Providers were also asked for suggestions as to how the process might be improved. Twenty-five per cent of providers responding to the survey replied to this question. Suggestions for improvement included removing anonymity and improving communication, timeliness, impartiality and follow-up.